THE BEST WAYS TO SCHEDULE
CONTACT CENTRE ADVISORS

Sept 19th, 2019
Call Centre Helper Webinar

BEFORE WE START

Justin Robbins (ex-ICMI) stated that a good report shows impact on Business, Customer & Employee

A good schedule considers and juggles these…

DON'T LOSE THE BALANCE

A recent survey shows that schedulers focus on Service Level, but at what cost?

In long term this can lead to employee dissatisfaction, absence, attrition…
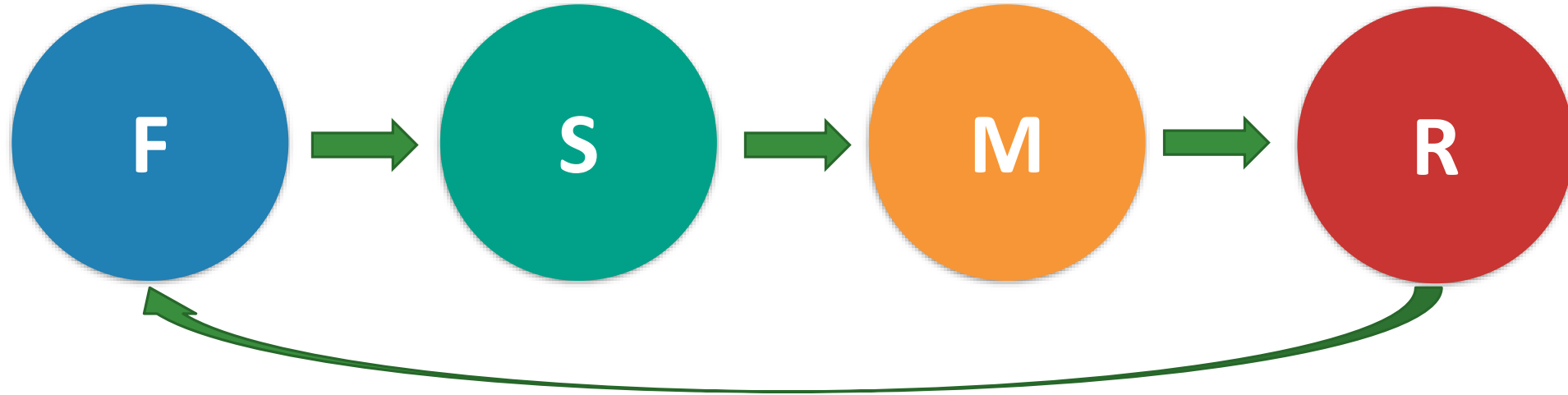
The balance can be lost very very quickly

AND DON'T FORGET TO MEASURE…

If we don't have a measure, how do we know how good we are doing?

Time	Required	Delivered	Difference	Absolute Difference
09:00	32	30	-2	2
10:00	36	39	3	3
11:00	38	39	1	1
12:00	42	39	-3	3
13:00	38	39	1	1
		Net difference	**0**	**10**
		% difference	**0.0%**	**5.4%**

