

H12C 04 (CFACC35) Contribute to resource plan development in contact centre operations

Overview

What this standard is about

Contact centre activity is subject to constant variation in volume. Monitoring of activity levels and types of contact provides vital information for resource planning. Demand forecasts are at the heart of resource planning which must involve communication and interaction with colleagues. It is only with that information and contacts that resource scheduling and planning can be effective.

Performance Criteria

You must be able to:

Produce demand forecasts for contacts handled by contact centre teams

- 1 Identify metrics that properly represent demand for contact centre services.
- 2 Monitor short term demand to analyse immediate resource needs for contact centre staff.
- 3 Apply forecasting techniques to predict demand for contact centre resources.
- 4 Assess confidence limits of demand predictions.
- 5 Identify employee data on available resources to match against demand forecasts.
- 6 Identify anticipated changes in demand for contact centre resources and the key reason for those.

Communicate resource information to appropriate colleagues

- 7 Summarise demand information to identify the key issues in resource planning.
- 8 Summarise information about available resources to meet contact centre demand.
- 9 Explain demand forecasts to colleagues and the reasons for any anticipated changes.
- 10 Consult colleagues about different options for ensuring that resources can be deployed to meet demand.
- 11 Brief colleagues on demand trends and forecasts, resource availability and implications for meeting organisational objectives.

Carry out scheduling and staffing activities

- 12 Analyse demand forecasts to identify resource requirements in a contact centre area.
- 13 Identify staff availability, constraints and preferences for work scheduling.
- 14 Analyse scheduling requirements within overall demand forecasts.
- 15 Use appropriate planning tools to create resource plans.
- 16 Modify schedules to meet identified changes in demand.

H12C 04 (CFACC35) Contribute to resource plan development in contact centre operations

Knowledge and Understanding

You need to know and understand:

- (a) The services or products offered or supported by your contact centre.
- (b) Organisational requirements and external regulation and legislation relating to resource development.
- (c) Organisational procedures and guidelines relating to resource development.
- (d) The importance of resource planning in the context of efficient and effective contact centre operations.
- (e) Metrics that can be used to represent demand in a contact centre.
- (f) Techniques for monitoring and analysing immediate resource needs in a contact centre.
- (g) Forecasting techniques suitable for predicting demand for contact centre resources.
- (h) The importance of using confidence limits in demand forecasts in contact centres.
- (i) Types of employee and work record data that can be held.
- (j) Ways of using employee data and work records to contribute to resource planning in a contact centre.
- (k) Sources of information that enable you to predict changes in demand and identify the reasons for them.
- (l) Techniques for summarising demand data and resource information for communication to colleagues.
- (m) The importance of communicating with colleagues about contact centre demand levels, resource availability and resource plans.
- (n) Techniques for identifying different options for meeting resource demands.
- (o) Methods of briefing colleagues about resource plans.
- (p) Planning tools for resource scheduling.
- (q) The importance of considering staff availability, constraints and preferences when carrying out work scheduling.

H12C 04 (CFACC35) Contribute to resource plan development in contact centre operations

Evidence Requirements

To achieve this Unit you will need to ensure that your evidence covers all Performance Criteria and Knowledge and Understanding.

- 1 All evidence must be based on your performance at work.
- 2 You may collect the evidence for the Unit through work in a private sector organisation, a not-for-profit organisation or a public services organisation
- 3 You must provide evidence that shows you have contributed to resource plan development over a sufficient period of time on different occasions for your assessor to be confident that you are competent.
- 4 'Colleagues' will be the following:
 - ◆ your manager and/or your supervisor or team leader
 - ◆ those who you work with.

Comments
Statement of competence
I confirm that all evidence (including Knowledge and Understanding), for the entire Unit has been met:
Candidate's signature _____ Date _____
Internal Verifier's signature _____ Date _____
Assessor's signature _____ Date _____ Date sampled (by IV) _____