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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**.