Principles of WFM

These have never changed

FORECAST

Predict what is going to happen

SCHEDULE

Make a plan to deal with our expectations

MONITOR

Watch what is happening and adapt delivery approach

REVIEW
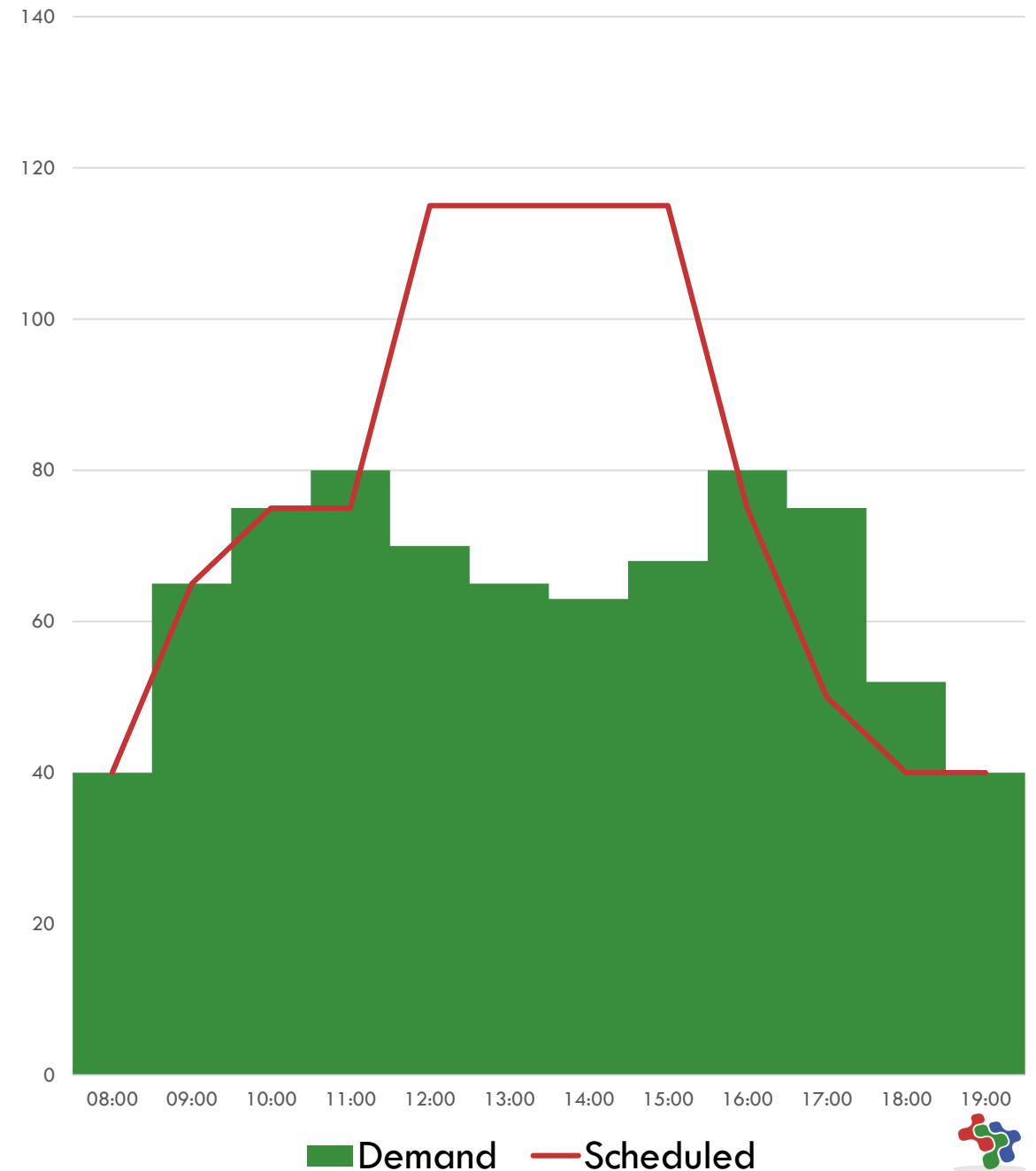
Did our plan work? Learn lessons and replay

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SO, WHY DOES RESOURCE PLANNING FALL OVER?

