

## **GENESYS**<sup>®</sup>

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## Genesys Engage cloud Workforce Management 8.5.1 Guide

**Historical Data** 

## Historical Data

## 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.

The views in Historical Data are:

Historical Data Volumes	Displays <b>Interaction Volumes</b> and <b>AHT</b> for historical data that has either been imported into WFM or collected automatically by WFM Data Aggregator.
Historical Data Graphs	Displays your choice of statistics, using line charts and a table, for historical data that has either been imported into WFM or collected automatically by WFM Data Aggregator.

To open these views:

- 1. From the **Home** menu on the toolbar, select **Forecast**.
- 2. From the **Forecast** menu on the toolbar, select **Historical Data**.
- 3. From the **Historical Data** menu on the toolbar, select **Volumes** or **Graphs**.
- 4. In the **Objects** tree, select an **activity**, **Site**, **Business Unit**, or **Enterprise**.