



COPC® Best Practices for Workforce Management



Improve Service and Efficiency Across Teams

Effective workforce management (WFM) in the contact center is not just important, it is critical. Sound management and planning can make a tremendous difference in driving customer experience (CX) expectations and meeting goals, while generating cost savings in millions of dollars to organizations.

COPC® Best Practices for Workforce Management teaches tangible methods to help you take control of your operations and optimize the service journey and customer experience. We'll help you understand the “whys” and “hows” with insights and practical processes that have worked for hundreds of leading contact centers worldwide. Led by some of the industry’s top instructors, WFM professionals will find this course invaluable, whether you are a seasoned professional or just getting started.

Learn workforce management best practices in forecasting, staffing, scheduling and operational floor management. The skills covered in this training are beneficial for individuals or teams in all organizations seeking to boost productivity while reducing costs. If you are managing operations, planning capacity or forecasting workloads, this comprehensive and practical course is a must.

Course Benefits:

- Employ best practices and techniques for all WFM processes
- Reduce backlog and friction
- Leverage a set of highly effective, well-tested techniques for managing WFM processes
- Manage forecasting, staffing, scheduling and operational floor management more efficiently and cost-effectively
- Learn the ways WFM impacts service efficiency and the customer experience

“The examples and templates are great. I revised our capacity plan right after the training based on the template.”

— Attendee feedback

Learn more at copc.com

COPC® Best Practices for Workforce Management

In this course, you will learn to:

- Make better predictions with expert forecasting and data collection methods
- Adopt the best practice methods for forecasting, staffing and scheduling
- Set appropriate timelines and a best practice design of your WFM process
- Consult with your operations about the impact of changes from a workforce point of view
- Review best practice methods for real-time management on the floor and at the command center levels
- Create successful long-term and short-term plans for your staff and programs
- Plan for voice, non-voice and blended environments
- Effectively meet demand requirements, simplifying compliance and reducing costs
- Make accurate demand requirement calculations for capacity planning, scheduling and recruitment

This training is ideal for:

- Workforce managers
- Forecasters
- Schedulers
- Junior or senior WFM specialists in customer experience and contact center organizations
- Real time managers involved in forecasting workloads, planning for capacity, creating schedules and rosters, or managing KPIs
- Supervisors working within highly complex, multiskilled frontline environments or single-skilled, back-office teams

Become a COPC Certified Professional Manager

Earn the designation of Certified Professional Manager by successfully completing the course exam with a score of 80% or higher.

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.

Learn more at copc.com

