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Genesys Engage cloud Workforce Management 8.5.1 Guide

[Graph View Options](#)

Graph View Options

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 **Options** dialog box to customize the display of the [Scenario Graphs view](#), the [Master Forecast Graphs view](#), or the [Historical Data Graphs view](#).

To use this feature:

1. Select a statistic from the **Show Statistics** drop-down list.
2. Click the **Options** button on the toolbar.
The contents of the **Options** dialog box changes depending on the statistic that you selected.

The table below shows the statistics and the Help topic that explains the corresponding **Options** dialog box.

Important

The **Options** dialog box for the three Staffing statistics (**Calculated Staffing**, **Required Staffing**, and **Calculated and Required Staffing**) are the same, so a single topic, [Graphs Filters \(Staffing\)](#), covers all three.

- Click the link for a **Help** topic listed in the table. This takes you to an explanation of the options available for that statistic in the **Options** dialog box.

Interaction Volume	Graph View Options (IV)
AHT	Graph View Options (AHT)
Interaction Volume and AHT (not available in the Historical Data Graphs view)	Graph View Options (IV and AHT)
Required Staffing (not available in the Historical Data Graphs view)	Graph View Options (Staffing)
Calculated Staffing (not available in the Historical Data Graphs view)	Graph View Options (Staffing)
Calculated and Required Staffing (not available in the Historical Data Graphs view)	Graph View Options (Staffing)

Calculated and Multi-skilled Calculated Staffing (not available in the Historical Data Graphs view)	Graph View Options (Staffing)
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