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Genesys Engage cloud Workforce Management 8.5.1 Guide

VBW: Select Events

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Important

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Use the Select Events screen in the Volumes Build Wizard (VBW) to factor events into a Forecast Volumes scenario.

Prerequisite: You must create events in the [Forecast > Overlays module](#), and assign them to activities there, before you can add those events to a forecast scenario

- An overlay is anything that can be expected to affect the daily interaction volume of the enterprise and, therefore, staff and schedule requirements.
- An event is a specific instance when an overlay is in effect.

To add events:

1. Select the **Enabled** check box for the events that you want to include.
Alternatively, you can select the **Use All Applicable** check box to use all applicable events, whether the **Enabled** check box is selected or cleared.
2. If you are using the [Universal Modeling Engine](#), this is all you need to configure. Click **Finish**.
3. If you are using the [Expert Average Engine](#) you can also, optionally:
 - a. Enter a **Spread Over** value for each event.
This determines the period that the event affects.
 - b. Click **Days** or **Hours**.
This determines whether the **Spread Over** value is interpreted as days or hours.
 - c. Adjust the **Initial Impact** and/or **Ending Impact** value, if appropriate.
(The default values are based on the event's configuration. If the event is configured to disregard historical data, you cannot adjust these values here. You must change the configuration using the [Overlays module](#).)
 - d. Click **Distribution** to [view and optionally change the distribution method](#) of the selected overlay.
 - e. Check the **Use All Applicable** check box if the forecast build algorithm should use all events or overlays applicable to the selected [activities](#) that fall into the scenario/historical data date range.
When checked, disables the fields and controls that appear above.
 - f. Click **Finish**.

WFM Web calculates the volumes and displays them in the [Volumes view](#). An error message appears

if WFM Web cannot complete the calculation (for example, if the historical data contains too few timesteps to cover the scenario's activity hours).

Important

Redistributing events does not impact historical data, only the forecast.