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Decisions Forecasting Help

Modifying Forecasts

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To modify forecasts, you must first open a forecast scenario from the list of scenarios that display on the Genesys Decisions Forecast application's home page. The scenario opens in a page in which you can view and modify individual forecasts. You can apply the modification to any combination of metrics and dimensions.

On the forecast viewing/editing page, click the pencil icon () to open the **New Forecast Modification** wizard. Use the wizard to make your modification to a forecast. You must give each modification a unique name in the given forecast scenario. Choose a meaningful name for the modification so it will be easy to recognize the differences between similar modifications that you have applied to different metrics and dimensions.

The start and end dates that display, by default, in the **New Forecast Modification** wizard are the dates shown on the forecast viewing/editing page. Change the dates to reflect the time range that interests you.

There are eleven modification types from which you make your selection:

- Grow/Shrink each point by percent
 - Every point in the date range will be increased/decreased by the percentage that you enter.
- Grow/Shrink each point by value
 - Every point in the date range will be increased/decreased by the value that you enter, distributed evenly over the date range. To decrease values, enter a negative number.
- Compound Grow/Shrink each point by percent
 - The value that you enter will be divided by the total periods in the range. The first period will be increased/decreased by that percentage. The second period by 2X that percentage, and so on.
- Compound Grow/Shrink each point by value
 - The value that you enter will be divided by the total periods in the range. The first period will be increased/decreased by that value. The second period by 2X that value, and so on.
- Evenly distribute value to each point
 - Every point in the date range will be increased/decreased by the value that you enter.
- Maximum value per interval
 - No point in the range will exceed the maximum.
- Minimum value per interval
 - No point in the range will fall below the minimum.
- Make each point the evenly distributed value
 - The value that you enter will be distributed evenly over the range and assigned to every point in the range.
- Make each point the value

- The value that you enter will be assigned to every point in the range.
- Campaign based metrics
 - Each point in the range will be adjusted based on the number of impressions, the response rate, and the response distribution by week.
- Customer based metrics
 - Each point in the range will be adjusted based on the number of customers by week and response rate by week.

The **New Forecast Modification** wizard selects, by default, the metric that you had selected on the forecast viewing/editing page. You can change this and select one or more metrics to which the modification will be applied.

The **New Forecast Modification** wizard selects, by default, the dimension that you had selected on the forecast viewing/editing page. You can change this and select one or more dimensions. The modification will be applied to each selected dimension and metric combination.