



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Web for Supervisors Help

Graphs View Options (IV and AHT)

12/19/2025

Graphs View Options (IV and AHT)

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.