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Genesys Engage cloud Workforce Management 8.5.1 Guide

Historical Data Graphs View

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Historical Data Graphs View

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 **Graphs** view to display historical data in a line chart. See the toolbar image and the [button descriptions](#) below.



The following sections cover:

- [Displaying the Graphs view](#).
- [Setting the dates, statistics, and granularity](#).
- [Reading the graph and legend](#).
- [Calculation and filtering options](#).

Displaying the Graphs View

To display the **Graphs** view:

1. From the **Home** menu on the toolbar, select **Forecast**.
2. From the **Forecast** menu on the toolbar, select **Historical Data**.
3. From the **Historical Data** menu on the toolbar, select **Graphs**.
4. In the **Objects** tree, select an **activity**, **Site**, **Business Unit**, or **Enterprise**.

Setting the Dates, Statistics, Period, and Granularity

Use these controls to customize the data display in the graph and table:

- **Period** *drop-down list*—Change the time range for the graph and the grid by selecting **Year**, **Month**, **Week**, or **Day**. Which options appear in the **Granularity** drop-down list depend on the value selected in the **Period** drop-down list.
- **Show Statistics** *drop-down list*—Specify what data is displayed in the graph and table by selecting from these choices: **Interaction Volume**, **AHT**.
- Use standard **date-selection controls** (in the upper right portion of the window) to jump to a different week within the **Master Forecast's** date range.

Reading the Graph and Legend

The graph shows the statistics, dates, period, and granularity that you selected. The vertical axis indicates the units shown.

The **Legend**, at the bottom, identifies the colors that the graph uses to represent particular statistics. The **Legend** changes depending on the statistics that you select.

Calculation and Filtering Options

You can use the following button on the **Actions** toolbar (this command also appears in the **Actions** menu):

	Use Multi-Site Activities	Controls whether WFM Web's calculation of aggregated information includes multi-site activities. You can select this button only if you first select a multi-site activity, Business Unit, or Enterprise in the Objects tree. If you set this button to On, WFM retains your last selection—in the current view and for all other views that contain multi-site activities—preventing you from having to click it every time you want to display data for the selected multi-site activity.
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