

WFM forecast and schedule

WFM is part of WEM and arrives with CX 3 on the overview. Short-term: interval data, up to six weeks, can generate a schedule. Long-term: day and week data, up to two years, seasonality only. Schedule with a forecast, without one, or blank. Maximum six weeks. The schedule dates must sit inside the short-term forecast. One generation per business unit at a time. Swapping the forecast does not move agent shifts until you reschedule.

Sources and go deeper

Last checked 2026-10

About Workforce Engagement Management (Resource Center) <https://help.genesys.cloud/articles/about-workforce-en>
Overview of Genesys Cloud (Resource Center) <https://help.mypurecloud.com/articles/overview-of-genesys-cloud/> L
Genesys Cloud exams (Official page) confirm Last checked 2026-10

The HTML shell did not include the catalog or announcement text. The lab opened this URL in 2026-10 and coul
Bullseye routing overview (Resource Center) <https://help.genesys.cloud/articles/bullseye-routing-overview/> Las
Create and configure queues (Resource Center) <https://help.genesys.cloud/articles/create-queues/> Last checked
Advanced routing overview (Resource Center) <https://help.genesys.cloud/articles/advanced-routing-overview/> Las
Genesys technical certifications announcement (Official page) confirm Last checked 2026-10

The HTML shell did not include the catalog or announcement text. The lab opened this URL in 2026-10 and coul
Workforce management overview (Resource Center) <https://help.genesys.cloud/articles/workforce-management/> Last
Work with forecasts (Resource Center) <https://help.genesys.cloud/articles/work-with-forecasts/> Last checked 20
Work with workforce management schedules (Resource Center) <https://help.genesys.cloud/articles/work-with-workf>
Generate a schedule from a forecast (Resource Center) <https://help.genesys.cloud/articles/generate-a-schedule->
Choose a forecast for an existing schedule (Resource Center) <https://help.genesys.cloud/articles/choose-foreca>
Genesys Cloud Developer Center (Developer docs) <https://developer.genesys.cloud/> Last checked 2026-10

General developer docs. This is the Developer Center home, not a page written for this room alone.

Genesys Community (Community) <https://community.genesys.com/> Last checked 2026-10

Community home, not a thread about this room.

Automatic call distributor (Wikipedia) https://en.wikipedia.org/wiki/Automatic_call_distributor Last checked 2

Background article. It is not a Genesys Cloud product page.

CypherMonkey Labs

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<https://cyphermonkeylabs.com>

<https://github.com/CypherMonkeyLabs>

<https://linktr.ee/cypherMonkey>

<https://github.com/CypherMonkeyLabs/genesys-cloud-lab-free-university-mesmerizing>

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