Workforce Management Web for Supervisors (Classic) Help

Graph View Options

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Contents

-

  - Supervisor

This topic describes how to customize the display of the Scenario Graphs view, the Master Forecast Graphs view, or the Historical Data Graphs view.

Related documentation:

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> ### Tip
>
> Starting in this release, WFM has a new interface for the Forecast module. If you have landed on this page by accident and are using the new Supervisors interface, see the "Forecasts" page in the *Workforce Management Supervisor Help*, which describes the new Forecast module.

Use the **Options** dialog box to customize the display of the Scenario Graphs view, the Master Forecast Graphs view, or the Historical Data Graphs view.

To use this feature:

1. Select a statistic from the **Show Statistics** drop-down list.

2. Click the **Options** button on the toolbar.
   The contents of the Options dialog box changes depending on the statistic that you selected.

The **Options** dialog box for the three Staffing statistics (**Calculated Staffing**, **Required Staffing**, and **Calculated and Required Staffing**) are the same, so a single topic, View options (Staffing), covers all three.

The table below shows the statistics and the Help topic that explains the corresponding **Options** dialog box.

Interaction Volume	View options (IV)
AHT	View options (AHT)
Interaction Volume and AHT (not available in the Historical Data Graphs view)	View options (IV and AHT)
Required Staffing (not available in the Historical Data Graphs view)	View options (Staffing)
Calculated Staffing (not available in the Historical Data Graphs view)	View options (Staffing)
Calculated and Required Staffing (not available in	View options (Staffing)

the Historical Data Graphs view)	
Calculated and Multi-skilled Calculated Staffing (not available in the Historical Data Graphs view)	View options (Staffing)

View options (IV)

Configure the display options for interaction volumes (IV) statistics in Forecast graphs.

Use the **Options** dialog box to customize the **Forecast Graphs** view when the **Show Statistics** drop-down list is set to **Interaction Volume**:

1. Click the **Options** button on the **Graphs** view toolbar.
   The **Options** dialog box opens.

2. Select the check boxes for the options that you want to have displayed in the graphs.

3. Clear the check boxes for those that you want to be hidden.
   You can select or clear any number of the check boxes. See the option descriptions below.

4. Click **Apply**.
   The **Graphs** view is redrawn to match your selections.

Display options

Show Special Events—When selected, graphs display a marker that represents the start of each event's impact.

Show Historical Data—When selected, graphs display historical data. Check boxes appear for the following:

- **This Year**
- **1 Year Ago**
- **2 Years Ago**
- **3 Years Ago**
- **4 Years Ago**
- **5 Years Ago**

You can independently show or hide the display of multiple prior years' data. Each year's data appears in a different color.

The **Legend** identifies what each color represents.

View options (AHT)

Configure the display options for average handling time (AHT) statistics in Forecast graphs.

Use the **Options** window to customize the **Forecast Graphs** view when the **Show Statistics** drop-down list is set to **AHT**.

1. Click the **Options** button on the **Graphs** view toolbar.
   The **Options** window appears.

2. Select the check boxes for the options that you want to have displayed in the graphs.

3. Clear the check boxes for those that you want to be hidden.
   You can select or clear any number of the check boxes. See the option descriptions below.

4. Click **Apply**.
   The Graphs view is redrawn to match your selections.

Display options

Show Special Events—When selected, graphs display a marker that represents the start of each event's impact.

Show Weighted AHT—When selected, graphs use weighted AHT data rather than a simple average of AHT data.

Show Historical Data—When selected, graphs display historical data. Check boxes appear for the following:

- **This Year**
- **1 Year Ago**
- **2 Years Ago**
- **3 Years Ago**
- **4 Years Ago**
- **5 Years Ago**

You can independently show or hide the display of multiple prior years' data. Each year's data appears in a different color.

The **Legend** identifies what each color represents.

View options (IV and AHT)

Configure the display options for interaction volumes (IV) and average handle time (AHT) statistics in Forecast graphs.

Use the **Options** dialog box to customize the **Forecast Graphs** view when the **Show Statistics** drop-down list is set to **Interaction Volume and AHT**:

1. Click the **Options** button on the **Graphs** view toolbar.
   The **Options** dialog appears.

2. Select the check box if you want the option to be displayed in the graphs.

3. Clear the check box if you want the option to be hidden.
    See the option description below.

4. Click **Apply**.
    The **Graphs** view is redrawn to match your selection.

Display options

Show Special Events—When selected, graphs display a marker that represents the start of each event's impact.

View options (Staffing)

Configure the display options for calculated and required staffing statistics in Forecast graphs.

