

workforce management 123

develop the fundamental workforce management skills you need to reduce costs for your organisation, improve service for your customers and make your contact centre a better place to work.

Workforce Management 123, from QPC and the award winning Call Center School, is a fun and intensive 2 day interactive course that covers the fundamentals of workforce management needed to match contact demand with agent numbers. Whether you are forecasting and scheduling manually, with spreadsheets or using sophisticated workforce management software tools, this course will help you understand the theory of resource planning better and give you practical knowledge that you can apply to your contact centre to get workforce management right for your organisation.

Who should attend?

Workforce Management 123 will be of benefit to those charged with determining how many agents are required to take calls and managing resources into position to do this. Typically this includes contact centre resource planning managers and roles such as schedulers, intraday managers and forecasters. Individuals within smaller contact centres, where roles are combined, will also find the course of significant use as will those within Finance and Operations who want to better understand how planning and management for this significant operating cost is carried out.

Course outline

The blended learning format of the course combines taught topics with single/group working and discussion. You will have ample opportunity to apply the forecasting and scheduling principles learned, using your knowledge to plan resources in several contact centre scenarios. During the discussion sessions you will also have the opportunity to ask questions on specific issues and learn from the experiences of others about their current practices.

Day 1

Introduction to WFM

- Defining workforce management
- The implications of overstaffing/understaffing
- Why contact centre staffing is a unique kind of problem
- The perspectives and goals of various

stakeholder groups and how WFM impacts each one

- The basic steps of workforce management

Data gathering and analysis

- The role of data gathering in the WFM process
- Identifying potential sources for forecasting data
- The process of validating and adjusting aberrant data

Forecasting call workload

- Defining the purpose and process of forecasting
- The four major forecasting approaches
- Calculating trend rates and seasonal factors for monthly forecasts
- The impact of special events on the forecast
- Calculating daily and half-hourly workload patterns
- Identifying forecasting short-cuts and when to use them

Calculating contact centre staff

- The components of staff workload
- Calculating staff workload
- Defining service in terms of speed of answer
- The steps of calculating staff needs
- The factors that influence staffing numbers
- Determining the impact on service when staff are added or reduced
- The relationship between service and cost
- The effect of size on contact centre efficiencies
- Defining and calculating staff productivity
- The relationship between 'bodies in chairs' and scheduled staff

Day 2

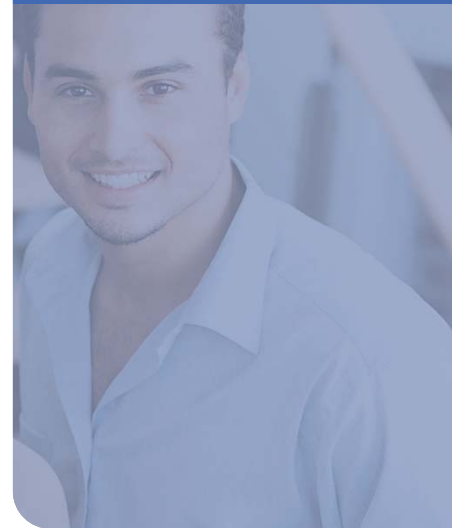
Creating staff schedules

- The process for translating 'bodies in chairs' into a schedule requirement
- Identifying the different perspectives that must be considered in scheduling contact centre staff and the most difficult part about scheduling
- The basic components of a schedule
- Some creative scheduling solutions to apply to your centre



THE CALL
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SCHOOL





- Discussion - the ways contact centre schedules are generally implemented

Managing daily performance

- The components used to track daily performance
- The process for intra-day monitoring
- Identify communications and reaction strategies when alterations are required

Managing attendance and adherence

- The service, occupancy and cost implications of missing staff
- Options for setting adherence performance goals and selling to the staff
- The reasons for attendance and adherence problems
- Identifying ways to communicate and educate staff on the 'power of one' in contact centre staffing
- Reward and consequence programmes that support adherence goals
- Software advances in adherence tracking and reporting capabilities and how to justify them
- Identifying strategies for addressing the most troublesome attendance problems

Additional workforce management challenges

- The factors that complicate workforce management
- How staffing for an outbound contact centre is different to inbound contact centre staffing
- The implications of blending inbound and outbound calls
- How multi-media contacts are factored into the forecasting and scheduling process

Automating workforce management

- The limitations of a manual workforce management process

- Identifying the qualifying criteria for WFM automation
- The basic capabilities and some of the advanced features of a workforce management system

Expert industry training

Workforce Management 123 is co-written with the award winning Call Center School and taught by QPC's workforce management experts who have over 15 years experience of helping both large and small organisations from Barclaycard to Staffordshire Police, O2 to Cornwall County Council, to improve their contact centre resource planning practice.

For over 20 years QPC has been working to create training and qualifications for those within customer service and contact centres who carry out business critical operational functions. Our aim is simply to give organisations the reassurance that personnel have the skills they need to carry out their roles effectively and reward individuals with the professional status they deserve.

Cost

The cost per delegate for the 2 day course is £760 (ex VAT) and includes a comprehensive printed study guide, access to an Erlang trunk calculator as well as morning / afternoon refreshments and lunch.

Booking, more information and course dates

For more information on the course, the next available dates or to book please go to www.qpc.com/Eu/Products/Training/WFM123.

call +44 (0)870 242 1097

www.qpc.com

'Thorough, interesting – a comprehensive discussion and exchange of ideas'

Aaron Julius
Real-Time Resource Analyst Carphone Warehouse

'The debates were really helpful and the course material is all relevant'

Sarah Wilson
Operations Administrator Office Depot

'Well organised and interactive'

Dale Fielding
Forecasting Analyst O₂

QPC - customer service transformation

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