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Genesys Engage cloud Workforce Management 8.5.1 Guide

Volumes Build Wizard

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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 Volumes Build Wizard (VBW) to build volume data for one or more selected activities, using parameters that you specify.

- Do this if you selected **None** in the **New Forecast Wizard General Parameters window** or if you wish to overwrite an existing Volumes scenario. If the correct Volumes data already exists in the **Scenario Volumes view**, you do not need to use this wizard.

Important

Depending on the **build method** you specify, you might need to import historical data or create interaction volume, average handling time, or overlap **templates** before using this wizard.

To build volume data:

1. Select a **Volumes** scenario.
2. On the **Scenario Volumes View** toolbar, click the **Build** button.
The **Volumes Build Wizard's** first screen, **Select Activities**, opens.
3. Complete the **Select Activities screen** and then click **Next**.
4. Complete the **Select Data Build Method screen** and then click **Next**.
5. The screens/buttons that appear next depend on the selected build method and whether you want to use an overlap template.
 - If the selected build method is **Use Value**, you supply interaction volume and/or average handling time values and click **Finish**.
 - If the build method is **Expert Average Engine**, **Universal Modeling Engine**, or **Copy Historical Data**, you will need to complete the **Select Historical Data screen**.
 - If the build method is **Template Based**, or if you select **Use Overlap Templates** on the **Select Historical Data** screen, you complete one or more **screens for selecting templates**.
 - If the build method is **Expert Average Engine** or **Universal Modeling Engine**, you will need to complete the **Select Events screen**.

6. After clicking **Finish** in the last screen, WFM builds the volumes forecast and the **Scenario Volumes View** reappears, showing your results.

Forecast Volume Build Wizard Screens

The Volume Build Wizard screens are described in these topics:

- [Select Activities](#)
- [Select Data Build Method](#)
- [Select Historical Data](#)
- [Select Templates](#)
- [Select Events](#)
- [Select Events Distribution](#)