

Call Center Optimization Ger Koole

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Examples from "Call Center Optimization" (page 4): - FC = 100 per quarter, AHT = 3m30, number of agents = 24 - FC = 100 per quarter, AHT = 3m30, required SL = 80% within 20 seconds. These calculators are based on CCmath engines. They can be implemented in any software tool and also be called from within Excel.

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2 Koole — Call Center Optimization principle: if you start the WFM with bad input (" garbage in "), then irre-vocably the resulting schedule will be of bad quality (" garbage out "). What makes good forecasting dif fi cult are the many factors that in fl uence arriving call volume, and the fact that due to the random nature of the call arrival

Call Center Optimization

Ger Koole (Author of Call Center Optimization). This book gives an accessible overview of the role and potential of mathematical optimization in call centers. It deals extensively with all aspects of workforce. Christ-i ii Koole — Call Center Optimization mas was the ideal moment to finish. Altogether, it was an Ger Koole; Published Preface This book is.

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Call Center Optimization Ger Koole

"Call Center Optimization" gives a practical introduction to call center workforce management and related topics. It does so without going into the mathematical background, but by focusing on understanding the consequences of the maths.

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call center software I regularly give workforce management trainings of one or multiple days, at an inspiring location in Amsterdam or inhouse at your organization, in the Netherlands or abroad. For online courses, see the WFM Fellowship .

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Ger Koole

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Call Center Optimization Ger Koole MG books Amsterdam Preface This book is written for everybody who is dedicated to improving call center performance. It offers a rational, scientific method to the understanding and optimization of call centers.

The mathematics of call centers

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Next to my academic work I co-founded CCmath, a call center workforce optimization company. I'm also a founder of Adscience, which focuses on internet advertisement optimization, and I work for PICA, the VU University/VU medical center knowledge center on health care logistics.

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