CCMATH

Advanced Workforce Management training
14-18 September 2015, Amsterdam

CCmath is organizing a 5-day training for WFM professionals on different aspects of call center workforce management.

Trainers: prof.dr. Ger Koole / dr. Auke Pot / dr. Alex Roubos

Location: an inspiring location in the center of Amsterdam

Format: 5 full days with cases, interactive lectures and exercises

For who: Experienced Planners/Forecasters/Traffic managers/WFM consultants & developers with the ambition to increase their level of expertise and understanding. No scientific background is required.

Subjects: During this training we learn to use certain scientific techniques and apply them to specific problems in the area of WFM. We will discuss each subject from different angles: the mathematical background, the implementation in software tools, and all details of its use in call centers. The training includes the following subjects:
- Call center KPIs, objectives and perverse incentives
- Variability and simulations
- Customer behavior, redials, Erlang C and X models
- Theory and practice of forecasting, outsourcing contracts
- Mathematical optimization and workforce scheduling
- Simulation and skill-based routing
- Multi-channel staffing and scheduling
- Call blending and traffic management
- Advanced tooling with and beyond Excel

Participants are encouraged to indicate their preferences with respect to the program.

Pricing: 3000 Euro per participant. The fee includes lunches, coffee etc. during breaks, but excludes dinner, lodging and travel expenses.

Number of participants: maximal 12

For more information and subscriptions: contact Ger Koole at koole@ccmath.com

- Subscriptions are definitive when payments are received. Payment has to be done 14 days after receipt of the invoice.
- In case of cancellation the full price is due. It is allowed to send someone else in replacement, provided that this is communicated to CCmath.
- CCmath has the right to cancel the training 1 month in advance if there are not enough participants. In that case full reimbursement will take place.
- The Terms of Service of the Dutch IT branch-organization FENIT apply to all our offers and contracts. We send these Terms of Service on request.