

Workforce Management - Forecasting

One in a series of courses aimed at making sure organisations have the skills they need to get this critical operational area right, and supporting staff career development with recognised training from subject matter experts

Whether you want more information on how to use the **Teleopti** forecasting software, are currently anticipating future workload by guessing, or are forecasting with spreadsheets - this 1 day course is an ideal way to improve the accuracy of your forecast. The course will also give you useful background knowledge about why forecasting is so important for your organisation, and how to manage this business critical task.

When you attend the course you'll receive a copy of **Teleopti**'s powerful, but easy to use, forecasting software that you are free to take away and use. The blended learning format of the course combines taught topics with discussion and single/group working where you'll have ample opportunity to apply the forecasting principles you've learned within several contact centre scenarios. During the discussion sessions you'll also have time to ask questions on specific issues and learn from the experiences of others about their current practices.

Who should attend?

This course will be of significant benefit to those charged with anticipating future call demand and workload, as well as those responsible for the broader task of determining how many agents will be required to take calls and managing resources into position to do this.

Typically those in the roles of contact centre manager, resource planning manager, forecaster and business analyst will find the content very useful. In addition, individuals within smaller contact centres (where roles

are combined) and those within Finance and Operations, who want to better understand how planning and management for this significant operating cost is carried out, will also find this course of benefit.

Course outline

Introduction to forecasting

- **Where** forecasting fits into the workforce management process
- **What** needs to be forecasted for contact centre workforce management
- **Why** forecasting accurately is critical for your organisation

Data gathering and analysis

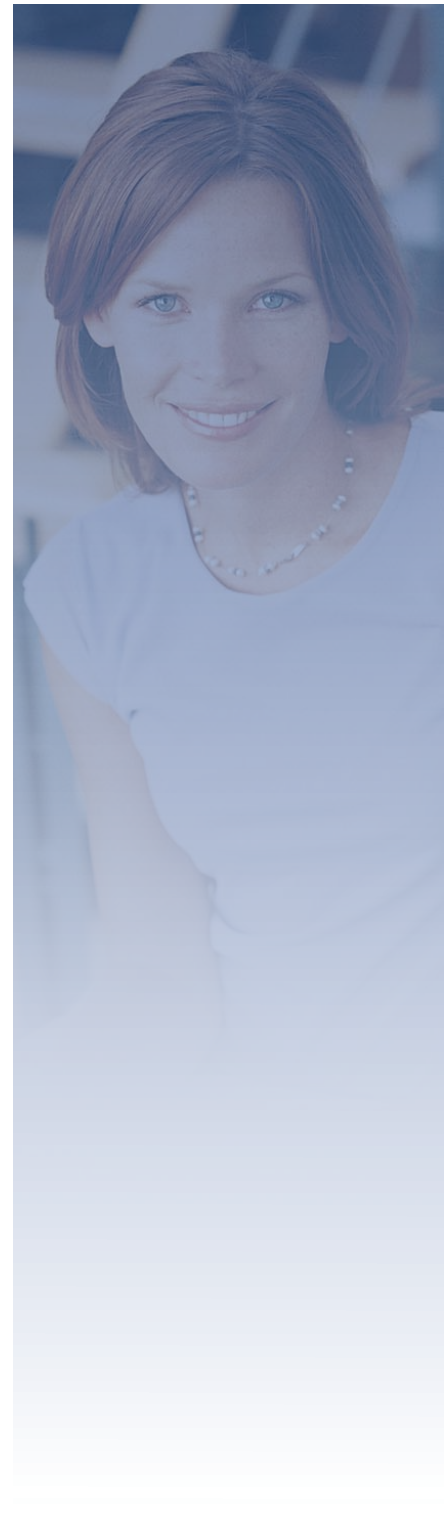
- **What** data you need
- **Where** you can get this data from
- **How** you can make sure this information is accurate, and adjust it if necessary

Teleopti forecasting software

- **The 2** forecasting approaches and when to use them
- **Carrying** out a 'customer based' forecast
- **Carrying** out a forecast based on previous contact patterns

Successfully manage your forecasting

- **Forecast** accuracy – understanding how accurate you were
- **What** went wrong – the major causes of forecast inaccuracy
- **Fixing** it – how to change your forecasting process to improve your accuracy





Public & private courses, at your location or at our offices

Public courses are held at our Birmingham office. You can find the scheduled dates for these by going to our website. If you want to arrange a private course for delegates from your organisation, either at our offices or at your own location, please get in touch for available dates.

Tailor made content for private courses

If our course doesn't match your requirements, let us know and we can adapt this to meet your needs exactly.

Cost

The cost per delegate for the 1 day course is £350 (ex VAT) and includes a comprehensive printed study guide, access to software (where appropriate) as well as morning and afternoon refreshments and lunch.

Other workforce management courses

Scheduling (1 day) Create work schedules that reflect your agents' work preferences and make sure the right people are available at the right times.

Intraday Management (1 day) Respond better to unexpected changes in staffing and workload and successfully manage attendance and adherence.

Fundamentals (2 days) Covers forecasting, scheduling and intraday management plus reporting to make sure you get workforce management right for your business.

Advanced (1 day) Manage the workforce management process better and define a path for its future development in your organisation.

Expert industry training

All of QPC's workforce management courses are taught by experts who have many years' experience helping 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.

'Great interaction with group and sharing of knowledge'

Scott Perry, Senior Analyst, SAGA

'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

Booking, more information and course dates

For more information on the course, the next available dates or to book please go to:

<http://www.qpc.com/training/wfm-forecasting/>

or call: **+44 (0)870 242 1097**

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QPCTM
better data, better decisions