

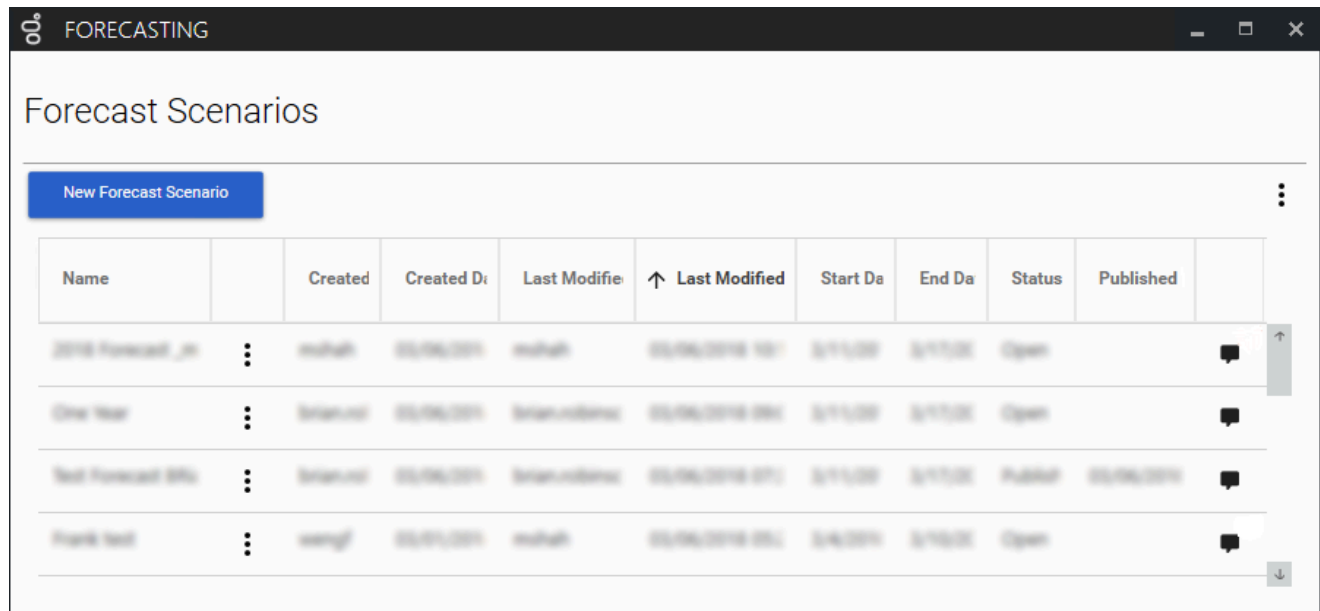


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Decisions Forecasting Help

Decisions Forecasting

Decisions Forecasting



The screenshot shows the 'FORECASTING' application window. The title bar includes the Genesys logo and the text 'FORECASTING'. The main content area is titled 'Forecast Scenarios' and features a blue button labeled 'New Forecast Scenario'. Below the button is a table with the following columns: Name, Created, Created Dt, Last Modifie, Last Modified, Start Da, End Da, Status, Published, and an action column. The table contains four rows of data:

Name	Created	Created Dt	Last Modifie	Last Modified	Start Da	End Da	Status	Published	
2018 Forecast_01	Initial	05/06/2018	Initial	05/06/2018 10:11	5/11/2018	5/11/2018	Open		
One Year	Initial	05/06/2018	Initial	05/06/2018 09:00	5/11/2018	5/11/2018	Open		
Test Forecast 0%	Initial	05/06/2018	Initial	05/06/2018 07:11	5/11/2018	5/11/2018	Publsh	05/06/2018	
Frank test	Initial	05/01/2018	Initial	05/06/2018 05:00	5/6/2018	5/10/2018	Open		

Welcome to the Help documentation for the Genesys Decisions Forecasting application.

Genesys Decisions is a strategic planning tool designed specifically to help contact centers make better plans and budgets. Genesys Decisions helps contact center managers accurately predict future performance and reveal the operational impact of various what-if scenarios and assumptions. Prediction of long-term operational performance takes into account the impact of contact volumes, attrition, service levels, and other key factors.

Are you new to Genesys Decisions Forecast? See [Getting Started](#).

Are you looking for answers to specific questions? Try these topics:

- [Creating a Forecast Scenario](#)
- [View and Edit Forecasts](#)
- [Modifying Forecasts](#)
- [Publishing a Forecast Scenario](#)
- [Applying a Forecast Scenario to your Planning Scenario](#)