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Genesys Engage cloud Workforce Management 8.5.1 Guide

Historical Data Graphs View

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Historical Data Graphs View

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 **Graphs** view to display historical data in a line chart. See the toolbar image and the [button descriptions](#) below.



The following sections cover:

- [Displaying the Graphs view](#).
- [Setting the dates, statistics, and granularity](#).
- [Reading the graph and legend](#).
- [Calculation and filtering options](#).

Displaying the Graphs View

To display the **Graphs** view:

1. From the **Home** menu on the toolbar, select **Forecast**.
2. From the **Forecast** menu on the toolbar, select **Historical Data**.
3. From the **Historical Data** menu on the toolbar, select **Graphs**.
4. In the **Objects** tree, select an **activity**, **Site**, **Business Unit**, or **Enterprise**.

Setting the Dates, Statistics, Period, and Granularity

Use these controls to customize the data display in the graph and table:

- **Period** *drop-down list*—Change the time range for the graph and the grid by selecting **Year**, **Month**, **Week**, or **Day**. Which options appear in the **Granularity** drop-down list depend on the value selected in the **Period** drop-down list.
- **Show Statistics** *drop-down list*—Specify what data is displayed in the graph and table by selecting from these choices: **Interaction Volume**, **AHT**.
- Use standard **date-selection controls** (in the upper right portion of the window) to jump to a different week within the **Master Forecast's** date range.


Reading the Graph and Legend

The graph shows the statistics, dates, period, and granularity that you selected. The vertical axis indicates the units shown.

The **Legend**, at the bottom, identifies the colors that the graph uses to represent particular statistics. The **Legend** changes depending on the statistics that you select.

Calculation and Filtering Options

You can use the following button on the **Actions** toolbar (this command also appears in the **Actions** menu):

	Use Multi-Site Activities	<p>Controls whether WFM Web's calculation of aggregated information includes multi-site activities. You can select this button only if you first select a multi-site activity, Business Unit, or Enterprise in the Objects tree.</p> <p>If you set this button to On, WFM retains your last selection—in the current view and for all other views that contain multi-site activities—preventing you from having to click it every time you want to display data for the selected multi-site activity.</p>
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