



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

Options for the Master Forecast Graphs

12/19/2025

Options for the Master Forecast Graphs

Use the **Options** dialog box to customize the display of the **Master Forecast Graphs view**:

1. Select a statistic from the **Show Statistics** drop-down list.
2. Click **Options** on the toolbar.

One of the following versions of the **Options** dialog box opens, depending on the statistic that you selected above.

- Click the link for a Help topic listed in the table. This takes you to an explanation of the options available for that statistic in the **Options** window.

Statistic selected	Help topic for the corresponding Options dialog box
Interaction Volume	Graph View Options (IV)
AHT	Graph View Options (AHT)
Interaction Volume and AHT (not available in the Historical Data Graphs view)	Graph View Options (IV and AHT)
Required Staffing (not available in the Historical Data Graphs view)	Graph View Options (Staffing)
Calculated Staffing (not available in the Historical Data Graphs view)	Graph View Options (Staffing)
Calculated and Required Staffing (not available in the Historical Data Graphs view)	Graphs View Options (Staffing)