Genesys Engage cloud Workforce Management 8.5.1 Guide

Forecast Templates

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Forecast Templates

> ### 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.

Forecast templates help you create forecasts for sites or business units that have little or no historical data. In addition, there are other uses for templates. For example, you can create templates for service objectives, such as Average Speed of Answer, and Service Level. In those cases, forecast templates are used to apply different values for different periods of the day, instead of using a single value for the whole day.

Use WFM Web's forecast templates features to:

Select and manage forecast templates:	See Forecast Templates List View.
Edit template values:	See Template Properties: Data Tab.
View template values in a graph:	See Template Properties: Graph Tab.
Add or remove activities within a template:	See Template Properties: Activities Tab.
Create a new template:	See New Forecast Template Window. > **Tip** > You can copy and paste data between a grid and a spreadsheet. For example, you can copy and paste from a Scenario Volumes view or Scenario Staffing view.
Create a new template from existing data:	See Save as Template Window.