

WORKFORCE OPTIMISATION TRAINING · COURSE GUIDE

Workforce optimisation (WFM) training courses

Build serious WFM capability across forecasting, scheduling, real-time management and shrinkage, so your centre hits service levels without overspend.

Every course is designed and delivered by Call Design, our official WFM partner, live online or onsite at your workplace.

Which WFM course do you need? Three courses covering the full WFM lifecycle

WFM FOUNDATIONS	FOR ANALYSTS	FOR TEAM LEADERS
Call Centre WFM Essentials 3 full days \$2,797 Public or private	Real-Time WFM for Contact Centre Analysts 1 full day \$697 Public or private	WFM for Contact Centre Team Leaders 1 full day \$697 guide Private only
BEST FOR WFM teams, planners and anyone moving into WFM FOCUS Forecasting, Erlang C, scheduling, performance, real-time management and communication.	BEST FOR Real-Time Analysts, and whoever manages the day FOCUS Tracking live performance, intraday variance, exceptions and when to re-forecast.	BEST FOR Team Leaders, 2ICs and managers who lead teams day to day FOCUS The Power of One, rosters and shrinkage, real-time leadership and explaining WFM decisions.
View course	View course	View course

Prices per person, AUD ex GST. WFM for Team Leaders is private only (minimum 5), priced for your team with a guide of \$697 per person.

Quick guide: where to start

New to WFM, or need the full foundations?

Call Centre WFM Essentials

Want Team Leaders who understand WFM?

WFM for Contact Centre Team Leaders (private)

Manage the day as a Real-Time Analyst?

Real-Time WFM for Contact Centre Analysts

Training a whole team or centre?

Any course as private training, built around your rosters

The courses in detail *Workbook and certificate included on every course***WFM FOUNDATIONS****Call Centre WFM Essentials****3 full days****\$2,797****Public or private****Live online**

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

WHO IT'S FOR

Anyone working in, moving into or supporting workforce management in a contact centre, including WFM team members who learned on the job. No prior WFM experience is needed.

[View course and dates](#)**WHAT'S COVERED: 6 MODULES**

- 1 Introduction and overview** · Introduction to workforce management, common planning tasks, WFM team structures
- 2 Forecasting and planning** · Time series analysis, Erlang C, shrinkage and attrition
- 3 Scheduling** · Scheduling considerations, scheduling components, schedule creation
- 4 Performance analysis** · Monitoring daily performance, managing adherence and attendance, measuring WFM team performance
- 5 Real-time management** · Exception management, contingency planning, the continuous improvement cycle
- 6 Communication** · Creating a clear message, choosing the right medium, dealing with conflict

Delivered by Call Design *Our official WFM partner*

Workforce optimisation specialists since 1999. Call Design has partnered with many of Australia's largest contact centre, retail and back-office operations to embed WFM best practice.

Their approaches are practical and vendor-agnostic, so they work with whatever WFM system you run, even spreadsheets. Call Design is an ACXPA Accredited Trainer Provider.

FOR ANALYSTS

Real-Time WFM for Contact Centre Analysts

1 full day

\$697

Public or private

Live online

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

WHO IT'S FOR

Real-Time Analysts, and anyone who manages the day in a contact centre. In smaller centres that's often a Team Leader or manager. No WFM software is needed.

[View course and dates](#)**WHAT'S COVERED: 4 MODULES**

- 1 **Introduction to workforce management** · The WFM lifecycle, the role of workforce planning, why real-time matters
- 2 **Workforce planning fundamentals** · Forecast data and service level goals, multi-skilling and its impact, shrinkage and staffing requirements
- 3 **Tracking and analysis** · What to measure and when, understanding intraday variance, service level impact
- 4 **Intervention and recommendations** · Managing exceptions in real time, when and how to re-forecast, recommendations to the business

FOR TEAM LEADERS

WFM for Contact Centre Team Leaders

1 full day

\$697 guide

Private only

Online or onsite

Team Leaders are where workforce plans meet reality: adherence, rosters and on-the-day calls all land with them.

WHO IT'S FOR

Anyone who leads a team day to day and needs practical WFM skills. No WFM software or experience is needed.

[View course](#)**WHAT'S COVERED: 4 MODULES**

- 1 **WFM fundamentals for Team Leaders** · WFM in plain language, The Power of One explained, how frontline actions drive wait times and occupancy
- 2 **Rosters, shrinkage and coverage** · Roster design principles, shrinkage types and their impact, explaining coverage to staff
- 3 **Real-time leadership** · Monitoring live performance, responding to exceptions and gaps, when to act locally and when to escalate
- 4 **Communicating WFM decisions** · Explaining the "why" to staff, setting clear expectations, coaching conversations about adherence

Why contact centres choose CX Skills for WFM training

Most WFM training is either vendor software training or theory that never meets a real roster.

Ours is designed and delivered by workforce management practitioners who plan for small centres and large-scale operations alike, using vendor-agnostic approaches that work with whatever WFM system you run. So your planners leave with methods and tools they can apply to your centre the next day.

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.

Public or private Two ways to take part

Public courses

Live online via Zoom · book one ticket or several

Fixed dates that are easy to plan around, learning alongside planners and analysts from other centres and industries.

Private training

Your team only · minimum 5 participants

Scheduled around your roster, live online or onsite, and tailored to your workflows, systems and targets.

Pricing and options

- ✓ Public courses: Real-Time WFM \$697 and WFM Essentials \$2,797 per person
- ✓ Save 15% when you book 3 or more tickets
- ✓ ACXPA members save 25% on live public courses
- ✓ Pay by card or invoice · certificate for everyone who completes
- ✓ Private training for your team: minimum 5, live online or onsite
- ✓ Onsite courses may include travel costs
- ✓ WFM for Team Leaders is private only, with a guide of \$697 per person
- ✓ Public courses need minimum numbers: if a date can't run, move dates or get a full refund

ACXPA FOR WFM TEAMS**Want premium WFM tools you can use all year round?**

CX Skills is the official training partner of ACXPA. Each person on an ACXPA membership gets their own login to the WFM Hub: practitioner-built, vendor-neutral planning tools and calculators, plus live expert access every fortnight.



Scan to see the
WFM Hub

Erlang C Calculator**FREE TO TRY**

Enter call volume, handle time and your service level target for a quick estimate of the agents you need.

Workload & Capacity Planner

Convert volume and AHT into minimum FTE once you factor in shrinkage, occupancy and concurrency.

Staffing Levels Simulator

Erlang-powered: find the agent count needed to hit your target service level.

Service Level Simulator

Enter your team size and see the service level your current staffing can realistically achieve.

Interval Planner

Stress-test your operation by modelling volume, AHT and staffing scenarios across intervals.

Shrinkage Calculator

Turn leave, meetings and training hours into an accurate shrinkage % for smarter planning.

25% off every CX Skills live public course.

Individual \$197 a year · Business from \$497 for a team of five (ex GST). One planner on WFM Essentials saves \$699.25, more than a Business Membership costs. acxpa.com.au/membership

Next steps

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

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Scan for dates