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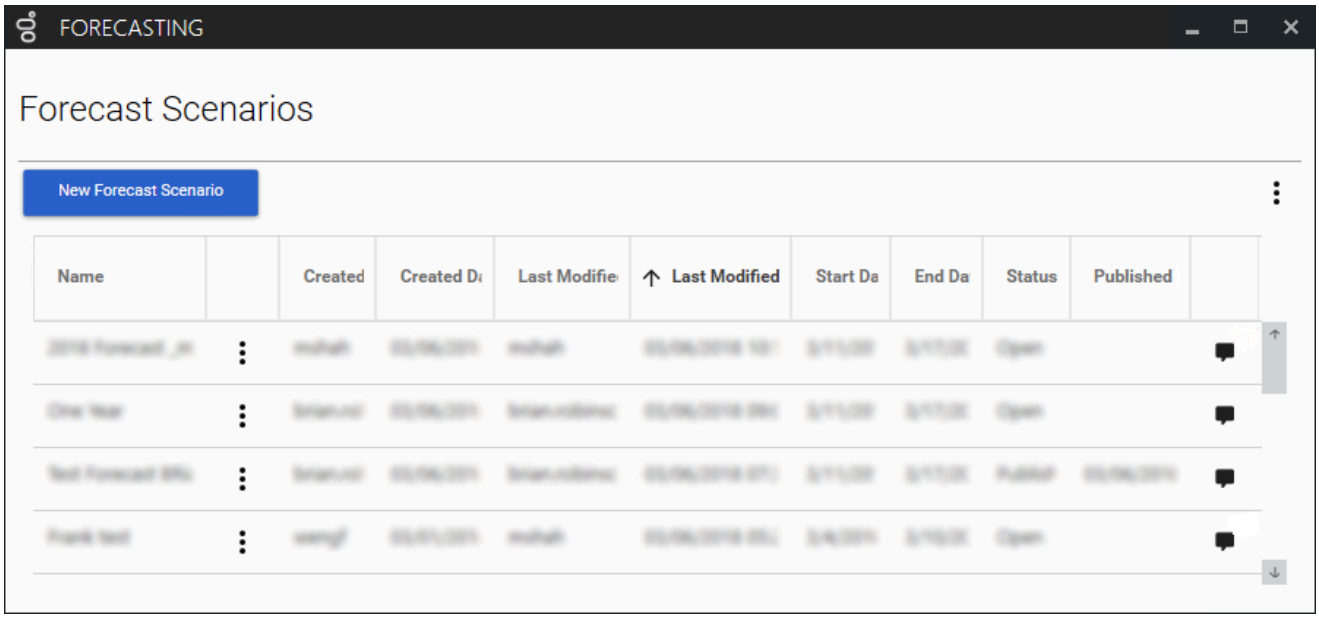
Decisions Forecasting Help

Decisions Forecasting

5/7/2025

Decisions Forecasting



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