GENESYS™

Contact Center Advisor and Workforce Advisor Help

What-If Scenarios

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What-If Scenarios

The following scenarios show how to use the What-If Tool to plan operational adjustments to meet differing scenarios during a working day:

- Scenario 1—Typical call volume, agents call in sick
- Scenario 2—Achieving 80% SL with 55 agents
- Scenario 3—Call volumes fall, reduce staffing levels

Important

The Workforce What-If Tool does not account for shrinkage—the percentage of an FTE's time that is not productive. When you consider agent decisions using the Workforce What-If Tool, be sure to account for shrinkage using the value that is used by your company. For example, if shrinkage is 20% and the Workforce What-If Tool calculates that you need four agents, you really need five agents. This is because 20% of the time spent by the five agents is shrinkage, leaving four FTEs.