

GENESYS

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Performance Management Advisors Deployment Guide

Configuring Forecast Metric Graph Shapes

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The shape of the graph that displays in the Metric Graphing window for forecast metrics is configurable. Default values for forecast metric graph shapes are shown in the Table below.

Metric	Metrics/Graphing_Style
FNCO	saw
FNCOTotal	saw
FAHT	flat
FSL	flat
FASA	flat
REQ	flat
SCH	flat
AdjREQ	flat
AdjSCH	flat
All others	null

To change the default graph shape for a forecast metric, use the graph_style column in the platform database metrics table to define the shape of the graph.

The graph shapes have the following characteristics:

- saw: forecast metrics; saw-style graph. Interval in historical area: 30 minutes
- flat: forecast metrics; flat-style graph. Interval in historical area: 30 minutes
- null: the default graph shape for all non-forecast metrics; flat-style graph. Interval in historical area: 1 minute (configurable)