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Genesys Engage cloud Workforce Management 8.5.1 Guide

Forecast Scenarios


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Forecast Scenarios

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](#).

After you create a forecast scenario using the [New Forecast Wizard](#), use the [Forecast Scenarios View](#) to open the forecast scenario.

1. Select **Forecast** from the **Home** menu on the toolbar.
2. Select **Scenarios** from the **Forecast** menu.
3. Select a scenario from the list in the data pane, and open it by clicking the open icon () in the toolbar or by double-clicking the scenario itself.
4. Select the open scenario's name from the **Forecast** menu on the toolbar.

Tip

All open scenarios appear on the menu.

5. Select one of these views from the <selected scenario name> menu:

Volumes	Enables you to build, view, and edit a scenario's interaction volume and average handle time.
Staffing	Enables you to build, view, and edit a scenario's calculated and required staffing.
Graphs	Displays your choice of statistics for this forecast, using line charts.
Overheads	Displays the weekly shrinkage forecast for a selectable period.

6. In the **Objects** tree, select an activity, site, business unit or enterprise.

Working with Forecast Scenarios

From the Forecast Scenarios view you can:

- View interaction volume and AHT forecasts in the [Scenario Volumes view](#) or create interaction volume and/or AHT forecasts using the [Forecast Volumes Build Wizard](#).
- View staffing forecasts in the [Scenario Staffing view](#) or create staffing forecasts using the [Staffing Build Wizard](#).
- View the forecast scenario in graph format.
- [Add comments](#) to the forecast scenario.
- [Publish forecast scenarios](#) to the Master Forecast or [extract](#) from the Master Forecast into a forecast scenario.

Some restrictions apply when viewing or deleting Forecast scenarios:

- Users must have access to at least one Activity in the Forecast scenario to see it.
- Users must have access to all Activities in the Forecast scenario to delete it.