

Introduction to Workforce Management

Introduction

In this course learners will be introduced to the intricacies of Workforce and the various concepts involved. Learners attending this course will leave with a thorough understanding of Workforce and have a ability to think analytically and solve complex problems effectively. This course is very in-depth and requires very high concentration levels.

Course Components:

The Role and Function Of Work Force Management in A Contact Centre

The Use And Purpose of Statistics in Forecasting

Back to Contact Centre Basics

The Garbage In –Garbage Out Principle

The Top Ten Mistakes Commonly Made By WFM

Fun-da-Mental Forecasting

The Mysteries Of Probability

Making Sure Of Our Facts Using Probability and Statistics

The Art and Science of Forecasting

Staffing and Scheduling

Utilizing Forecasts Data to Discover Daily & Hourly Volumes

Calculating Workload.

A Sweet Danish Solution

The Importance of Abandoned Calls

Presentable Pictures

Practical Tips To Document Graphics

Presenting Data Using Charts in MS Excel 2007

Telling The Story

Communicative Reports: *A Correlation*

Who should attend?

New or existing workforce analysts, Workforce managers.

Prerequisites

At least a level 2 Excel skill and experience within a Call Centre.

Assessments

A written assessment will be completed on the last day of training.

Duration

This course is facilitated over a period of 5 days. Learners will receive a Siyandza certificate of training upon completion.

Total Cost of Training

The total cost of training per learner is: R 9, 500.00 VAT inclusive. A minimum of 10 learners is required for this course.

Company Details

Telephone: 011-518-4519

info@siyandza.co.za

www.siyandza.co.za

www.internet-learning.co.za

Registration #2006/007898/07

Physical Address:

142 Western Services Road

Woodmead Business Park

Cypress South A Building

South Africa, 2054