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Genesys Engage cloud Workforce Management 8.5.1 Guide

Scenario Graphs 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 **Graphs** view to display the selected forecast scenario's data in a line chart. See the toolbar image here and the [button descriptions](#) below.



The following sections cover:

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Displaying the Graphs View

To display the **Graphs** view:

1. Select **Forecast** from the **Home** menu on the toolbar.
2. Select **Scenarios** from the **Forecast** menu on the toolbar.
3. Select a scenario from the list in the data pane, and open it.
4. Select the open scenario's name from the **Forecast** menu on the toolbar.
All open scenarios appear on the menu.
5. Select **Graphs** from the **<selected scenario name>** menu on the toolbar.
6. 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.

If you do not see any data, you might need to adjust the **Period**, **Granularity**, or **Date** controls at

the top of the window to reflect those used for the forecast.

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**, **Planning Period**, **Week**, or **Day**.
- **Granularity drop-down list**—Specify the increments (granularity) in the data display by selecting from this menu. The available choices depend on your selection in the **Period** drop-down list:
 - If you select **Year**: **Monthly**, **Weekly**, or **Daily**.
 - If you select **Month**: **Weekly** or **Daily**.
 - If you select **Planning Period**: **Weekly** or **Daily**.
 - If you select **Week**: **15** (minutes), **30** (minutes), **60** (minutes), **Daily**.
 - If you select **Day**: **15** (minutes), **30** (minutes), or **60** (minutes).
- **Show Statistics drop-down list**—Specifies what data is displayed in the graph and table. Select from these choices: **Interaction Volume**, **AHT**, **Interaction Volume and AHT**, **Calculated Staffing**, **Required Staffing**, **Calculated and Required Staffing**, **Calculated and multi-skill calculated staffing**. Columns in the table are displayed accordingly to the selected statistic.
- Use standard **date-selection controls** (in the upper right portion of the window) to jump to a different week within the **Scenario Forecast's** date range.

Reading the Graph and Legend

The graph shows the statistics, dates, period, and granularity that you select. The vertical axis indicates the units shown. If you display multiple statistics, the right and left vertical axes display different units for the two statistics, when necessary.

The **Legend**, at the bottom, identifies the colors that the graph uses to represent particular statistics, events, or historical data. The **Legend** changes depending on the statistics that you select. Special events appear as markers on the graph.

Modifying and Managing Scenario Data

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

	Publish	Opens the Publish Forecast Wizard , where you can publish a forecast directly to the master schedule.
	Add activity	Opens the Add Activity window, where you can add activities to this forecast scenario.
	Remove activity	Opens the Remove Activity window, where you can remove activities from this forecast scenario.
	Save	Saves your changes to this forecast scenario.
	Comments	Opens the Comments window, where you can enter comments for each day of the forecast.
	Close	Closes a selected open scenario, prompting you to save any unsaved changes.
	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.
	Options	Opens the Options dialog box, where you can further customize the graph.