

## Workforce Management - Scheduling

**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**

Once you know how many calls you will receive, and how long they will take, you can work out how many people are required to handle the workload and draw up some work schedules for everyone and everyday.

**Workforce Management—Scheduling** is a 1 day course designed to show you how to create work schedules that will make sure you have the right number of people available at the right times to handle calls, and also how to make your contact centre a better place to work by reflecting and respecting your agents' work time preferences.

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 you want help with and to learn from the experiences of others.

### Who should attend?

This course will be of benefit to anyone who is responsible for managing and determining shifts, rotas and working hours, as well as to staff accountable for the broader task of determining how many agents will be required to take calls, and managing resources into position to do this.

Typically this would include those in the roles of contact centre manager, resource planning manager, scheduler and business analyst, all of whom will find the course 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. This course is an ideal sequel to our **Workforce Management – Forecasting** course.

### Course outline

#### Scheduling introduction

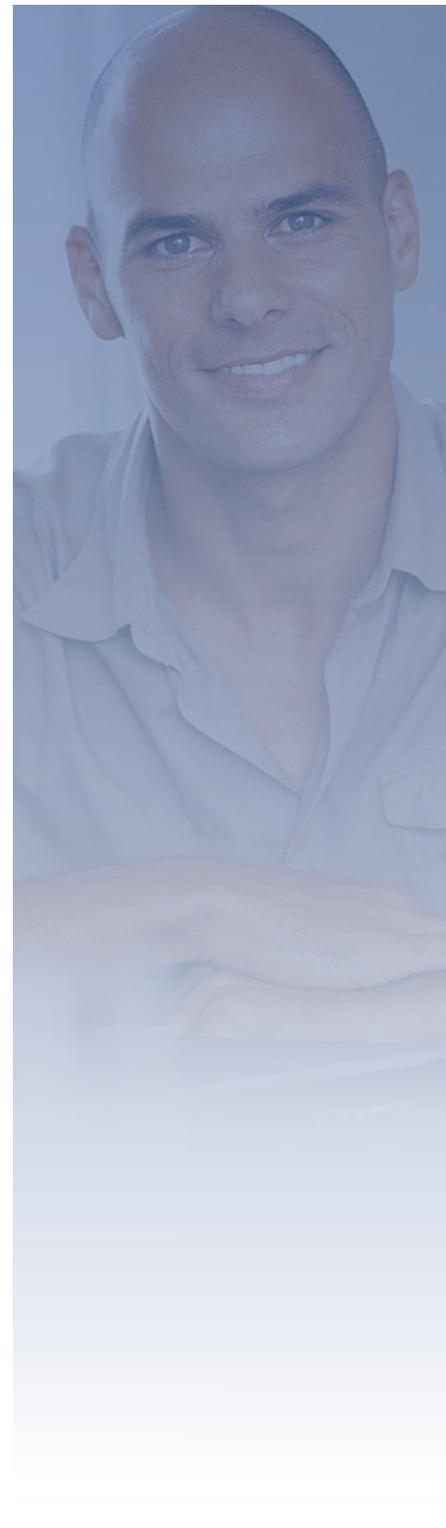
- What is scheduling
- Where scheduling fits into the workforce management process
- Why scheduling well is critical for your organisation

#### Working out how many staff you will need

- Understanding *service level* and *speed of answer*
- What is productivity and how to calculate it
- Factors that affect how many staff you will need
- Understanding the cost – service compromise
- How to work out how many staff you will need using *Erlang*
- Understanding the relationship between contact centre/skill group size and efficiency

#### Creating schedules and rotas that meet the needs of your organisation and staff

- What are schedules and rotas
- How to turn your staffing requirement into a schedule or rota
- Popular fixed and flexible schedule schemes, their benefits and drawbacks



### Successfully managing your scheduling

- Scheduling efficiency – understanding how good your schedules were
- What went wrong – the major causes of inefficiency
- How to get staff feedback and what to do with it
- Fixing it – how to change your scheduling process to improve efficiency and staff satisfaction

### 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 it 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

**Forecasting (1 day)** Accurately anticipate your future workload.

Includes free **Teleopti** forecasting software.

**Intraday Management (1 day)** Respond 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 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.

**'Good content, very informative. Good mixture between information, activities and real life stories'**

*Thomas Adam, MI Analyst, Barclays*

**'The fact that the trainers clearly had a lot of experience to draw from and case studies which helped with examples'**

*Melissa Swabey, Resource Planning Analyst, Helpline Plc*

**'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-scheduling/>

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

**www.qpc.com**



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