



Support Center Staffing Calculator

Purpose:

To provide Support Center Management teams with the right staffing tool that empirically calculates the right amount of staffing required to handle the demand for services according to defined service levels.

Introduction:

Cost-effective staffing is a core responsibility since salaries and benefits expenditures consume almost 80% of a typical Support center budget. Accordingly, this staffing calculator is targeted for the Support Center manager, director and staffing specialists' use; however, others such as Support Center HR representatives and contractor staffing agencies find great use as well. Cost-effective staffing requires constant monitoring and refinement to achieve the objectives of meeting your SLAs, meeting customer expectations, being responsive to changing business needs and running the support center like a business where operating costs are managed effectively. Staffing and scheduling are two critical aspects of the overall task of workforce management (WFM). The focused objective of Workforce Management is to assign the right employees with the right skills to the right jobs at the right times.

To acquire, develop and retain the right employees with the right skills requires Recruiting and Hiring, Training and Education, Coaching and Mentoring, Quality Assurance, and Retention and Team Building all coordinated and working toward the same strategy, objectives (Critical Success factors / CSFs) and success metrics (Key Performance Indicators / KPIs). Collectively this is called **Supply**.

To systematically and analytically determine the scheduling of the right resources based on services and skills required to resolve a large percentage of the issues and requests on first contact, you will require the right data from Technology--your telephone system, support center tracking tool and possibly the email system, chat system and web analytics. The refinement, sorting and organizing of this raw data



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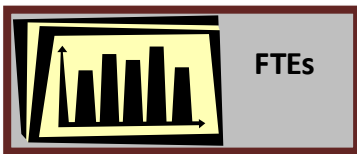
showing average arrival rates by contact type throughout the daily time intervals of the week will become the target for your supply of resources. This is called **Demand**.

Tools And Services:

The McGarahan & Associates Workforce Management practice has over 40 years of collective experience in getting and keeping support center staffing aligned to accomplish all its goals, strategies and objectives. We've packaged this experience into a DIY (do-it-yourself) calculator you can buy, keep and use over and over to accurately determine and maintain the level of staffing required to accomplish your WFM objectives—the **Support Center Staffing Calculator**. Its value is based on its ease-of-use, flexibility and comprehensive analysis around effectively staffing to meet service levels given environmental factors impacting these calculations.

Level

"Stage One"
Static
Staffing



Features (what it does)

- ◊ Estimates staffing (supply) required for your contact volume (gross staffing)
- ◊ Works on small support centers (<10 analysts), but beware of limitations
- ◊ Static demand curve fit, i.e., assumes little to no change in demand arrival rates
- ◊ Simple forecasting based strictly on changes in total contact volume and/or FTE hours available
- ◊ Calculates actual available hours per staff member

Limitations (what it doesn't do)

- ◊ Match current skill sets to demand
- ◊ Produce a shift schedule or non-impacting skills improvement schedule
- ◊ Calculate average handle time (AHT) per contact
- ◊ Ensure service levels (SLA) can / will be met
- ◊ Skills acquisition, development or retention ⁽¹⁾
- ◊ Workforce management, i.e., schedule adherence, shift bidding, service level monitoring, etc.
- ◊ Dynamic demand curve best fit
- ◊ Calculate the staffing efficiency

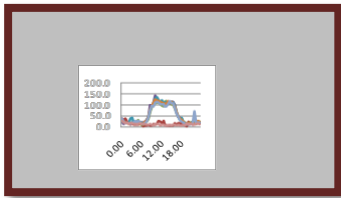
Price For Stage One Static Support Center Staffing Calculator:

Your total investment in the Stage One Support Center Staffing Calculator is \$499 USD which includes the tool, consulting assistance and support. To purchase it or to find out more, contact us at pete@mcgarahan.com.



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Intermediate "Stage Two" Dynamic Staffing & Scheduling



- ◊ Dynamically matches headcount supply to changing contact volume arrival rates
- ◊ Works on small and medium sized support centers (up to 50 analysts), but there can be limitations
- ◊ Can match skills supply to skills demand if you have skills-based routing technology
- ◊ Ensures service levels (SLA) can / will be met
- ◊ Dynamic forecasting based on changing contact volume arrival rates and/or FTE hours available
- ◊ Produces a shift schedule and non-impacting skills improvement schedule
- ◊ Calculates average handle time (AHT) per contact
- ◊ Calculates actual available hours per FTE
- ◊ Calculates the staffing efficiency

- ◊ Skills acquisition, development or retention ⁽¹⁾
- ◊ Workforce management, i.e., schedule adherence, shift bidding, service level monitoring, etc.



Advanced "Stage Three" Workforce Management ⁽²⁾

- ◊ Everything included in Stage Two plus...
- ◊ Workforce management, i.e., schedule adherence, shift bidding, service level monitoring, etc.
- ◊ Works for all sizes of desks; however, the cost of technology and people to manage it may be prohibitive except on large desks (>50 analysts)

- ◊ Skills acquisition, development or retention ⁽¹⁾

Price For Stage Two Dynamic Staffing & Scheduling and Stage Three Workforce Management Support Center Staffing Calculator Services:

Price Quote based on Customer Requirements – please contact us at pete@mcgarahan.com to request a quote based on requirements.

(1) Note that skills acquisition, development and retention are functions supplied by Training & Education, Coaching & Mentoring, Recruiting & Hiring, and Retention & Team Building.

(2) Assumes you have access to workforce management technology whether or not you currently use it.



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Service and Support Value

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About McGarahan & Associates



Peter J. McGarahan is the founder and president of McGarahan & Associates. Pete recently served as the Chairman of the IT Infrastructure Management Association, a sister organization to HDI. Pete offers 25 years of IT and Business experience helping IT organizations optimize their service delivery model to support business objectives. His value to the service and support industry and business is his thought leadership. As a practitioner, product manager and support industry analyst and expert, he has influenced the maturity of the service and support industry. His passion for customer service led the Taco Bell support organization to achieve the Help Desk Institute Team Excellence Award. IT Support News also named him one of the “Top 25 Professionals in the Service and Support Industry” in 1999. Support professionals voted McGarahan “The Legend of the Year” in 2002 and again in 2004 at the Help Desk Professionals conference for his endless energy, mentoring and coaching and his valuable contribution to the support industry and community.