

Welcome



Improving Forecast Accuracy: Fine-Tuning Workload Predictions

Presented by:

THE CALL
CeNTER
SCHOOL



Workshop Speakers



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Forecast Accuracy – what to look for in WFM

- Avoid 'garbage in, garbage out'
 - Visibility of data during forecast process
 - Not 'black box'
 - Spot anomalies and events
- Easy analysis of forecast accuracy
 - Graphical view of volume, AHT, etc. down to 15 mins
 - Compare forecast with actual
 - Option to export to Excel for further analysis
- Easy to use forecast calendar
 - Add special events with a few clicks

Software demonstration...



Forecast Accuracy – what to look for in WFM

- Imagine...
 - Fully automatic forecasting
 - Automatic pattern recognition
 - Self-teaching
 - Always on
 - Always up-to-date
 - Reporting by exception
 - Minimal effort and clicking
- Coming summer 2012...



injixo WFM from InVision

Traditional 'on premises' WFM is expensive

- Software licence fees = capital
 - Hardware – capital expense and ongoing IT costs
 - Installation, setup and training fees
 - Annual maintenance fees
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- Introducing injixo cloud WFM
 - Full-featured WFM
 - SaaS web service – no server on premises
 - £9 per agent per month!



Thank You!

Thank you for your participation today.



**Understanding your cycles can improve
your forecasts a great deal!**