Decisions Forecasting Help
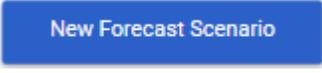
Creating a Forecast Scenario

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Open the Genesys Decisions Forecast application from the Decisions hub.
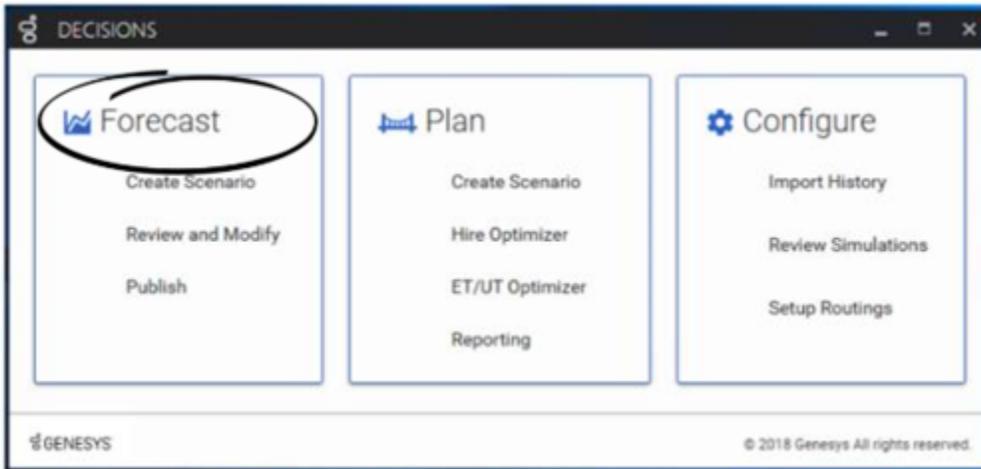
The Forecast home page opens and existing forecast scenarios display in table format. If you have not selected the option to show disabled forecast scenarios, then you will see only enabled forecasts.

At the top of the Forecast home page, click **New Forecast Scenario** (   ). The **New Forecast Scenario** wizard opens.

A forecast scenario is a group of individual forecast series for a given amount of time. Each forecast scenario must have a unique name so that it can be identified by you and other users in your organization. You must enter the time frame for the forecasts when you create a new forecast scenario. The same start and end dates are used for each forecast in the forecast scenario.

> ## Tip
>
> You can use the **Advanced Setting** on the first page of the **New Forecast Scenario** creation wizard to override the selected history start date, however Genesys recommends that you use this option only in cases where the results of the forecasts might be skewed because of the inclusion of invalid data. For example, if your environment changed significantly at some point during the range of the forecasts that you are creating – more precisely, the mapping has changed significantly – then the data that was collected before the date of the change might be invalid. In this case, you would override the selected history date in order to filter out the older, invalid data.

You must also select the Decisions routing. The routing selection determines which Decisions Contact Groups will be available for selection on the second page of the wizard. The selection of Contact

Groups defines the dimensions that will be used to create the individual forecasts.

Finally, you must select the metrics for which you wish to see forecasts. A unique forecast is created for each combination of metric and dimension.

Once the wizard is finished, a page opens in which you select, view, and modify the individual forecasts.