

- A Select **Queue** and **Week** to base Forecast on.
- A1 Hit Button to produce forecast
- B Select day of the week to schedule
- C Create Schedule for the Day for All Queues (default)
- C1 Schedule is shown across the top of grid in 15 minute increments, displaying all agents in all queues or selected Queue (**D**), down the left axis (**D1**).

Forecast

A A1

A B

C

C1 D

Sales Queue 505 is selected

The **schedule** at 9.45 recommends **8** agents be available.

One agent - **Bart**, a Tier 1 agent is scheduled for a break.

This means that the queue will be one agent short of our recommendation by one agent.

Barts **Break time slot** is shown in Red.

The **Differential** for 9.45am shows negative 1 in red.

In 'Arrange mode' Click and drag Barts 15 minute Break to 10.15am to solve the 1 agent over staffing issue at that time slot as well as solving the under staffing issue at 9.45am. (result shown on next page)

Under staffing is shown as **Red** on the offending 15 or 30 minute break slot.

Over staffing is shown as **Purple** on the relevant time slot *column*.

Available Agents are shown as Green.

An Agent taking calls from more queues results in a **darker hue of green**.

Unavailable Agents are shown as Grey.

Agent Breaks are shown as White Blocks on the Grid. The Break Blocks are click and draggable in **Arrange mode**.

Agent Breaks can be Extended, Decreased, Deleted in **Edit mode**.

Simon and Mary are Logged out of this queue at t 3pm

- A Select **Queue** and **Week** to base Forecast on.
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Forecast

A A1 B

Sales Queue 505

Based on last week

▶

◀

Oct 25 Sun

26 Mon

27 Tue

28 Wed

29 Thu

30 Fri

31 Sat

▶

Schedule

Create Default Schedule

Edit Schedule

Schedule

8

8

8

7

7

7

7

6

6

5

5

6

6

8

8

6

6

6

6

6

6

7

7

4

4

4

4

4

4

4

4

Differential

-1

1

2

2

3

1

2

-2

-6

-2

2

2

-1

2

1

4

4

4

4

4

4

4

D1

Agents

8

7

6

5

4

3

2

1

jimm T1

fred T1

Marg T1

Bart T1

Mary T1

Silvia T1

Simon T2

Herb T3

April T1

Fiona T1

Barb T2

Jordan T2

Maya T2

Jon T3

Wendy T3

Maya T2

Jon T3

+

Part Mode

Show All

Sales Queue 501

-

Sales Queue 502

-

Sales Queue 503

-

Sales Queue 504

-

Sales Queue 505

-

Sales Queue 506

-

Support Queue 507

-

Support Queue 508

-

Support Queue 509

-

Support Queue 510

-

Sales Queue 501

+

Sales Queue 502

+

Sales Queue 503

+

Sales Queue 504

+

Sales Queue 506

+

Sales Queue 505 is selected

Barts 15 minute Break at 9.45am has now been moved to 10:15am. This means that all agents are available at 9.45am as our schedule suggests, also that only 7 agents are available in the 10.15 slot as recommended.

Under staffing is shown as **Red** on the offending 15 or 30 minute break slot.

Over staffing is shown as **Purple** on the relevant time slot *column*.

Available Agents are shown as Green.

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Unavailable Agents are shown as Grey.

Agent Breaks are shown as White Blocks on the Grid. The Break Blocks are click and draggable in **Arrange mode**.

Agent Breaks can be Extended, Decreased, Deleted in **Edit mode**.

Simon and Mary are Logged out of this queue at t 3pm

Forecast

Sales Queue 505

Based on last week

Oct 25 Sun 26 Mon 27 Tue 28 Wed 29 Thu 30 Fri 31 Sat

Schedule

		9 am		10 am		11 am		12 pm		1 pm		2 pm		3 pm		4 pm		Part Mode														
Schedule		8	8	8	7	7	7	7	6	6	5	5	6	6	8	8	6	6	6	6	6	6	7	7	4	4	4	4	4	4	4	4
Differential				-1		1		-1	1	2	2	3	1	2	-2	-6	-2	2	2			2	2		1							
Agents	jim T1																															
	fred T1																															
	Marg T1																															
	Bart T1																															
	Mary T1																															
	Silvia T1																															
	Simon T2																															
	Herb T3																															
	April T1																															
	Fiona T1																															
Barb T2																																
Jordan T2																																
Maya T2																																
Jon T3																																
Wendy T3																																
Maya T2																																
Jon T3																																

Agents

- jim T1
- fred T1
- Marg T1
- Bart T1
- Mary T1
- Silvia T1
- Simon T2
- Herb T3
- April T1
- Fiona T1
- Barb T2
- Jordan T2
- Maya T2
- Jon T3
- Wendy T3
- Maya T2
- Jon T3

Part Mode

- Sales Queue 501 -
- Sales Queue 502 -
- Sales Queue 503 -
- Sales Queue 504 -
- Sales Queue 505 -**
- Sales Queue 506 -
- Support Queue 507 -
- Support Queue 508 -
- Support Queue 509 -
- Support Queue 510 -
- Sales Queue 501 +
- Sales Queue 502 +
- Sales Queue 503 +
- Sales Queue 504 +
- Sales Queue 506 +