Workforce Management Web for Supervisors (Classic) Help

Master Forecast Cleanup and Graph Options

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Learn about options to customize the display of the **Master Forecast Graphs** view and how to remove information from the Master Forecast for specific dates and activities.

Related documentation:
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Graph options

Use the **Options** dialog box to customize the display of the Master Forecast Graphs view:

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

2. Click Options on the toolbar.

One of the following versions of the **Options** dialog box opens, depending on the statistic that you selected above.

- Click the link for a Help topic listed in the table. This takes you to an explanation of the options available for that statistic in the **Options** window.

Statistic selected	Help topic for the corresponding Options dialog box
Interaction Volume	Graph View Options (IV)
AHT	Graph View Options (AHT)
Interaction Volume and AHT (not available in the Historical Data Graphs view)	Graph View Options (IV and AHT)
Required Staffing (not available in the Historical Data Graphs view)	Graph View Options (Staffing)
Calculated Staffing (not available in the Historical Data Graphs view)	Graph View Options (Staffing)
Calculated and Required Staffing (not available in the Historical Data Graphs view)	Graphs View Options (Staffing)

Cleanup Master Forecast

Use the **Cleanup Master Forecast** window if you need to remove information from the **Master**

Forecast for specific dates and activities.

> ## Warning
> This feature deletes all data that was saved for the selected date range and activities. Genesys recommends that you do not use the **Cleanup Master Forecast** feature unless it is absolutely necessary. If you must remove **Master Forecast** data, Genesys recommends that you first extract the data to a forecast scenario (using the Publish Forecast Wizard), and/or make a backup of the WFM database.

To remove **Master Forecast** information:

1. In the **Start date and End date** pane, select the range of dates for which you want to remove data, using the standard date selectors.

2. From the **Activities** list, select the activities whose forecast information you want to remove. You can expand business units to display their sites and you can expand sites to display their activities. You can select multiple activities across sites.

3. Click **OK** to remove the **Master Forecast** information that you have specified, or click **Cancel** to close the window without changing the **Master Forecast**.