



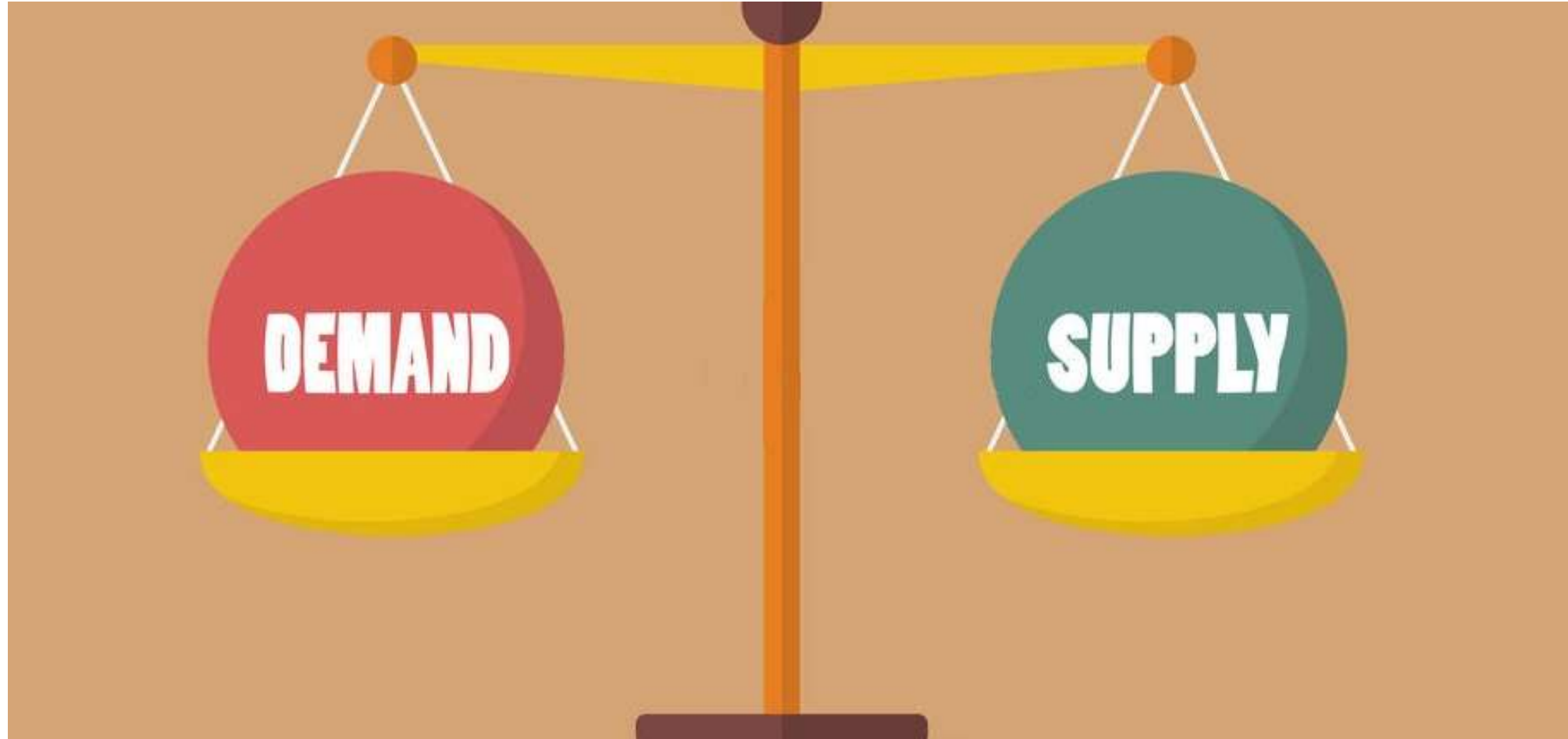
modus

Planning Perfection from the Professionals

Flexibility in Contact Centre Schedules

Vosy Gordon

Flexibility – what does it mean?



Flexibility – what does it mean?



Flexibility – Options



Flexibility Trap



Engagement of the Recruitment Team



Hybrid Working



Conclusion

