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Workforce Management Supervisor Help

Building staffing for multiple activities

9/16/2025

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- Supervisor

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

Related documentation:

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In Workforce Management (WFM), you'll use the **Build Staffing** in the **Scenarios Staffing** view to build staffing data for multiple activities.

To open this view, click **Forecast > Scenarios**. The **Scenarios** view opens, displaying a list of scenarios in a table. Open a scenario; You'll see the **Volumes** view by default. Switch to the **Staffing** view by clicking the drop-down menu beside the scenario's name.

When you select a Site or Business Unit (BU), you are able to build staffing for multiple activities based on the Default forecasting objectives that were defined for each activity type (Immediate, Deferred, Fixed-Staff).

Before you begin

Before using the **Build Staffing** wizard to build a staffing forecast for multiple activities, use the Default forecasting objectives to set the default forecasting objectives for each activity type (Immediate, Deferred, Fixed-Staff).

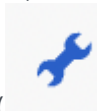
Building staffing data for multiple activities

The **Build Staffing** 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.

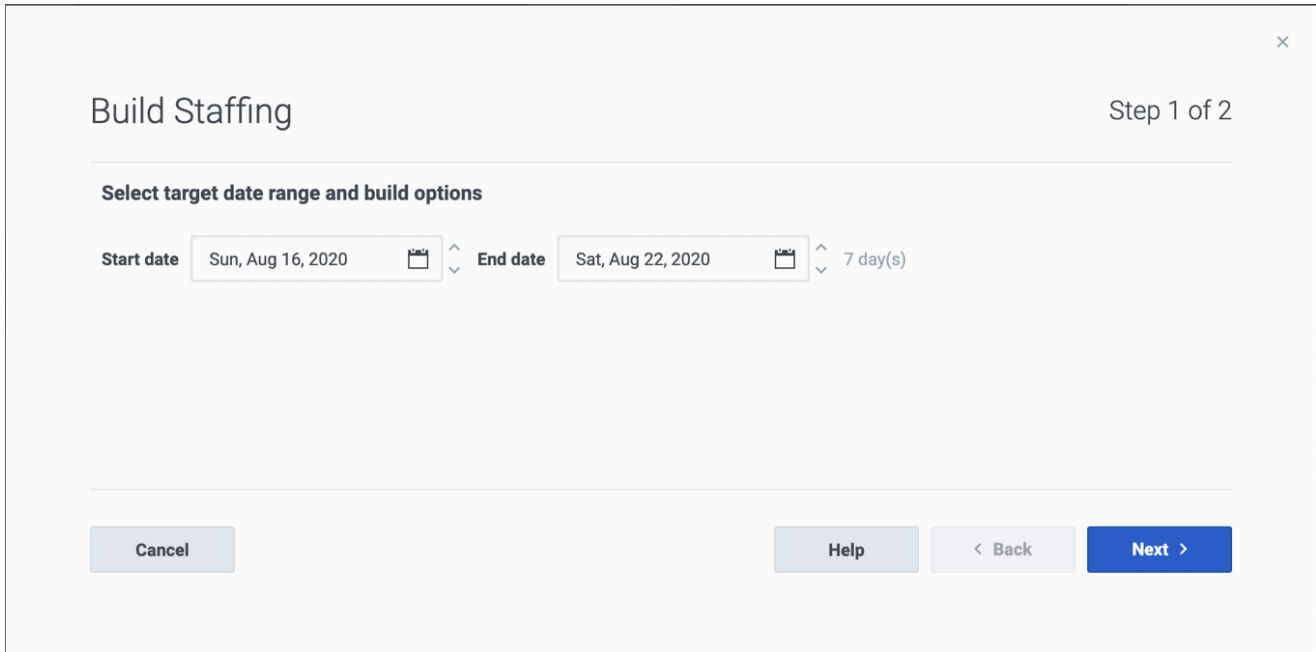
You won't be able to make changes to these values when using the wizard to build staffing for multiple activities.

To get started, select a Site or BU from the **Activities** list. In the scenario's **Staffing** view toolbar,



click **Build** () to launch the **Build Staffing** wizard.

Step 1: Select target dates



Build Staffing Step 1 of 2

Select target date range and build options

Start date Sun, Aug 16, 2020 End date Sat, Aug 22, 2020 7 day(s)

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- 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: Choose activities


×


Build Staffing


Step 2 of 2


Select activities


▼ ☒  BU1

> ☒  Site1

> ☒  Site2

☒  Multi-Site Activity3

☒  New Multi-Site Activity (1559155334345)

☒  Trade MSA

Cancel

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Build

- Expand business units to display their sites and activities.
- From the list of activities, select the activities you want to build staffing data for.
- Click **Build**.