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.

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