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Workforce Management Web for Supervisors (Classic) Help

Staffing Build Wizard for Multiple Activities

9/18/2024

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- Supervisor

Build staffing data for multiple activities based on default forecasting objectives.

Related documentation:

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Use the **Staffing Build Wizard** to build staffing data for multiple activities, based on the default forecasting objectives.

Building the staffing data for multiple activities

The **Staffing Build Wizard** uses the default forecasting objectives that were defined for each of the following activity types (for activities under sites and multi-site activities):

- **Immediate**—Work activities that are handled by agents immediately, such as voice calls.
- **Deferred**—Backlog activities, such as email, that use special forecasting calculations.
- **Fixed-staff**—Non-CTI activities that do not use Workforce Management service objectives.

You won't be able to make changes to these values when using the wizard to build staffing for multiple activities.

To get started, select a Site or BU from the **Enterprise** panel. In the scenario's **Staffing** view toolbar, click **Build** to launch the **Staffing Build Wizard** wizard.

Step 1: Specify target dates

Staffing Build Wizard

Provide target date

Target Date Range

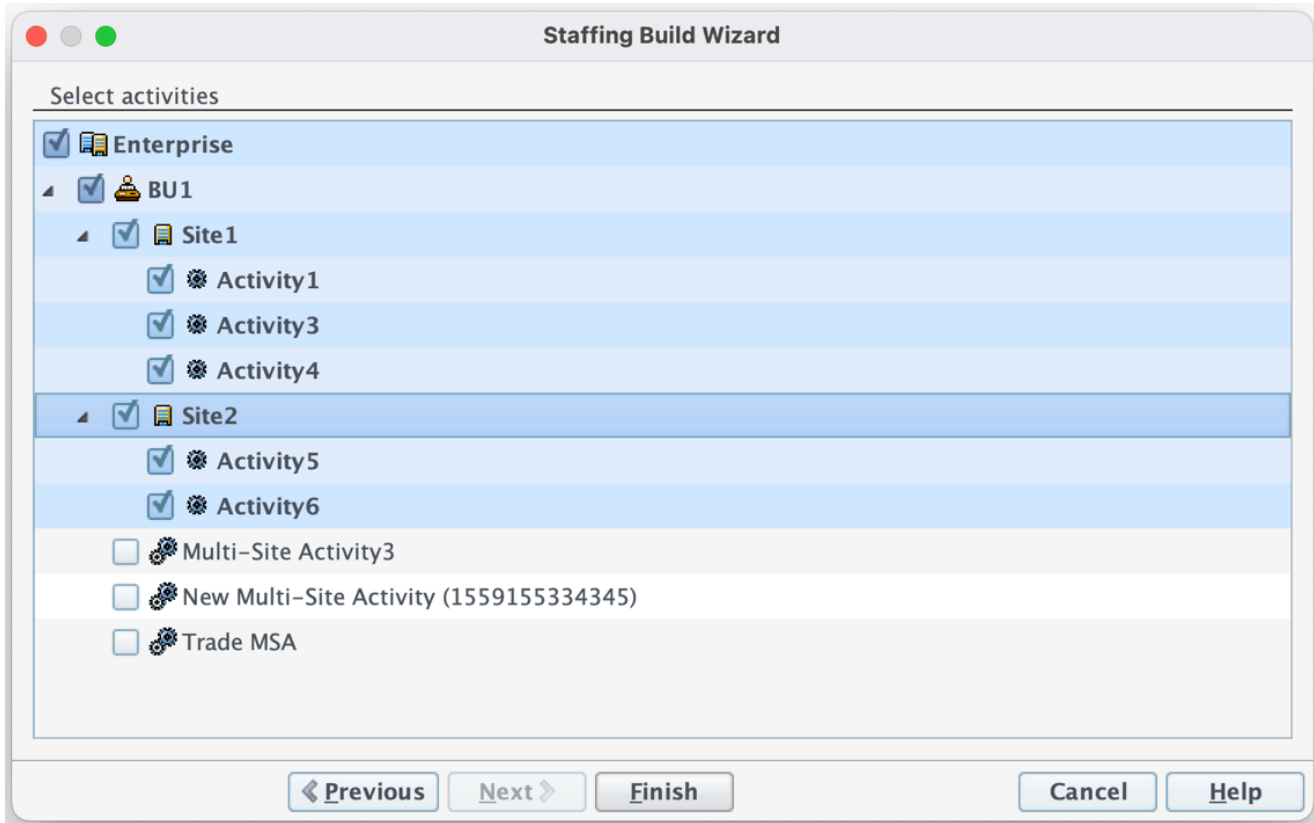
Start Date: 08/16/2020

End Date: 08/22/2020

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- Use the **Provide Target Date** screen in the Staffing Build Wizard to select the **Target Date Range**.
- Select the **Start Date** and **End Date** for the target date range. By default, the scenario's start and end date displays.
- Click **Next**.

Step 2: Select activities



- Expand business units to display their sites and activities.
- Select the activities you want to build staffing data for.
- Click **Finish**.