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Decisions User Help

Selecting a Center, Staff Type, and Contact Type

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Select a workgroup and Contact Type using the **Center**, **Staff Type**, and **Contact Type** drop-down boxes under the button bar. A workgroup or "department" is a group of contact center agents in a physical contact center location. The data grid will open and display assumptions and forecast data for the selected workgroup and Contact Type over the time horizon of the scenario.

Tip

If you would like to create custom reports to view scenario information on a consolidated basis across multiple center, staff, and contact types, see Reports. In addition, custom system reports can display numerous additional metrics that are not displayed in the Scenario View main grid.