Genesys Engage cloud Workforce Management 8.5.1 Guide

Master Forecast Volumes View

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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 **Volumes** view to display the **Master Forecast's Interaction Volumes** and **AHT**. See the toolbar image here the button descriptions below.

This view provides standard date-selection controls and a grid that shows statistics for days or timesteps.

The following sections cover:

- Displaying the **Volumes** view.
- Setting the data display properties and date range.
- Reading the Data.
- Cleanup and use multi-site activities.

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 **Master Forecast**.
3. From the **Master Forecast** 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**, **Week**, or **Planning Period**.
  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:

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 date, the top row shows daily totals, and each lower row shows statistics for one timestep on that date. (Timestep durations depend on the granularity that you selected above.)
IV	Shows the interaction volume forecasted for each day or timestep.
IV%	Shows this row's percentage of the day's total interaction volume.
AHT	Shows the average handling time.
Weekly Totals	If you select the **Month** date range, these columns show weekly totals, or averages, for the **IV**, **IV%**, and **AHT** statistics.

Cleanup and Calculation Options

Choose these commands from the **Actions** menu or select their icons from the toolbar:

	Cleanup	Opens the Cleanup Master Forecast window, where you can remove information from the **Master Forecast** for selected dates and activities.
	Use Multi-Site Activities	Controls whether WFM Web's calculation of aggregated information includes multi-site activities. You can select this button only if you first select a **multi-site activity**, **Business Unit**, or **Enterprise** in the **Objects** tree. If you set this button to **On**, 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.