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# Workforce Management Web for Supervisors Help

Volumes Build Wizard

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# Volumes Build Wizard

Use the Volumes Build Wizard (VBW) to build volume data for one or more selected activities, using parameters that you specify.

- Do this if you selected **None** in the **New Forecast Wizard General Parameters window** or if you wish to overwrite an existing Volumes scenario. If the correct Volumes data already exists in the **Scenario Volumes view**, you do not need to use this wizard.

## Important

Depending on the **build method** you specify, you might need to import historical data or create interaction volume, average handling time, or overlap **templates** before using this wizard.

This is Video 2 in a 4-video series. You can watch **Video 1 here** or, when you are ready to staff the scenario, watch **Video 3**.

## Link to video

To build volume data:

1. Select a **Volumes** scenario.
2. On the **Scenario Volumes View** toolbar, click the **Build** button.  
**The Volumes Build Wizard's first screen, Select Activities, opens.**
3. Complete the **Select Activities screen** and then click **Next**.
4. Complete the **Select Data Build Method screen** and then click **Next**.
5. The screens/buttons that appear next depend on the selected build method and whether you want to use an overlap template. If you select:
  - **Use Value**, supply interaction volume and/or average handling time values and click **Finish**.
  - **Expert Average Engine**, **Universal Modeling Engine**, or **Copy Historical Data**, complete the **Select Historical Data screen**.
  - **Template Based**, or **Use Overlap Templates** on the **Select Historical Data** screen, complete one or more **screens for selecting templates**.
  - **Expert Average Engine** or **Universal Modeling Engine**, complete the **Select Events screen**.
6. Click **Finish** in the last screen.  
**WFM builds the volumes forecast and the Scenario Volumes View reappears, showing your results.**

## Forecast Volume Build Wizard Screens

The Volume Build Wizard screens are described in these topics:

- [Select Activities](#)
- [Select Data Build Method](#)
- [Select Historical Data](#)
- [Select Templates](#)
- [Select Events](#)
- [Select Events Distribution](#)