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Genesys Engage cloud Workforce Management 8.5.1 Guide

[Add Comments to a Forecast](#)

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Add Comments to a Forecast

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Workforce Management in Genesys Engage cloud](#).

Use the **Comments** window to add comments to a forecast scenario. For example, you might want to add a comment after making manual changes to a scenario, so that you can keep a record of the changes.

You can add comments only for an activity, not for a site. A **Forecast scenario** activity can have numerous comments, including a new comment for each day.

See the following sections:

- [Adding comments to a forecast scenario.](#)
- [Editing existing comments.](#)
- [Deleting existing comments.](#)

Adding Comments to a Forecast Scenario

1. Click the **Comments** button on the **Forecast Scenario View** toolbar.
2. In the **Comments** window that appears, click **New** at the upper right.
The lower panel's label changes to **New comment**.
3. Adjust the **Comment** date, using the [date-selection controls](#).
By default, the start date of the forecast appears.

Tip

You cannot select a date outside the forecast scenario's date range. If you try to make more than one comment per date, an error message alerts you to either select a different date or edit (or delete) that date's existing comment.

4. Type your comments into the large text box at the bottom left.

5. Click **Apply** to add your comment to the upper list, or **Cancel** to discard it.
6. Make any other changes that you want to make in this window and then do one of the following:
 - Click **Save** to save all of your changes and close the **Comments** window.
 - Click **Close** to discard all of your changes and close the **Comments** window.

The previous forecast scenario view reappears. Your new comments are now attached to the scenario.

Editing Existing Comments

1. Click the **Comments** button on the **Forecast Scenario View** toolbar.
The **Comments** window appears. The upper section of the window lists previously entered comments.
2. Click an existing comment to select it.
The comment's text appears in the large text box at the bottom left.
3. Click **Edit**.
4. Edit the comment text in the large text box.
5. Click **Apply** to save your edits, or **Cancel** to discard them.
6. Make any other changes that you want to make in this window, then do one of the following:
 - Click **Save** to save all of your changes and close the **Comments** window.
 - Click **Close** to discard all of your changes and close the **Comments** window.

The previous forecast scenario view reappears.

Deleting Existing Comments

1. Click the **Comments** button on the **Forecast Scenario View** toolbar.
The **Comments** window appears. The upper section of the window lists previously entered comments.
2. Click an existing comment to select it.
The comment's text appears in the large text box at the bottom left.
3. Click **Delete**.

Important

The comment is deleted immediately. There is no confirmation prompt.

4. Make any other changes that you want to make in this window; then do one of the following:
 - Click **Save** to save all of your changes and close the **Comments** window.
 - Click **Close** to discard all of your changes and close the **Comments** window.

Add Comments to a Forecast

The previous forecast scenario view reappears.