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SHIFT PATTERNS

Meet demand obviously

Customer demand is changing – but are we keeping up with our scheduling

- Full time no longer valid – doesn't meet demand, and doesn't satisfy the needs of staff
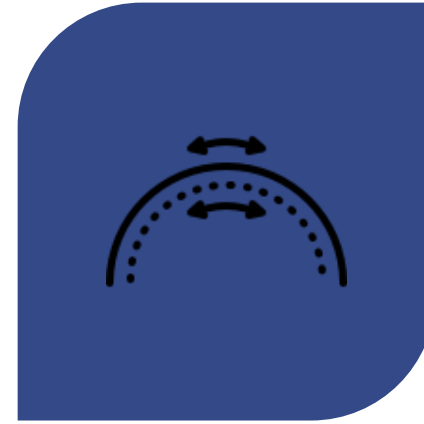
ONE SIZE DOESN'T ALWAYS FIT ALL

FLEXIBILITY IS A 2 WAY CONCEPT
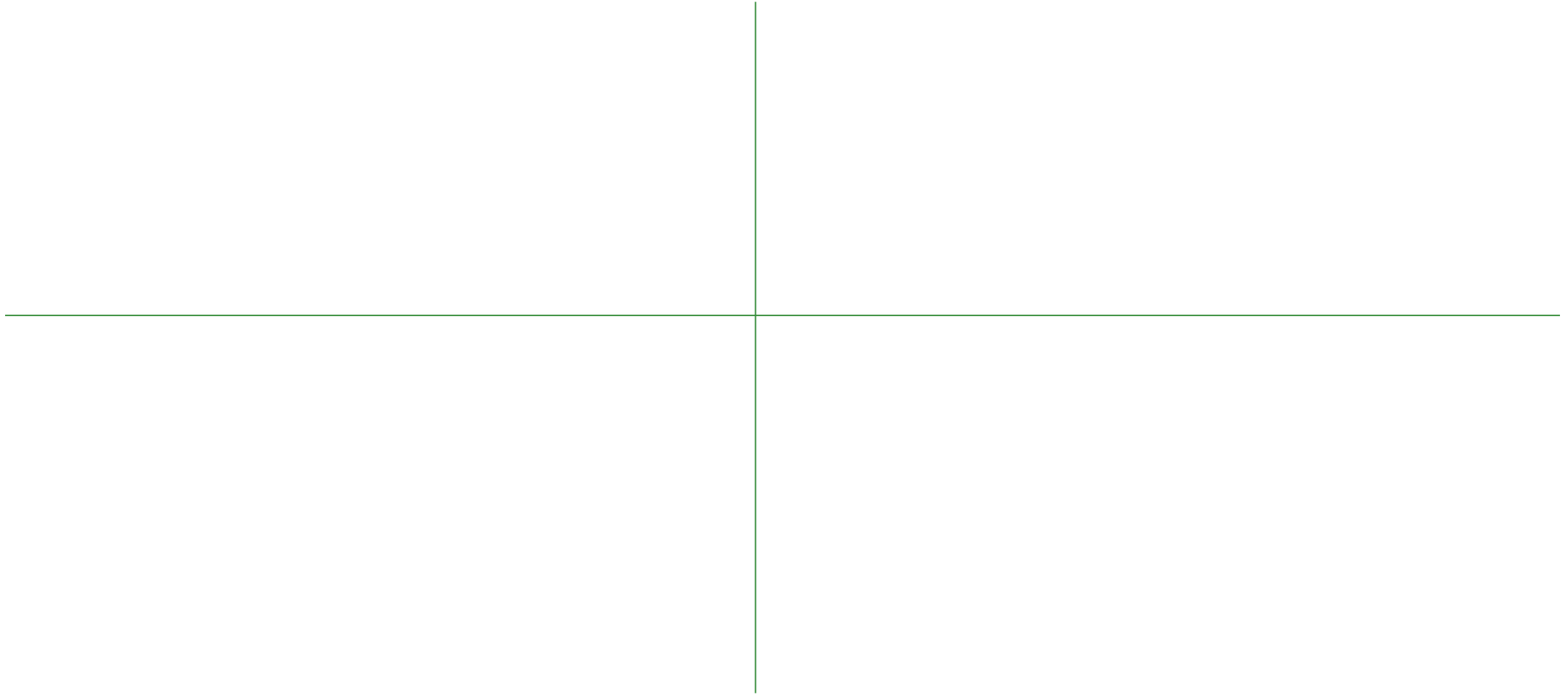
ALSO REMEMBER...

