

# **GENESYS**<sup>®</sup>

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## Workforce Management Web for Supervisors Help

**Forecast Reports** 

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## Forecast Reports

Forecast reports display key details of anticipated activity and staff requirements, in tabular and/or graph formats. (For a complete list of all WFM reports, see the Reports List.)

The Forecast reports are:

- Forecast Report.
- Forecast Graphs Report.

To create a report, click that report's link (above) and follow the steps.

### Report Security Restrictions

You can view and print reports only for those sites for which you have security access.

#### Date Restrictions

For reports whose wizard includes a **Date Range** screen:

- If you select weekly or monthly granularity, the **Start Date** and **End Date** selectors may be constrained to particular days (to the week's start and end days, or to the selected month's first and last days).
- If you enter dates that do not match these constraints and click **Next**, an error message alerts you to change your selection.
- If you select intra-day granularity, the **End Date** selector is disabled.