Workforce Management Web for Supervisors Help

Forecast Scenarios View

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Forecast Scenarios View

Use the **Scenarios** view to create, open and work with existing forecast scenarios. See the toolbar image below and jump to the button descriptions.

This view also enables you to delete forecast scenarios, publish data from a scenario to the Master Forecast, and extract data from the Master Forecast to a scenario.

Displaying the Scenarios View

1. Select **Forecast** from the **Home** menu on the toolbar.
2. Select **Scenarios** from the **Forecast** menu.

Selecting Objects

When the **Scenarios** view is active, the **Objects** tree displays existing forecast scenarios in a hierarchical list. The **All Scenarios** node expands to display the following options:

My Scenarios	Displays scenarios that you have created.
Shared Scenarios	Displays shared scenarios created by other users.
Other Scenarios	Displays unshared scenarios created by other users. Visible only if you have the appropriate access rights. See the Forecast role privileges

You can select **All Scenarios** or a lower-level option. Your selection retrieves matching scenarios and inserts them into the Scenarios table.

Reading the Scenarios Table

The **Scenarios** table appears at the upper right. Its rows display scenarios that match your selection in the **Objects** tree. The columns (sortable by clicking the header) display the following information for each scenario:

Name	The scenario's name.
Start date, **End date**	The start and end dates for the forecast in this scenario.
Owner	The name of the user who created the scenario.

Shared	A check mark indicates a shared scenario; an open box indicates one that is not shared.
Comments	Remarks entered by a user who created or edited the scenario.

- Click a row in the Scenarios table to populate the Scenario Properties pane with the scenario's details.

Editing a Scenario

To edit a scenario:

- Click its row in the **Scenarios** table and then click Open on the **Actions** toolbar or select **Open** from the **Actions** menu.
- As an alternative, double-click a scenario.

The controls described below are available if you own, or have access rights to, the scenario.

Toolbar: Managing Scenarios

You can use the following buttons on the toolbar (the same options appear in the **Actions** menu):

Icon	Name	Description
	New	Opens the New Forecast Wizard.
	Create Based On...	Opens the New Forecast Wizard, with the currently selected forecast as the default value in the **Based On** field.
	Open	Opens the selected scenario from the **Scenarios** table.
	Close	Closes the selected scenario (and prompts you to save unsaved data).
	Publish	Opens the Publish Forecast Wizard for transferring forecast information between the selected scenario and the Master Forecast.
	Delete	Deletes the selected scenario.
	Mark as Shared, **Mark as Not Shared**	Changes the sharing status of the selected scenario.

Icon	Name	Description
	**Sort**	Opens the Sorting dialog box, which allows sorting by name, owner, sharing, time of creation, time of last modification, scenario start date, or scenario end date. You can sort in ascending or descending order.

Scenario Properties—Data Tab

In the **Scenario Properties** pane at the lower right, click the Data tab to display the following controls:

Name	Enables you to edit the scenario's name.
Start date, **End date**	Displays the scenario's start and end dates.
Owner	Displays the name of the scenario's creator.
Created, **Modified**	Displays the scenario's original creation date and last modification date.
Shared	A check mark indicates a shared scenario; an open box indicates one that is not shared.
Comments	Enables you to enter or edit comments about the scenario.
Save	Click this button to save your changes to the scenario's name and/or comments.
Cancel	Click this button to cancel changes, restoring the scenario's previous name and/or comments.

Scenario Properties—Statuses Tab

Click the **Statuses** tab (in the **Scenario Properties** pane at the lower right) to display a table with the following information:

Activity	Lists each activity in the scenario, preceded by its site or Business Unit.
Volumes	A check mark indicates that interaction volume was built for this activity.
AHT	A check mark indicates that average handle time was built for this activity.
Calc. staff	A check mark indicates that calculated staffing was built for this activity.
Req. staff	A check mark indicates that required staffing was built for this activity.