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# Genesys Engage cloud Workforce Management 8.5.1 Guide

Forecast Scenario Overheads View

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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 **Overheads** view to view overhead data, which WFM uses to forecast shrinkage while scheduling. See the toolbar image here and the [button descriptions](#) below.



You can perform the following functions:

- View totals
- Edit pre-defined overheads (both planned and unplanned)
- Add, edit and delete overheads associated with the current **Schedule State Group** for specific activity.

Multi-site activities use overhead information that is associated with **Schedule State Groups**, from child activities (except for planned and unplanned overheads, which are separate for local and multi-site activities).

## Setting the Grid Properties and Date Range

Use the following options in the **Grid** properties and **Date range** panes (near the top) to customize the grid:

- The grid displays data for a period of a year, a month, the planning period, or a week. To change the period, click **Year**, **Month**, **Planning Period**, or **Week** on the **Period** drop-down list to change the time range that is shown on each row. (WFM Web prompts you to save any unsaved edits before it refreshes the display.)
- If you select **Week**, you can further adjust each row's time range by selecting a **Granularity** of **15**, **30**, or **60** minutes.
- Use the standard date-selection controls to jump to a different week within the forecast scenario's date range.

## The Overhead Menu

The **Overhead** drop-down menu displays a list of the following overheads:







<b>Grand Total</b>	A read-only statistic; the aggregate overhead for the selected target.
<b>Total Planned</b>	A read-only statistic; the aggregate planned overhead for the selected target.
<b>Total Non Unplanned</b>	A read-only statistic; the aggregate unplanned overhead for the selected target.
<b>Planned</b>	Displays planned overhead values that are not associated with any <b>Schedule State Group</b> . (In <b>Scenario Overheads</b> only, not in <b>Master Schedule Overheads</b> .)
<b>Unplanned</b>	Displays unplanned overhead values that are not associated with any <b>Schedule State Group</b> . (In <b>Scenario Overheads</b> only, not in <b>Master Schedule Overheads</b> .)
<b>Schedule State Group &lt;name&gt;</b>	Displays overhead values that are associated with this named <b>Schedule State Group</b> and the target. If the target is a multi-site activity, the <b>Schedule State Group</b> name is prefixed with the activity name.  <b>Tip</b> Not available in <b>Master Schedule Overheads</b> .

### Important

- Statistics appear in the **Overhead** menu for the item that is selected in the **Object** pane. If the item is an activity, then the menu lists all **Schedule State Group** overheads that are associated with the activity. If the item is a multi-site activity, the menu lists all **Schedule State Group** overheads that are associated with its child activities.
- You can edit the **Overhead** values for activities or multi-site activities.

## Managing Scenario Overhead Data

You can use the following buttons on the **Actions** toolbar (these commands also appear on the **Actions** menu):

	<b>Publish</b>	Opens the <b>Publish Forecast Wizard</b> , where you can publish a forecast directly to the master schedule.
	<b>Add activity</b>	Opens the <b>Add Activity window</b> , where you can add activities to this forecast scenario.
	<b>Remove activity</b>	Opens the <b>Remove Activity window</b> , where you can remove activities from this forecast scenario.
	<b>Save</b>	Saves your changes to this forecast scenario.
	<b>Comments</b>	Opens the <b>Comments window</b> , where you can enter comments for each day of the forecast.
	<b>Close</b>	Closes this scenario, prompting you to save any unsaved changes.
	<b>Add Overhead</b>	Starts the <b>Add Overhead Wizard</b> , which you can use to add overhead values to be associated with the <b>Schedule State Group (SSG)</b> and the target.
	<b>Delete Overhead</b>	Deletes overhead values that are associated with the SSG and selected in the <b>Overhead</b> drop-down menu. The SSG is removed from the <b>Overhead</b> menu, after you confirm.
	<b>Apply Template</b>	Applies templates for the overhead that is selected in the <b>Overhead</b> drop-down menu.  <b>Tip</b> This button is disabled if one of the read-only choices (Grand Total, Total Planned, Total Unplanned) is selected in the drop-down menu.