

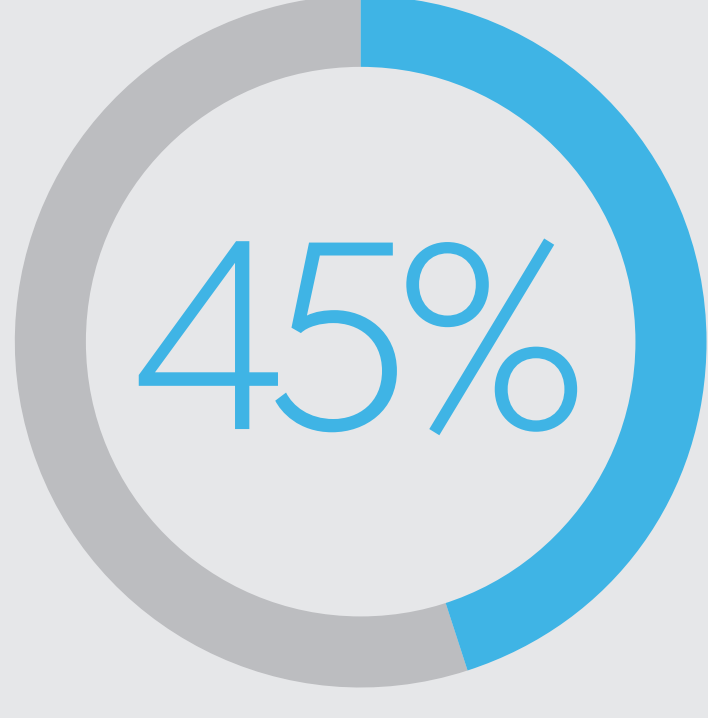
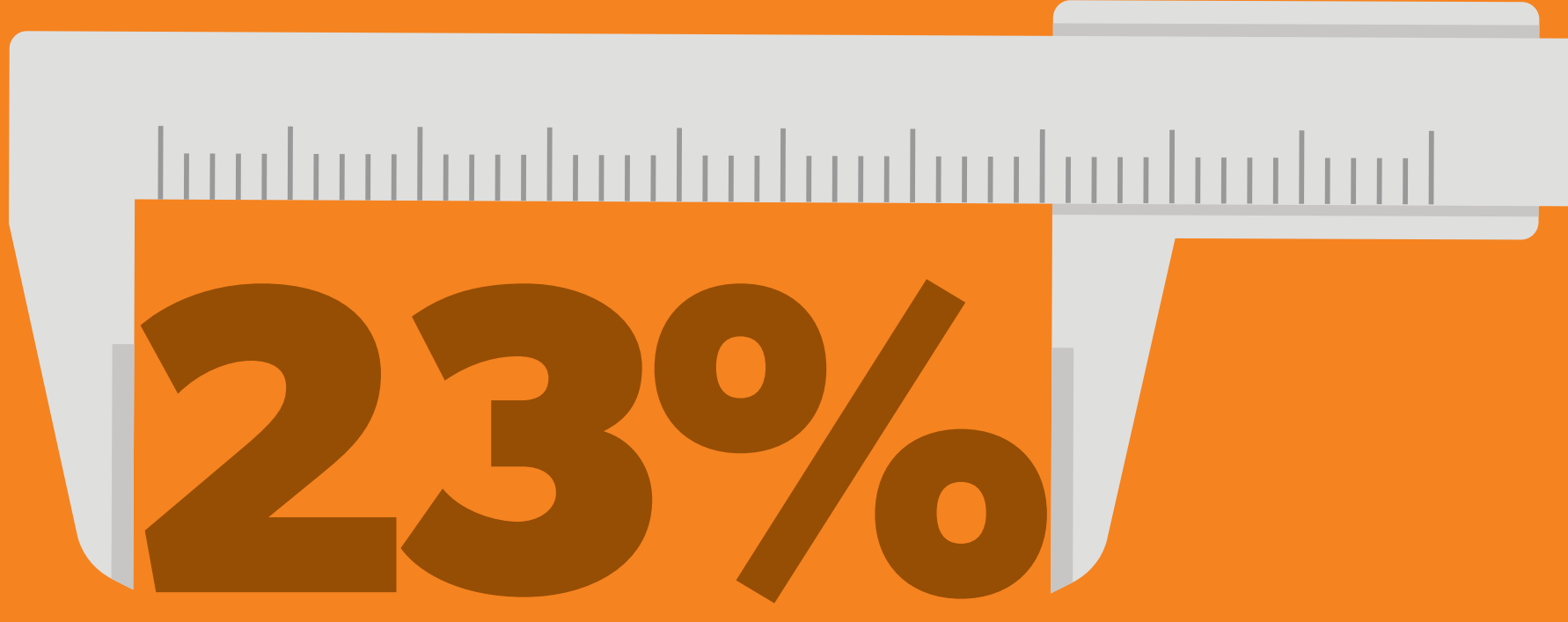
THE STATE OF INTRADAY WFM IN THE CONTACT CENTER



70%

of contact centers aren't totally satisfied with their scheduling process

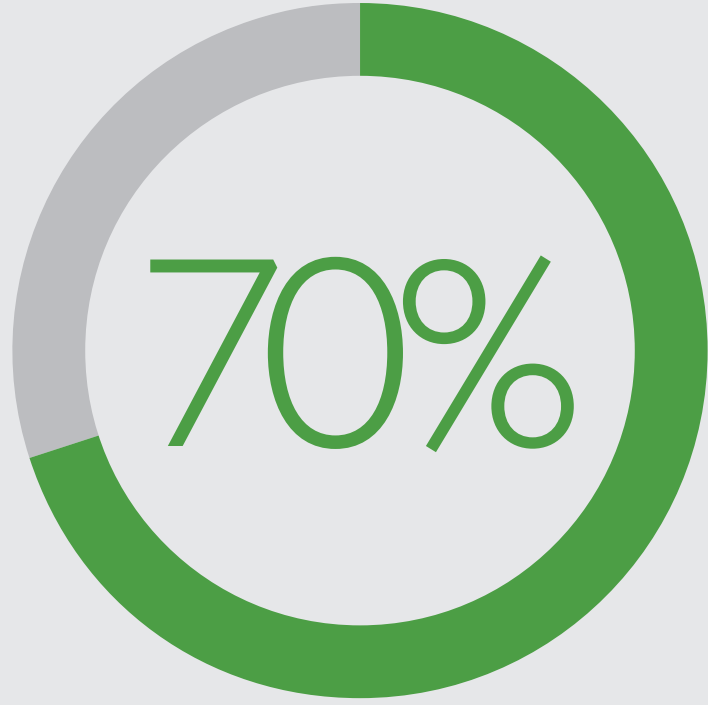
Contact centers who say their WFM forecast is off by more than 5% more than one-fourth of the time



don't believe their current reforecasting process is effective



of agents have to secure shift coverage manually



of Intraday WFM is handled manually by the WFM team, managers, or supervisors

TOP 3 CAUSES of Inaccurate Forecasts



Unplanned events

(training, marketing promotions, etc.)



Unknown variables



Agent schedule adherence

(tardiness, excessive breaks, etc.)

Want to improve your WFM planning?

Download the full research report for insight that will help you get started.

<http://ubm.io/ICMI-Research-WFM>

icmi

Source: 2018 ICMI Research