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Genesys Engage cloud Workforce Management 8.5.1 Guide

Load Forecast Template Window

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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 **Load Forecast Template** window to select a forecast template. This window opens when you:

- Select **Use Templates** and click the **Load Templates** button in these [Staffing Build Wizard](#) screens: [Provide Budgeting and Overhead Data](#), [Specify Service Level Objectives](#), and [Staffing Requirements](#). The window title includes the template type; for example, **Load Indirectly Occupied Time % Forecast Templates**.
- Select [Template Based](#) and click **Next** in the [Volumes Build Wizard](#).

The template's type, and its associated activity, match your selections in the previous view or window.

To use this window:

1. Select a template in the list of available **Templates** at the upper left.
The list shows each source template's name and, for overlap templates, its date range.
2. Select a **Start date** and **End date** at the lower left, using the [date-selection controls](#).
The date range that you can specify depends on the context from which you opened this window. For non-overlap templates, you cannot select dates outside the selected template's date range, and you cannot apply templates with overlapping date ranges.
3. Select the check boxes (at the lower left) beside any weekday to which you want to apply this template.

Tip

This does not apply to overlap templates.

4. Click >>> to apply the template.
The template moves into the **Applied Templates** list at the upper right. That list shows your date and weekday selections, where applicable.
5. Repeat the preceding steps for any additional templates that you want to apply.
6. Click <<< if you want to remove any of your selections from the **Applied Templates** list.

7. Click **OK** to load the templates that you have applied.
You are returned to the window from which you opened the **Load Forecast Template** window.