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Workforce Management Web for Supervisors Help

Import

Contents

- **1 Import**
 - 1.1 Accessing and Editing This View
 - 1.2 Format is Important
 - 1.3 Exporting Data

Import

Workforce Management (WFM) collects historical data automatically. However, you can import historical data manually on a regular basis, if necessary. For example, you might have a new Genesys WFM installation and want to import previously collected historical data.

Accessing and Editing This View

Only users who have security rights to edit historical data and/or publish to Master Forecast can access the Forecast > Import view.

Format is Important

Use the same column separator in the **Import** wizard as the one used in the .csv file. In the **Import** wizard, this column separator is set by default and defined in the current regional settings. If you are importing .csv files containing data whose format is defined by a different regional setting, and the column separator in this file is different from default separator, change the column separator in the **Import** wizard to match the separator used the .csv file.

You can import more than one type of data to a single file.

The data files must:

- be formatted according to regional settings.
- use 15-minute, 30-minute, 60-minute, or 24-hour (daily) timesteps. (If you are importing data to the Master Forecast, use 15-minute and daily granularity only.)
- be ordered in ascending order by date.

The **Data Import** module imports the following data into WFM:

Master Forecast	Historical Data
Interaction Volume data	Historical Interaction Volume data
AHT data	Historical AHT data
Calculated Staffing data (in Man-hours or FTE)	
Required Staffing data (in Man-hours or FTE)	

Exporting Data

You can also use WFM to export Forecasts and historical data collected by WFM. Use the **Forecast** report to export data such as, Interaction Volumes or AHT forecasts, Staffing forecasts, Historical

Interaction Volumes, and Historical AHT.

When using Data Importer to export historical data, take care to observe the format of the exported files. They must be exported in .csv file format.