

Call Center Management Workshop

Outline

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Course Length -3 Hours

Overview

This course is designed to introduce managers to a proven process for call center operations management. The workshop the Total Call Center Management framework for successful call center management.

This workshop provides a quantitative model for performance measurement and understanding. The workshop is designed to provide an interactive learning environment for managers to experience call center management theories.

We also build a step process for management of critical resources and work flow. We introduce workshop participants to the use 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 the Total Call Center Management Model.
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 required staff based on measurements.

Workshop Topics

- A. Define the work of the call center
- B. Characteristics of call and non-call work
- C. The Non-call work worksheet
- D. The 4-H Requirements for work/resource estimation
- E. Estimating non-call work
- F. Estimating call work
- G. Use of ACD Reports
- H. Other work quantification techniques
- I. Back office operations
- J. Build your plan

Requirements

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

Materials

The workshop is an interactive learning experience and will require participants to utilize Microsoft Excel.

- A computer with Microsoft Excel
- Examples of existing measurement reports
- Whiteboard with markers
- Participants receive workshop workbook