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Genesys Engage cloud Workforce Management 8.5.1 Guide

Options for the Master Forecast Graphs

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Options for the Master Forecast Graphs

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** dialog box to customize the display of the **Master Forecast Graphs** view:

1. Select a statistic from the **Show Statistics** drop-down list.
2. Click **Options** on the toolbar.

One of the following versions of the **Options** dialog box opens, depending on the statistic that you selected above.

- Click the link for a Help topic listed in the table. This takes you to an explanation of the options available for that statistic in the **Options** window.

Statistic selected	Help topic for the corresponding Options dialog box
Interaction Volume	Graph View Options (IV)
AHT	Graph View Options (AHT)
Interaction Volume and AHT (not available in the Historical Data Graphs view)	Graph View Options (IV and AHT)
Required Staffing (not available in the Historical Data Graphs view)	Graph View Options (Staffing)
Calculated Staffing (not available in the Historical Data Graphs view)	Graph View Options (Staffing)
Calculated and Required Staffing (not available in the Historical Data Graphs view)	Graphs View Options (Staffing)