

WEBINAR

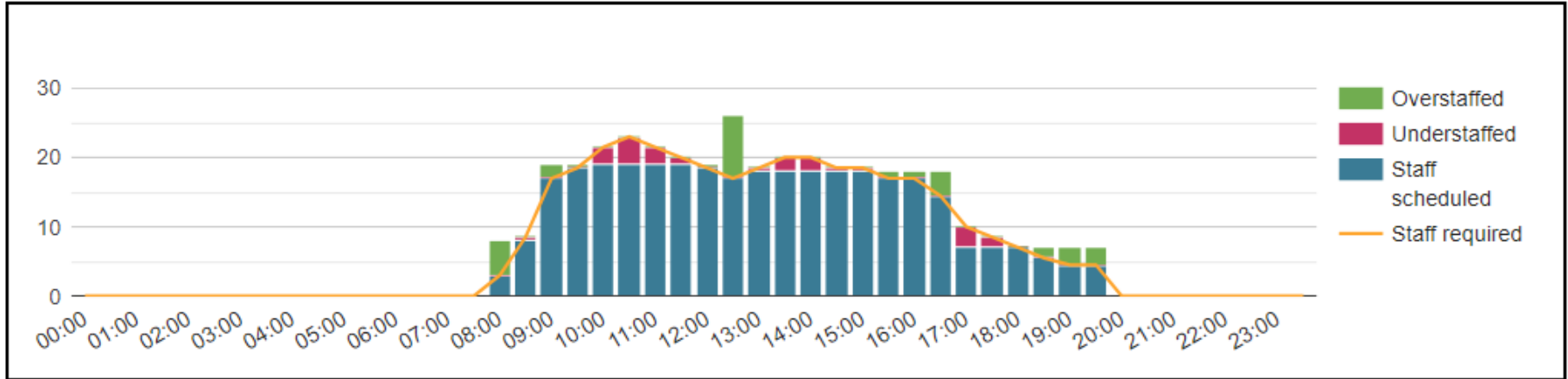
The Best Kept Secrets of WFM



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The Classic Schedule Problem



Where Possible use 15 Minute Reporting Intervals



Beware of “Overhang”

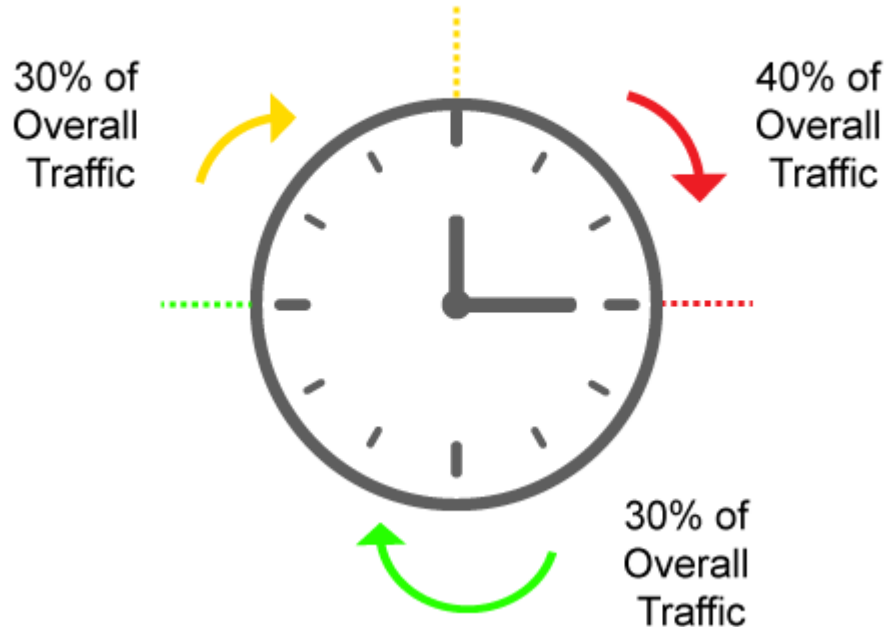
AHT should not exceed 50% of the reporting period

