

Volume Forecast

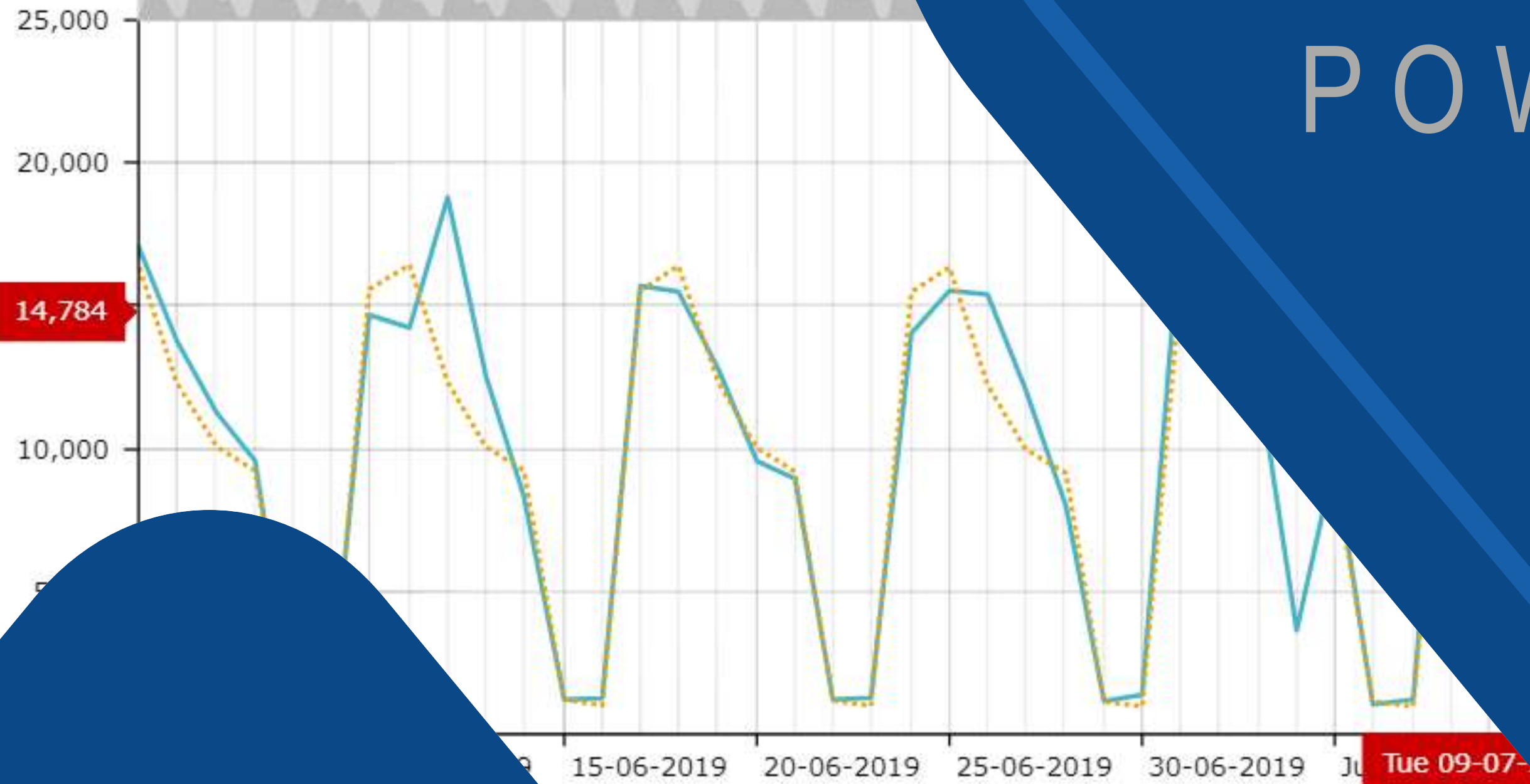
Scope: All skills



Aggreg

Events

Add / Manage...

