

Introduction to Workforce Management

Introduction

In this course we begin with the use of **Significant Statistics** in our daily lives. We then seek to understand the importance of accurate statistical data available in a contact centre.

By analysing seemingly random events, and calculating the probability that something is going to happen, we can begin to make better decisions about what to do now, so that we can improve the future, prepare for events in the future and mitigate risks we perceive probably happening in the future. This calculating is dealt with in the **Pertinent Probability** module.

Course Outcomes

- Understand statistics
- Relate statistics to the Call Centre
- Collect Data that is relevant in terms of its intended purpose.
- Discuss the principles underlying Probability
- Show how to discern the relative importance and relevance of groups of data as found in the Contact Centre.

Who should attend?

New or existing workforce analysts, team leaders who have WFM as part of their role and junior workforce managers.

Assessments

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

Duration

This course is facilitated over a period of 2 days. Learners will receive a Siyandza certificate of training upon completion.

Total Cost of Training

The total cost of training per learner is: R 3, 800.00 VAT inclusive. A minimum of 10 learners is required for this course.

Company Details

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