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Call Center Fundamentals Workforce Management

This book summarizes the author's almost a decade of experience in the

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call center industry's various departments. This installment in the series, "Workforce Management" contains crucial knowledge on how to run call. The Call Center Fundamentals Series by Donnie Baje are manuals, written in Facilitator Guide format, used to guide new members of the call center support team.

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parts and chances are youre most likely performing all these tasks in
some form or fashion forecasting customer interaction volume utilizing

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the forecasted data to create optimized agent schedules assigning agents to schedules based on their preferences and business rules and managing intraday activity

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This is the more accurate method and pretty straightforward to calculate. Just take the number of hours they work and divide it by the number of hours that make up an FTE in your contact center. If a person works 24 hours and your FTE is 40 hours, then the math is 24 divided by 40, which is 60%.

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any call center workforce management is comprised of the same basic parts and chances are youre most likely performing all these tasks in

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some form or fashion forecasting customer interaction volume utilizing the forecasted data to create optimized agent schedules assigning agents to schedules based on their preferences and business rules and managing intraday activity

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