Genesys Engage cloud Workforce Management 8.5.1 Guide

Forecast Role Privileges

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Forecast Role Privileges

> ### 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.

The role privileges under **Forecast** provide the following user access:

- **Read**—Controls user access to:
    - Creating Forecast Scenarios.
    - Viewing and edit shared Forecast Scenarios.
    - Viewing the Master Forecast.
    - Extracting the Master Forecast to their own or shared Scenarios.
    - Viewing Historical Data.

    > #### Important
    > If **Read** is unchecked, all other privileges under **Forecast** are also unchecked.

- **Publish**—Controls user access to all **Read** permissions plus permission to publish to the Master their own Forecast Scenarios or shared scenarios.

    Three security options are available under this **Forecast Publish** right:
    - **Publish IV to Master Forecast**
    - **Publish AHT to Master Forecast**
    - **Publish Staffing to Master Forecast**

    If only one or two of these permissions are granted, the user will not have full security access to the Publish.

    > #### Important
    > Only those users who have access to **Publish** before migration will have access to the new options after migration.

- **View All Scenarios**—Controls user access to all **Read** permissions plus permission to:

  - View, edit and share all Forecast Scenarios.

  - Extract from the Master Forecast to all Scenarios.

- **Edit Historical Data**—Controls user access to all Read permissions plus permission to:

  - Edit historical data to be used when creating a Forecast Scenario.

  - Copy/paste historical data to/from Excel.

- **Overlays**—Controls user access to all Read permissions plus access to all Overlays functionality in the **Forecast** module.