Workforce Management Web for Supervisors Help

Master Forecast Graphs View

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Master Forecast Graphs View

Use the **Graphs** view to display **Master Forecast** data in a line chart and a table containing forecast values. See the toolbar image here and the button descriptions below.
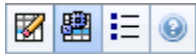
Displaying the Graphs View

To display the **Graphs** view:

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

The view displays a graph above a table, each containing the same statistics, and controls that set the data display properties for the graph and table.

Setting the Data Display Properties and Date Range

Use these controls to customize the data display in the graph and table:

- **Period** *drop-down list*—Change the time range for the graph and the grid by selecting **Year**, **Month**, **Planning Period**, **Week**, or **Day**.
- **Granularity** *drop-down list*—Specify the increments (granularity) in the data display by selecting from this menu. What choices are available depends upon your selection in the **Period** drop-down list:
    - If you select **Year**: **Monthly**, **Weekly**, or **Daily**.
    - If you select **Month**: **Weekly** or **Daily**.
    - If you select **Planing Period**: **Weekly** or **Daily**.
    - If you select **Week**: **15** (minutes), **30** (minutes), **60** (minutes), or **Daily**.
    - If you select **Day**: **15** (minutes), **30** (minutes), or **60** (minutes).
- **Show Statistics** *drop-down list*—Specifies what data is displayed in the graph and table. Select from these choices: **Interaction Volume**, **AHT**, **Interaction Volume and AHT**, **Calculated Staffing**, **Required Staffing**, **Calculated and Required Staffing**, **Calculated and multi-skill calculated staffing**. Columns in the table are displayed accordingly to the selected statistic.

- Use standard date-selection controls (in the upper right portion of the window) to jump to a different week within the **Master Forecast's** date range.

Reading the Data

The graph shows the statistics, dates, period, and granularity that you selected above. The vertical axis indicates the units shown. If you display multiple statistics, the right and left vertical axes display different units for the two statistics.

The **Legend**, at the bottom, identifies the colors that the graph uses to represent particular statistics, events, or historical data. The **Legend** changes depending on the statistics you selected above. Special events appear as markers on the graph.

Cleanup, Calculation, and Options

You can use the following buttons on the toolbar (these commands also appear in the **Actions** menu):

Icon	Name	Description
	Cleanup	Opens the Cleanup Master Forecast window, where you can remove information from the **Master Forecast** for selected dates and activities.
	Use Multi-site activities	Controls whether WFM Web's calculation of aggregated information includes multi-site activities. You can select this button only if you first select a **multi-site activity**, **Business Unit**, or **Enterprise** in the **Objects** tree. If you set this button to **On**, WFM retains your last selection—in the current view and for all other views that contain multi-site activities—preventing you from having to click it every time you want to display data for the selected multi-site activity.
	Options	Opens the Options dialog box, where you can further customize the graph.