Measuring for Success Workshop

Outline

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Course Length -3 Hours

Overview

This course is designed to provide managers with insight into the process of performance measurement for call center operations. The workshop examines the types of statistics maintained by managers and provides a framework for the analysis of call center performance.

This workshop provides a quantitative model for performance measurement and understanding. The workshop is designed to provide an interactive learning environment for managers to experiment with various measurement tools and theories.

We also build a causal relationship between measurements and performance and provide a design for improved performance through the use of performance metrics. We introduce workshop participants to statistical resource planning through the use of service level and Erlang-C modeling. We also perform activities to qualify call and non-call work volumes and define a methodology for calculating call taker resources.

Goals

1. To introduce a measurement model that is easily transferable to the participant's environment.
2. To introduce participants to the use of Erlang-C and other statistical models for call center work measurement and analysis.
3. To facilitate the participants understanding of the types of work in their call center operation and methods of measurement of each type of work. We also discuss how to estimate the required staff based on measurements.

Workshop Topics

A. The call center numbers game
B. Why measure
C. What to measure
D. How much work do you have
E. Understand service level for all work types
F. How does service level impact staffing
G. Understanding Erlang-C and non-call work staffing model
H. Build a call taker staffing model
I. Build your measurement model

Requirements

Students attending this workshop should be call center managers or supervisors.