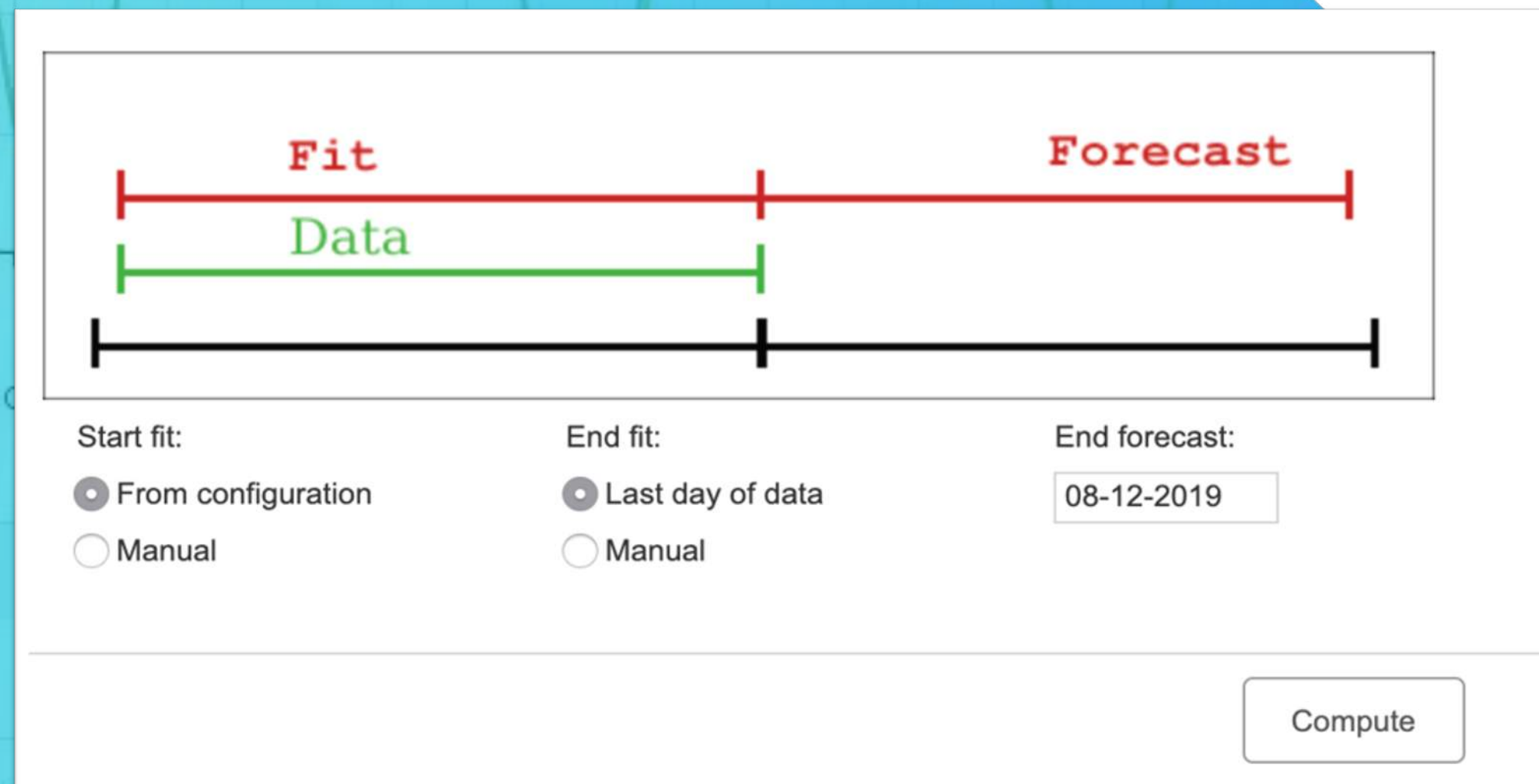


CCFORECAST

POWERED BY CCMATH

CCmath helps Contact Centers with their calculations for WorkForce Management

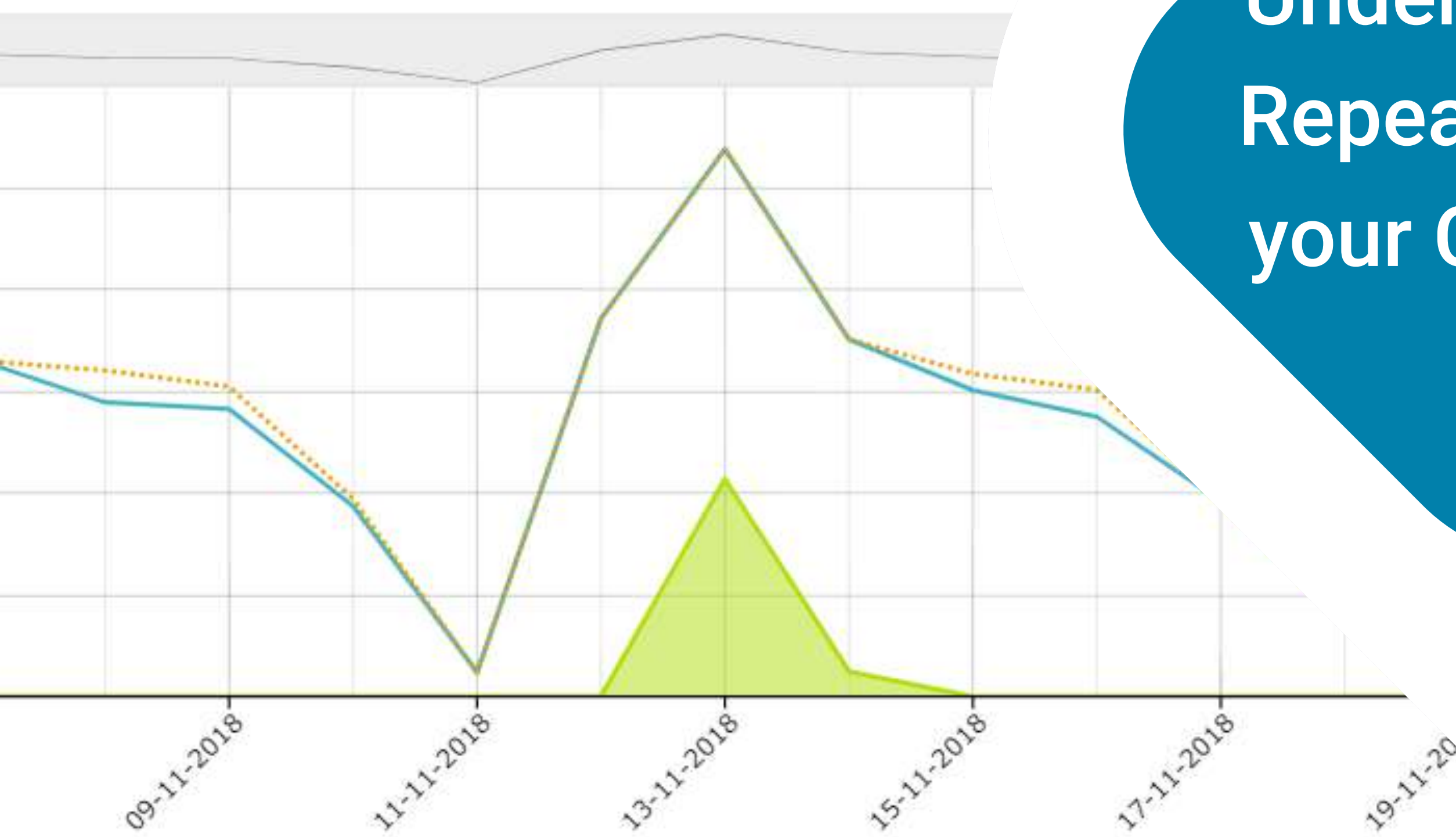
Unbeatable Forecasts within seconds...



- Machine Learning and Artificial Intelligence are at the base of our reliable forecast engines.
- Make extremely accurate forecasts with the click of a button

05-11-2018 - 02-12-2018 28

Aggregated: No Yes Resolution: Qtrs | Hours Days



Understand your Repeat Calls and your Campaigns

- Comprehensive insight in repeat calls and fresh volume.
- Unmatched event management (e.g. marketing campaigns) both historically as well as for the future.
- Automatic detection of event impact.

