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Genesys Engage cloud Workforce Management 8.5.1 Guide

Master Forecast Overheads View

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Master Forecast Overheads 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 **Overheads** view to view overhead data, which WFM uses to forecast shrinkage while scheduling. See the toolbar image here and the [button descriptions](#) below.



The following sections cover:

- [Setting the Grid properties and date range.](#)
- [The Overhead menu.](#)
- [Using the Grid.](#)
- [Managing the Master Forecast Overhead data.](#)

Setting the Grid Properties and Date Range

Use these options in the **Grid** properties and **Date Range** panes (near the top) to customize the grid:

- The grid displays data for a period of a year, month, week or planning period. To change the period, click **Year**, **Month**, **Week**, or **Planning Period** in the **Period** drop-down list to change the time range that is shown on each row. (WFM Web prompts you to save any unsaved edits before it refreshes the display.)
- If you select **Week**, you can further adjust each row's time range by selecting a **Granularity** of 15, 30, or 60 minutes.
- Use the standard [date-selection controls](#) to jump to a different week.

Overhead Menu

The **Overhead** drop-down menu displays a list of overheads:

Grand Total	A read-only statistic; the aggregate overhead for the selected target.
Total Planned	A read-only statistic; the aggregate planned overhead for the selected target.
Total Unplanned	A read-only statistic; the aggregate unplanned overhead for the selected target.

Important

Read-only statistics appear in the **Overhead** menu for the item that is selected in the **Object** pane. If the item is an activity, then the menu lists all **Schedule State Group** overheads that are associated with the activity. If the item is a multi-site activity, the menu lists all **Schedule State Group** overheads that are associated with its child activities.

Using the Grid

The grid provides columns that display the following statistics:

Week/Time Step	Identifies the range of dates or timesteps on this row. (The column's label and contents depend on the date range and granularity that you selected above.)
[Days or Dates]	If you select the Month date range, each group of columns shows statistics for one full day. If you select the Week date range, each group of columns indicates one day. (Timestep durations depend on the granularity that you selected above.)
[Weekly Totals]	If you select the Week date range, the columns at right show weekly totals for the displayed statistics.

Tip

You can copy and paste data between the grid and a spreadsheet.

Managing Master Forecast Overhead Data

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

	Cleanup	Opens the Cleanup Master Forecast window , where you can remove information from the Master Forecast for selected dates and activities.
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