SOLUTIONS MUST ACCOUNT FOR SEASONALITY AND VOLATILITY

Donald Rumfeld famously talked about "Known Knowns, Unknown Knowns, Known Unknowns and Unknown Unknowns"
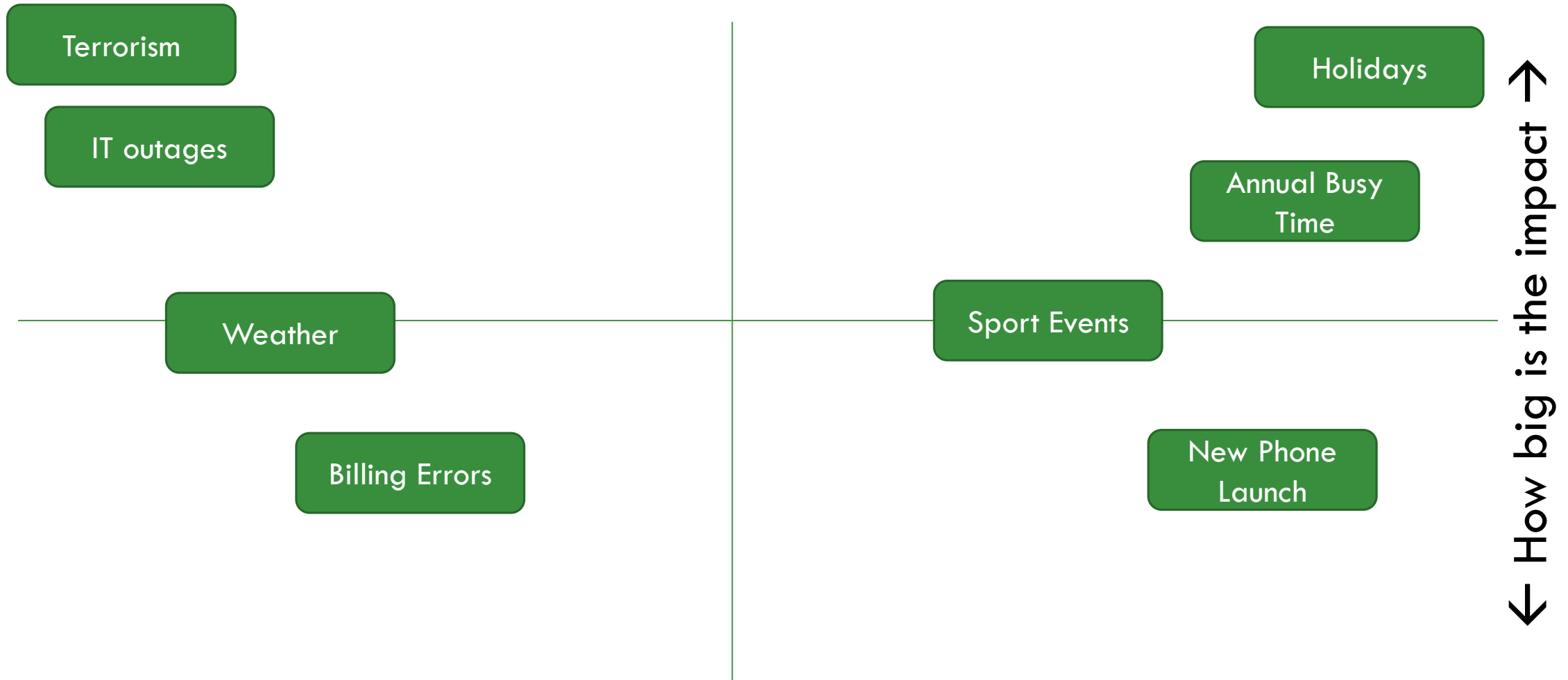
Confused?