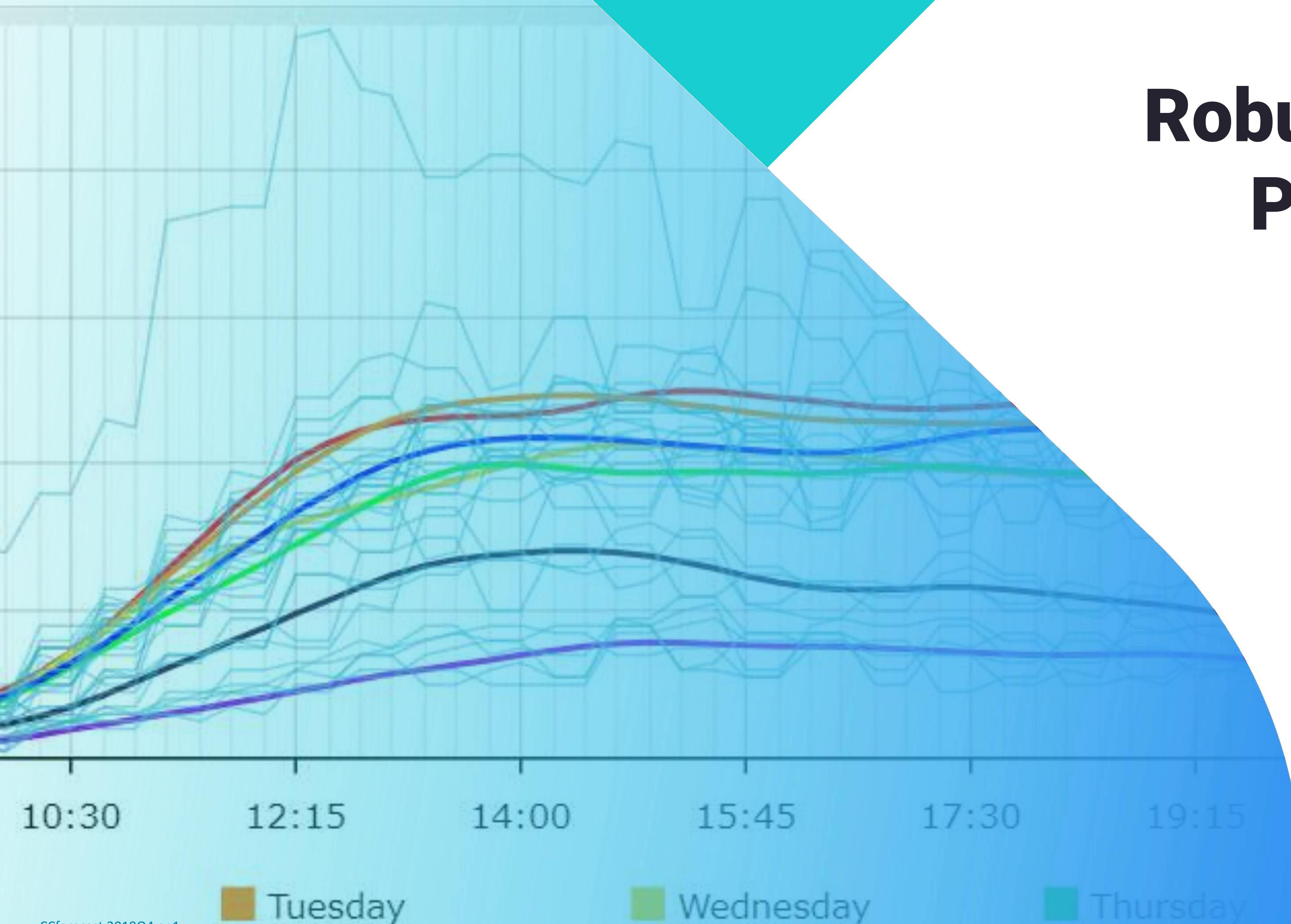
Artificial Intelligence at your fingertips

- The latest forecasting engine from [CCforecast](#) automatically detects the optimal settings for your forecast.
- Spend less time forecasting and more time analyzing and gathering event-information from your stakeholders.



Robust Intraday Patterns in a Jiffy

- CCmath recently developed the Spline algorithm to forecast intraday patterns.
- Spline considers both preceding and trailing time slots.
- Requires limited input to calculate reliable patterns.



One Button Forecast



Scalable from operational
to tactical to strategic



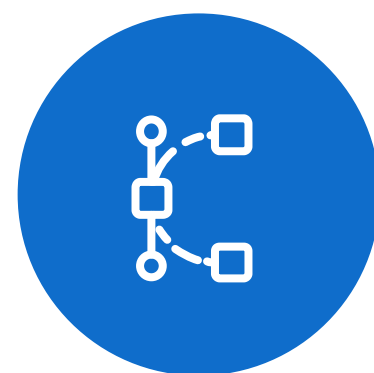
Find and smoothen outliers
automatically



