GENESYS

Workforce Management Web for Supervisors Help

Historical Data

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Historical Data

> **Tip**
>
> Starting in this release, WFM has a new interface for the Forecast module. If you have landed on this page by accident and are using the new Supervisors interface, see the "Building Volumes" page in the *Workforce Management Supervisor Help*, which describes the new Forecast module.

The views in Historical Data are:

Historical Data Volumes	Displays **Interaction Volumes** and **AHT** for historical data that has either been imported into WFM or collected automatically by WFM Data Aggregator.
Historical Data Graphs	Displays your choice of statistics, using line charts and a table, for historical data that has either been imported into WFM or collected automatically by WFM Data Aggregator.

To open these views:

1. From the **Home** menu on the toolbar, select **Forecast**.
2. From the **Forecast** menu on the toolbar, select **Historical Data**.
3. From the **Historical Data** menu on the toolbar, select Volumes or Graphs.
4. In the **Objects** tree, select an **activity**, **multi-site activity**, **Site**, **Business Unit**, or **Enterprise**.