

Scheduling Master Class

Tips and Techniques for Creating Great Workforce Schedules



Meet the Panellists



Jonty Pearce, Call Centre Helper



Penny Reynolds, The Call Center School



Dean Couchman, injixo



Chris Dealy, injixo

Session Overview

In this session, we'll discuss three critical considerations for creating optimal staff schedules:

1. Balancing stakeholder demands
2. Making the most of multi-skilled agents
3. Maximising employee satisfaction

Contact Centre Stakeholders

- Customers
- Frontline agents
- Senior management
- Team leaders/supervisors
- Human resources



Flexibility is Key

Schedules must balance:

- Need for coverage of volatile workload
- Personal needs and wants of agents
- Cost of various schedule solutions
- Compliance with legislation and contracts

Flexibility is Key

- Full-time/part-time options
- Flexible start times
- Mixture of days on/off
- Flexible breaks and lunches



Examples

- Slant schedules (10-9-8-7-6)
- Split shifts/extra long lunches
- Mixture of days on/off
- Creative lunch definitions

Audience Question

What creative methods do you employ to ensure a mix of work schedules that match workforce to workload in a desirable way?

Send in your tips and techniques via Chat.

Software Demonstration

- Flexible shift templates – ‘Day Models’
- Scheduling constraints – so that optimised schedules are workable



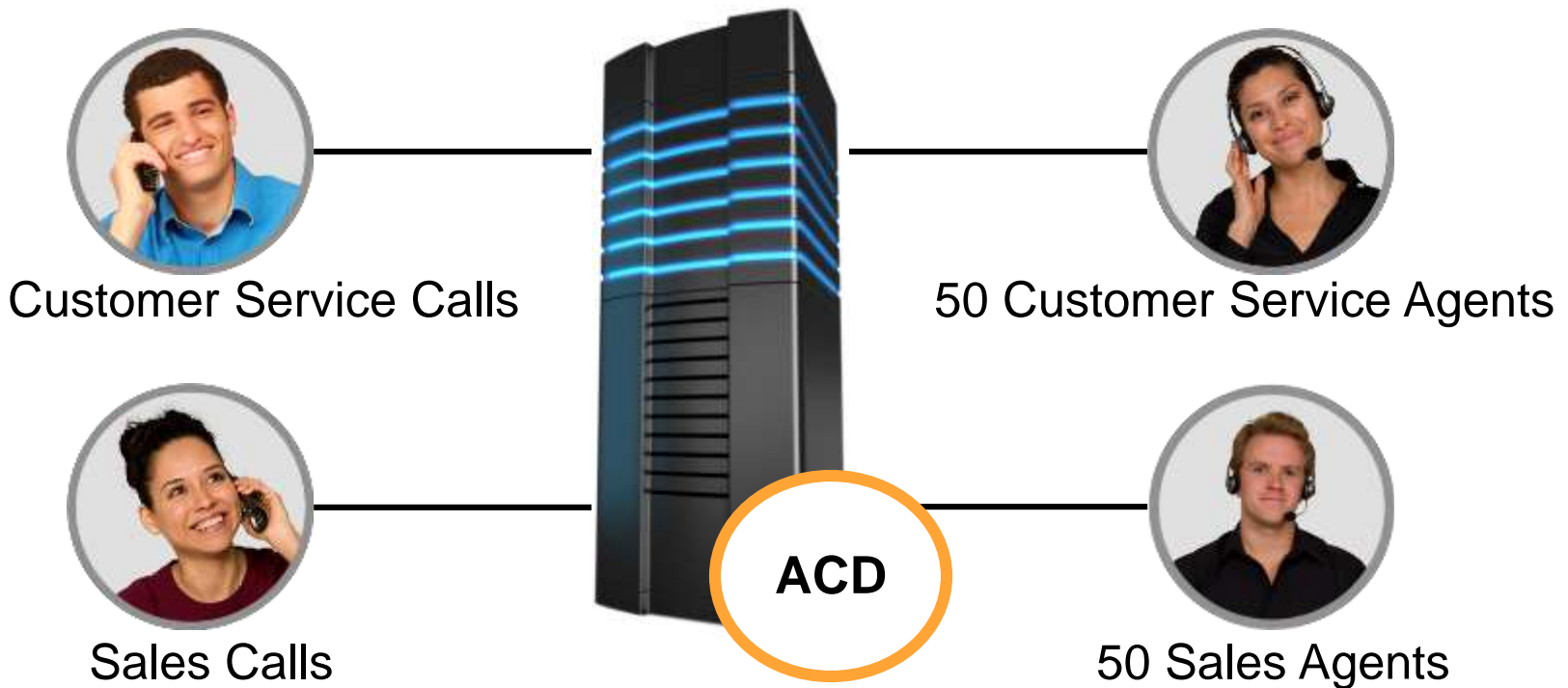
Multi-Skill Scheduling

The Basic Concept:

