Genesys Engage cloud Workforce Management 8.5.1 Guide

Volumes Build Wizard

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Volumes Build Wizard

> **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 Build Wizard (VBW) to build volume data for one or more selected activities, using parameters that you specify.

- Do this if you selected **None** in the **New Forecast Wizard** General Parameters window or if you wish to overwrite an existing Volumes scenario. If the correct Volumes data already exists in the Scenario Volumes view, you do not need to use this wizard.

> **Important**
>
> Depending on the build method you specify, you might need to import historical data or create interaction volume, average handling time, or overlap templates before using this wizard.

To build volume data:

1. Select a **Volumes** scenario.

2. On the Scenario Volumes View toolbar, click the **Build** button.
   The **Volumes Build Wizard's** first screen, Select Activities, opens.

3. Complete the Select Activities screen and then click **Next**.

4. Complete the Select Data Build Method screen and then click **Next**.

5. The screens/buttons that appear next depend on the selected build method and whether you want to use an overlap template.

   - If the selected build method is **Use Value**, you supply interaction volume and/or average handling time values and click **Finish**.

   - If the build method is **Expert Average Engine**, **Universal Modeling Engine**, or **Copy Historical Data**, you will need to complete the Select Historical Data screen.

   - If the build method is **Template Based**, or if you select **Use Overlap Templates** on the **Select Historical Data** screen, you complete one or more screens for selecting templates.

   - If the build method is **Expert Average Engine** or **Universal Modeling Engine**, you will need to complete the Select Events screen.

6. After clicking **Finish** in the last screen, WFM builds the volumes forecast and the **Scenario Volumes View** reappears, showing your results.

Forecast Volume Build Wizard Screens

The Volume Build Wizard screens are described in these topics:

- Select Activities
- Select Data Build Method
- Select Historical Data
- Select Templates
- Select Events
- Select Events Distribution