Use the **Options** dialog box to customize the **Forecast Graphs** view when the **Show Statistics** drop-down list is set to one of the following:

- **Calculated Staffing**
- **Required Staffing**
- **Calculated and Required Staffing**
- **Calculated and Multi-skill Calculated Staffing**

Important

An Explanation and Caution:

Multi-Skilled Calculated Staffing takes into account how many agents with multiple skills could be available to work on an activity, and how the occupancy of an average agent would be divided among this activity and the other activities in his or her skill set.

Multi-Skilled Calculated Staffing is available only if the **Multi-Skilled Forecasting** option is configured. For more information about multi-skilled forecasting and a description of how to enable multi-skill support, see Forecasting in the *Workforce Management Administrator's Guide*.

However, if the **Multi-Skill** option is not configured, then you will still see **Multi-Skilled Equivalents** in the graphical view, but they will be the same as **Calculated Staffing in Single-Skill Equivalents**.

Opening the Options dialog

To open the Options dialog:

1. Click the **Options** button on the **Graphs** view toolbar.
    The **Options** dialog opens.

2. Select the **Show Special Events** check box if you want to have that option displayed in the graphs.

3. Clear the check box if you want that option to be hidden.
    See the option descriptions below.

4. Click **Apply**.
    The **Graphs** view is redrawn to match your selections.

Display options

Show Special Events—When selected, graphs display a marker that represents the start of each event's impact. This option appears only if the selected activity is immediate.

Show Secondary Graph—If you select a radio button other than **None** in this pane, graphs include an additional line that shows values for one additional statistic. The secondary line is superimposed in a different color (which is identified in the **Legend**).

Choose a secondary statistic by selecting only one of the following radio buttons:

*   **None**—No secondary graph.

*   **Service Level Objective**—The requirement for the service level as defined when creating the forecast.

*   **Service Level**—The forecast service level. (Appears only if the selected activity is immediate [not deferred].)

*   **Service Level Required**—The requirement for forecast service level as defined when creating the forecast. (Appears only if the selected activity is immediate [not deferred].)

*   **Deferred Service Level**—The deferred forecast service level. (Appears only if the selected activity is deferred.)

*   **Deferred Service Level Required**—The requirement for deferred forecast service level as defined when creating the forecast. (Appears only if the selected activity is deferred.)

*   **Forecasted Calculated Queue**—The forecast queue, calculated using Staffing Calculated values. (Appears only if the selected activity is deferred.)

*   **Forecasted Required Queue**—The forecast queue, calculated using Staffing Required values. (Appears only if the selected activity is deferred.)

*   **Avg Speed of Answer Objective**—The requirement for Average Speed of Answer (ASA) as defined when creating the forecast.

*   **Avg Speed of Answer**—The forecast Average Speed of Answer (ASA).

*   **Avg Speed of Answer Required**—The requirement for Average Speed of Answer (ASA) as defined when creating the forecast.

*   **% of Abandons Objective**—The requirement for the percentage of interactions abandoned, as defined when creating the forecast.

*   **% of Abandons**—The forecast percentage of interactions abandoned.

*   **% of Abandons Required**—The requirement for the percentage of interactions abandoned as defined when creating the forecast.

*   **Maximum Occupancy Objective**—The requirement for the maximum time that a logged-in agent should be handling interactions, as defined when creating the forecast.

*   **Maximum Occupancy**—The forecast maximum time that a logged-in agent will be handling interactions.

- **Maximum Occupancy Required**—The requirement for the maximum time that a logged-in agent will be handling interactions as defined when creating the forecast.

- **Estimated Budget**—The estimated budget based on a full-time working day and hourly rate.

- **Hiring Plan**—The total number of people, including non-working (on vacation) agents, who are needed to handle the forecast interaction volume.

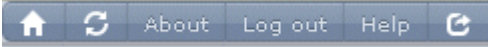- **Agent Hours**—The number of agent hours that are needed to handle the interaction volume.

> ### Tip
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> If you selected **Use multi-site activity** for any target in the object tree, **Estimated Budget**, **Hiring Plan**, and **Agent Hours** are omitted from this list of secondary statistics. If you selected **fixed-staff activities**, you will see *only* these three statistics displayed as radio buttons.

Changing the staffing totals display from FTE to man hours

When **Calculated and Required Staffing** is selected in the Show Statistics drop-down list , you can switch between FTE and man-hours mode in the Graph view by adjusting the view settings in the interface.

To switch display modes:

1. At the top of the **Graph** view, above the list of modules, click **About** in the grey **Home** bar
    .

2. In the WFM Web **About** dialog, click **Settings...**

3. In the **Settings...** list, scroll down to the FRC_STAFFING_USE_MANHOURS option and, in the **Value** column, enter a check mark in the boolean check box.

4. To edit the selected string in the list, click it twice.