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will benefit from this introductory workforce management course. Prerequisites Attendees should possess a basic understanding of what a call center is, how calls flow into a center, and

basic call center terminology.

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The refrain is common: we need to adhere to

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Using these solutions, the contact centre will be able to follow the “Workforce Management Cycle” to successfully optimise the workforce. The Workforce Management Cycle is

highlighted below: Using a WFM solution as a workforce optimisation (WFO) strategy is an iterative cycle, requiring several key processes to be completed so that service levels can be

fulfilled and costs can be managed.

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Penny Reynolds is a Founding Partner of The Call Center School, a company that provides a wide range of educational offerings for call center professionals. Penny is a popular

industry speaker and is the author of numerous call center management books, including *Call Center Staffing: The Complete , Practical Guide to Workforce Management and Call*

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