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Genesys Engage cloud Workforce Management 8.5.1 Guide

Adjust Volumes Dialog Box

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Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Workforce Management in Genesys Engage cloud](#).

Use the **Adjust Volume** dialog box to adjust the volume, the average handling time (AHT), or both for a selected **Scenario Volumes view**.



1. Click **Adjust** on the **Forecast Volumes** scenario toolbar, to display the **Adjust Volumes** dialog box.
2. Click the **Target** down arrow and select one of the following:
 - **Interaction Volume**
 - **AHT** (average handling time)
 - **Interaction Volume and AHT**
3. Decide how (and by how much) to adjust values in the **Forecast Volumes** grid:
 - Select the **Adjust By (%)** radio button and enter into the field a number to be the percentage by which to adjust existing values that fall within the date range that is specified by **Start Time** and **End Time** below.
Valid values range from -99% to 999%.
OR
 - Select the **Set Total** radio button and enter into the field a number to be the total by which to adjust existing values that fall within the date range that is specified by **Start Time** and **End Time** below.
4. Specify the date range to adjust values in the **Forecast Volumes** grid:
 - a. In the **Start Time** field, enter or select a start date and timestep.
Range: any date equal to or later than the date in the upper right of the **Forecast Volumes** grid; 00-23 hours; 00, 15, 30, or 45 minutes.
 - b. In the field **End Time**, enter or select an end date and timestep.
Range: any date later than the **Start Time** date; 00-23 hours; 00, 15, 30, or 45 minutes.
5. Click **OK**.
WFM adjusts the forecast and the view reappears, showing your results.