Employ Economies of Scale via 'Universal Agents'

Traditional Routing

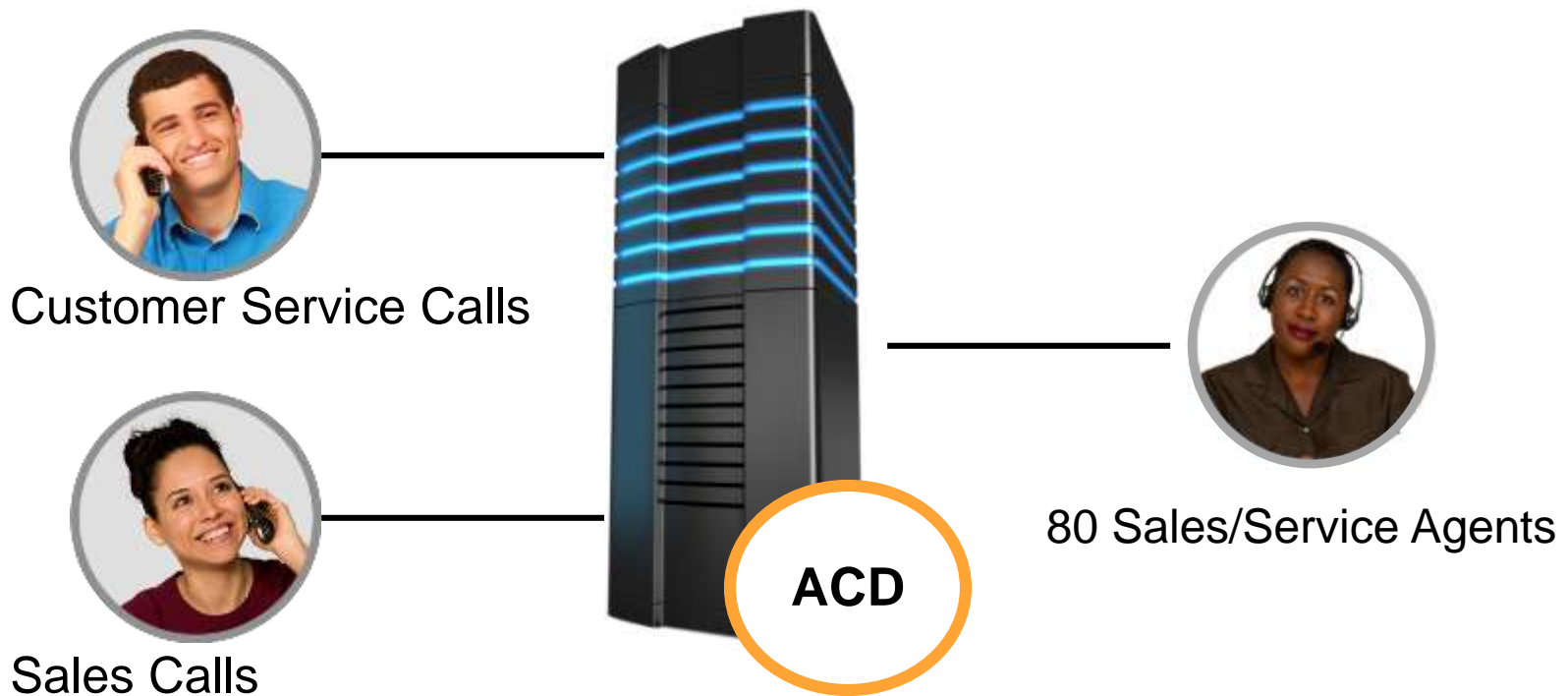
Single Skilled Agents



Skill-Based Routing Design

Universal Agents

Cross-trained Agents



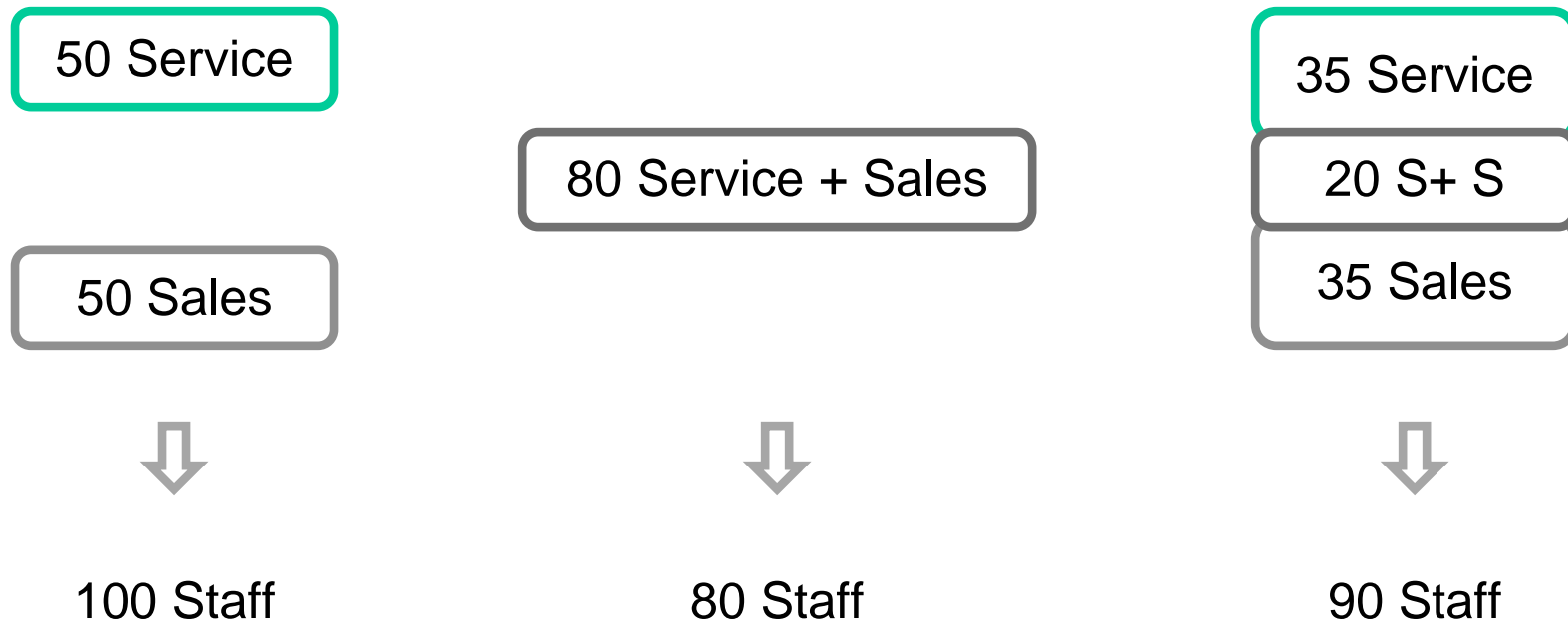
Skill-Based Routing Design

Best of Both Worlds?

Specialised Agent Groups



Another Look



Skill-Based Routing (SBR)

Benefits:

- Economies of scale
- Meets caller needs better
- Increases agent utilisation
- Increases agent satisfaction
- Matches caller with best agents
- Improves service and efficiency



Software Demonstration

- Agent skills
- Schedules for Universal Agents



Employee Satisfaction Surveys

What Matters to Agents:

- **Compensation**
- **Work Schedule**
- **Work/Life Balance**
- **Training/Development**
- **Rewards/Recognition**
- **Social Atmosphere**
- **Relationship with Supervisor**
- **Tools and Resources**

Software Demonstration

- Agent portal
- Viewing schedules, requesting holidays, swapping / bidding for shifts
- On any device – inc. smartphone



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- Cloud: Continuous innovation
- £9 per user per month
 - Hosting, updates, backups
 - No server or heavy IT project
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- Normally Opex not Capex
- Streamlined implementation
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See for yourself

- Join us for a live web demo
- Every Friday at 11:00 UK time
- 90 minutes - deep dive
- Contact chris.dealy@injixo.com for joining instructions
- And - find us on 

