

GENESYS[®]

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Workforce Management Web for Supervisors Help

NOW: Usage Page

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NOW: Usage Page

The **New Overlay Wizard** (NOW) opens and displays these pages, in order: Properties, **Usage** (this page), Impact, and Impacted Activities. Be sure to watch the video.

- 1. Select the appropriate settings on this page, remembering that some selections may deselect others.
- 2. Click Next.

The settings on this page are:

Setting	Description
While Building A Forecast use This Overlay In The Following Way: radio button group	• Calculate Using The Specified Initial and Ending Impact—Use the specified initial and ending impact when building a forecast. This options is the default.
	This option is missing from the display, and thus disabled, if you selected This Overlay Shall: / Redistribute Forecast Without Changing Total (on the Properties page).
	 Always Use Entered Distribution—Use the specified (entered) distribution when building a forecast.
	 Always Calculate Disregarding Impacts and Distribution—Use this overlay, but always disregard impacts and distribution when building a forecast.