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# Workforce Management Web for Supervisors (Classic) Help

[Find Events](#)

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## Contents

- 1 Finding events
  - 1.1 Running the wizard
  - 1.2 Viewing the existing events
- 2 New events



- Supervisor

Use the wizard to search through historical data for periods of time that represent anomalies and use this information to build accurate forecast scenarios.


## Related documentation:

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An example of an anomaly that the **Find Events Wizard** could locate in the historical data would be something like this: Imagine that the AHT on May 24, 2008, between 8 p.m. and 9 p.m. was 500% higher than on the historical norm for those hours.

## Finding events

To open the **Find Events** dialog:

1. Start at the **Historical Data Volumes** view.
2. Click **Find Events**  in the toolbar or select **Find Events** from the **Actions** menu.
3. Use these controls to define the search:

<b>Search</b> <i>radio buttons</i>	Define the search metrics.  Select <b>IV</b> to search for events that affected <b>Interaction Volume</b> . Select <b>AHT</b> to search for events that affected <b>Average Handling Time</b> .
<b>Search using granularity</b> <i>radio buttons</i>	Define the search increments.  Select <b>Daily</b> to search through daily data. Select <b>Hourly</b> to search through hourly data.
<b>Start date and End date</b> <i>fields</i>	Define the search limits.  Enter or select a <b>Start date</b> and an <b>End date</b> . The search will begin at the start date and end at the end date.
<b>Threshold (%)</b> <i>field</i>	Define the search criteria.  Enter or select the percentage of deviation from historical data, that would identify the event you want to locate. <b>Range:</b> A positive integer less than 1000.  For example, you would enter 500 to search for an anomaly that

	is at least 500% of normal.
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## Running the wizard

1. Define the search using the controls described above.
2. Click **Find Events** (or click **Cancel** to abandon the search).  
**A new tab in the right-hand portion of the window displays these items:**
  - a **Possible Events** list
  - the **Create Overlay** and **Create Event** buttons
  - an **Existing Events** list
3. Select an item in the **Possible Events** list.
  - The **Create Overlay** and **Create Event** buttons are enabled.
  - All **Overlay/Event** items that occur within the date range of the selected **Possible Event** are displayed in the Existing Events list.

**Now you can create an overlay (and the event that it must contain) or create an event (and select the existing overlay that must contain it).**
4. Choose one of two options:
  1. Click **Create Overlay** to open the New Overlay Wizard, where you create a new overlay and specify its event's parameters in the New Event page.
  2. Click **Create Event** to open the New Event page, where you select an existing overlay and set the event's parameters.

## Viewing the existing events

When you are finished, the wizard or page closes and the newly created overlay/event will appear in the **Existing Events** list, if its **Impact Start Date/Time** occurs within the date range of the selected **Possible Event**.

Otherwise, the overlay/event exists, but it is not displayed.

## New events

The **New Event** page opens from the **Find Events** screen when you click the **Create Overlay** button (as the final page of the **Create New Overlay Wizard**) or the **Create Event** button.

1. Select the appropriate settings on this page, remembering that some selections may deselect others.
2. Click **Next**.  
**The settings on this page are:**
  - **Event Name** *field*—Letters, numbers, and symbols are all acceptable in this field. If you enter the name of an existing event, this new event will overwrite it.

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- **Impact Start Date** *spinner*—Enter or select the future date that the event is to start.
  - **Impact Start Date** *spinner*—Enter or select the time that the event is to start, on the date you specified in the **Impact Start Date** field.
  - **Strength** *field*—Enter the strength of the event. The range is any positive value (greater than 0), up to nine digits and two decimals.
  - **Disregard Historical Data** *check box*—Select this check box if the event should disregard historical data. Clear the check box to consider historical data. See Impact on Historical Data in the "Overlays Primer" topic.