

GENESYS

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Workforce Management Web for Supervisors Help

Add Comments to a Forecast

Add Comments to a Forecast

Use the **Comments** window to add comments to a forecast scenario. For example, you might want to add a comment after making manual changes to a scenario, so that you can keep a record of the changes.

You can add comments only for an activity, not for a site. A **Forecast scenario** activity can have numerous comments, including a new comment for each day.

See the following sections:

- · Adding comments to a forecast scenario.
- · Editing existing comments.
- Deleting existing comments.

Adding Comments to a Forecast Scenario

- 1. Click the **Comments** button on the **Forecast Scenario View** toolbar.
- In the Comments window that appears, click New at the upper right. The lower panel's label changes to New comment.
- 3. Adjust the **Comment** date, using the date-selection controls. By default, the start date of the forecast appears.

Tip

You cannot select a date outside the forecast scenario's date range. If you try to make more than one comment per date, an error message alerts you to either select a different date or edit (or delete) that date's existing comment.

- 4. Type your comments into the large text box at the bottom left.
- 5. Click Apply to add your comment to the upper list, or Cancel to discard it.
- 6. Make any other changes that you want to make in this window and then do one of the following:
 - Click **Save** to save all of your changes and close the **Comments** window.
 - Click **Close** to discard all of your changes and close the **Comments** window.

The previous forecast scenario view reappears. Your new comments are now attached to the scenario.

Editing Existing Comments

- 1. Click the **Comments** button on the **Forecast Scenario View** toolbar.

 The **Comments** window appears. The upper section of the window lists previously entered comments.
- 2. Click an existing comment to select it.

 The comment's text appears in the large text box at the bottom left.
- 3. Click Edit.
- 4. Edit the comment text in the large text box.
- 5. Click **Apply** to save your edits, or **Cancel** to discard them.
- 6. Make any other changes that you want to make in this window, then do one of the following:
 - Click **Save** to save all of your changes and close the **Comments** window.
 - Click Close to discard all of your changes and close the Comments window.

The previous forecast scenario view reappears.

Deleting Existing Comments

- 1. Click the **Comments** button on the **Forecast Scenario View** toolbar.

 The **Comments** window appears. The upper section of the window lists previously entered comments.
- Click an existing comment to select it.The comment's text appears in the large text box at the bottom left.
- 3. Click Delete.

Important

The comment is deleted immediately. There is no confirmation prompt.

- 4. Make any other changes that you want to make in this window; then do one of the following:
 - Click **Save** to save all of your changes and close the **Comments** window.
 - Click Close to discard all of your changes and close the Comments window.

The previous forecast scenario view reappears.