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Workforce Management Web for Supervisors Help

Forecast Graphs Report

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Forecast Graphs Report

To create a Forecast Graphs Report:

1. On the **Reports** tab, select **Forecast Reports** from the Views menu.
2. Select **Forecast Graphs Report** from the list in the Objects pane.
The Reports Wizard's first screen, **Header**, appears.
3. To print a header on the report, select **Show Header** and type your header text into the text box. Then (whether you entered a header or not) click **Next**.
4. On the **Scenario** screen, select a forecast scenario or the Master Forecast and then click **Next**.
You will not see this screen if the report is created from the Report Scheduler, because the report data is retrieved from the Master Forecast.
5. On the **Date Range** screen:
 - a. Select a Granularity and a corresponding **Start and End Date**. (Your Granularity selection may **restrict** your Date selections.)
 - b. Select **Activity** or **Multi-site Activity** from the drop-down list.
 - c. Click **Next**.
6. You can display staffing totals in Full Time Equivalent (FTE) or man-hours mode in this report by selecting the mode in the report wizard. Select the mode by checking or unchecking the **Show staffing totals information in man hours instead of FTE** option. The default value of this option will be the same as the settings in **Changing the Staffing Display from FTE to Man Hours**.
7. On the **Data** screen, select forecast targets.
The tree's contents depend on your choice of target. You can expand business units to display their sites or multi-site activities. You can expand sites to display their activities. You can make multiple selections.
8. If you selected **Multi-site Activity** or **Activity** as the target:
 - a. Click **Next**.
 - b. On the **Forecast Data Types** screen, select the Data Types you want to include.
 - c. Click **Finish**.

The report appears in the **Report Viewer**.

Understanding the Forecast Graphs Report

Site or Business Unit [header]	The site, or Business Unit, and time zone included in the report.
Activity or Multi-Site Activity [header]	The activity or multi-site activity displayed in the following graph.
Date [header]	The dates covered by the report. The information in the report is shown separately for each activity,

	display option, and date.
Statistics/Options [graph bars]	<p>Each display option is shown in a separate graph. The displayed statistic, and its units, are labeled on the left side. The possible columns are:</p> <ul style="list-style-type: none">• Interaction Volume• Average Handling Time• Calculated Staffing• Required Staffing
Timestep / Day / Week of / Month / X weeks of	<p>The time period covered by each bar in the graph. The period depends on the granularity that you selected in the wizard.</p>