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Workforce Management Web for Supervisors Help

Master Forecast

12/19/2025

Master Forecast

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 "Master Forecasts" page in the *Workforce Management Supervisor Help*, which describes the new **Forecast module**.

The views in the **Master Forecast** are:

- **Master Forecast Volumes**—Enables you to view the **Master Forecast's Interaction Volumes** and **AHT**.
- **Master Forecast Staffing**—Enables you to view the **Master Forecast's Calculated** and **Required Staffing**.
- **Master Forecast Overheads**—Enables you to view **Overhead** data, which WFM uses to forecast shrinkage while scheduling.
- **Master Forecast Graphs**—Displays your choice of statistics for the **Master Forecast**, using line charts and a table containing forecast values.

To open the views:

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