



## Forecasting, Staffing and Scheduling



### What is a Forecasting, Staffing and Scheduling Operational Assessment?

The Forecasting, Staffing and Scheduling (FSS) COPC® Operational Assessment gives you a quick and detailed overview of your forecasting, staffing and scheduling processes and provides specific recommendations to improve these activities.



This onsite assessment of FSS activities is conducted over a four-to-five-day period by COPC Inc. staff in combination with your workforce management team. The review includes observations, interviews and data analysis of your FSS processes. The review includes observations, interviews and data analysis of your FSS processes, including forecasting, capacity planning, tools usage, scheduling and real-time management functions. After the onsite review, the COPC Inc. team will provide a report based on our findings.

### Do You Need an Operational Assessment by COPC Inc.?

If one or more of the following issues are true for your operation, you need an FSS Operational Assessment:

- Overall service level is consistently missing the target, and your workforce management group cannot seem to fix the problem
- Overall service level is hitting the target at the end of the month; however, there is wide variation across the intervals
- Customers are complaining that they are getting busy signals or excessive wait times
- Costs of running the contact center are increasing while occupancy and utilization metrics are below benchmark levels

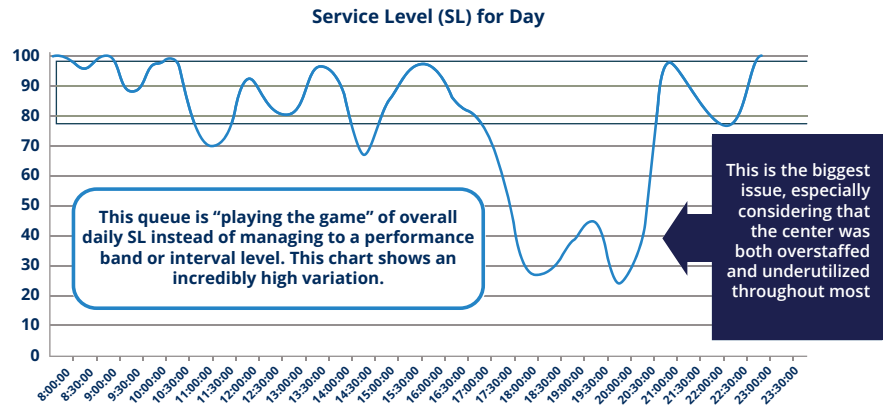
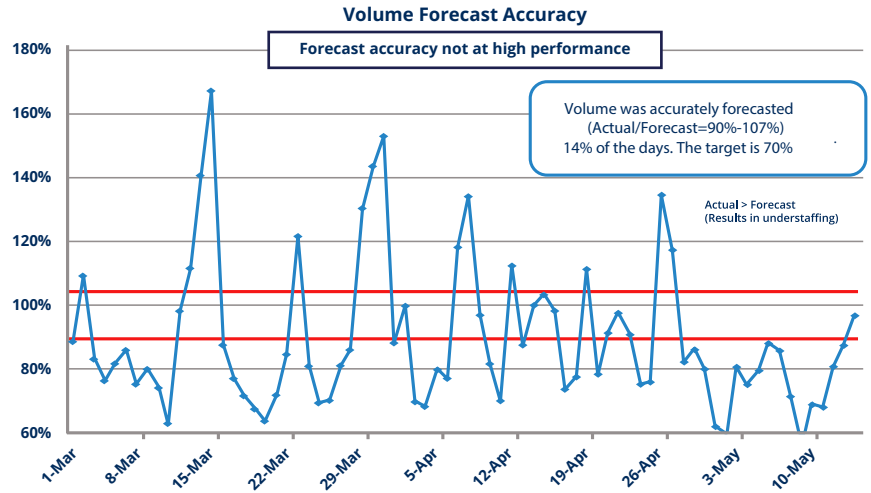
## A Sample of Our Findings

Figure 1 is an example evaluation of forecast volume. When the actual daily volume was compared to the forecasted volume, we found that forecasted volume was only accurate 14 percent of the time during the month, rather than the targeted 70 percent.

Figure 2 shows how well a contact center was managing service level. Because the center was managing to a daily service level rather than to a performance band, service level varied greatly throughout the day, and customers received a different experience depending upon the time of day they called.

## An Overview of Our FSS Report

- A detailed description of the FSS process and relevant benchmark performance and practices
- COPC Inc.'s assessment of where and why your FSS process is working and where and why it is not
- Recommended operational improvements to provide consistent levels of service, quality and efficiency to achieve best-in-class performance
- Short- and long-term plans for improving the performance, focusing on areas with the maximum impact



## About COPC Inc.

COPC Inc. provides consulting, training, certification, benchmarking and research for operations supporting the customer experience. The company created the COPC Standards, a collection of performance management systems for customer experience operations, customer experience management, vendor management and procurement.

Founded in 1996, COPC Inc. began by helping call centers improve their performance. Today, the company is an innovative global leader that empowers organizations to optimize operations to deliver a superior service journey. COPC Inc. headquarters are in Winter Park, FL, U.S., with operations in Europe, the Middle East, Africa, Asia Pacific, Latin America, India and Japan. [www.copc.com](http://www.copc.com).

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