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Genesys Engage cloud Workforce Management 8.5.1 Guide

Calculate Distribution Wizard

Calculate Distribution Wizard

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 this wizard to calculate the distribution of an Overlay.

1. Open the **Forecast** module and select **Overlays** in the modules area.
2. Select an **Overlay** in the objects area.
Prerequisite: The Overlay property **Always Use Entered Distribution** must be selected.
3. Click **Calculate Distribution** () or select **Calculate Distribution** from the **Action** menu.
The **Calculate Distribution Wizard** opens, and displays the following pages:

Select Activities Page

1. Select one or more **Activities**.
2. Select or enter a **Start date** and an **End date** in the **Use Historical Data** area.
3. Optional: check **Use Overlap Templates** to enable the **Load Overlap Templates** page (see [below](#)).
4. Click **Next**.

Load Overlap Templates Page

Select the overlap templates to use when calculating distribution. This page uses the same controls as [Load Forecast Overlap Templates](#) in the **Volumes Build Wizard**.

Select Events Page

This page uses the same controls as the [Select Events page](#) in the **Volumes Build Wizard**, with some differences. The grid at the top displays a list of events in the overlay ... but only events which

fall within the specified historical data date range. The grid has these columns:

Event—The event's name.

Start Date-Time—The event's start date and time.

Enabled—Select this check box if the event should be considered for calculations.

Below the list are other controls:

1. Select the events (configured for the overlay) to be used when calculating distribution.

Important

The controls for specifying impact that appear on the [Select Events page](#) in the **Volumes Build Wizard**) are not displayed if the selected event belongs to an overlay that has one of these options specified on the **Properties tab**: **Always Use Entered Distribution**, **Always Calculate Disregarding Impacts and Distribution**.

2. Click the **Distribution** button to display the **Distribution** dialog, which contains the same controls and presents the same data that appear on the **Distribution tab**.

The **Distribution** button is displayed if the selected event belongs to an overlay that has one of the **Always Use Entered Distribution** option specified on the **Properties tab**.

3. Make your selections from the **Distribution** tab controls.
4. Click **Finish**.