<u>Reporting period</u>	<u>Maximum AHT</u>
15 minutes	450 Seconds (7.5 Minutes)
30 minutes	900 Seconds (15 Minutes)

(May also be limited by the outputs of your ACD system)

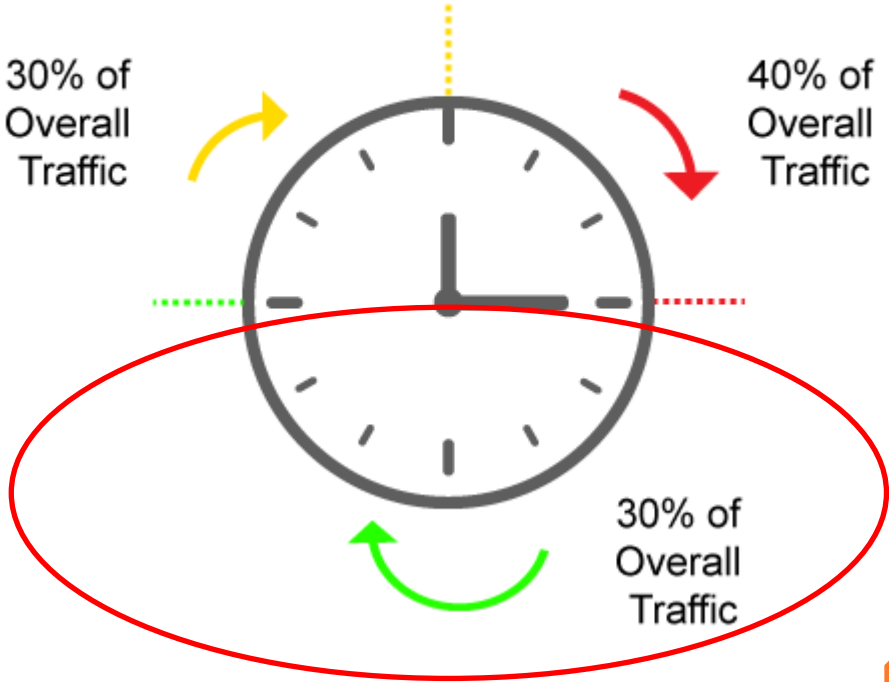
Call arrivals bunch up around the hour

The Hourly Rate a Call Centre Contact Volumes



Move Breaks to the 15 Minute Mark

The Hourly Rate a Call Centre Contact Volumes



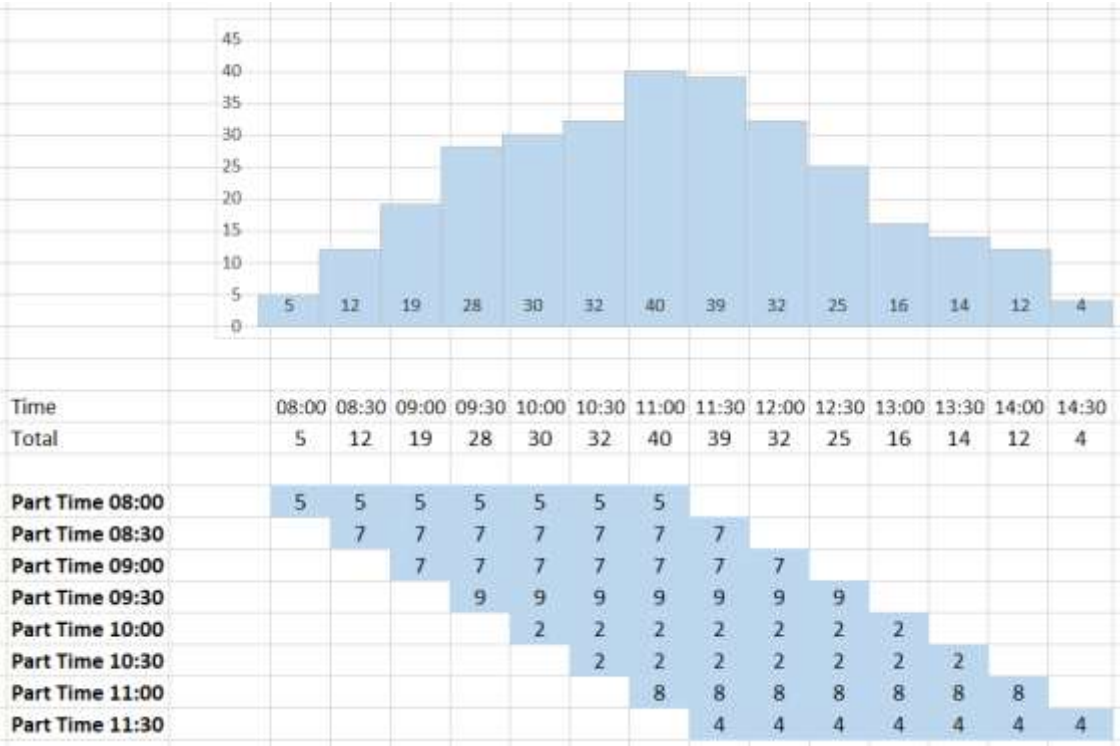
Where possible try to move lunch breaks to this period

