Workforce Management Web for Supervisors (Classic) Help

Forecast Scenarios

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  - Supervisor

Manage and publish forecast scenarios created by you and others (if shared).

Related documentation:
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After you create a forecast scenario using the New Forecast Wizard, use the Forecast Scenarios View to open the forecast scenario.

1. Select **Forecast** from the **Home** menu on the toolbar.

2. Select **Scenarios** from the **Forecast** menu.

3. Select a scenario from the list in the data pane, and open it by clicking the open icon () in the toolbar or by double-clicking the scenario itself.

4. Select the open scenario's name from the **Forecast** menu on the toolbar.
   All open scenarios appear on the menu.

5. Select one of these views from the selected scenario name> menu:

   - Volumes—Enables you to build, view, and edit a scenario's interaction volume and average handle time.

   - Staffing—Enables you to build, view, and edit a scenario's calculated and required staffing.

   - Graphs—Displays your choice of statistics for this forecast, using line charts.

   - Overheads—Displays the weekly shrinkage forecast for a selectable period.

6. In the **Objects** tree, select an activity, multi-site activity, site, business unit or enterprise.

Working with forecast scenarios

From the Forecast Scenarios view you can:

- View interaction volume and AHT forecasts in the Scenario Volumes view or create interaction volume and/or AHT forecasts using the Forecast Volumes Build Wizard.

- View staffing forecasts in the Scenario Staffing view or create staffing forecasts using the Staffing Build Wizard.

- View the forecast scenario in graph format.

- Add comments to the forecast scenario.

- Publish forecast scenarios to the Master Forecast or extract from the Master Forecast into a forecast

scenario.

Some restrictions apply when viewing or deleting Forecast scenarios:

- Users must have access to at least one Activity or Multi-Site Activity in the Forecast scenario to see it.
- Users must have access to all Activities and Multi-Site Activities in the Forecast scenario to delete it.