BrightPattern Workforce Calculator Operation

Instruction for use of the calculator

While the BrightPattern Workforce Calculator is an easy to use staffing tool, some introduction is appropriate.

This calculator, which is based on simulated traffic models to more closely resemble actual traffic, helps you estimate how many agents are needed in your contact center for each hour during the entire day.

Before entering hourly call volume figures, we'll need to specify some basic key input parameters:
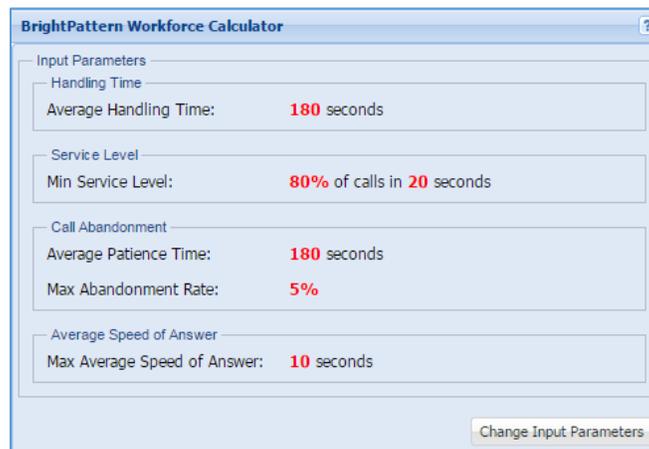
Handling Time – Average Handling Time (sec): Average Handling Time (AHT) is a contact center metric for the average duration of one transaction, typically measured from the customer's initiation of the call and including any hold time, talk time and related after call tasks that follow the transaction.

Service Level – Min Service Level (%): Service Level (%) is the percentage of incoming calls/transactions that an agent answers within an established amount of time.

Service Level – Service Level Interval (sec): Service Level Interval is the established amount of time used to calculate the Service Level (%).

Call Abandonment – Average Patience Time (sec): Average Patience Time is the amount of time on average callers wait until they abandon – an indication of your customer's tolerance level.

Call Abandonment – Max Abandonment Rate (%): Max Abandonment rate is the maximum acceptable percentage of calls that will hang up before an agent could take the call/transaction (and did not receive a busy signal).

Average Speed of Answer – Max Average Speed of Answer (sec): Average Speed of Answer (ASA) is a standard contact center metric that measures the average wait time for calls/transactions before being answered.

To change any of these input parameters select "Change Input Parameters". The Change Input Parameters interface allows user to not only change the given parameters, but also indicate which parameters will be accounted for within the simulation run. By "Unchecking" a parameter (s), it will not be used during the simulation run or analysis. Click "Save" to process your selections and input.

Note: If you are using FireFox with cookies enabled, the Calculator will save your input parameters to your browser.

Once the Input Parameters have been supplied and saved, the next phase is to supply the call volume by hour within the Hourly Calls and Results pane. The calculations are performed as values are entered.

The hourly call volume will calculate the numbers of agents required as well as supply the additional Output Parameters (Metrics); SL (%) – Service Level, AR (%) – Abandonment Rate, ASA (sec) – Average Speed to Answer, and Occupancy (%) – agent occupancy. While this data proves interesting, the additional benefit is working with your "what if" scenarios. Wouldn't you like to see the impact of

increasing staffing levels, or reducing staffing if someone calls in sick, etc. – the scenarios are almost endless. This is accomplished by modifying the numbers of agents within the Input Parameters of the Hourly Calls and Results pane or modifying the original Input Parameters.

The BrightPattern Workforce Calculator is limited to 600 agents – if you find the need to run simulations with more than 600 agents or would like additional information please contact us at marketing@brightpattern.com.