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KNOWN KNOWN MODEL
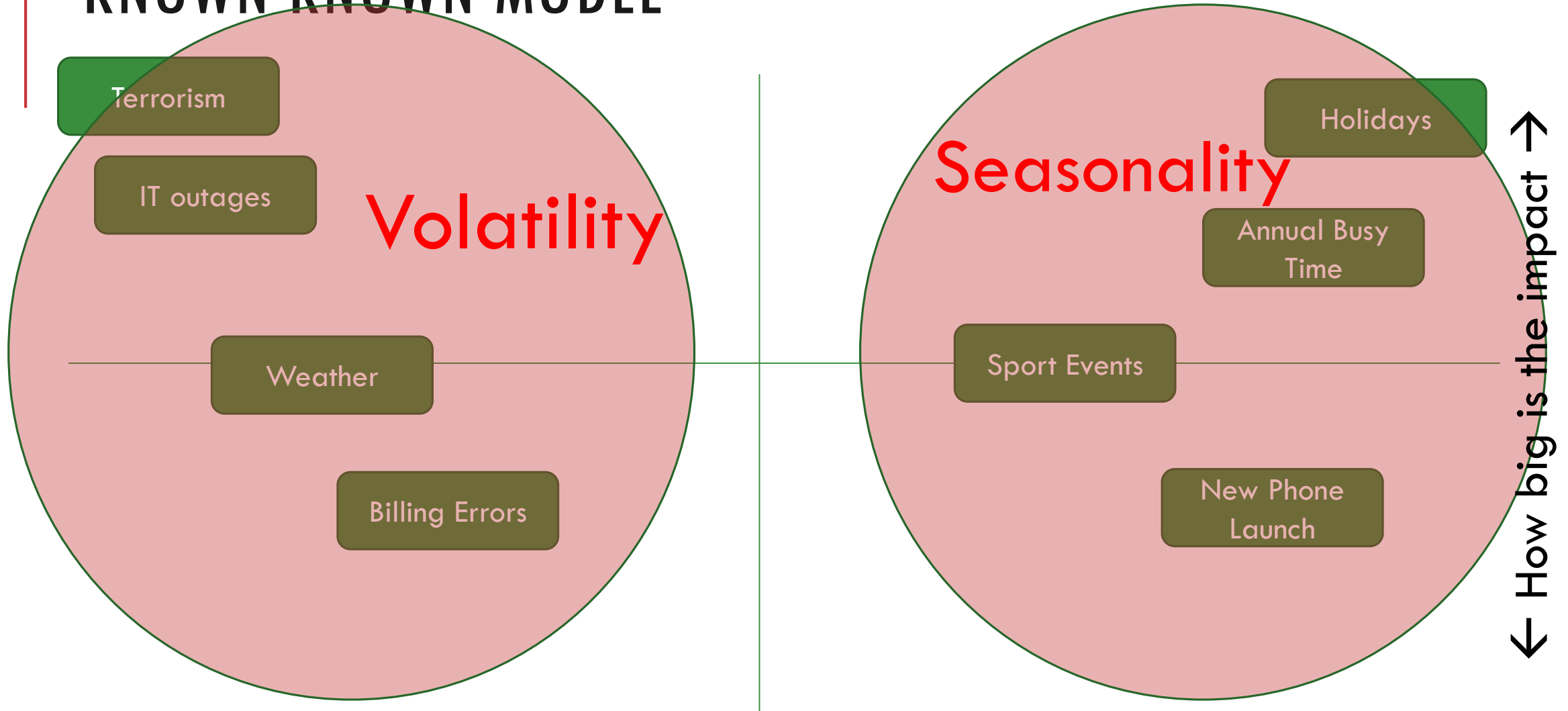
← How far in advance do we know →

