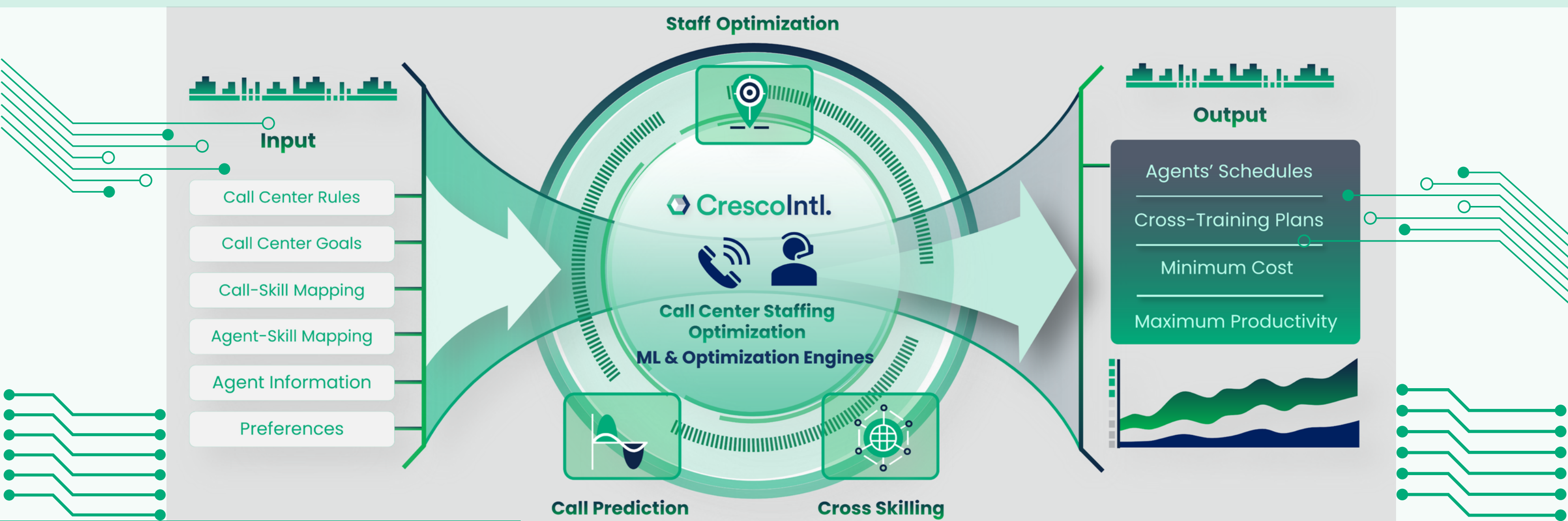


Call Center Staffing Optimization

Improve the productivity and efficiency of your call center with Decision Optimization

Call centers face a lot of challenges including but not limited to a high rate of call abandonment, long customer wait times, high agent idle times, too many call transfers, and high agent turnover rates. An efficient call center staffing can resolve many call center challenges. However, call center staffing can be tricky. What is the right number of agents to answer incoming calls with a minimum of abandoned calls? How should managers balance this against all constraints like service levels and agent skills?

The good news is that Cresco's Call Center Staffing Optimization solution can resolve all of these challenges. This integrated solution combines best-in-class optimization solvers and open-source data science tools to minimize costs through a reduction in staffing. It gives the power to decision-makers to understand the trade-offs between staff operating costs, budget requirements, service level requirements, and demand forecasts.



Call Prediction

Our solution uses trusted techniques for predicting and forecasting call demand with a high degree of accuracy.

Staff Optimization

optimization algorithms are used to determine optimal agent scheduling within your constraints and goals.

Cross Skilling

Advanced tools will help you understand which agents should be trained in which skill for peak efficiency.

Key Features



Volume Planning

Aggregate your planning with predictive modeling



What-If Scenario Analysis

Modify goals or constraints to rerun optimization on the fly



Cross-Skill Identification

Identify the most needed skills for maximizing productivity



Performance Reporting

Measure agents' performance with custom metrics

The Value of Cresco's Call Center Staffing Optimization

for the call center of a big insurance company



55%

Total cost reduction



20%

workforce reduction



13%

Call abandonment reduction



25%

Staffing cost reduction



Consulting & Advisory

We specialize in decision optimization, data strategy & governance, financial planning, digital transformation, and data science readiness.



Software & Hardware

We provide all your software and hardware needs with the best rates to ensure proper and effective use of software licenses in your organization.



Support Services

We provide up-to-date certified consultants to ensure that you always have someone to call about products, use cases, and best practices.



Training & Education

We offer training workshops and certifications developed by subject-matter experts to help you increase your skills and competence.

Who We Are

Cresco International is a trusted partner that provides consulting services that leverage data science, machine learning, and decision optimization techniques based on the idea that all solutions should focus on return on investment, profit margins improvements, and new revenue opportunities.

To learn more reach out to us at:



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