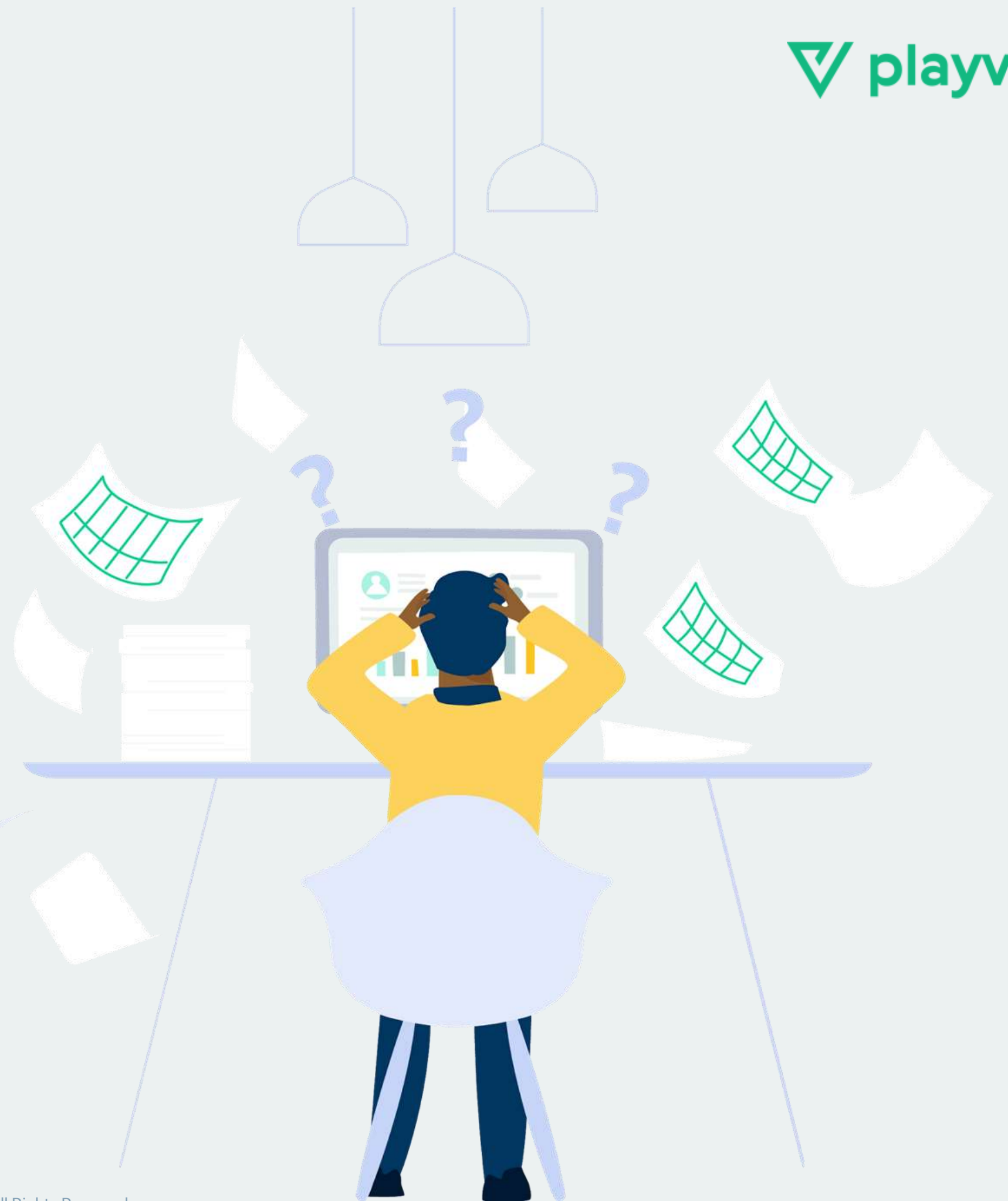


# 7 Expert Ideas to Improve Capacity Planning

- 1. Take a long, medium, and short-term view of staff requirements by channel**
- 2. Combat budget shortfalls with exploration of shared resource options for overflow**
- 3. Involve the volume generators in your planning: Tech support? New product releases. Sales? Marketing calendar. Service? Planned website or billing changes.**



# 7 Expert Ideas to Improve Capacity Planning



- 4. Keep hiring on plan by leveraging QM (historic 30, 60, 90 day results by source) for better targeting**
- 5. Add WFH fit to your candidate assessments, if continuing**
- 6. Gen Z is coming! Have a plan to recruit: mobile, personalized, values-forward**
- 7. Don't forget the back office! Apply capacity planning and WFM best practices there as well.**