



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Engage cloud Workforce Management 8.5.1 Guide

Historical Data

Historical Data

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 views in Historical Data are:

Historical Data Volumes	Displays Interaction Volumes and AHT for historical data that has either been imported into WFM or collected automatically by WFM Data Aggregator.
Historical Data Graphs	Displays your choice of statistics, using line charts and a table, for historical data that has either been imported into WFM or collected automatically by WFM Data Aggregator.

To open these views:

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 **Volumes** or **Graphs**.
4. In the **Objects** tree, select an **activity**, **Site**, **Business Unit**, or **Enterprise**.