The Workforce Management Boot Camp

ICMI™

Improve accuracy, efficiency, and consistently meet service levels

This workshop not only teaches proven techniques to improve forecasting and scheduling, but allows you to practice those techniques with input from expert instructors.

WHO SHOULD ATTEND

- Directors
- Managers
- Workforce Management Personnel

WHAT ATTENDEES WILL LEARN

- The fundamentals of workforce management.
- The workforce management development cycle.
- Understanding and using basic statistics.
- Performing the key functions of the workforce management process:
  - Proper data administration
  - Accurate forecasting
  - Long-term staff planning
  - Short-term planning and scheduling
  - Proactive planning
  - Reporting and data visualization

Course Duration: 4 Days
Delivery Methods:

Client Site Training - *This course can be conveniently and economically delivered at your own facility.*

ICMI Training Symposium - *Instructor-led classroom training featuring an intimate environment and networking.*
ICMI.com/Symposiums

COURSE OUTLINE

MODULE 1
The World of Workforce Management
- The components of Workforce Management
- The 9-step planning and management process
- Stages and structures of WFM
- Workforce Management roles and personalities

MODULE 2
Statistics
- Statistics fundamentals and tools
- Charting and utilizing data
- VLOOKUP, Conditional formatting, and pivot tables

MODULE 3
Forecasting
- Criteria for effective forecasting
- Forecasting models and tools
- Examining and cleaning data
- Estimating true demand

MODULE 4
Staffing and Scheduling
- The workload/capacity balance
- Staffing models and processes
- Shrinkage groups
- Adding new channels to the mix
- Net-zero staffing
- Scheduling task forces and processes
- Multi-skill and interval scheduling
- Skills-based routing

MODULE 5
Real-Time Management
- Proactive planning
- When to react
- Root cause analysis
- Service level accountability

MODULE 6
Data That Works for You
- Data administration by system
- Developing metrics and managing data
- Reporting

MODULE 7
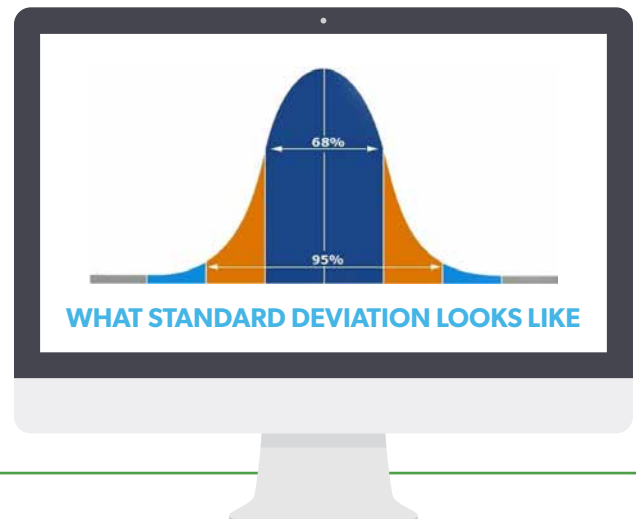### Summary and Next Steps
- Conclusion
- Extending the Value of Workforce Management
- Action Planning
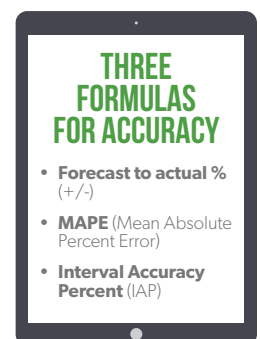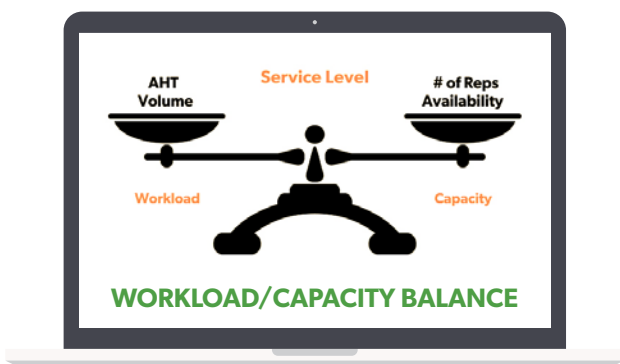
AN EXCLUSIVE SNEAK PEEK

In this course, you'll explore and hone the various skills surrounding statistical analysis that you'll need to accurately interpret and act on your data.

SAMPLE SCATTER PATTERN

WHAT STANDARD DEVIATION LOOKS LIKE
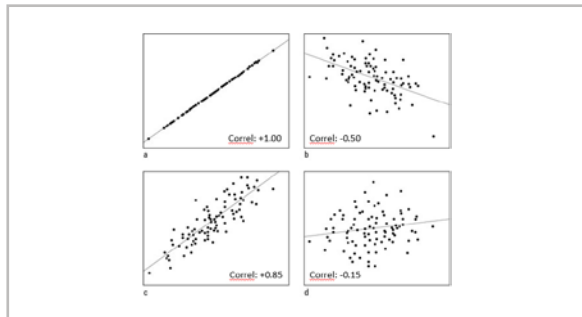
You'll dive into the relationship that service levels have with workloads, and how various channels, statistics, and events impact scheduling and forecasting.

WORKLOAD/CAPACITY BALANCE

WHAT IS WORKLOAD?
If your agents do it, you must forecast it.

THREE FORMULAS FOR ACCURACY

- **Forecast to actual %** (+/-)
- **MAPE** (Mean Absolute Percent Error)
- **Interval Accuracy Percent** (IAP)

By the end of the course, you'll have a working knowledge of all aspects surrounding staffing and forecasting, including all necessary models, formulas, and real-time management tactics.

READY FOR THE FULL COURSE?

Increase the efficiency of your contact center and transform your career with ICMI's Workforce Management Bootcamp. **Register today!**