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Genesys Engage cloud Workforce Management 8.5.1 Guide

VBW: Select Templates

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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 screens described below to incorporate templates into your Forecast Volumes scenario. The Volumes Build Wizard (VBW) gives the option of using the following template types:

- [Interaction volume templates](#)
- [Average handling time templates](#)
- [Interaction volume overlap templates](#)
- [Average handling time overlap templates](#)

The following sections explain the various forecast template screens:

Interaction Volume Templates

The **Load Interaction Volume Forecast Templates** screen opens if you selected the following in the [Select Data Build Method screen](#):

Forecast = Interaction Volume and AHT or Interaction Volume.

Methods = Template Based.

1. Select a template from the **Templates** list on the left.
2. Select **Start** and **End dates** for the template.
3. Check days of the week boxes to indicate when the template should be applied.
4. Click the >>> button.
If you change your mind, click the <<< button.
5. If the Forecast type was **Interaction Volume and AHT**, click **Next**.
The **Load Average Handling Time Forecast Template** screen opens and you must complete that screen.

Tip

If the Forecast type was **Interaction Volume**, the **Finish** button becomes enabled.

6. Click **Finish**.
WFM builds the volumes forecast and the **Scenario Volumes View** reappears, showing your results.

An error message appears if WFM Web cannot complete the calculation (for example, if historical data contains too few timesteps to cover the scenario's activity hours). This applies to all the template types discussed in this topic.

Average Handling Time (AHT) Templates

The **Load Average Handling Time Forecast Templates** screen opens if you selected the following in the **Select Data Build Method** screen:

Forecast = AHT or Interaction Volume and AHT. (If Interaction Volume and AHT is selected, the window appears after clicking Next in the Load Interaction Volume Forecast Templates screen shown above.)

Methods = Template Based.

Except for the title and content of the templates list, the screen appears identical to the **Load Interaction Volume Forecast Templates** screen.

1. Select a template from the **Templates** list on the left.
2. Select **Start** and **End dates** for the template.
3. Check days of the week boxes to indicate when the template should be applied.
4. Click the >>> button.
If you change your mind, click the <<< button.
5. Click **Finish**.
WFM builds the volumes forecast and the **Scenario Volumes View** reappears, showing your results.

Interaction Volume Overlap Templates

Assume there is some bad data in the historical data. One way to compensate for this is to build an overlap template.

The **Load Interaction Volume Forecast Overlap Templates** screen opens if you selected **Use Overlap Template** in the **Historical Data** screen and previously selected the following in the **Select Data Build Method** screen:

Forecast = Interaction Volume and AHT or Interaction Volume.

Methods = Copy Historical Data, Expert Average Engine, or Universal Modeling Engine.

Except for the title, content of the templates list, and day of the week check boxes, the screen appears identical to the **Load Interaction Volume Forecast Templates** screen.

1. Select an overlap template from the **Templates** list on the left.
2. Select **Start** and **End dates** for the overlap template.
3. Click the >>> button.
If you change your mind, click the <<< button.
4. If the Forecast type was **Interaction Volume and AHT**, click **Next**.
The **Load Average Handling Time Forecast Overlap Template** screen opens (described below) and you must complete that screen.

Tip

If the Forecast type was **Interaction Volume**, the **Finish** button becomes enabled.

5. Click **Finish**.
WFM builds the volumes forecast and the Scenario Volumes View reappears, showing your results.

Average Handling Time Forecast Overlap Templates

The **Load Average Handling Time Forecast Overlap Templates** screen opens if you selected **Use Overlap Template** in the **Historical Data** screen and previously selected the following in the **Select Data Build Method** screen:

Forecast = AHT or Interaction Volume and AHT. (If Interaction Volume and AHT is selected, the screen appears after clicking Next in the Load Interaction Volume Overlap Forecast Templates screen.)

Methods = Copy Historical Data, Expert Average Engine, or Universal Modeling Engine.

Except for the title, content of the templates list, and day of the week check boxes, the screen appears identical to the **Load Interaction Volume Forecast Templates** screen.

1. Select an overlap template from the **Templates** list on the left.
2. Select **Start** and **End dates** for the overlap template.
3. Check days of the week boxes to indicate when the overlap template should be applied.
4. Click **Finish**.
WFM builds the volumes forecast and the **Scenario Volumes View** reappears, showing your results.