



COPC® Mastering Workforce Management (WFM) Training



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® Mastering Workforce Management (WFM) 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, all WFM professionals will find this course invaluable, whether you’re a seasoned professional or just getting started.

Learn the best practices in forecasting, staffing, scheduling and operational floor management in our customized WFM program. The global best practices and skills covered in this training are beneficial for individuals or teams in all organizations seeking to boost productivity while saving on costs. Whether you’re managing operations, planning capacity or forecasting workloads, this comprehensive, practical course is a must.

Benefits of WFM Training:

- Employ best practices and techniques for all WFM processes
- Reduce backlogs and friction
- Leverage a set of highly effective, well-tested techniques, specialized for managing WFM processes
- Manage forecasting, staffing, scheduling and operational floor management more efficiently and cost-effectively
- Become WFM certified and earn recognition across the industry

“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](https://www.copc.com)

Learn all the ways WFM impacts service, efficiency and the customer experience, as well as how to:

- Make better predictions with expert forecasting and data collection methods
- Make accurate demand requirement calculations for capacity planning, scheduling and recruitment
- Adopt the best practice methods of forecasting, staffing and scheduling
- Set up 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, both on the floor and at the command center level
- 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

COPC® Mastering Workforce Management (WFM) Training is ideal for:

- WFM 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



To earn the designation “Workforce Management Certified Professional Manager” and receive a certificate, participants must successfully complete the COPC® Mastering Workforce Management Training course and score 90% or better on the final exam.

About COPC Inc.

COPC Inc. provides consulting, training, certification, benchmarking and research for operations that support 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 for the delivery of a superior service journey. COPC Inc. is headquartered in Winter Park, FL, U.S. and with operations in Europe, Middle East, Africa, Asia Pacific, Latin America, India and Japan. www.copc.com.

Learn more at copc.com

