

















## How to scale a forecast

At the right of screen, volumes and Average Handling Times can be seen for the Weekly or Daily figures.

By clicking on the pencil icon, any volume can be altered. Changing the Weekly figures will alter the forecast by Day relative to the original volume.

Changing the Daily volume will simply distribute the volume over the model in the graph.

Day	CV	AHT	FTE
All	 9438	 234	22.83-29.6
Monday	 1623	 233	18.79-24.25
Tuesday	 1648	 233	19.01-24.5
Wednesday	 1635	 234	18.99-24.49
Thursday	 1639	 233	18.8-24.26
Friday	 1609	 234	18.69-24.14
Saturday	 878	 234	12.29-16.33
Sunday	 406	 240	7.6-10.05