The shifts are like LEGO blocks



Staggered shifts
are a great way to
deal with the build
up of traffic
volumes

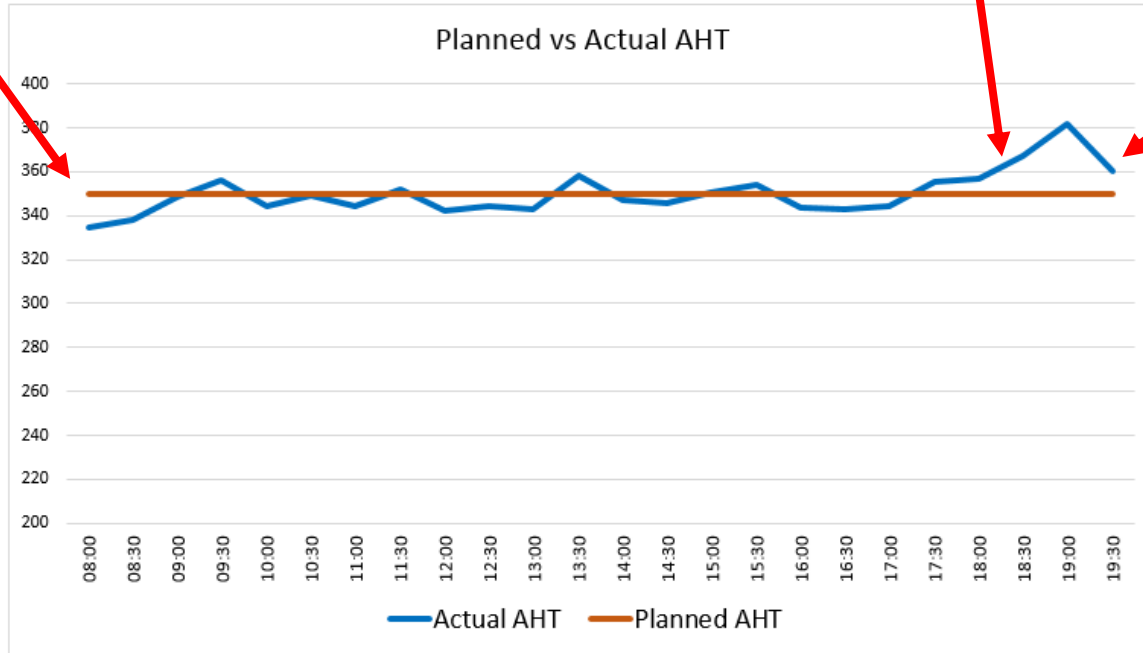
Use Staggered Shifts To Match Contact Arrival



AHT Varies Across the Shift

- Advisors are Tired
- Customers at Home (Can Talk Longer)

