

Contact Center Staffing and Scheduling: Building a Long-Term Model



"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
- QA Specialists responsible for coaching and performance development

Learn the science of scheduling and get a handle on the most effective ways to staff for your call center's short term, mid-term and long term service level goals.

Accurate staffing and scheduling is the key to achieving the "right people at the right time" to meet service levels. Through ICMI's *Contact Center Staffing and Scheduling: Building a Long-Term Model* virtual classroom course, you'll get the in-depth information you need to create a staffing model that will increase efficiency and boost employee satisfaction.

This course gives you an in-depth tutorial in determining base staff requirements for service level transactions. We'll cover every detail of how to use the Erlang C model and computer simulations, including the pros and cons of each type. ICMI's experts will demonstrate the right ways to calculate staff, as well as the wrong ways in a manner that will allow you to take what you've learned and quickly implement it.

In ICMI's *Contact Center Staffing and Scheduling: Building a Long-Term Model* virtual classroom course, you'll explore how to determine your requirements for response time transactions using a variety of parameters including volume, average handle time and the response. Actual response time calculations and practice exercises will help you hone your skills and use what you've learned to achieve results within your organization.

Once you have mastered internal staffing, you'll develop a long-term staffing model that gets you away from negotiating for more staff and eliminates the conflict and confusion associated with staffing and budgeting.

This course covers:

- The best ways to staff for the short term, midterm and long term goals
- Determining base staff requirements for service level transactions
- Using Erlang C and computer simulation
- Determining base staff requirements for response time transactions
- FTE/Budgeting
- Building a staffing model

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COURSE OUTLINE

- ▶ Service Level and Response Time
- ▶ Determining Base Staff Requirements
- ▶ Determining Base Staff Requirements for Response Time Transactions
- ▶ Staffing for Long-Term

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.