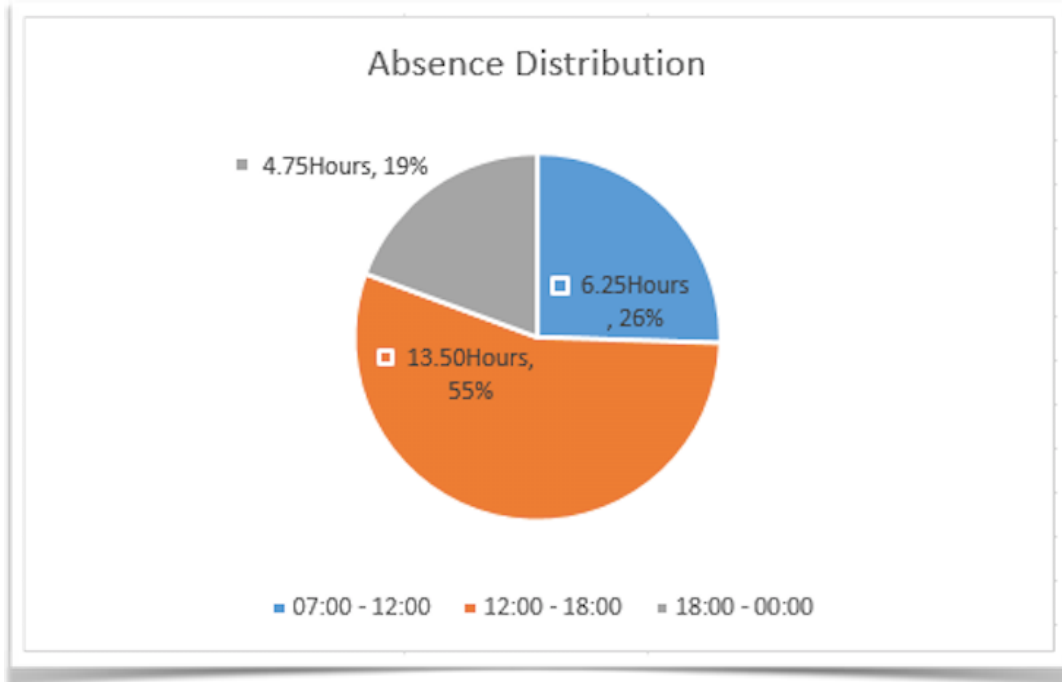


Absence Report

In December 2015, The Tangerine call centre began the “My Evolution” (MEVO) phase and moved from the Aspect WFM platform to the Genesys WFM platform. At this point in time, a lot of the reporting frameworks that were used by the IDA and Workforce teams became invalid due to the incompatibilities in the raw data structures and workflow processes of the two systems.

In the first quarter of 2016, I began working on the Absence Generation report which would contribute to the intraday health check of the Tangerine Call Centre. The simplicity of this report is in its visualization of how absenteeism affects the day’s performance.



The distribution shows potential trouble points during the day while also showing comparative absenteeism per channel and city.

Saturday, August 27, 2016	
Toronto Absences <input type="button" value="-1"/>	Moncton Absences <input type="button" value="-"/>
Agent 1 (9:15 AM - 7:30 PM)	Agent 3 (1:00 PM - 9:15 PM)
Agent 2 (8:30 AM - 2:30 PM)	

The code for this report takes raw data and generates the effects in specified timeframes while also generating “Agent Names + Timeframes” that can be easily pasted into the output. This minimizes the time to generate the output and reduces errors. This report along with the Intraday Service Status Report are keys to helping managers make appropriate decisions when managing their Agents’ requests for time off as well as deciding on the priority of offline activities.