- A Select **Queue** and **Week** to base Forecast on.
- A1 Hit Button to produce forecast
- B Select day of the week to schedule
- C Create Schedule for the Day for All Queues (default)
- C1 Schedule is shown accross the top of grid in 15 minute increments, displaying all agents in all queues or selected Queue (**D**), down the left axis (**D1**).

## Sales Queue 505 is selected

The **schedule** at 9.45 recommends **8** agents be available.

One agent - **Bart**, a Tier 1 agent is scheduled for a break.

This means that the queue will be one agent short of our recommendation by one agent.

Barts Break time slot is shown in Red.

The **Differential** for 9.45am shows negative 1 in red.

In 'Arrange mode' Click and drag Barts 15 minute Break to 10.15am to solve the 1 agent over staffing issue at that time slot as well as solving the under staffing issue at **9.45am.** (result shown on next page)

**Under staffing** is shown as **Red** on the offending 15 or 30 minute break slot.

Over staffing is shown as Purple on the relevant time slot **column.** 

Available Agents are shown as Green.

An Agent taking calls from more queues results in a darker hue of green.

Unavailable Agents are shown as Grey.

Agent Breaks are shown as White Blocks on the Grid. The Break Blocks are click and draggable in Arrange mode.

Agent Breaks can be Extended, Decreased, Deleted in Edit mode.

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- A Select **Queue** and **Week** to base Forecast on.
- A1 Hit Button to produce forecast
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- C1 Schedule is shown accross the top of grid in 15 minute increments, displaying all agents in all queues or selected Queue (**D**), down the left axis (**D1**).

Sales Queue 505 is selected

Barts 15 minute Break at 9.45am has now been moved to 10:15am. This means that all agents are available at 9.45am as our schedule suggests, also that only 7 agents are available in the 10.15 slot as recommended.

**Under staffing** is shown as **Red** on the offending 15 or 30 minute break slot.

Over staffing is shown as Purple on the relevant time slot **column.** 

Available Agents are shown as Green.

An Agent taking calls from more queues results in a darker hue of green.

Unavailable Agents are shown as Grey.

Agent Breaks are shown as White Blocks on the Grid. The Break Blocks are click and draggable in **Arrange** mode.

Agent Breaks can be Extended, Decreased, Deleted in Edit mode.

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Simon and Mary are Logged out of this queue at t 3pm

## Forecast



## Schedule

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