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Workforce Management Web for Supervisors Help

Staffing Build Wizard

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Staffing Build Wizard

Use the Staffing Build Wizard to build staffing data for a selected single-site **activity** or **multi-site activity**, based on parameters that you provide. For information about building staffing forecasts for multiple activities, see **Staffing Build Wizard for Multiple Activities**.

Important

Before using this wizard to build a staffing forecast, take these required actions:

- **Build interaction volumes and AHT for activities.**
- If necessary, **create templates.**
- **Build a volume forecast** for multi-site activity for both IV and AHT.
- Be aware that even if there is IV and AHT data for all child activities, this wizard does not build a staffing forecast for the parent multi-site activity.

This is Video 3 in a 4-video series. You can watch **Video 2 here** or, when you are ready to publish the forecast scenario, watch **Video 4**.

Link to video

To build staffing data:

1. On the **Scenario Staffing View** toolbar, click the **Build** button.
The Staffing Build Wizard's first screen, Provide Target Date, opens.
2. Fill in the **Provide Target Date** screen and then click **Next**.
3. Fill in the **Provide Target Options** screen and then click **Next**.
4. The screen that appears next depends on what kind of activity you are staffing. If you are staffing:
 - An **Immediate** activity, and you select the **Use Service Level Objectives check** box, the **Specify Service Level Objectives** screen opens.
If you do not select Use Service Level Objectives, the Staffing Requirements screen opens.
 - A **Deferred** activity, the **Multimedia Service Level Objectives** screen opens.
 - A **Fixed-Staff** activity, the **Staffing Requirements** screen opens.
5. Fill in each screen that opens, and then click **Finish**.
The wizard closes and the Scenario Staffing View opens.
6. Alternatively, if you selected **Compare results with previous** on the second wizard screen, the **Scenario Build Results** window opens.

The types of activities mentioned in the procedure above are described as follows:

- **Immediate** activity—Work activities that are handled by agents immediately, such as voice calls.
- **Deferred** activity—Backlog activities, such as email, that use special forecasting calculations.
- **Fixed-Staff** activity—Non-CTI activities that do not use Workforce Management service objectives.

Fill in each screen that opens, and then click **Finish**. In some cases, the **Staffing Build Wizard** displays values for objectives that were used for the most recent staffing build or the **default forecasting objective** values (if these have been specified and there were no previous builds). Otherwise, the parameter values are left blank.

Forecast Staffing Build Wizard Screens

The **Staffing Build Wizard** screens are described in the following topics.

- [Provide Target Date](#)
- [Provide Target Options](#)
- [Specify Service Level Objectives](#)
- [Specify Multimedia Service Level Objectives](#)
- [Staffing Requirements](#)