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Workforce Management Web for Supervisors Help

Volumes Build Wizard

Volumes Build Wizard

Use the Volumes Build Wizard (VBW) to build volume data for one or more selected activities, using parameters that you specify.

- Do this if you selected **None** in the **New Forecast Wizard General Parameters window** or if you wish to overwrite an existing Volumes scenario. If the correct Volumes data already exists in the **Scenario Volumes view**, you do not need to use this wizard.

Important

Depending on the **build method** you specify, you might need to import historical data or create interaction volume, average handling time, or overlap **templates** before using this wizard.

This is Video 2 in a 4-video series. You can watch [Video 1 here](#) or, when you are ready to staff the scenario, watch [Video 3](#).

Link to video

To build volume data:

1. Select a **Volumes** scenario.
2. On the **Scenario Volumes View** toolbar, click the **Build** button.
The Volumes Build Wizard's first screen, Select Activities, opens.
3. Complete the **Select Activities screen** and then click **Next**.
4. Complete the **Select Data Build Method screen** and then click **Next**.
5. The screens/buttons that appear next depend on the selected build method and whether you want to use an overlap template. If you select:
 - **Use Value**, supply interaction volume and/or average handling time values and click **Finish**.
 - **Expert Average Engine, Universal Modeling Engine, or Copy Historical Data**, complete the **Select Historical Data screen**.
 - **Template Based, or Use Overlap Templates** on the **Select Historical Data** screen, complete one or more **screens for selecting templates**.
 - **Expert Average Engine or Universal Modeling Engine**, complete the **Select Events screen**.
6. Click **Finish** in the last screen.
WFM builds the volumes forecast and the Scenario Volumes View reappears, showing your results.

Forecast Volume Build Wizard Screens

The Volume Build Wizard screens are described in these topics:

- [Select Activities](#)
- [Select Data Build Method](#)
- [Select Historical Data](#)
- [Select Templates](#)
- [Select Events](#)
- [Select Events Distribution](#)