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Workforce Management Web for Supervisors Help

Master Forecast Volumes View

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Master Forecast Volumes View

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



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

Displaying the Volumes View

To display the **Volumes** 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 **Volumes**.
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**.
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**—Specify what data is displayed in the graph and table by selecting from these choices: **Interaction Volume**, **AHT**, **Interaction Volume and AHT**.
- **Show Columns check boxes**—Show (or hide) data columns in the table by selecting or clearing the **Volume**, **Volume %**, and **AHT** 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:

Week/Time Step	Identifies the range of dates or timesteps on this row. (The column's label and contents depend on the date range and granularity that you selected above.)
[Days or Dates]	<p>If you select the Month date range, each group of columns shows statistics for one full day.</p> <p>If you select the Week date range, each group of columns indicates one date, the top row shows daily totals, and each lower row shows statistics for one timestep on that date.</p> <p>(Timestep durations depend on the granularity that you selected above.)</p>
IV	Shows the interaction volume forecasted for each day or timestep.
IV%	Shows this row's percentage of the day's total interaction volume.
AHT	Shows the average handling time.
Weekly Totals	If you select the Month date range , these columns show weekly totals, or averages, for the IV , IV% , and AHT statistics.

Cleanup and Calculation Options

Choose these commands from the **Actions** menu or select their icons from the toolbar:

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	<p>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.</p> <p>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</p>

Icon	Name	Description
		having to click it every time you want to display data for the selected multi-site activity.