

Copying a forecast

After saving a forecast including any manual changes made to the Contact Volume or AHT, the whole forecast can be copied to other weeks.

This method means that it is possible to create forecasts for a long period of time quickly using the Scale feature to make mass changes to overall weekly volumes.

To copy a forecast, go to **Data > Copy Forecast**. Choose the weeks to copy to on the pop up screen and click **Copy Forecast**.