Advanced error
reduction



Academic knowledge at
your fingertips



Forecast events and
auto detect event impact



Vendor distribution of
your forecast

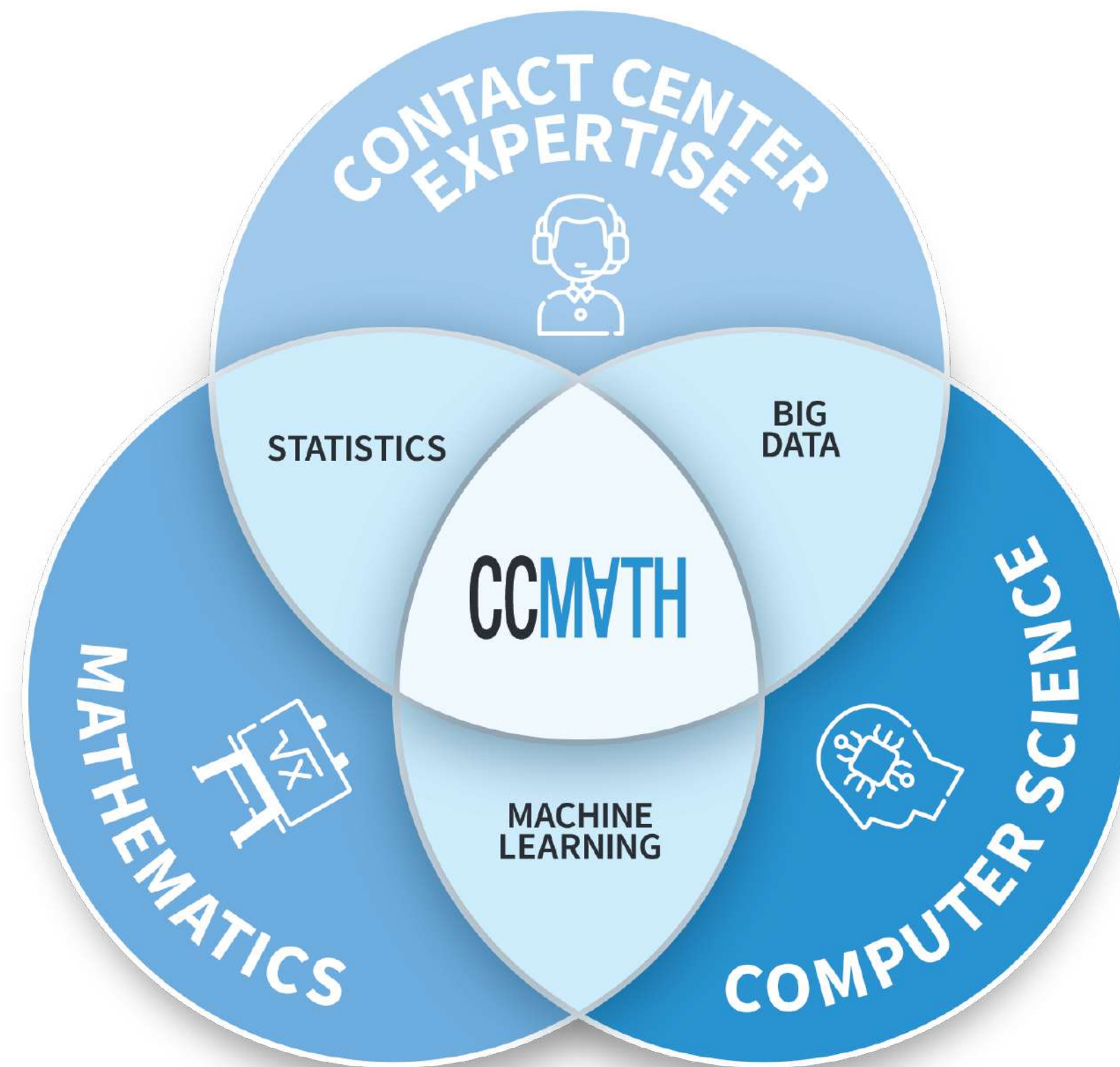
- CCmath WFM Suite -

CCforecast

Cloud application securing a one button forecast with an unmatched accuracy through Machine Learning and Artificial Intelligence.

CCscheduling

Cloud application using smart algorithms to quickly make an optimized schedule.
For 20 to 20,000 agents.



Omnisim

Simulates your Contact Center and advises on the optimal buildup of your agentpool.

