

## 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, alter 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.](#)