GENESYS

Workforce Management Web for Supervisors Help

Scenarios View

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Scenarios View

Use Schedule Scenarios to open and work with new and existing schedule scenarios.

This view enables you to create, edit, or delete schedule scenarios, and to publish scenarios to the **Master Schedule**.

Displaying the Scenarios View

To display the scenarios view:

1. From the **Home** menu on the toolbar, select **Schedule**.
2. From the **Schedule** menu on the toolbar, select **Scenarios**.
   The Scenarios table (a list) appears at the top of the Data pane.

Opening a Scenario

To open a scenario, double-click it or select it and click **Open** 📂 .

When the **Scenarios** view is active, the **Objects** pane displays the following options:

My Scenarios	Displays scenarios that you have created.
Shared Scenarios	Displays shared scenarios created by other users. Visible only if you have the permission **Access Shared Scenarios**. See the security access rights in Roles.
Other Scenarios	Displays (if you have appropriate access rights) unshared scenarios created by other users.

To select an option:

- Click it. Your selection displays the matching scenarios in the Scenarios table.

Reading the Scenarios Table

The **Scenarios** table appears at the upper right of the WFM Web for Supervisors window. Its rows display scenarios that match your selection in the **Objects** tree. The columns (sortable except for **Comments** and **Extended End Date**) display the following information for each scenario:

Name	The scenario's name.
Start date, **End date**	The start and end dates for the schedule in this scenario. **Range:** from 1 to 6 weeks.
Extended End date	Specifies the time period from the currently-published **Forecast** that will be used to calculate the average staffing needs for this schedule. For example: the schedule itself covers only the time period between **Start date** and **End date**, but the **Forecast** data used to calculate staffing needs for the schedule is based on the time period between **Start date** and **Extended End date**. Tip It's okay if the **Forecast** data covers a shorter period of time than **Extended End Date** defines.
Owner	The name of the user who created the scenario.
Shared	A check mark indicates a shared scenario; an open box indicates one that is not shared.
Comments	Remarks entered by a user who created or edited the scenario.

To populate the **Data** pane with the scenario's details:

- Click a row in the **Scenarios** table.

Editing a Scenario

To edit a scenario:

- Double-click the scenario in the **Scenarios** table. Or click its row in the **Scenarios** table, and then click **Open**.

The controls described below are available to you if you own, or have access rights to, the scenario.

Creating and Managing Scenarios

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

Icon	Name	Description
	New	Opens the New Schedule Scenario Wizard.

Icon	Name	Description
	Create based on...	Opens the New Schedule Scenario Wizard. The data in the wizard pages is copied from the scenario that was highlighted when you clicked this icon.
	Open	Opens the selected scenario from the **Scenarios** table. You can then edit its properties using the **Data** pane.
	Close	Closes the open scenario (and prompts you to save unsaved data).
	Publish	Opens the Publish Schedule Wizard for transferring schedule information between the selected scenario and the **Master Schedule**.
	Delete	Deletes the selected scenario. Includes a confirmation.
	Mark as Shared, **Mark as Not Shared**	Changes the sharing status of the selected scenario.
	Filter	Displays the Statuses Filters dialog box, which you can use to control which **Statuses** are displayed. These Statuses are described below.
	Sort	Opens a sorting dialog box that allows sorting by **Name**, **Owner**, **Sharing**, **Time of creation**, **Time of last modification**, **Scenario start date**, and **Scenario end date**. You can sort in ascending or descending order.

Scenario Properties—Data Tab

To display the following controls:

- Click the **Data** tab on the **Scenario Properties** pane at the lower right.

Name	Click inside to edit the scenario's name.
Start date, **End date**	Displays the scenario's start and end dates.
Extended End date	Displays the scenario's extended end date.
Owner	Displays the name of the scenario's creator.
Shared	Display only; a check mark indicates a shared

	scenario; an open box indicates one that is not shared.
Created, **Modified**	Displays the scenario's original creation date and last modification date.
Forecast	Displays the associated forecast scenario or MASTER (if the **Master Forecast** is associated).
...	Click this button to display a pop-up list of forecast scenarios, then select one upon which to base the next schedule build. The table lists all forecast scenarios that you can select, to base the next schedule build upon. The first choice is MASTER. This list is not editable, and it contains the following columns for each forecast scenario that is listed: **Name**, **Start Date**, **End Date**, **Owner**, **Shared**, and **Comments**.
Comments	Click inside to enter or edit comments about the scenario.
Save	Click this button to save your changes to the scenario's name and/or comments. Disabled if there are no changes.
Cancel	Click this button to cancel your changes, restoring the scenario's previous name and/or comments. Disabled if there are no changes.

Scenario Properties—Statuses Tab

To display a table with the following information, click the **Statuses** tab on the **Scenario Properties** pane at the lower right. This table's columns are:

Site	Displays the sites covered by this scenario.
Status	See the **Status Column Values** table below for all possible values and their definitions.
Bidding Start	Bidding start date for this scenario, defined in **Control Bidding Process Wizard**. (Exclusive to bidding scenarios).
Bidding End	Bidding end date for this scenario, defined in **Control Bidding Process Wizard**. (Exclusive to bidding scenarios).
Ranking Used	Ranking system used for this scenario, defined in **Auto-Assign Schedules** dialog. (Exclusive to bidding scenarios).
Last Published	Date and time that this scenario was last published to the **Master Schedule**.

Status Column Values

This table defines each possible value that may appear in the **Status** column.

New	This scenario was just created and has no schedule built for it.
Imported	This scenario was imported from the **Master Schedule**.
Scheduled	A schedule was built for this scenario.
Scheduled with Profiles	A schedule containing profile agent schedules was built for this scenario.
Profiles Assigned	A schedule containing profile agent schedules was built for this scenario, and every profile agent schedule has an actual agent assigned.
Published	This scenario was published to the **Master Schedule**.
Bidding Pending Scenario	This scenario has a bidding window and agents defined, but the current date is before the bidding window's start date. (Exclusive to bidding scenarios).
Open for Bidding	This scenario is currently open for bidding. (Exclusive to bidding scenarios).
Bidding Closed	This scenario is closed for bidding. (Exclusive to bidding scenarios).