

## Auto Forecast

Creating an auto forecast is a great starting point to forecasting a campaign week.

There is currently no forecast created for this week.

Create Forecast

Auto Forecast

If you already have a forecast, Auto Forecast is also available from the File menu.

## How is the Forecast Generated

The general approach is:

- The last 12 weeks of data is aggregated on a queue/interval basis.
- We will not use a week as source data that has a tag, as this is an indication of non-standard historical queue data.

## Public Holidays & Non-Standard Contact Patterns

When you expect a day's contact arrival pattern to be different from usual, such as a public holiday, you should add a tag to that day for the relevant queues.

- When forecasting for a day/queue with a tag, auto forecast will try to use the data from the last 12 days that have the same tag

## Reference Data

You will see some weeks displayed as if they are source weeks for the forecast. They are there to provide some context to the forecast. You will see:

- Last 3 complete weeks
- 3 weeks from around the same time last year