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Genesys Engage cloud Workforce Management 8.5.1 Guide

[Find Events Wizard](#)

Find Events Wizard

Important

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Use the **Find Events Wizard** to search through historical data for any period of time that represents an anomaly. For example: imagine that the AHT on May 24, 2008, between 8 p.m. and 9 p.m. was 500% higher than on the historical norm for those hours. That is an anomaly in the historical data, and the **Find Events Wizard** could locate it for you.

1. To reach this dialog, start at the **Historical Data Volumes** view.
2. Click **Find Events**  in the toolbar or select **Find Events** from the **Actions** menu.
3. Use these controls to define the search:

Search <i>radio buttons</i>	Define the search metrics. Select IV to search for events that affected Interaction Volume . Select AHT to search for events that affected Average Handling Time .
Search using granularity <i>radio buttons</i>	Define the search increments. Select Daily to search through daily data. Select Hourly to search through hourly data.
Start date and End date <i>fields</i>	Define the search limits. Enter or select a Start date and an End date . The search will begin at the start date and end at the end date.
Threshold (%) <i>field</i>	Define the search criteria. Enter or select the percentage of deviation from historical data, that would identify the event you want to locate. Range: A positive integer less than 1000. For example , you would enter 500 to search for an anomaly that is at least 500% of normal.

Running the Find Events Wizard

1. Define the search using the controls described above.
2. Click **Find Events** (or click **Cancel** to abandon the search).
A new tab in the right-hand portion of the window displays these items:
 - a **Possible Events** list
 - the **Create Overlay** and **Create Event** buttons
 - an **Existing Events** list
3. Select an item in the **Possible Events** list.
 - The **Create Overlay** and **Create Event** buttons are enabled.
 - All **Overlay/Event** items that occur within the date range of the selected **Possible Event** are displayed in the **Existing Events** list.
Now you can create an overlay (and the event that it must contain) or create an event (and select the existing overlay that must contain it).
4. Choose one of two options:
 - a. Click **Create Overlay** to open the **New Overlay Wizard**, where you create a new overlay and specify its event's parameters in the **New Event** page.
 - b. Click **Create Event** to open the **New Event** page, where you select an existing overlay and set the event's parameters.

Existing Events List

When you are finished, the wizard or page closes and the newly created overlay/event will appear in the **Existing Events** list, if its **Impact Start Date/Time** occurs within the date range of the selected **Possible Event**.

Otherwise, the overlay/event exists, but it is not displayed.