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Genesys Engage cloud Workforce Management 8.5.1 Guide

Graphs View Options (IV and AHT)

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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 **Options** dialog box to customize a **Forecast Graphs** view whose **Show Statistics** drop-down list is set to **Interaction Volume and AHT** (average handling time):

1. Click the **Options** button on the **Graphs** view toolbar.
The **Options** dialog appears.
2. Select the check box if you want the option to be displayed in the graphs.
3. Clear the check box if you want the option to be hidden.
See the option description below.
4. Click **Apply**.
The **Graphs** view is redrawn to match your selection.

Forecast Graphs Display Option

Show Special Events—When selected, graphs display a marker that represents the start of each event's impact.