Contact Centre Workforce Planning and Scheduling Training Course

29 March – 2 April 2027
Addis Ababa

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Ref: 1648_221776 **Date:** 29 March – 2 April 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

Contact Centre Workforce Planning and Scheduling Training Course is a one-week professional programme for workforce management, operations, scheduling, forecasting, quality, and service-level professionals who leave with a Contact Centre WFM Operating Plan. It addresses the gap between demand forecasts, staffing requirements, workable schedules, and live operational decisions through interval data, transparent assumptions, scenario modelling, and structured controls. Agile Leaders Training Center develops practical capability in contact centre workforce planning.

Who Should Attend

- Teams responsible for forecasting interaction demand and workload
- Functions responsible for translating workload into staffing requirements
- Operations groups responsible for schedules, coverage, and service delivery
- Real-time teams responsible for adherence and intraday contact centre management
- Quality and analytics functions responsible for performance evidence
- People teams responsible for fair scheduling and employee considerations

The course assumes participants work with contact-centre demand, staffing, schedules, or performance data and leaves out software administration and vendor-specific configuration.

Departments and Industries

The course supports workforce management and operations across service environments with interval-based customer demand.

- Contact centre workforce management and resource planning
- Customer service operations in banking, insurance, and utilities
- Retail, travel, hospitality, and e-commerce support operations
- Healthcare appointment and patient contact services
- Telecommunications and technical support functions
- Shared services and outsourced customer operations

Learning Objectives

By the end of this course, participants will be able to:

- Analyze interval demand, handle time, and workload patterns
- Build contact centre staffing requirements with explicit assumptions
- Apply shrinkage, occupancy, and service-level considerations
- Design schedules that balance coverage, skills, and fairness
- Use adherence evidence for intraday operational decisions
- Evaluate forecast, staffing, schedule, and service performance

Course Agenda

Day 1: Workforce Planning Foundations

- Workforce Management for Contact Centres
- Service Objectives and Planning Horizons
- Interaction Channels, Skills, and Work Types
- Planning Roles, Decisions, and Governance
- Demand-to-Service Operating Model

Day 2: Workload Forecasting

- Historical Interval Data and Data Quality
- Volume, Average Handle Time, and Workload
- Patterns, Seasonality, Events, and Judgement
- Voice and Asynchronous Digital Demand
- Forecast Accuracy and Bias Review

Day 3: Staffing Requirements

- Service Level, Response Time, and Abandonment
- Erlang C Purpose and Assumption Boundaries
- Occupancy, Concurrency, and Multi-Skill Effects
- Shrinkage Categories and Requirement Uplift
- Contact Centre Staffing Requirements Model

Day 4: Scheduling and Intraday Control

- Contact Centre Forecasting and Scheduling Linkage
- Shift Patterns, Breaks, Activities, and Constraints
- Coverage Fit, Employee Preferences, and Fairness
- Schedule Adherence and Exception Interpretation
- Intraday Reforecasting and Response Options

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Day 5: Performance and Capstone

- Forecast, Staffing, Schedule, and Service Measures
- Interval Reporting and Root-Cause Diagnosis
- Scenario Trade-Offs and Decision Escalation
- WFM Governance, Review Cadence, and Controls
- Capstone: Contact Centre WFM Operating Plan

Practical Exercises

Suggested activities turn operational data into traceable workforce decisions.

- Suggested activity: clean an interval dataset and calculate workload drivers
- Suggested activity: build staffing and shrinkage scenarios against a service objective
- Suggested activity: compare schedule coverage with requirements and employee constraints
- Suggested activity: run an intraday variance scenario and document decisions

FAQs

Who suits contact centre workforce planning training, and what experience is assumed?

Professionals who work with demand, staffing, schedules, adherence, or service performance suit the programme. It assumes familiarity with contact-centre operations but does not require advanced statistics or a specific WFM platform.

How does contact centre forecasting and scheduling differ from general workforce planning?

Contact-centre planning works at detailed time intervals and links volatile interaction demand, handling time, queues, service objectives, skills, shrinkage, and schedules. General workforce planning usually focuses on broader headcount and capability horizons.

Does contact centre workforce planning use Erlang C for every channel?

No. Erlang C can support queued voice staffing under stated assumptions, while asynchronous digital work, concurrency, blended skills, and complex routing may require different calculations, simulation, or operational judgement.

How should shrinkage be used in contact centre staffing requirements?

Shrinkage should be defined by category, measured consistently, separated from workload, and applied transparently to productive staffing requirements. Leaders should test assumptions rather than hide avoidable loss inside one percentage.

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What makes intraday contact centre management effective?

Effective intraday management compares actual demand, handle time, staffing, and adherence with plan at useful intervals, diagnoses causes, selects proportionate responses, records trade-offs, and protects both service and employee wellbeing.

Conclusion

Participants take back a Contact Centre WFM Operating Plan linking forecasts, staffing requirements, schedules, intraday controls, measures, and governance. It makes planning assumptions visible and decisions easier to review. The plan helps operations respond consistently when demand, availability, or service performance moves away from forecast.