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Genesys Engage cloud Workforce Management 8.5.1 Guide

Master Forecast

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Master Forecast

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 the **Master Forecast** are:

- **Master Forecast Volumes**—Enables you to view the Master Forecast's Interaction Volumes and AHT.
- **Master Forecast Staffing**—Enables you to view the Master Forecast's Calculated and Required Staffing.
- **Master Forecast Overheads**—Enables you to view Overhead data, which WFM uses to forecast shrinkage while scheduling.
- **Master Forecast Graphs**—Displays your choice of statistics for the Master Forecast, using line charts and a table containing forecast values.

To open the views:

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