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Genesys Engage cloud Workforce Management 8.5.1 Guide

Graph View Options (AHT)

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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 **Options** window to customize a **Forecast Graphs** view whose **Show Statistics** drop-down list is set to AHT (average handling time):

1. Click the **Options** button on the **Graphs** view toolbar.
The **Options** window appears.
2. Select the check boxes for the options that you want to have displayed in the graphs.
3. Clear the check boxes for those that you want to be hidden.
You can select or clear any number of the check boxes. See the option descriptions below.
4. Click **Apply**.
The Graphs view is redrawn to match your selections.

Forecast Graphs Display Options

Show Special Events—When selected, graphs display a marker that represents the start of each event's impact.

Show Weighted AHT—When selected, graphs use weighted AHT data rather than a simple average of AHT data.

Show Historical Data—When selected, graphs display historical data. Check boxes appear for the following:

- **This Year**
- **1 Year Ago**
- **2 Years Ago**
- **3 Years Ago**
- **4 Years Ago**
- **5 Years Ago**

You can independently show or hide the display of multiple prior years' data. Each year's data

appears in a different color.

The **Legend** identifies what each color represents.