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Workforce Management Web for Supervisors Help

Graph View Options (IV)

12/19/2025

Graph View Options (IV)

Use the **Options** dialog box to customize a **Forecast Graphs** view whose **Show Statistics** drop-down list is set to **Interaction Volume** (IV):

1. Click the **Options** button on the **Graphs** view toolbar.
The **Options** dialog box opens.
2. Select the check boxes for the options that you want to have displayed in the graphs.
3. Clear the check boxes for those that you want to be hidden.
You can select or clear any number of the check boxes. See the option descriptions below.
4. Click **Apply**.
The **Graphs** view is redrawn to match your selections.

Forecast Graphs Display Options

Show Special Events—When selected, graphs display a marker that represents the start of each event's impact.

Show Historical Data—When selected, graphs display historical data. Check boxes appear for the following:

- **This Year**
- **1 Year Ago**
- **2 Years Ago**
- **3 Years Ago**
- **4 Years Ago**
- **5 Years Ago**

You can independently show or hide the display of multiple prior years' data. Each year's data appears in a different color.

The **Legend** identifies what each color represents.