

WORKFORCE MANAGEMENT TRAINING · DELIVERED BY CALL DESIGN

Real-Time WFM for Contact Centre Analysts

Forecasts and schedules set the plan. Real-time analysts protect the day when reality doesn't follow it.

\$697

per person, ex GST

**PUBLIC OR
PRIVATE****FORMAT****1 full day, live online****INCLUDED****Workbook + certificate****SOFTWARE****None needed: vendor-agnostic**

In one live day with workforce specialists Call Design, your analysts learn to track live performance, spot variance early and take the right action, so service stays steady and resources stay balanced.

What you'll be able to do

See what matters now

Track live performance and variance to plan.

Read the impact

Work out what a variance means for service level.

Act faster

Adjust breaks, activities, queues and overtime.

Know when to re-forecast

Clear triggers for same-day changes.

Protect your people

Balance breaks, training and coaching fairly.

Recommend with confidence

Give the business clear, practical advice.

Who it's for

- ✓ **Real-Time Analysts:** managing intraday performance and variance.
- ✓ **WFM and command centre teams:** standardising how variance is handled.
- ✓ **Team Leaders in smaller centres:** making the day's staffing calls.
- ✓ **Contact centre managers:** protecting service levels at peaks.
- ✓ **New analysts:** stepping into a real-time role.
- ✓ **Planners and schedulers:** linking the plan to what happens on the day.

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: four modules 9am to 5pm, live

Each module builds on the last, from the plan behind the day to the decisions you make during it.

MODULE 1**Introduction to workforce management**

What WFM is, why it matters and the balance it has to strike between cost, service and people.

- ✓ The WFM lifecycle
- ✓ The role of workforce planning
- ✓ Why real-time matters

MODULE 2**Workforce planning fundamentals**

The forecasting, scheduling and multi-skilling that drive what happens on the day.

- ✓ Forecast data and service level goals
- ✓ Multi-skilling and its impact
- ✓ Shrinkage and staffing requirements

MODULE 3**Tracking and analysis**

Monitor live performance, spot variance early and assess its impact.

- ✓ What to measure and when
- ✓ Understanding intraday variance
- ✓ Service level impact

MODULE 4**Intervention and recommendations**

Act on real-time data and give the business recommendations that stick.

- ✓ Managing exceptions in real time
- ✓ When and how to re-forecast
- ✓ Recommendations to the business

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 \$174.25 on this course?



ACXPA members pay \$522.75, not \$697, 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

WFM Hub

Nine planning tools, including Staffing Levels and Service Level Simulators, an Interval Planner and a Shrinkage Calculator, plus a free Erlang C Calculator.

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 \$697 course saves \$174.25. 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