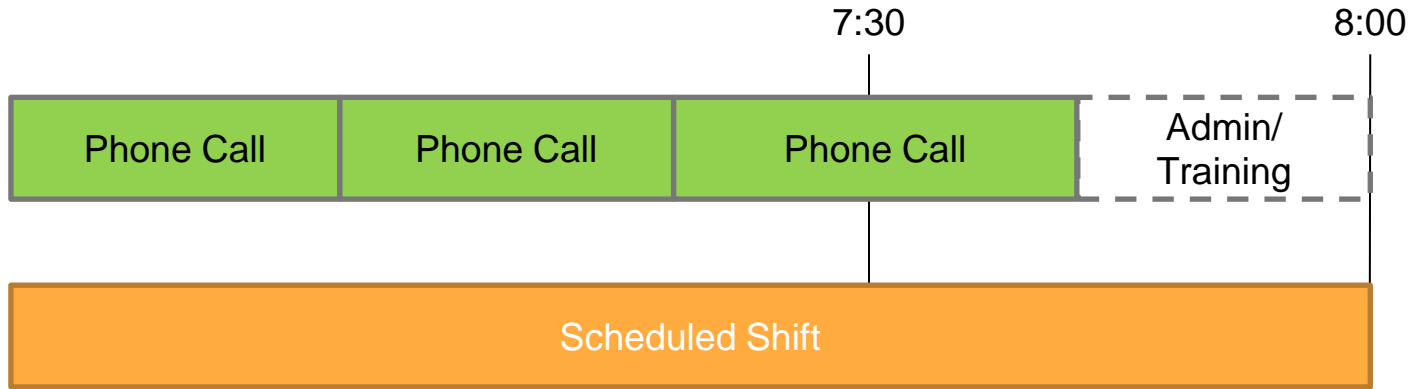
Advisors are Freshest in the Morning



Drop off at End of Shift

Graph –
Courtesy of
Philip Stubbs,
Drakelow
Consulting

Take Advisors off the Phone Before End of Shift



Stops Calls Getting Cut-Off Early

Close the Contact Centre 30 minutes Before the End of the Last Shift

Maximum Occupancy – Do not Exceed 85%

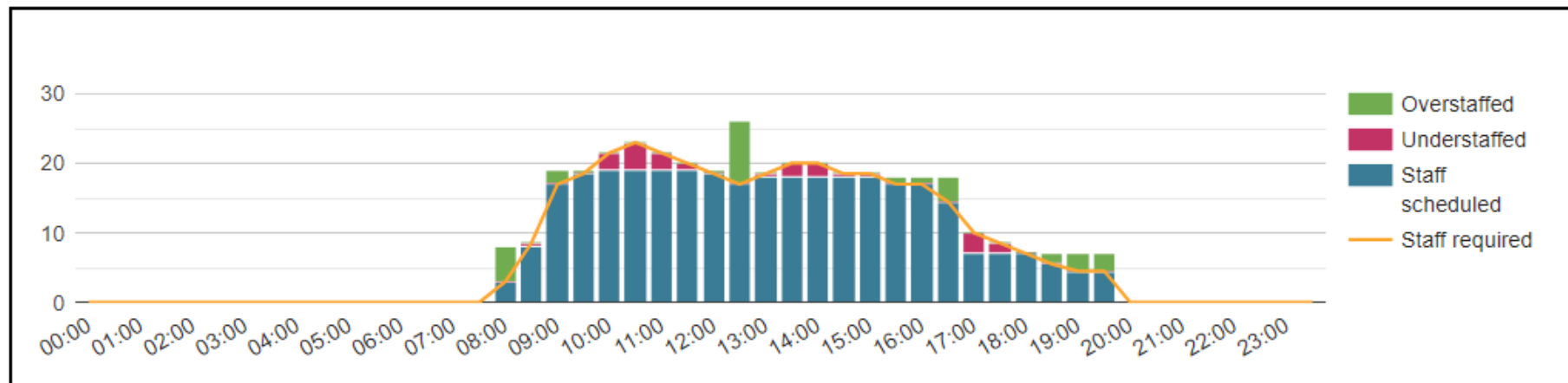


Higher than 85% Occupancy Leads to Employee Burnout and Higher Attrition

If you have higher than 85% Occupancy you will probably find it is hidden in your AHT

- Tired advisors take longer to answer calls
- Wrap Time increases to give thinking time
- Advisors use wrap time to give themselves breaks

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