

Contact Center Staffing and Scheduling: Group Design and Other Considerations



"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

Master the fine points of creating effective agent groups, routing calls accordingly and keeping team members motivated throughout the workday.

Hiring and keeping the right people is just one piece of the puzzle when it comes to effectively managing a call center. Creating an optimal customer experience also requires that calls be handled by the right members of your staff at the right times. Through ICMI's *Contact Center Staffing and Scheduling: Group Design and Other Considerations* virtual classroom course, you'll take planning to the next step with strategies for grouping staff members based on skills, as well as other staffing consideration pertinent to all call centers.

In this course, you'll explore group design and the powerful principles behind pooling, including ICMI's strong argument for skills-based routing. We'll show you a step-by-step plan you can use to implement skill-based routing, as well as some typical errors to avoid. And you'll also cover scheduling for multisite environments.

Once you have a solid scheduling foundation, you'll learn strategies for managing attendance and adherence, including ways to communicate the "Power of One" to frontline agents. You'll also examine how rostered staff affects your scheduling and contributes to shrinkage.

Finally you'll learn the types of measurements that will show you how well scheduling is working and your accuracy level so you can continue to make progress.

This course covers:

- Group design considerations: Focus on skill-based grouping
- Call type considerations: Looking at peak call times and long calls
- Lack of buy-in: Shaping attitudes for better results
- Handling change requests and exceptions: Make technology work for you
- Shrinkage by half-hour: Can a rostered staff work for you?
- Measuring scheduling success: Keep progressing!

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COURSE OUTLINE

- ▶ Group Design Considerations
- ▶ Call Type Considerations
- ▶ Scheduling Challenges
- ▶ Measuring Scheduling Success

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.