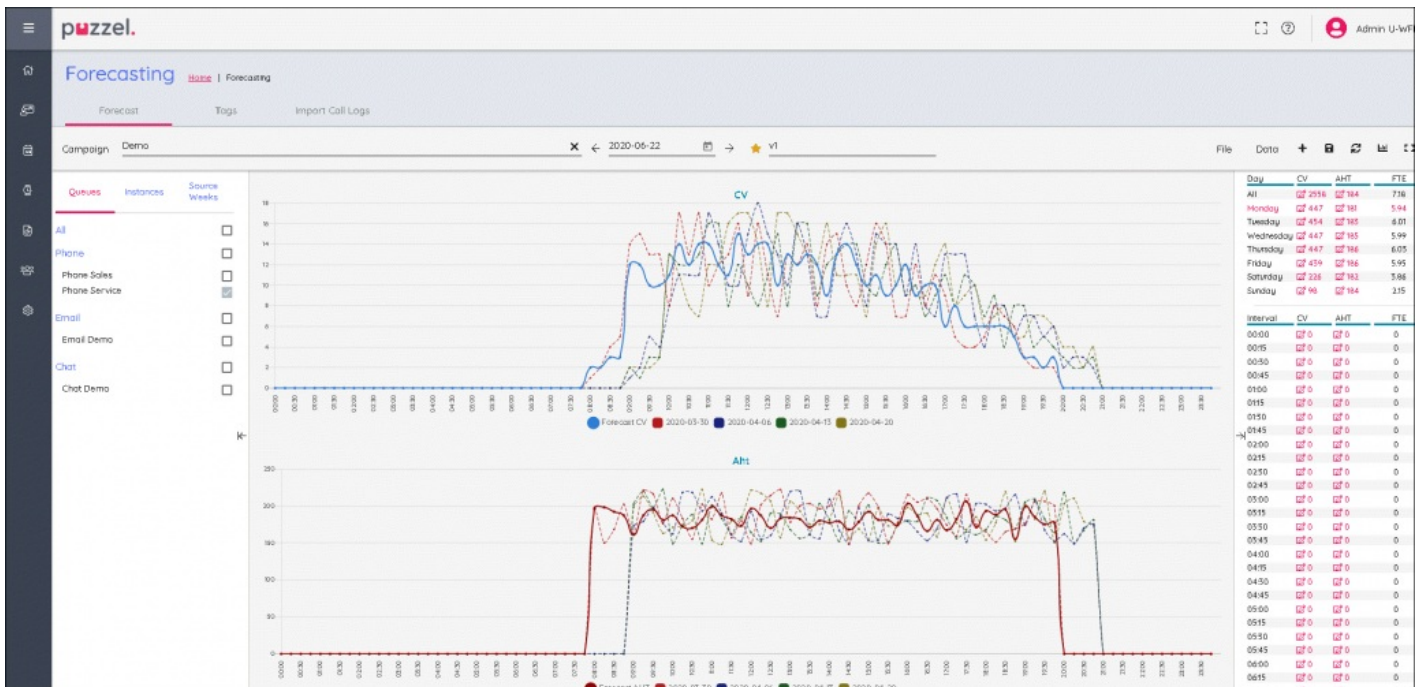


Editing Forecasts



- The graphs are split by Contact Volume (top) and AHT (bottom)
- Forecast Contact Volume is the solid blue line
- Forecast AHT is the solid red line
- Multi coloured dotted lines show the historical data used to build the forecast
- Drag and drop either forecast line to modify the forecast for the selected day
- To change the day, click on the day at the top right of screen
- Choosing **All** at the top right of screen shows aggregated data for each day, the daily data can also be dragged.
- Clicking on Edit icons in either the **Day** or **Interval** view allows you to scale the forecast. Any new values will distribute over the forecast model relative to the original values.
- Changes to the forecast will automatically update the FTE Requirements
- If there are more than one queue, the FTE Requirements will show a lower and upper number. Lower number = all agents can answer all contacts, Higher Number = requirements of each queue added together.