# Anaplan for workforce capacity planning in contact centers

Optimize your workforce capacity planning to reduce costs and deliver superior service

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Are your contact centers overwhelmed by rising channel complexity, staff burnout, and growing pressure to reduce costs? Are you feeling the pressure to accelerate your deployment of AI? You're not alone. Manual planning, spreadsheet-based processes, and disconnected systems only make things worse for contact center and operations leaders. This leads to higher costs and inconsistent customer service.

To deliver superior service while keeping costs in check, you need a planning solution that seamlessly integrates with your existing tools and technologies. This will help you improve capacity planning and forecast accuracy, optimize staffing, and enable real-time collaboration across your business.
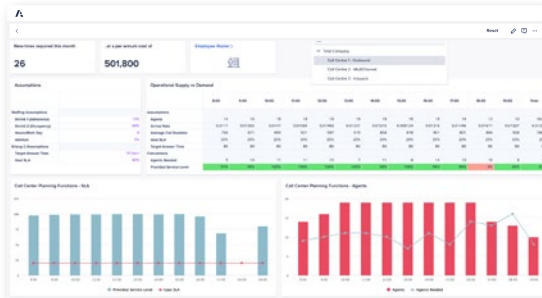
There's a better way to plan

With Anaplan, you can take the guesswork out of capacity and demand planning and align your contact center agents with incoming call volume to deliver first-class service in the most cost-effective manner. Optimize your staffing to handle business demand fluctuations and ensure consistent, high-quality service across your operations. Ditch the manual spreadsheets and boost collaboration across your business (e.g., finance, HR, operations, business units, sales, etc.).

Key features

Labor demand, supply, and gap analysis

- Assess demand against external factors (like weather or traffic) statistically to predict required staffing levels.

- Calculate labor capacity by integrating data from your workforce management system to determine your real utilization rate and inform scheduling and allocation.

- Optimize resource allocation by developing granular operating models (e.g., daily, event-based).

- Measure transactions and labor at the lowest level drivers (e.g., average hold time) and at small time intervals (seconds) to forecast capacity and skills.

Labor cost optimization

- Visualize the impact of under- and overstaffing.

- Assess coverage and gap across verticals, languages, and skills.

- Compare costs across teams by looking at cost and time per activity.

- Connect labor costs with production or service data to accurately determine the cost to service your customers.

Advanced "what-if" scenario modeling

- Model and compare various scenarios (e.g., optimization of volume distributions based on cost or CSAT) and promptly see the impact on headcount, costs, and productivity KPIs.

- Easily run Erlang functions and determine staffing levels.

- Analyze the effect of changes, drivers, and assumptions to shape the best path forward.

External supply/BPO optimization

- Optimize your workforce with the ideal mix of employees and agency contractors.

- Compare BPO performance metrics (e.g., answer time, SLA, cost, CSAT) to better understand trade-offs on enhancing customer service and reducing costs.

- Model contingency plans based on changing business needs (e.g., a BPO closed due to a hurricane) and shift work to other BPOs to avoid service disruptions.

DEMAND FORECASTING

- Propensity and regression forecast
- Sales and marketing activity
- Short- and long-term plans and capabilities

- Weekly/monthly MI reports
- Operational reviews and improvement opportunities
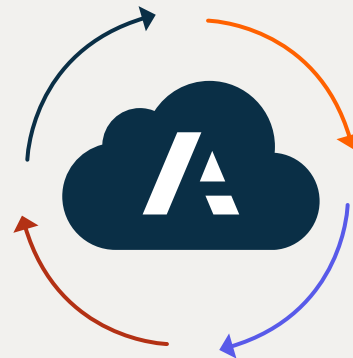- Actual performance vs. planned

PERFORMANCE REPORTING

CAPACITY PLANNING

- Resourcing and capacity plan
- Headcount, training plan, and skills matrix
- Performance targets
- Resource variance

- SLAs and KPIs
- Short-term supply
- Exception and escalation management
- Work scheduling and allocation

WORK & PERFORMANCE MGMT

*Takes place outside of Anaplan

Key Benefits

- Reduce queues and wait times and improve staffing allocation by generating contact center forecasts across all channels (e.g., call, text, chat, email, etc.) and time horizons (e.g., intra-day, short-term, and long-term).

- Reduce costs and effectively balance agent capacity and skill levels by analyzing trends against transactional volumes over time.

- Better understand the impact of certain events on incoming volumes so you can minimize your over- and understaffing.

- Improve SLA and CSAT/net promoter score (NPS) through skills and capacity rightsizing. Model which cases and activities should be handled by which agents or teams to maximize efficiency and meet or exceed the 80/20 rule.

The Anaplan platform offers

- **Use advanced "what-if" scenario modeling,** powered by our patented Hyperblock™ calculation engine, to produce ultra-fast calculations at unprecedented scale.

- **Integrate seamlessly** with HCM/HR, Workforce Management (WFM), finance, operations, and other systems of record using prebuilt connectors or third-party ETL tools. Enrich your data with information from your data warehouse, third-party benchmark providers, and spreadsheets.

- **Manage organization-wide workforce data,** workforce plans, and hierarchies in a centralized data hub.

- **Leverage built-in dashboards, reporting, and analytics** with data visualization to provide a single source of truth on business performance.

- **Ensure best-in-class security,** with role-based access control, user management, SSO support with SAML 2.0 compliance, and data encryption.

About Anaplan

Anaplan is the only scenario planning and analysis platform designed to optimize decision-making in today's complex business environment so that enterprises can outpace their competition and the market. By building connections and collaboration across organizational silos, our platform intelligently surfaces key insights — so businesses can make the right decisions, right now.

More than 2,500 of the world's best brands continually optimize their decision-making by planning with Anaplan.

To learn more, visit www.anaplan.com

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