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Genesys Engage cloud Workforce Management 8.5.1 Guide

Scenario Staffing 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 **Staffing** view to edit the selected forecast scenario's calculated and required staffing. See the toolbar buttons here and their [descriptions](#) below.



This view provides standard [date-selection controls](#) and a grid that shows staffing levels for days or timesteps.

The following sections cover:

- [Displaying the Staffing view.](#)
- [Setting the data display properties and date range.](#)
- [Reading the data.](#)
- [Modifying and managing scenario data.](#)

Displaying the Staffing View

To display the Staffing view:

1. Select **Forecast** from the **Home** menu on the toolbar.
2. Select **Scenarios** from the **Forecast** menu on the toolbar.
3. Select a scenario from the list in the data pane, and open it.
4. Select the open scenario's name from the **Forecast** menu on the toolbar.

Tip

All open scenarios appear on the menu.

5. Select **Staffing** from the **<selected scenario name>** menu on the toolbar.
6. In the **Objects** tree, select an **activity**, **site**, **business unit**, or **enterprise**.

The view displays a graph above a table, each containing the same statistics, and controls that set the data display properties for the graph and table.

If you do not see any data, you may need to adjust the **Period**, **Granularity**, or **Date** controls at the top of the window to reflect those used for the forecast.

Setting the Data Display Properties and Date Range

Use these controls to customize the data display in the graph and table:

- **Period** *drop-down list*—Change the time range for the graph and the grid by selecting **Year**, **Month**, or **Week**.

Important

Planning Period also appears as a value in the **Period** list if the selected site has a configured planning period.

If you select **Week**, you can further adjust each row's time range by selecting 15, 30, or 60 (minutes) from the **Granularity** drop-down list.

- **Show Statistics** *drop-down list*—Specify what data is displayed in the graph and table by selecting from these choices: **Calculated Staffing**, **Required Staffing**, **Calculated and Required Staffing**.
- **Show Columns** *check boxes*—Show (or hide) data columns in the table by selecting or clearing the **Calculated** and **Required** check boxes.
- Use standard **date-selection controls** (in the upper right portion of the window) to jump to a different week within the Scenario Forecast's date range.

Reading the Data

The table provides columns that display the following statistics:

Week/Time Step

Identifies the range of dates or timesteps on this row. (The column's label and contents depend on

	the date range and granularity that you selected above.)
[Days or Dates]	If you select the Month date range, each group of columns shows statistics for one full day. If you select the Week date range, each group of columns indicates one day. The top row shows daily totals measured in Full-Time Equivalents (defined below). Each lower row shows statistics for one timestep on that date. (Timestep durations depend on the granularity that you selected above.) Full Time Equivalent (FTE) is a standard measurement used within contact centers that allows the analyst to do an "apples-to-apples" comparison of the number of agents required to handle the expected interaction volume, across activities that may have different open hours, different planned overheads, and so on. In WFM, the number of FTEs is provided for informational purposes only. It does not affect the Intra-Day staffing requirements that WFM produces, which is the basis for building schedules.
Calc	Shows the calculated number of agents for each day (measured in Full Time Equivalents) or for each timestep (measured in Single Skill Equivalents). You can edit these cells' contents. See Req column for more information on Calculated and Required Staffing .
Req	Shows the required number of agents for each day (measured in Full Time Equivalents) or for each timestep (measured in Single Skill Equivalents). You can edit these cells' contents. WFM populates Calculated Staffing when you build staffing through the Staffing Build Wizard. Required Staffing is a user-defined data series. It can be populated based on data from the Calculated Staffing data series, or you can copy and paste data from an external spreadsheet into these columns. When building schedules, the Use Required option lets you base a schedule on Calculated or Required Staffing. This allows you to take the staffing forecast that WFM provides and adjust it in a user-defined way.
[Weekly Totals]	If you select the Week date range, the columns at right show weekly totals for the displayed statistics.

Tip

You can copy and paste data between the grid and a spreadsheet.

Modifying and Managing Scenario Data

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

	Publish	Opens the Publish Forecast Wizard , where you can publish a forecast directly to the master schedule.
	Add activity	Opens the Add Activity window , where you can add activities to this forecast scenario.
	Remove activity	Opens the Remove Activity window , where you can remove activities from this forecast scenario.
	Save	Saves your changes to this forecast scenario.
	Save as template	Opens the Save as Template dialog box , where you can save data from this scenario as a forecast template.
	Build	Opens the Staffing Build Wizard , which builds staffing data for the selected activity.
	Comments	Opens the Comments window , where you can enter comments for each day of the forecast.
	Close	Closes this scenario, prompting you to save any unsaved changes.
	Use multi-site activities	Controls whether WFM Web's calculation of aggregated information includes multi-site activities. You can select this button only if you first select a multi-site activity, business unit, or enterprise in the Objects tree. If you set this button to On, WFM retains your last

		selection—in the current view and for all other views that contain multi-site activities—preventing you from having to click it every time you want to display data for the selected multi-site activity.
	Required staffing	Opens the Required Staffing Wizard , where you can set the forecast's required number of agents.
	Split	Opens the Staffing Split Wizard , which splits staffing from a multi-site activity Staffing forecast scenario.
	Budgeting	Opens the Budgeting Information dialog box , where you can specify the start and end dates of the target range, paid hours and wage that are to be used for FTE calculations.