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Workforce Management Web for Supervisors Help

Forecast Scenarios


5/4/2025

Forecast Scenarios

Tip

Starting in this release, WFM has a new interface for the Forecast module. If you have landed on this page by accident and are using the new Supervisors interface, see the "Scenarios" page in the *Workforce Management Supervisor Help*, which describes the new **Forecast module**.

After you create a forecast scenario using the **New Forecast Wizard**, use the **Forecast Scenarios View** to open the forecast scenario.

1. Select **Forecast** from the **Home** menu on the toolbar.
2. Select **Scenarios** from the **Forecast** menu.
3. Select a scenario from the list in the data pane, and open it by clicking **Open** () in the toolbar or by double-clicking the scenario itself.
4. Select the open scenario's name from the **Forecast** menu on the toolbar.
All open scenarios appear on the menu.
5. Select one of these views from the <selected scenario name> menu:
 - **Volumes**—Enables you to build, view, and edit a scenario's interaction volume and average handle time.
 - **Staffing**—Enables you to build, view, and edit a scenario's calculated and required staffing.
 - **Graphs**—Displays your choice of statistics for this forecast, using line charts.
 - **Overheads**—Displays the weekly shrinkage forecast for a selectable period.
6. In the **Objects** tree, select an activity, multi-site activity, site, business unit or enterprise.

Working with Forecast Scenarios

From the Forecast Scenarios view you can:

- View interaction volume and AHT forecasts in the **Scenario Volumes view** or create interaction volume and/or AHT forecasts using the **Forecast Volumes Build Wizard**.
- View staffing forecasts in the **Scenario Staffing view** or create staffing forecasts using the **Staffing Build Wizard**.
- View the forecast scenario in graph format.
- **Add comments** to the forecast scenario.
- **Publish forecast scenarios** to the Master Forecast or **extract** from the Master Forecast into a forecast

scenario.

Some restrictions apply when viewing or deleting Forecast scenarios:

- Users must have access to at least one Activity or Multi-Site Activity in the Forecast scenario to see it.
- Users must have access to all Activities and Multi-Site Activities in the Forecast scenario to delete it.

For more information about these restrictions, see the **[ConfigService]** MSARestrictAccess configuration option description in the *Workforce Management Options Reference*. The settings in this option determine the level of access to Multi-Site Activities in Forecast Scenarios, as described above.