Erlang-C, -X en -Chat

For Excel enthusiasts, we offer advanced plug-ins with proven added value

Next-Level WFM Software for your Contact Center

CCmath helping Contact Centers

- **WorkForce Management Software**

 - CCforecast and CCscheduling

 - Omnisim (agent pool management)

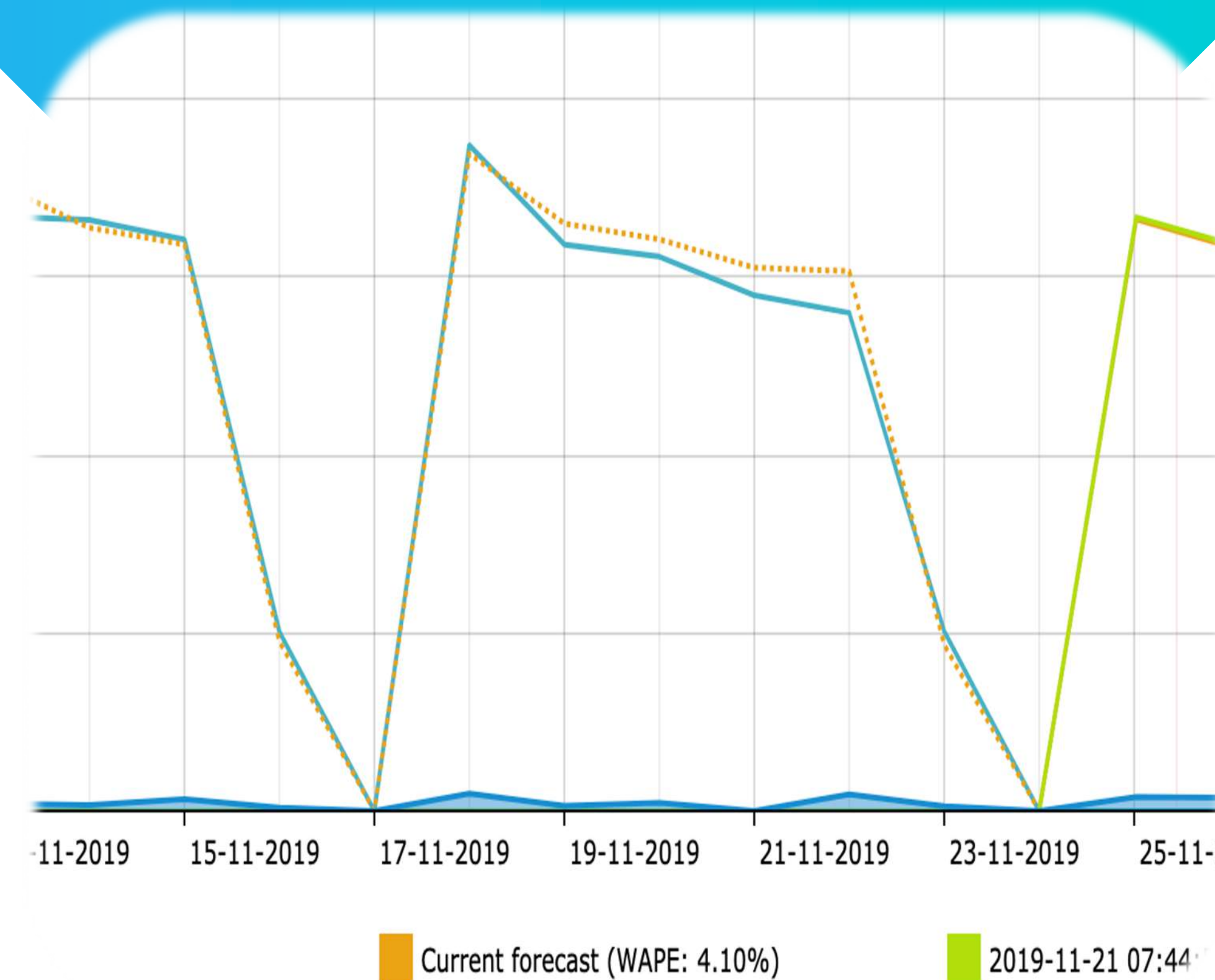
 - Excel Erlang add-ins

- **WFM Consultancy**

- **Training**

 - Onsite: Classroom courses around the globe

 - Online: www.WFMacademy.CCmath.com



Industries and sectors we serve



Telecom



Business Process Outsourcing



HealthCare Provider



Utilities



Retail



HealthCare Payer



Consumer Electronics



Travel & Leisure



Public Services



Information Technology



Media



Banking & Insurance

ccmath.com

Origin

CCmath (Contact Center Mathematics) was founded in 2005 by Ger Koole, Ph.D.

Ger is author of [Call Center Optimization](#) and [An Introduction to Business Analytics](#)

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CCMATH
NEXT-LEVEL WFM

Request a software demo:
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Thank you