

# Return on Investment Approach: How our part-time staffing model saves money

## Peak Period Staffing Challenge

Companies operating large contact center operations share a common challenge: maintaining desired service levels during peak period call spikes (intra-day, evenings and weekends).

Workforce Management (WFM) personnel struggle with competing business and agent work/life balance needs:

- Staggering 8 hour shift schedules for peak-period coverage
- Accommodating agent requests for desired or flexible schedules
- Delivering reasonable occupancy levels to avoid agent burnout and turnover
- Meeting varying labor law requirements across diverse geographies

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## Our Approach

We work with clients to reduce peak-period agent costs while providing an exceptional customer experience.

We start by reviewing historical WFM call arrival data, staffing and service level data history along with selected key performance indicators.

## Peak Hour Staffing Example



## Deliverables & Insight

Our analysis includes the following service components:

- Identification of specific intra-day opportunities within your call curve for lower cost, part-time labor
- Cost savings projection quantifying hidden costs of "stranded labor"
- Optimal balance between in-house, offshore, and part-time labor
- High level pricing/benefits review using EAW's unique, lower cost, part-time agent model

## Complimentary ROI Analysis

Let us provide you with a complimentary Peak Staffing ROI analysis.

