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Genesys Engage cloud Workforce Management 8.5.1 Guide

Import

10/29/2025

Import

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](#).

Workforce Management (WFM) collects historical data automatically.

As an alternative, you can import historical data manually on a regular basis. For example, you might have a new Genesys WFM installation and want to import previously collected historical data.

You can export both forecasts you create using WFM and historical data collected by WFM.

Format is Important

When you export historical data, take care to observe the format of the exported files. **Data Importer** requires that the exported files be in .CSV format. However, you can import more than one type of data in a single file and define column separators, by using the **Import Wizard**.

The data files must:

- be formatted according to regional settings.
- use 15-minute, 30-minute, 60-minute, or 24-hour (daily) timesteps. (If you are importing data to the **Master Forecast**, use 15-minute and daily granularity only.)
- be ordered in ascending order by date.

Use the **Data Import** module to import the following data into:

Master Forecast	Historical Data
Interaction Volume data	Historical Interaction Volume data
AHT data	Historical AHT data
Calculated Staffing data (in Man-hours or FTE)	
Required Staffing data (in Man-hours or FTE)	

Important

WFM exports data such as, **Interaction Volume** or **AHT** forecasts, **Staffing** forecasts, **Historical Interaction Volumes**, and **Historical AHT** through the **Forecast Report** using .CSV friendly format.

Security Rights are Important

Only users who have rights to edit historical data and/or publish to **Master Forecast** can access the **Forecast > Import** view.