



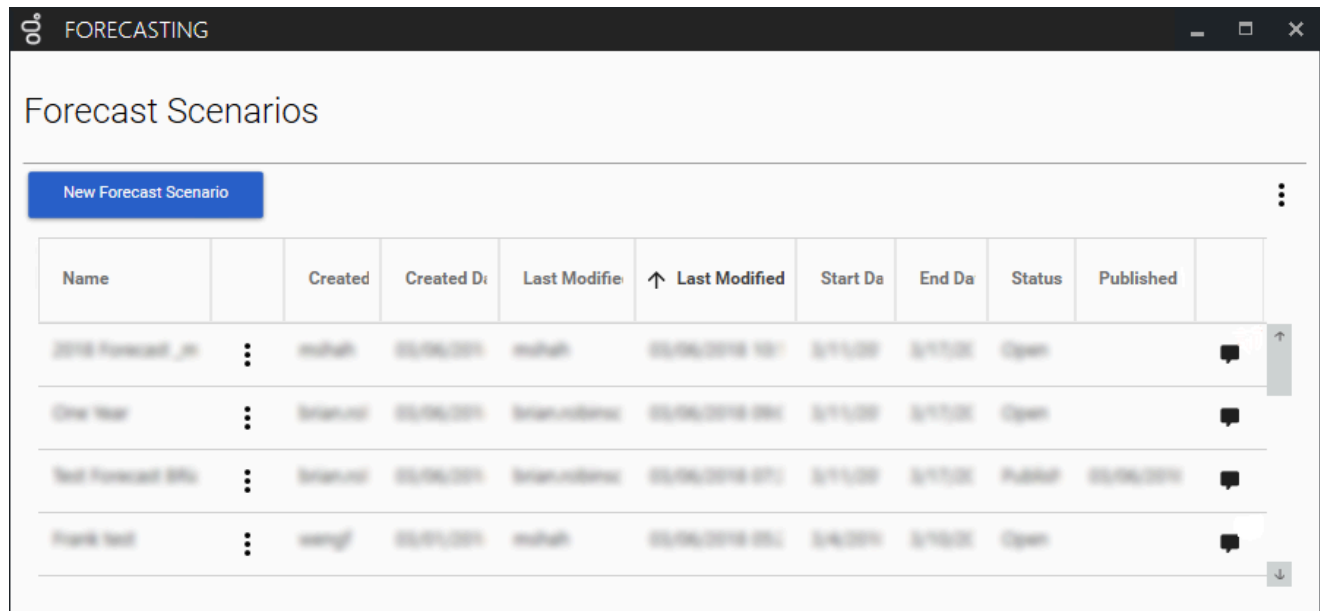
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Decisions Forecasting Help

Decisions Forecasting

5/6/2025

Decisions Forecasting



The screenshot shows the 'FORECASTING' application window. The title bar includes the Genesys logo and the word 'FORECASTING'. The main header is 'Forecast Scenarios'. Below the header is a blue button labeled 'New Forecast Scenario'. A table lists four forecast scenarios with columns for Name, Created, Created Date, Last Modified, Last Modified Date, Start Date, End Date, Status, Published, and a menu icon. The scenarios are '2018 Forecast - JN', 'One Year', 'Test Forecast 80%', and 'Frank test'.

Name		Created	Created Date	Last Modified	Last Modified Date	Start Date	End Date	Status	Published	
2018 Forecast - JN	⋮	Initial	05/06/2018	Initial	05/06/2018 10:11	5/11/2018	5/11/2018	Open		⬆
One Year	⋮	Initial	05/06/2018	Initial	05/06/2018 09:11	5/11/2018	5/11/2018	Open		⬆
Test Forecast 80%	⋮	Initial	05/06/2018	Initial	05/06/2018 07:11	5/11/2018	5/11/2018	Publish	05/06/2018	⬆
Frank test	⋮	Initial	05/01/2018	Initial	05/06/2018 05:11	5/4/2018	5/10/2018	Open		⬆

Welcome to the Help documentation for the Genesys Decisions Forecasting application.

Genesys Decisions is a strategic planning tool designed specifically to help contact centers make better plans and budgets. Genesys Decisions helps contact center managers accurately predict future performance and reveal the operational impact of various what-if scenarios and assumptions. Prediction of long-term operational performance takes into account the impact of contact volumes, attrition, service levels, and other key factors.

Are you new to Genesys Decisions Forecast? See [Getting Started](#).

Are you looking for answers to specific questions? Try these topics:

- [Creating a Forecast Scenario](#)
- [View and Edit Forecasts](#)
- [Modifying Forecasts](#)
- [Publishing a Forecast Scenario](#)
- [Applying a Forecast Scenario to your Planning Scenario](#)