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Workforce Management Web for Supervisors (Classic) Help

Forecast Scenario Overheads View

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- Supervisor

In this view, edit predefined overhead data that WFM uses to forecast shrinkage while scheduling and manage overhead that is associated with Schedule State Groups.

Related documentation:

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At the top of the **Overheads** view you'll find the **Actions** toolbar. See the toolbar image here and the button descriptions below.



You can perform the following functions:

- View totals
- Edit pre-defined overheads (both planned and unplanned)
- Add, edit and delete overheads associated with the current **Schedule State Group** for specific activity.

Multi-site activities use overhead information that is associated with **Schedule State Groups**, from child activities (except for planned and unplanned overheads, which are separate for local and multi-site activities).

Setting the grid properties and date range

Use the following options in the **Grid** properties and **Date range** panes (near the top) to customize the grid:

- The grid displays data for a period of a year, a month, the planning period, or a week. To change the period, click **Year**, **Month**, **Planning Period**, or **Week** on the **Period** drop-down list to change the time range that is shown on each row. (WFM Web prompts you to save any unsaved edits before it refreshes the display.)
- If you select **Week**, you can further adjust each row's time range by selecting a **Granularity** of **15**, **30**, or **60** minutes.
- Use the standard date-selection controls to jump to a different week within the forecast scenario's date range.

Understanding the Overhead menu

The **Overhead** drop-down menu displays a list of the following overheads:










| | |
|--------------------------------------|--|
| Grand Total | A read-only statistic; the aggregate overhead for the selected target. |
| Total Planned | A read-only statistic; the aggregate planned overhead for the selected target. |
| Total Unplanned | A read-only statistic; the aggregate unplanned overhead for the selected target. |
| Planned | Displays planned overhead values that are not associated with any Schedule State Group . (In Scenario Overheads only, not in Master Schedule Overheads .) |
| Unplanned | Displays unplanned overhead values that are not associated with any Schedule State Group . (In Scenario Overheads only, not in Master Schedule Overheads .) |
| Schedule State Group name> | Displays overhead values that are associated with this named Schedule State Group and the target. If the target is a multi-site activity, the Schedule State Group name is prefixed with the activity name. <div>Tip Not available in Master Schedule Overheads.</div> |

Important

- Statistics appear in the **Overhead** menu for the item that is selected in the **Object** pane. If the item is an activity, then the menu lists all **Schedule State Group** overheads that are associated with the activity. If the item is a multi-site activity, the menu lists all **Schedule State Group** overheads that are associated with its child activities.
- You can edit the **Overhead** values for activities or multi-site activities.

Managing scenario overhead data

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

| Icon | Name | Description |
|---|------------------------|--|
|  | Publish | Opens the Publish Forecast Wizard, where you can publish a forecast directly to the master schedule. |
|  | 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. |
|  | Comments | Opens the Comments window, where you can enter comments for each day of the forecast. |
|  | Close | Closes this scenario, prompting you to save any unsaved changes. |
|  | Add Overhead | Starts the Add Overhead Wizard, which you can use to add overhead values to be associated with the Schedule State Group (SSG) and the target. |
|  | Delete Overhead | Deletes overhead values that are associated with the SSG and selected in the Overhead drop-down menu. The SSG is removed from the Overhead menu, after you confirm. |
|  | Apply Template | <p>Applies templates for the overhead that is selected in the Overhead drop-down menu.</p> <div> <p>Tip</p> <p>This button is disabled if one of the read-only choices (Grand Total, Total Planned, Total Unplanned) is selected in the drop-down menu.</p> </div> |