

## **Forecasting**

How can I create a Forecast using the wizard?

In the main menu, go to Forecasting then Forecast. Choose the Campaign and Date, the calendar shows the status of each week.

Using the forecast wizard

Follow the steps of choosing a name and queues to forecast for, any extra weeks to forecast and then selecting data to build the forecast.

How do I edit a forecast?

Drag and drop data points within the graphs, or click the pencil icons next to any value at the right of screen

How to scale a forecast

At the right of screen, alther the weekly or daily volumes/AHT. This will cascade down over the model in the graph.

How to copy a forecast

Click on Data and then Copy Forecast. Choose the weeks to copy the forecast to and click Copy Forecast.