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Genesys Engage cloud Workforce Management 8.5.1 Guide

Forecast Scenario Overheads 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 **Overheads** view to view overhead data, which WFM uses to forecast shrinkage while scheduling. See the toolbar image here and the [button descriptions](#) below.



You can perform the following functions:

- View totals
- Edit pre-defined overheads (both planned and unplanned)
- Add, edit and delete overheads associated with the current **Schedule State Group** for specific activity.

Multi-site activities use overhead information that is associated with **Schedule State Groups**, from child activities (except for planned and unplanned overheads, which are separate for local and multi-site activities).

Setting the Grid Properties and Date Range

Use the following options in the **Grid** properties and **Date range** panes (near the top) to customize the grid:

- The grid displays data for a period of a year, a month, the planning period, or a week. To change the period, click **Year**, **Month**, **Planning Period**, or **Week** on the **Period** drop-down list to change the time range that is shown on each row. (WFM Web prompts you to save any unsaved edits before it refreshes the display.)
- If you select **Week**, you can further adjust each row's time range by selecting a **Granularity** of **15**, **30**, or **60** minutes.
- Use the standard date-selection controls to jump to a different week within the forecast scenario's date range.

The Overhead Menu

The **Overhead** drop-down menu displays a list of the following overheads:

Grand Total	A read-only statistic; the aggregate overhead for the selected target.
Total Planned	A read-only statistic; the aggregate planned overhead for the selected target.
Total Non Unplanned	A read-only statistic; the aggregate unplanned overhead for the selected target.
Planned	Displays planned overhead values that are not associated with any Schedule State Group . (In Scenario Overheads only, not in Master Schedule Overheads .)
Unplanned	Displays unplanned overhead values that are not associated with any Schedule State Group . (In Scenario Overheads only, not in Master Schedule Overheads .)
Schedule State Group <name>	Displays overhead values that are associated with this named Schedule State Group and the target. If the target is a multi-site activity, the Schedule State Group name is prefixed with the activity name. Tip Not available in Master Schedule Overheads .

Important

- Statistics appear in the **Overhead** menu for the item that is selected in the **Object** pane. If the item is an activity, then the menu lists all **Schedule State Group** overheads that are associated with the activity. If the item is a multi-site activity, the menu lists all **Schedule State Group** overheads that are associated with its child activities.
- You can edit the **Overhead** values for activities or multi-site activities.

Managing Scenario Overhead Data

You can use the following buttons on the **Actions** toolbar (these 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 this scenario, prompting you to save any unsaved changes.
	Add Overhead	Starts the Add Overhead Wizard , which you can use to add overhead values to be associated with the Schedule State Group (SSG) and the target.
	Delete Overhead	Deletes overhead values that are associated with the SSG and selected in the Overhead drop-down menu. The SSG is removed from the Overhead menu, after you confirm.
	Apply Template	Applies templates for the overhead that is selected in the Overhead drop-down menu. Tip This button is disabled if one of the read-only choices (Grand Total, Total Planned, Total Unplanned) is selected in the drop-down menu.