**Business Requirements Document (BRD)**

**Project Title***:*

**Extraction of Activity‑wise Schedule Adherence data from Smart Sync Tool**

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**1. Executive Summary / Purpose**

This project aims to enable **automated extraction and reporting of Schedule Adherence data broken down by activity code** (e.g., Break, Lunch, Meeting, Wrap‑Up) from the existing Smart Sync tool. The output will feed to WFM portal which will create dashboards and operational reports, providing visibility into adherence at the granularity required for data‑driven staffing and coaching decisions.

**2. Business Objectives & Success Criteria**

|  |  |  |
| --- | --- | --- |
| **ID** | **Objective** |  |
| OBJ‑1 | Provide supervisors with near real‑time activity‑level adherence insights |  |
| OBJ‑2 | Improve overall schedule adherence |  |
| OBJ‑3 | Reduce manual effort in report generation |  |
| OBJ‑4 | Support data‑driven coaching |  |

**3. Background & Current State**

* Supervisors currently export raw logs to Excel and manually pivot the data, introducing delays and errors.

**4. Project Scope**

**4.1 In‑Scope**

* Extraction of schedule and actual timestamp data at the activity level for all front‑line agents.
* Calculation logic for Adherence % per activity:
* Save extracted data in the csv format in share drive.
* Provide extraction of existing programs for which data is available.
* In case of changes in MUID’s like addition to deletion it should include in extraction.

**4.2 Out‑of‑Scope**

* Changes to agent scheduling policies.

**5. Data Requirements & Definitions**

**#fields:**

**date|period|TZ|custID|muID|tvID|acdID|logonID|ssn|agentName|modify|attribute|totalAct|totalInAdh|totalOutAdh|totalSched|adhPct|externalID**

**6. Benefits**

1. **Operational Efficiency:** Eliminates manual Excel processing.
2. **Address adherence issues:** Supervisors can address adherence issues during the shift, improving agent performance.
3. **Targeted Root‑Cause Analysis:** Identifies specific activities (e.g., long Wrap‑Up) driving non‑adherence.
4. **Compliance & SLA Alignment:** Accurate adherence tracking supports contractual SLA reporting for clients.
5. **Employee Engagement:** Transparent metrics foster fair feedback and recognition programs.

**7. Assumptions**

* Activity code mappings are stable and maintained by WFM team.
* Accurate data will be available from tool.

**8. Risks & Mitigations**

* If accurate data is not available, then report not in use.

**9. Dependencies**

* Smart Sync tool for data extraction.

**10. Acceptance Criteria**

* Data should be available in csv format in shared drive.