

Contact Center Forecasting: Improving Accuracy



"The variety and content of the ICMI seminars are invaluable to taking your call center to the next level."

Reye Kenney
Telecommunications Director,
Hagerty Insurance

COURSE PRICE

Virtual Classroom Course
\$299

Live, virtual two hour course.

On-Demand Download
\$299

Access course recording for 30 days.

REGISTER: icmi.com/training

WHO SHOULD ATTEND?

- Managers
- Supervisors
- Analysts responsible for workforce management

Whether you're fine tuning your current forecasting tactics or newly involved with forecasting, ICMI can show you how to project more accurately and why doing so is crucial to your call center's success.

The accuracy of your forecast matters greatly to your call center's ability to meet objectives. This is true during both fully staffed and understaffed periods. When you take steps to minimize variances in your forecast, your customers experience better and more consistent levels of service and you operate more effectively as a leader. Through ICMI's *Contact Center Forecasting: Improving Accuracy* virtual classroom course, you'll learn how to zero-in on the information that really matters to make more accurate predictions for the future of your call center.

This course covers forecasting with pinpoint accuracy and shows you exactly how to measure it in your organization. ICMI presents case studies that illustrate how even a small degree of variance can affect service levels. We'll reveal the best methods for measuring accuracy and how to make sure your data is "clean" by focusing on the consistent use of phone modes and making call volume adjustments based on special events and abandons. Finally, you'll learn ICMI's six steps to a better AHT forecast.

This course agenda includes:

- Minimizing variance: why it's so important and how to do it
- Proven techniques for measuring accuracy
- Cleaning the data: proper use of phone modes and making call volume adjustments
- Carryover forecasting: why you shouldn't ignore it
- ICMI's six steps to better AHT forecasting

Contact Center Forecasting: Improving Accuracy



COURSE OUTLINE

- ▶ How to measure, minimize and account for variance
- ▶ How to use carryover forecasting techniques
- ▶ Ways to generate more accurate AHT forecasts
- ▶ Ways to better “clean the data” to improve forecast accuracy

ABOUT ICMI

The International Customer Management Institute (ICMI) is the leading global provider of comprehensive resources for customer management professionals – from frontline agents to executives – who wish to improve customer experiences and increase efficiencies at every level of the contact center. ICMI’s experienced and dedicated team of industry insiders, analysts, and consultants are committed to providing uncompromised objectivity and results-oriented vision through the organization’s respected lineup of professional services including training, consulting, events, and information resources.