



WFM FOR REAL TIME ANALYSTS

Workforce management is one of the most critical functions in contact centres so it is important to ensure everyone on the team has the skills and knowledge they need to be successful. This course is specifically designed for Real Time Analysts. It covers everything from workforce planning fundamentals to tracking and analysis as well as what needs to be considered when things don't go to plan.

As part of Call Design's Workforce Optimisation Program, this one-day, WFM for Real Time Analysts course is designed to give your RTAs the tools they need to make better decisions, encourage more efficient planning and improve your customers' experience.

WHAT WILL I LEARN ON THIS COURSE

The Call Design, one-day, WFM For Real Time Analysts course teaches the basics of workforce management and is designed specifically for people in that role.

Participants will learn the importance of workforce management and gain insight into techniques used to help make better business decisions on the real time needs of your contact centre.

WHO IS THIS COURSE FOR?

Real Time Analysts

MODULE 1: AN INTRODUCTION TO WORKFORCE MANAGEMENT

With over 70% of contact centre operating costs being related to personnel, it is critical to ensure the right number of staff are in place to optimise the customer experience.

IN THIS MODULE

You will gain an understanding of what workforce management is; why it is so important and the challenges that organisations face when trying to optimise the customer experience.

We will cover:

1. Defining a contact centre
2. What workforce management is
3. The Workforce Management lifecycle
4. The role of workforce planning

MODULE 2: WORKFORCE PLANNING FUNDAMENTALS

As a Real Time Analyst it is important to understand the basics of workforce management.

IN THIS MODULE

We provide insight into the importance of workforce planning. This includes an overview of forecasting and scheduling as well as why multi-skilling is important.

We will cover:

1. Forecasting- gathering and analysing data. Understanding service level goals and creating basic forecasts
2. Multi-skilling
3. Analysing shrinkage
4. Calculating how many staff you need in each interval of the day.
5. Scheduling- building schedules that balance customer service requirements and meeting service level goals with the scheduling preferences of your staff

MODULE 3: TRACKING AND ANALYSIS

Once the plan has been created, it's important to track what is happening and analyse the results. As an RTA, this is one of the primary tasks.

IN THIS MODULE

Real Time Analysts will learn what they need to be looking at and how to spot any variances from what was planned.

We will cover:

1. What to measure
2. When to measure it
3. Understanding the impact of a variance to the plan



ABOUT CALL DESIGN

Call Design is one of the region's leading specialists in the workforce optimisation space in which workforce management is a key component. Our expert consultants have experience working with businesses of all sizes, teaching them the key principles of workforce planning.

If you believe your management team could benefit from a better understanding of workforce management and increasing staff engagement, it is imperative that you act now. Contact us today to learn more about attending this course, or about any of Call Design's other services.

MODULE 4: INTERVENTION AND RECOMMENDATIONS

Even with the best planning, things change. Events happen that can increase or decrease customer demand, schedules change and RTA's need to take actions to try to ensure the best and most consistent service outcome.

IN THIS MODULE

The final module covers why intervention is often required; how to manage exceptions; when to re-forecast and how best to provide recommendations to the business.

We Will Cover:

1. Why intervention is important
2. Exception management
3. How and when to intervene
4. Re-forecasting
5. Service level consistency
6. Providing recommendations to the business.



Australia (Head Office)

Phone: +61 1300 397 399
Email: info@calldesign.com.au
Web: www.calldesign.com.au

North America

Phone: +1 877 438 8710
Email: hello@calldesignna.com
Web: www.calldesignna.com

Philippines

Phone: +63 2 296 1000
Email: info@calldesign.com.ph
Web: www.calldesign.com.ph

Europe

Phone: +44 800 014 8942
Email: hello@calldesignna.com
Web: www.calldesign.co.uk

