

Small Contact Centers: Forecasting and Scheduling



"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?

- Directors
- Managers
- Supervisors

Overcome the unique challenges associated with smaller call center management by learning to more accurately forecast and schedule accordingly to meet your objectives.

Accurately forecasting workload and then having the right number of skilled people and supporting resources in place to handle it is not easy—especially with the limited resources of a smaller call center. Add managing customer expectations and maintaining caller satisfaction and good small call center management truly becomes an art form. With ICMI's *Small Contact Centers: Forecasting and Scheduling* virtual classroom course, you'll begin your journey to perfecting the art of better small call center forecasting and scheduling.

This course breaks down the specific characteristics of the small call center and shows you how better understanding them can actually help you do more with less. We'll cover the details of common driving forces such as random call arrival, psychology of queues and seven factors of caller tolerance and show you how to create a plan that addresses these issues.

In ICMI's *Small Contact Centers: Forecasting and Scheduling* virtual classroom course, you'll be on your way to creating a planning culture within your organization with a review of the Erlang C Module. Plus, we'll help you forecast and schedule for real life scenarios like increases in talk time, overestimation or underestimation of call volume, agent absenteeism and more.

This course covers:

- ▶ Small call center characteristics: How to make them work for you
- ▶ Creating a planning culture that addresses specific challenges within your call center
- ▶ Play "what if" with Erlang C: Real-life scenarios and how to
- ▶ Understanding agent capacity and analyzing the impact of growth
- ▶ Steps you can take to improve the predictability of your workload
- ▶ Creative and effective scheduling approaches you can implement

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COURSE OUTLINE

Module 1: Creating a planning culture

- ▶ Service Level
- ▶ Response Time
- ▶ Planning Process

Module 2: Playing 'what if' with Erlang C

Module 3: Understanding agent capacity

- ▶ Occupancy

Module 4: Analyzing the impact of growth

- ▶ Variance Report

Module 5: Taking steps to improve the predictability of your workload

- ▶ Plan, plan and plan some more
- ▶ Improving AHT

Module 6: Identifying creative and effective scheduling approaches

- ▶ Develop and schedule coverage
- ▶ The envelope strategy

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.