CCMATH
NEXT-LEVEL WFM

Webinar
Erlang for Python & R

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Agenda

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- Basics of call center staffing
- Why Erlang X?
- Contents of the package
- Demo
- Q&A

Basics of call center staffing

- Inbound call require staffing more than net workload
- Net workload = arrivals x average handling time (AHT)
- E.g., 60 calls in 15 minutes, AHT = 5 minutes
- Net workload = 60 x 5 /15 = 20 agents
- To mitigate effect of fluctuations more agents are needed
- Erlang C formula: 25 agents are required for 80/20 service level
- Industry standard
- However: Erlang C overstaffs because it takes no abandonments into account

Why Erlang X?

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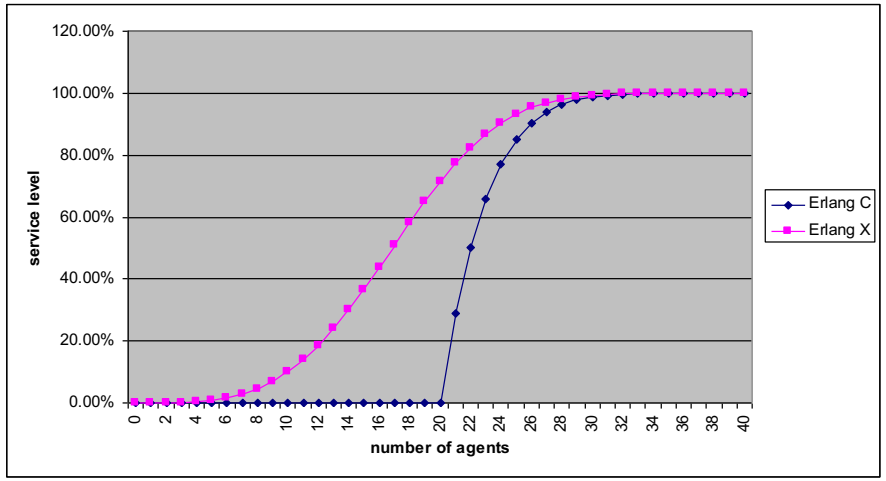
- More accurate because:
  - Abandonments
  - Finite number of lines
  - Redials
- Example:
  - Assume patience of on average 5 minutes
  - 23 agents are required for 80/20 service level
  - 3.5% abandonments
- Only offered by CCmath



Contents of the package

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- Erlang C
- Erlang X
- Erlang Blending - optimally blend inbound and outbound
- Erlang Chat - safety staffing for chat allowing parallelism

- Features:
  - Fractional number of agents
  - Forward & backward calculation
  - Vectorised (higher speed) & ease of use

Python demo

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Installation:

- Get user ID via support@ccmath.com
- pip/pip3 install ErlangCCmath
- import ERLANG

Pricing

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- 1000 euros/yr
  - maximum of 10K calls* per month
  - 3 different IP addresses
- 4000 euros/yr
  - maximum of 1M calls* per month
  - 30 different IP addresses
- more calls per month / on-premise installation on request
- 1-month free trial

*a call is a calculation for 1 interval

How to get it

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- Send email to support@ccmath.com to get user ID
- Use ErlangCCmath package
- R: request package & user ID via support@ccmath.com

- Link to weWFM review

More information

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- About the functions: https://erlangaddin.ccmath.com/manual/
- About Erlang: https://www.ccmath.com/webinars/ or https://www.ccmath.com/wfm-academy/
  - Next advanced WFM training: 11-15 Sept ’23, Amsterdam
- Other CCmath products: https://www.ccmath.com/
- Questions?