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# Genesys Engage cloud Workforce Management 8.5.1 Guide

Historical Data Volumes View

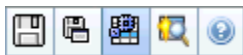
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# Historical Data Volumes View

## 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 **Volumes** view to display interaction volumes within imported or collected historical data. This view provides standard [date-selection controls](#) and a grid that shows statistics for days or timesteps. See the toolbar image here and the [button descriptions](#) below.



The following sections cover:

- [Displaying the Volumes view](#).
- [Setting the data display properties and date range](#).
- [Reading the data](#).
- [Editing weekly totals](#).
- [Save and Calculation options](#).
- [Find events](#).

## Displaying the Volumes View

To display the **Volumes** view:

1. From the **Home** menu on the toolbar, select **Forecast**.
2. From the **Forecast** menu on the toolbar, select **Historical Data**.
3. From the **Historical Data** menu on the toolbar, select **Volumes**.
4. In the **Objects** tree, select an **activity**, **Site**, **Business Unit**, or **Enterprise**.

The view displays a graph above a table, each containing the same statistics, and controls that set the data display properties for the graph and table.

## Setting the Data Display Properties and Date Range

Use these controls to customize the data display in the graph and table:

- **Period drop-down list**—Change the time range for the graph and the grid by selecting **Year**, **Month**, or **Week**. If you select **Week**, you can further adjust each row's time range by selecting **15**, **30**, or **60** (minutes) from the **Granularity** drop-down list.
- **Show Statistics drop-down list**—Specify what data is displayed in the graph and table by selecting from these choices: **Interaction Volume**, **AHT**, **Interaction Volume and AHT**.
- **Show Columns check boxes**—Show (or hide) data columns in the table by selecting or clearing the **Volume**, **Volume %**, and **AHT** check boxes.
- Use standard **date-selection controls** (in the upper right portion of the window) to jump to a different week within the **Master Forecast's** date range.

## Reading the Data

The table provides columns that display the following statistics:

<b>Week/Time Step</b>	Identifies the range of dates or timesteps on this row. (The column's label and contents depend on the <b>date range</b> and <b>granularity</b> that you selected above.)
<b>[Days or Dates]</b>	<p>If you select the <b>Month date range</b>, each group of columns shows statistics for one full day.</p> <p>If you select the <b>Week</b> date range, each group of columns indicates one date, the top row shows daily totals, and each lower row shows statistics for one timestep on that date.</p> <p>(Timestep durations depend on the <b>granularity</b> that you selected above.)</p>
<b>IV</b>	Shows the interaction volume forecast for each day or timestep.
<b>IV%</b>	Shows this row's percentage of the day's total interaction volume.
<b>AHT</b>	Shows the average handling time.
<b>Weekly Totals</b>	If you select the <b>Month date range</b> , these columns show weekly totals, or averages, for the IV, IV%, and AHT statistics.

### Tip




You can copy and paste data between the grid and a spreadsheet. Before doing so, clear the **Volume %** checkbox so the **IV%** column is hidden.

## To Edit the Weekly Totals

If you selected the period **Year** or **Month**, you can click inside the **Weekly Totals** cell and edit the value there. Daily values in the same row will automatically adjust their values so that the new **Weekly Total** is redistributed according to the original distribution of volume for each day of the week. This is useful if you have a week, in which you believe the volume will be increased, but you expect the volume to arrive at about the same rate as in your original forecast, day-over-day.


## Save and Calculation Options

You can use the following buttons on the toolbar (these commands also appear in the **Actions** menu):

	<b>Save</b>	<p>Save changes that you have made to the data.</p> <p><b>Save</b> appears in the toolbar and in the <b>Actions</b> menu only if you have permission to edit historical data. To set that permission:</p> <ol style="list-style-type: none"> <li>1. In the <b>Configuration</b> module, select <b>Roles &gt; Role Privileges</b>.</li> <li>2. In the <b>Forecast Role Privileges</b> view, select <b>Edit Historical Data</b> check box.</li> <li>3. Click <b>Save</b>.</li> </ol>
	<b>Save As Template</b>	<p>Opens the <b>Save as Template Wizard</b>, where you can save historical data as a forecast template.</p> <p>When you save historical <b>IV</b> or <b>AHT</b> for a multi-site activity as a template, only multi-site activity data are saved, never the sum of underlying activities.</p>
	<b>Use Multi-Site Activities</b>	<p>Controls whether WFM Web's calculation of aggregated information includes multi-site activities. You can select this button only if you first select a <b>multi-site activity</b>, <b>Business Unit</b>, or <b>Enterprise</b> in the <b>Objects</b> tree.</p>

		If you set this button to <b>On</b> , WFM retains your last selection—in the current view and for all other views that contain multi-site activities—preventing you from having to click it every time you want to display data for the selected multi-site activity.
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## Find Events Wizard

	<b>Find Events</b>	Click this button (or select <b>Find Events</b> from the <b>Actions</b> menu) to search for special events in historical data, using the <b>Find Events Wizard</b> .
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