

WORKFORCE MANAGEMENT TRAINING · DELIVERED BY CALL DESIGN

Call Centre WFM Essentials

Master the foundations of contact centre workforce management: forecasting, scheduling, performance and real-time control.

\$2,797

per person, ex GST

**PUBLIC OR
PRIVATE****FORMAT****3 full days, live online****INCLUDED****Workbook + certificate****SOFTWARE****None needed: vendor-agnostic**

Over three live days with workforce specialists Call Design, your team learns to match staffing to demand, protect service levels and control labour costs, with methods that work on any WFM platform.

What you'll be able to do

Forecast with confidence

Analyse historical patterns and predict contact volumes.

Calculate staffing

Turn Erlang C, shrinkage and attrition into the people you need.

Build better schedules

Schedules that fit the demand curve and your people.

Measure performance

Track adherence, attendance and WFM team performance.

Manage in real time

Exception management and contingency plans for the day.

Explain your decisions

Communicate WFM decisions clearly and handle conflict well.

Who it's for

- ✓ **WFM team members:** learned on the job and want formal training.
- ✓ **Aspiring WFM professionals:** stepping into planning, scheduling or real-time roles.
- ✓ **Team Leaders and Supervisors:** understanding how rosters and adherence affect results.
- ✓ **Reporting and operations analysts:** seeing the planning behind the numbers.
- ✓ **Contact centre managers:** making better resourcing decisions.
- ✓ **L&D and operations teams:** supporting and onboarding planning teams.

Pricing and options

- ✓ Save 15% when you book 3 or more tickets
- ✓ ACXPA members save 25% on live public courses
- ✓ Pay by card or request an invoice at checkout
- ✓ Electronic workbook and certificate of completion
- ✓ Private courses (minimum 5), live online or onsite
- ✓ Minimum numbers apply: if a date can't run, move dates or get a full refund

Delivered by



Call Design is our official WFM partner: workforce optimisation specialists since 1999 and an ACXPA Accredited Trainer Provider. Your facilitator is one of their experienced WFM consultants.

- ✓ Our official WFM training partner
- ✓ Vendor-agnostic methods for any WFM platform
- ✓ ACXPA Accredited Trainer Provider

What's covered: six modules 9am to 5pm, on consecutive days

You move from how WFM works, through forecasting and scheduling, to managing performance and the day itself.

MODULE 1

Introduction and overview

What workforce management is, why it matters and how WFM teams are structured.

- ✓ Introduction to workforce management
- ✓ Common planning tasks
- ✓ WFM team structures

MODULE 2

Forecasting and planning

Analyse historical patterns, forecast contact volumes and calculate the staff you need.

- ✓ Time series analysis
- ✓ Erlang C
- ✓ Shrinkage and attrition

MODULE 3

Scheduling

Turn forecasts into schedules that balance employee needs with operational requirements.

- ✓ Scheduling considerations
- ✓ Scheduling components
- ✓ Schedule creation

MODULE 4

Performance analysis

Monitor daily performance and see how adherence and attendance affect service.

- ✓ Monitoring daily performance
- ✓ Managing adherence and attendance
- ✓ Measuring WFM team performance

MODULE 5

Real-time management

Spot problems early and act quickly when the day doesn't go to plan.

- ✓ Exception management
- ✓ Contingency planning
- ✓ The continuous improvement cycle

MODULE 6

Communication

Clear messages, the right channels and constructive handling of conflict.

- ✓ Creating a clear message
- ✓ Choosing the right medium
- ✓ Dealing with conflict

Why contact centres choose CX Skills for WFM training

Practitioner-designed

Designed and delivered by workforce management practitioners.

ACXPA certified

CX Skills is the official training partner of ACXPA, and many of our courses are ACXPA certified.

Take-home tools

Practical templates, calculators and take-home tools included.

Vendor-agnostic

Approaches that work across any WFM system or environment.

For every WFM role

Planners, real-time analysts, team leaders and managers.

Flexible delivery

Live online, onsite and self-paced delivery options.

ACXPA MEMBERSHIP

Want to save \$699.25 on this course?



ACXPA members pay \$2,097.75, not \$2,797, plus a year of WFM Hub tools and live expert support

CX Skills is the official training partner of ACXPA. Membership gives managers their own login to 65+ practitioner-built tools, templates and resources, plus live expert access every fortnight.



Scan to explore

Call centre rankings reports

Monthly, quarterly and sector reports from the Australian Call Centre Rankings, tracking 48+ metrics.

Agent Performance Matrix

Plots every agent on quality versus productivity, so coaching and scheduling decisions start from the same picture.

QA tools

QA Sample Size and Advanced QA calculators, plus the QA Sampling Benchmark to compare your sampling by sector and size.

25% off every CX Skills live public course, including this one.

Individual \$197 a year · Business from \$497 for a team of five (ex GST). One person on this \$2,797 course saves \$699.25. acxpa.com.au/membership

Next steps

See upcoming dates and book online by card or invoice, or talk to us about a private course for your team.

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Scan for dates