

# resource planning 456

advanced skills to build and maintain a contact centre resource planning operation

Resource Planning 456, from QPC, is a fun and intensive 1 day interactive course for those who want to learn more about successfully managing the resource planning function within their organisation.

Whether you are solely responsible for resource planning, or manage a team with forecasting, scheduling and intraday staff, this course will help you develop your own resource planning strategy and manage people and processes better, so that you will get workforce management right for your contact centre.

## Who should attend?

The Resource Planning 456 course will be of benefit to those responsible for managing the resource planning function within their organisation, both directly and indirectly. Typically this will include resource planning managers as well as the contact centre managers that they report to. The course is also an ideal introduction to managing resource planning for those who will be, or are considering, taking up management responsibility for this crucial operational role.

The course is a next step for those who have completed the Workforce Management 123 course (resource planning fundamentals) as well as those with existing resource planning knowledge and experience.

## 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 what you have learned in practical sessions. During the structured discussions you will also have time to ask questions on specific issues that you want help with and to learn from the experiences of others.

## How do we win?

- Understanding the responsibilities of the resource planning function within different contact centres.
- Practical - where are you now? A practical assessment to discover whether your resource planning function is reactive, tactical or strategic. What makes them different and why they are important to you.

## Say Ahhh

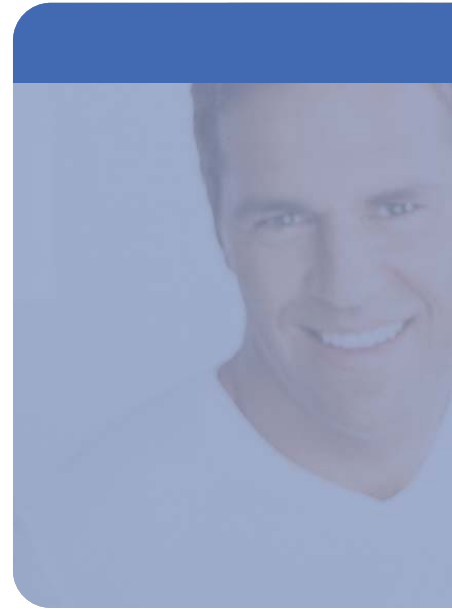
- Understand the steps and key stages for conducting a health check of your WFM process.
- Explore the key areas and questions to ask whilst conducting a WFM review.
- Practice carrying out a review and audit of a fictitious contact centre.
- Take a look at contact centre KPIs and discuss the various ways we can measure the contact centre and which ones are most appropriate.
- Define a robust WFM process.

## Family tree

- Define the key strategic roles required for the effective maintenance of a WFM function.
- Identify where these roles and responsibilities fit into a WFM process.
- Understand the key responsibilities within the workforce management forecasting, scheduling, intraday management and reporting processes.
- Practical solutions for managing the skills within your contact centre both from a WFM function perspective and also a wider view of your agent population.

## Bring me that horizon

- Identify the next steps you will take in moving your WFM team up the ratings scale.





- Understand the methodology and steps required to implement a strategy.
- Action Plan - next steps in the review of your own WFM Function.

#### Expert industry training

Resource Planning 456 is written 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, 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 1 day course is £450 (ex VAT) and includes a comprehensive printed study guide as well as morning / afternoon refreshments and lunch.

#### Booking, more information and course dates

For more information on the course, the next available dates and to book please go to [www.qpc.com/Eu/Products/Training/RPM](http://www.qpc.com/Eu/Products/Training/RPM).

call +44 (0)870 242 1097  
[www.qpc.com](http://www.qpc.com)

*'Lots of ideas. Really will allow me to move my team forwards over next 6 months'*

**Alastair Tordoff**  
Call Flow Manager Team Leader  
Birmingham Midlands

*'Set at a pace suited for anyone involved in resourcing in a contact centre'*

**Joanne Kelly**  
RAC Commercial

*'It was very relevant to what we are doing. It raised some areas that we need to develop'*

**Fay Stewart**  
Real Time Analyst  
BUPA International

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