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Workforce Management Web for Supervisors Help

Staffing Build Wizard for Multiple Activities

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Staffing Build Wizard for Multiple Activities

Use the **Staffing Build Wizard** to build staffing data for multiple activities, based on the **default forecasting objectives**.

The **Staffing Build Wizard** uses the default forecasting objectives that were defined for each of the following activity types (for activities under sites and multi-site activities):

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

You won't be able to make changes to these values when using the wizard to build staffing for multiple activities.

To get started, select a Site or BU from the **Enterprise** panel. In the scenario's **Staffing** view toolbar, click **Build** to launch the **Staffing Build Wizard**.

Step 1: Specify target dates

The screenshot shows a macOS-style window titled "Staffing Build Wizard". The main heading inside the window is "Provide target date". Below this, there is a section titled "Target Date Range" which contains two rows of date pickers. The first row is labeled "Start Date:" and shows the date "08/16/2020" with a dropdown arrow and a calendar icon. The second row is labeled "End Date:" and shows the date "08/22/2020" with a dropdown arrow and a calendar icon. At the bottom of the window, there are five buttons: "Previous" (disabled), "Next" (active), "Finish" (disabled), "Cancel", and "Help".

- Use the **Provide Target Date** screen in the **Staffing Build Wizard** to select the **Target Date Range**.
- Select the **Start Date** and **End Date** for the target date range. By default, the scenario's start and end date displays.
- Click **Next**.

Step 2: Select activities

The screenshot shows the 'Staffing Build Wizard' window with the 'Select activities' tab selected. The window has a title bar with standard macOS window controls (red, yellow, green buttons). The main content area is a tree view showing a hierarchy of activities. At the top is 'Enterprise' with a checked checkbox. Below it is 'BU1' with a checked checkbox. Under 'BU1' are two sites: 'Site1' and 'Site2', both with checked checkboxes. Under 'Site1' are three activities: 'Activity1', 'Activity3', and 'Activity4', all with checked checkboxes. Under 'Site2' are three activities: 'Activity5' and 'Activity6' with checked checkboxes, and 'Multi-Site Activity3', 'New Multi-Site Activity (1559155334345)', and 'Trade MSA' with unchecked checkboxes. At the bottom of the window are five buttons: 'Previous' (with a left arrow), 'Next' (with a right arrow), 'Finish', 'Cancel', and 'Help'.

- Expand business units to display their sites and activities.
- Select the activities you want to build staffing data for.
- Click **Finish**.