↑ How big is the impact ↓

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KNOWN KNOWN MODEL

Volatility

- Terrorism
- IT outages
- Weather
- Billing Errors

Seasonality

- Holidays
- Annual Busy Time
- Sport Events
- New Phone Launch

← How big is the impact →

← How far in advance do we know →

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SEASONALITY TYPE SHIFTS

Annualised Hours

Overtime

Term Time or Student

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VOLATILITY TYPE SHIFTS

RESERVE SHIFTS

FLUID WORKFORCE

ADJUSTABLE SHIFT LENGTHS

UBER WORKFORCE

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WORKLIFE BALANCE

"My perfect shift is someone else's 'shift to avoid' at all costs"

IN A WORLD OF TECHNOLOGY

Give everyone the chance to set a rule personal to them!

- One time in the week they do not work
- Allow it to change periodically
- Don't question the reason

TOP TIP

When doing rotational rosters, why not have more than one simultaneous pattern?

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Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	1	1	1	1		
	1	1	1	1	1	
		1	1	1	1	1
1			1	1	1	1
1	1			1	1	1
1	1	1			1	1
1	1	1	1			1

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	1	1		1	1	
	1	1	1		1	1
1	1			1	1	1
1			1	1	1	1
	1	1	1	1		1
1		1	1		1	1
1	1	1	1	1		

2 ROSTERS — SAME COVERAGE

Staff want flexibility from the business!

A staff member on unauthorised absence will still take their full Annual Leave allocation

Communicate – maybe a few hours would suffice!

Measure Annual Leave in hours not days

Try, try, try and accommodate – this is the person who will flex their shift in the future
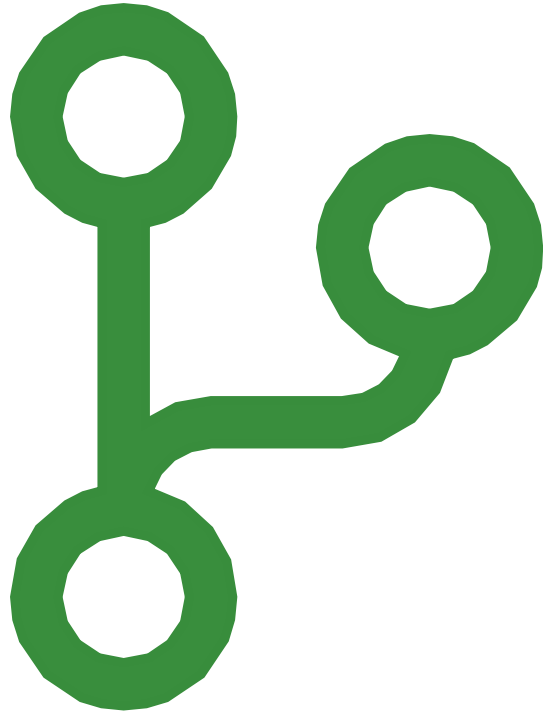
LAST MINUTE TIME OFF REQUESTS

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HOMEWORKING

Can change potential labour pool

Could be fully or partially home working

Allows for implementation of split shifts

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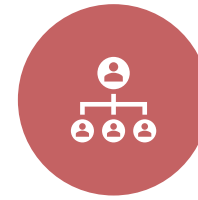
Wants freedom – fulfilment and excitement in work and in life

Delaying the standard markers of adulthood

Work is a means to their priorities

Tech savvy

Looking for experience for the future

Use and access information differently

THE NEW WORKFORCE.....
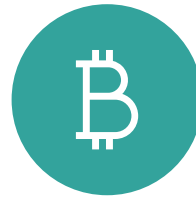
Define your own shifts (within limits)

Change availability at short notice

Allow different hours by day and by week

Business can define maximum hour weeks in advance

May mean hiring more – but it will create loyalty and satisfaction, reducing attrition

Provide the Tech to satisfy these needs

LEARN FROM ZERO HOUR CONTRACTS

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