



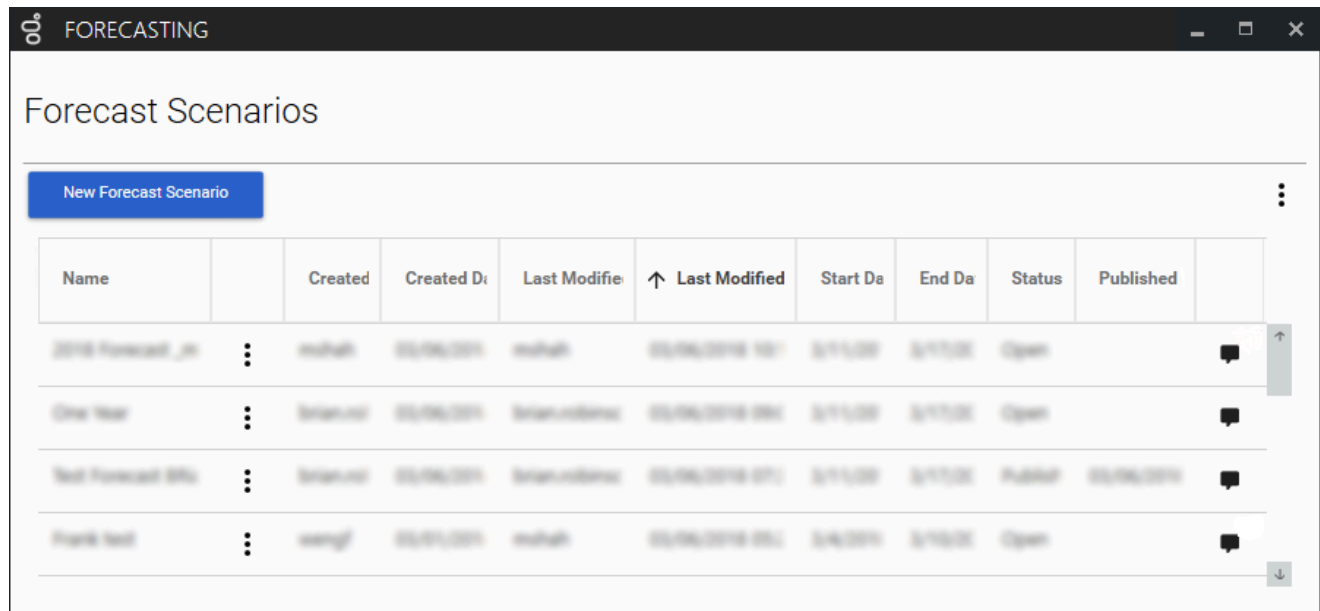
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Decisions Forecasting Help

Decisions Forecasting

12/18/2025

Decisions Forecasting



The screenshot shows the 'FORECASTING' application window. The title bar includes the Genesys logo and the word 'FORECASTING'. The main heading is 'Forecast Scenarios'. Below this is a blue button labeled 'New Forecast Scenario'. A table lists four forecast scenarios with columns for Name, Created, Created By, Last Modified, Last Modified By, Start Date, End Date, Status, and Published. Each row has a vertical ellipsis icon to its left and a speech bubble icon to its right. A vertical scrollbar is on the right side of the table.

Name	Created	Created By	Last Modified	Last Modified By	Start Date	End Date	Status	Published
2018 Forecast - JN	Initial	Initial	Initial	Initial	1/1/2018	1/1/2018	Open	
One Year	Initial	Initial	Initial	Initial	1/1/2018	1/1/2018	Open	
Test Forecast 8%	Initial	Initial	Initial	Initial	1/1/2018	1/1/2018	Publish	1/1/2018
Frank test	Initial	Initial	Initial	Initial	1/1/2018	1/1/2018	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](#)