

# CXone WFM’s True to Interval

## What is True to Interval, and why are we using it now?

The migration to True to Interval (TTI) helped correct previous data inaccuracies associated with logging all contact-related information to the interval in which items ended. TTI is an activity-based model in which items are pegged to the intervals in which they are worked, even if they aren’t finalized.

## When did TTI get enabled?

TTI was deployed to our customers between December 2023 and February 2024.

### True to Interval (TTI) Example: Synchronous & Asynchronous Work Item Deconstruction

#### Today’s Paradigm

##### “When Contact Ended” (WCE) paradigm

- A contact is counted once in the interval in which it ends...even if the contact spanned intervals
- Handle Time is reported only in the interval in which contact ends

Example. Contact Arrives at 9:10am & Completes at 9:40am

Interval	Received	Handled (completed)	Handle Time (WCE)	Staff Req
9:00 am	1	0	0	0 ❌
9:15 am	0	0	0	0 ❌
9:30 am	0	1	30	2 ❌

##### Use when...

- most contacts arrive and complete in the same interval
- intervals are longer than the handle times

##### Creates staffing problems when...

- handle times are long or intermittent and contacts span intervals
- intervals are shorter than the handle times

#### Invented Paradigm

##### “Answered & Active True to Interval” (A&A TTI) paradigm

- A contact is counted once in the interval in which it is initially answered  
*If the contact spans intervals, it is counted again in each subsequent interval where activity occurred*
- Handle Time is reported in each interval in which work activity occurs

Example. Contact Arrives at 9:10am & Completes at 9:40am

Interval	Received	Answered	Active	Handle Time (TTI)	Staff Req
9:00 am	1	1	0	5	.33 ✔️
9:15 am	0	0	1	15	1 ✔️
9:30 am	0	0	1	10	.67 ✔️

##### Use when...

- most contacts arrive and compete in the same interval
- intervals are longer than the handle times

##### Solves staffing problems when...

- handle times are long or intermittent and contacts span intervals
- intervals are shorter than the handle times

We’ve always used as much history as possible when forecasting. Why did you only reconcile the last 3 months of history?

3 months is the minimum amount of time that can be referenced for forecasting purposes, so a decision was made to universally convert the last 3 months of history to TTI. All customers have already reached the point of being able to reference 6 months of TTI history for forecasting.

Keep in mind that even when a limited amount of history is referenced, the forecasting algorithms are still calculating volumes based on trends that exist within all available history.

I’ve noticed that my volume is higher, but my AHT is lower—is something wrong?

This is to be expected and what almost all customers are experiencing. One of the most important parts of TTI is that volume and AHT are posting as the work is occurring. This directly translates to more realistic requirements.

Why can’t I see information regarding total contacts received anymore?

Contacts received is no longer a valuable metric as it doesn’t translate to staffing requirements; however, due to the number of requests for this metric to be brought back into WFM, we are working to prioritize and incorporate this back into the solution.

This metric will not be reincorporated into staffing-associated metrics, but it will be made available for viewing purposes.

Other reports and dashboards within the CXone suite still reflect WCE data—when will they match?

WFM is the first consumer of TTI-style data within the CXone suite. Other solutions may eventually incorporate TTI data into their views, but WFM was the most logical starting point as TTI directly changes the way that staffing requirements are calculated.

## About NICE

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