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Workforce Management Web for Supervisors (Classic) Help

[Scenario Volumes View](#)

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- Supervisor

Build or edit the selected forecast scenario's interaction volumes and average handle times.

Related documentation:

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At the top of the **Volumes** view, you'll see the **Actions** toolbar. See the toolbar image here and the button descriptions below.



This view provides standard date-selection controls and a grid that shows statistics for days or timesteps.

Displaying the view

To display the **Volumes** view:

1. Select **Forecast** from the **Home** menu on the toolbar.
2. Select **Scenarios** from the **Forecast** menu on the toolbar.
3. Select a scenario from the list in the data pane, and open it by clicking the **Open** icon () or by double-clicking it.
4. Select the open scenario's name from the **Forecast** menu on the toolbar.
All open scenarios appear on the menu.
5. Select **Volumes** from the **selected scenario name**> menu on the toolbar.
6. In the **Objects** tree, select an activity, multi-site activity, site, business unit or enterprise.

The view displays a graph above a table, each containing the same statistics, and controls that set the data display properties for the graph and table.

If you do not see any forecast data, you may need to adjust the **Period**, **Granularity**, or **Date** controls at the top of the window to reflect those used for the forecast.

Tip

The grid displays open hours for multi-site activities that you select in the object tree exactly as it displays them for site activities.

Setting the data display properties and date range

Use these controls to customize the data display in the graph and table:

- **Period** *drop-down list*—Change the time range for the graph and the grid by selecting **Year**, **Month**, or **Week**.

Important

Planning Period also appears as a value in the **Period** list if the selected site has a configured planning period.

If you select **Week**, you can further adjust each row's time range by selecting 15, 30, or 60 (minutes) from the **Granularity** drop-down list.

- **Show Statistics** *drop-down list*—Specify what data is displayed in the graph and table by selecting from these choices: **Interaction Volume**, **AHT**, **Interaction Volume and AHT**.
- **Show Columns** *check boxes*—Show (or hide) data columns in the table by selecting or clearing the **Volume**, **Volume %**, and **AHT** check boxes.
- Use standard date-selection controls (in the upper right portion of the window) to jump to a different week within the **Scenario Forecast's** date range.

Reading the data

The table provides columns that display the following statistics:

Week/Time Step	Identifies the range of dates or timesteps on this row. (The column's label and contents depend on the date range and granularity that you selected above.)
[Days or Dates]	<p>If you select the Month date range, each group of columns shows statistics for one full day.</p> <p>If you select the Week date range, each group of columns indicates one day, the top row shows daily totals, and each lower row shows statistics for one timestep on that date.</p> <p>(Timestep durations depend on the granularity that you selected above.)</p>

IV	Shows the interaction volume forecasted for each day or timestep. You can edit these cells' contents, replacing the displayed values with whole numbers.
IV%	Shows this row's percentage of the day's total interaction volume.
AHT	Shows the average handling time.
Weekly Totals	If you select the Month date range, these columns show weekly totals, or averages, for the IV , IV% , and AHT statistics.

Tip

You can copy and paste data between the grid and a spreadsheet. Before doing so, clear the **Volume %** check box so the **IV%** column is hidden.

To edit the **Weekly Totals**:

If you selected the period **Year** or **Month**, you can click inside the **Weekly Totals** cell and edit the value there. Daily values in the same row will automatically adjust their values so that the new **Weekly Total** is redistributed according to the original distribution of volume for each day of the week. This is useful if you have a week in which you believe the volume will be increased, but you expect the volume to arrive at about the same rate as in your original forecast, day-over-day.

Toolbar: Modifying and managing scenario data


You can use the following buttons on the toolbar (the same commands also appear on the **Actions** menu):

Icon	Name	Description
	Publish	Opens the Publish Forecast Wizard, where you can publish a forecast scenario directly to the master forecast.
	Add activity	Opens the Add Activity window, where you can add activities to this forecast scenario.
	Remove activity	Opens the Remove Activity window, where you can remove activities from this forecast scenario.
	Save	Saves your changes to this forecast scenario.
	Build	Opens the Volumes Build Wizard, which builds volume data for the selected activity.

Icon	Name	Description
	Comments	Opens the Comments window, where you can enter comments for each day of the forecast.
	Close	Closes a selected open scenario, prompting you to save any unsaved changes.
	Use multi-site activities	<p>Controls whether WFM Web's calculation of aggregated information includes multi-site activities. You can select this button only if you first select a multi-site activity, business unit, or enterprise in the Objects tree.</p> <p>If you set this button to On, WFM retains your last selection—in the current view and for all other views that contain multi-site activities—preventing you from having to click it every time you want to display data for the selected multi-site activity.</p>
	Split	Opens the Volumes Split Wizard, which splits interaction volumes from a multi-site activity to site-specific activities.
	Adjust	Opens an Adjust Volumes dialog that enables you to adjust the volume, average handling time (AHT), or both for the Scenario Forecast Volumes view.

Adjust Volumes dialog

Use the **Adjust Volume** dialog box to adjust the volume, the average handling time (AHT), or both for a selected Scenario Volumes view.

1. Click **Adjust**  on the **Forecast Volumes** scenario toolbar, to display the **Adjust Volumes** dialog box.
2. Click the **Target** down arrow and select one of the following:
 - **Interaction Volume**
 - **AHT** (average handling time)
 - **Interaction Volume and AHT**
3. Decide how (and by how much) to adjust values in the **Forecast Volumes** grid:
 - Select the **Adjust By (%)** radio button and enter into the field a number to be the percentage by

which to adjust existing values that fall within the date range that is specified by **Start Time** and **End Time** below.

Valid values range from -99% to 999%.

OR

- Select the **Set Total** radio button and enter into the field a number to be the total by which to adjust existing values that fall within the date range that is specified by **Start Time** and **End Time** below.

4. Specify the date range to adjust values in the **Forecast Volumes** grid:

- a. In the **Start Time** field, enter or select a start date and timestep.
Range: any date equal to or later than the date in the upper right of the **Forecast Volumes** grid; 00-23 hours; 00, 15, 30, or 45 minutes.
- b. In the field **End Time**, enter or select an end date and timestep.
Range: any date later than the **Start Time** date; 00-23 hours; 00, 15, 30, or 45 minutes.

5. Click **OK**.

WFM adjusts the forecast and the view reappears, showing your results.