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Genesys Engage cloud Workforce Management 8.5.1 Guide

Cleanup Master Forecast Window

12/19/2025

Cleanup Master Forecast Window

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 **Cleanup Master Forecast** window if you need to remove information from the **Master Forecast** for specific dates and activities.

Warning

This feature deletes all data that was saved for the selected date range and activities. Genesys recommends that you do not use the **Cleanup Master Forecast** feature unless it is absolutely necessary. If you must remove **Master Forecast** data, Genesys recommends that you first extract the data to a forecast scenario (using the [Publish Forecast Wizard](#)), and/or make a backup of the WFM database.

To remove **Master Forecast** information:

1. In the **Start date and End date** pane, select the range of dates for which you want to remove data, using the standard [date selectors](#).
2. From the **Activities** list, select the activities whose forecast information you want to remove. You can expand business units to display their sites and you can expand sites to display their activities. You can select multiple activities across sites.
3. Click **OK** to remove the **Master Forecast** information that you have specified, or click **Cancel** to close the window without changing the **Master Forecast**.