

## **GENESYS**<sup>®</sup>

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## Workforce Management Web for Supervisors Help

Graph View Options (AHT)

5/4/2025

## Graph View Options (AHT)

Use the **Options** window to customize a **Forecast Graphs** view whose **Show Statistics** drop-down list is set to AHT (average handling time):

- 1. Click the **Options** button on the **Graphs** view toolbar. The **Options** window appears.
- 2. Select the check boxes for the options that you want to have displayed in the graphs.
- 3. Clear the check boxes for those that you want to be hidden. You can select or clear any number of the check boxes. See the option descriptions below.
- 4. Click **Apply**. The Graphs view is redrawn to match your selections.

## Forecast Graphs Display Options

**Show Special Events**—When selected, graphs display a marker that represents the start of each event's impact.

**Show Weighted AHT**—When selected, graphs use weighted AHT data rather than a simple average of AHT data.

**Show Historical Data**—When selected, graphs display historical data. Check boxes appear for the following:

- This Year
- 1 Year Ago
- 2 Years Ago
- 3 Years Ago
- 4 Years Ago
- 5 Years Ago

You can independently show or hide the display of multiple prior years' data. Each year's data appears in a different color.

The **Legend** identifies what each color represents.