

# Contact Center Staffing and Scheduling: Implementing Best Practices



"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](https://icmi.com/training)**

## WHO SHOULD ATTEND?

- Managers
- Supervisors
- Analysts responsible for workforce management

## Learn the proven scheduling practices that highly effective managers use to achieve greater service level efficiency and employee satisfaction.

You can put together a plan that mobilizes "the right people at the right time" using ICMI's step-by-step approach. ICMI's *Contact Center Staffing and Scheduling: Implementing Best Practices* virtual classroom course details exactly how you can become a more effective manager and meet service level goals by creating a staffing plan that addresses your specific requirements.

This course covers the importance of scheduling and the pitfalls of an improperly staffed center. ICMI helps lay the foundation for a planning culture within your organization that takes into account the roles of agents, team leaders, call center managers, current schedulers and IT department members.

You'll examine the factors that contribute to the construction of a staffing plan that balances the needs of your organization with the needs of your employees. ICMI's *Contact Center Staffing and Scheduling: Implementing Best Practices* includes specific strategies for accommodating employee requests for vacation and time off and tips on how to best administrate these requests.

Using "smoothing strategies," you'll learn how to limit peaks and valleys in workload and how to manage them in advance. We'll reveal ICMI's two-step plan for managing peak workload management and tips for volume smoothing. Plus, ICMI will tell you which strategies you should avoid.

### This course will provide detailed instruction in:

- ▶ The importance of scheduling: what every effective manager needs to know
- ▶ Laying the foundation for a plan that fits your needs
- ▶ Building balance into your schedules: best bets for administrating time off
- ▶ Managing peaks and valleys: specific strategies you should be using
- ▶ Implementing a tiered approach

# Contact Center Staffing and Scheduling: Group Design and Other Considerations



## COURSE OUTLINE

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- The Importance of Scheduling
- Building Balance Into Scheduling
- Managing Peaks and Valleys
- Implementing a Tiered Approach

### 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.