

GENESYS

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Workforce Management Web for Supervisors Help

Forecast Reports

5/8/2025

Forecast Reports

Forecast reports display key details of anticipated activity and staff requirements, in tabular and/or graph formats. (For a complete list of all WFM reports, see the Reports List.)

The Forecast reports are:

- Forecast Report.
- Forecast Graphs Report.

To create a report, click that report's link (above) and follow the steps.

Report Security Restrictions

You can view and print reports only for those sites for which you have security access.

Date Restrictions

For reports whose wizard includes a **Date Range** screen:

- If you select weekly or monthly granularity, the **Start Date** and **End Date** selectors may be constrained to particular days (to the week's start and end days, or to the selected month's first and last days).
- If you enter dates that do not match these constraints and click **Next**, an error message alerts you to change your selection.
- If you select intra-day granularity, the **End Date** selector is disabled.