



Secrets of Workforce Planning



12 years experience in multi contact, multi channel contact centres

Planning for Circa 3.5k FTE across 300 unique skills

SME in WFM, Telephony routing & Real time management

Originally worked for a Global OSP before moving into the Utility industry

Professional Qualification via the Ulster university and Planning Forum

Bronze Award winner at 2020 UKCCMA



Secret number 1

If you want the best exposure to the ins and out of the Planning Cycle and Real Time Management, work for an OSP

Learn how to influence and manage stakeholders at all levels from different cultures and clients with different priorities

Experience various demands, different personalities, opinions and inputs from outside of your organisation

Integral to balancing the needs of the client, the external customer and your internal customers (advisors, TMs and Snr Stakeholders)



Secret number 2

Slow and Steady wins the race

Communicate as early as you can with your key people and don't dismiss risks for the sake of getting a change live quicker

First tip to getting "change" right is identifying the need as soon as you can.

I've seen it done well and I've seen it done very badly. In particular when it comes to offshoring, multiskilling or moving a line of business. Consider your speed to proficiency and don't bank on any cost savings too early.



Secret number 3

Don't react – respond!

Stop and think. Engage with ops, understand call drivers. Is it likely to reoccur, is it likely to happen again tomorrow. What is the overall impact to SLA and customer experience

It is very tempting to over react to a change in demand, a large queue or missed SLA. You may be tempted to remove offline time, mobilise back office areas or use queue bust technology

Review your intraday for remainder of the week. Are you moving the problem? How much are you going to gain from stripping out offline time VS the impact to staff morale and time spent re-planning

