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Workforce Management Web for Supervisors Help

NOW: Properties Page

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The **New Overlay Wizard** (NOW) opens and displays these pages, in order: **Properties** (this page), **Usage**, **Impact**, and **Impacted Activities**. Be sure to [watch the video](#).

1. Select the appropriate settings on this page, remembering that some selections may deselect others.
2. Click **Next**.

The settings on this page are:

Setting	Description
Name <i>field</i>	You can edit the selected Overlay's name in this field.
This Overlay shall: <i>radio buttons</i>	<ul style="list-style-type: none"> • Impact Forecast Values and Totals—Specify that this overlay can impact the forecast by changing forecast's values and totals. This option is the default. • Redistribute Forecast Without Changing Total—Specify that this overlay must preserve a forecast's total for specific period even while changing the distribution of values inside that period.
Spread Over: <i>field</i>	<p>Displays the length of time that the selected Overlay will occupy.</p> <p>Edit this field and select one of the two radio buttons Days or Hours to choose the units. The value must be greater than 0 (zero) and the default is 1.</p>
This Overlay is Applicable To: <i>radio buttons</i>	Select one of the two radio buttons IV or AHT to choose whether the overlay applies to Interaction Volume (IV) or Average Handling Time (AHT).