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# Workforce Management Web for Supervisors Help

[Find Events Wizard](#)

# Find Events Wizard

Use the **Find Events Wizard** to search through historical data for any period of time that represents an anomaly. For example: imagine that the AHT on May 24, 2008, between 8 p.m. and 9 p.m. was 500% higher than on the historical norm for those hours. That is an anomaly in the historical data, and the **Find Events Wizard** could locate it for you.

1. To reach this dialog, start at the **Historical Data Volumes** view.
2. Click **Find Events**  in the toolbar or select **Find Events** from the **Actions** menu.
3. Use these controls to define the search:

<b>Search</b> <i>radio buttons</i>	Define the search metrics.  Select <b>IV</b> to search for events that affected <b>Interaction Volume</b> . Select <b>AHT</b> to search for events that affected <b>Average Handling Time</b> .
<b>Search using granularity</b> <i>radio buttons</i>	Define the search increments.  Select <b>Daily</b> to search through daily data. Select <b>Hourly</b> to search through hourly data.
<b>Start date and End date</b> <i>fields</i>	Define the search limits.  Enter or select a <b>Start date</b> and an <b>End date</b> . The search will begin at the start date and end at the end date.
<b>Threshold (%)</b> <i>field</i>	Define the search criteria.  Enter or select the percentage of deviation from historical data, that would identify the event you want to locate. <b>Range:</b> A positive integer less than 1000.  For example, you would enter 500 to search for an anomaly that is at least 500% of normal.

## Running the Find Events Wizard

1. Define the search using the controls described above.
2. Click **Find Events** (or click **Cancel** to abandon the search).  
**A new tab in the right-hand portion of the window displays these items**
  - a **Possible Events** list
  - the **Create Overlay** and **Create Event** buttons
  - an **Existing Events** list
- 3.

Select an item in the **Possible Events** list.

- The **Create Overlay** and **Create Event** buttons are enabled.
- All **Overlay/Event** items that occur within the date range of the selected **Possible Event** are displayed in the **Existing Events** list.

**Now you can create an overlay (and the event that it must contain) or create an event (and select the existing overlay that must contain it).**

4. Choose one of two options:

1. Click **Create Overlay** to open the **New Overlay Wizard**, where you create a new overlay and specify its event's parameters in the **New Event** page.
2. Click **Create Event** to open the **New Event** page, where you select an existing overlay and set the event's parameters.

## Existing Events List

When you are finished, the wizard or page closes and the newly created overlay/event will appear in the **Existing Events** list, if its **Impact Start Date/Time** occurs within the date range of the selected **Possible Event**.

Otherwise, the overlay/event exists, but it is not displayed.