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# Workforce Management Web for Supervisors Help

Master Forecast Staffing View

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## Contents

- 1 Master Forecast Staffing View
  - 1.1 Displaying the Staffing View
  - 1.2 Setting the Data Display Properties and Date Range
  - 1.3 Reading the Data
  - 1.4 Save As Template, Cleanup, and Calculation Options

# Master Forecast Staffing View

Use the **Staffing** view to display the **Master Forecast's Calculated** and **Required Staffing**. See the toolbar image here and the [button descriptions](#) below.



This view provides standard [date-selection controls](#) and a grid that shows staffing levels for days or timesteps.

## Displaying the Staffing View

To display the Staffing 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 **Staffing**.
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**, **Week**, or **Planning Period** from the **Period** drop-down list.  
If you select **Week**, you can further adjust each row's time range by selecting 15, 30, or 60 (minutes) from the **Granularity** drop-down list.
- **Show Statistics drop-down list**—Specifies what data is displayed in the graph and table. Select from these choices: **Calculated Staffing**, **Required Staffing**, **Calculated and Required Staffing**.
- **Show Columns check boxes**—Show (or hide) data columns in the table by selecting or clearing the **Calc** (calculations) and **Req** (requirements) check boxes.
- 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 table provides columns that display the following statistics:

<b>Week/Time Step</b>	Identifies the range of dates or timesteps on this row. (The column's label and contents depend on the <b>date range and granularity</b> that you selected above.)
<b>[Days or Dates]</b>	<p>If you select the <b>Month date range</b>, each group of columns shows statistics for one full day.</p> <p>If you select the <b>Week</b> date range, each group of columns indicates one date, the top row shows daily totals, measured in <b>Full Time Equivalents</b>. Each lower row shows statistics for one timestep on that date.</p> <p>(Timestep durations depend on the <b>granularity</b> that you selected above.)</p>
<b>Calc</b>	Shows the calculated number of agents for each day (measured in <b>Full Time Equivalents</b> ) or for each timestep (measured in single skill equivalents).
<b>Req</b>	Shows the required number of agents for each day (measured in <b>Full Time Equivalents</b> ) or for each timestep (measured in single skill equivalents).
<b>[Weekly Totals]</b>	If you select the <b>Month date range</b> , the columns at right show weekly totals for the displayed statistics.

## Save As Template, Cleanup, and Calculation Options

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

Icon	Name	Description
	<b>Save As Template</b>	Opens the <b>Save as Template Wizard</b> , where you can save <b>Master Forecast</b> data as a forecast template.
	<b>Cleanup</b>	Opens the <b>Cleanup Master Forecast</b> window, where you can remove information from the <b>Master Forecast</b> for selected dates and activities.
	<b>Use Multi-Site Activities</b>	Controls whether WFM Web's calculation of aggregated information includes multi-site activities. You can select this button only if you first select a <b>multi-site activity, Business</b>

Icon	Name	Description
		<p><b>Unit</b>, or <b>Enterprise</b> in the <b>Objects</b> tree.</p> <p>If you set this button to <b>On</b>, 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.</p>