



Contact Center Workforce Management Special Interest Group Charter

Intended Participants

Companies: UWEBC member companies with a formalized Workforce Management process in place to strategically allocate people and resources, track adherence and comply with constantly changing workplace laws and regulations in order to optimize productivity and reduce risk.

Roles: Those with responsibility for, or direct involvement in planning, managing, or scheduling within a Workforce Management program in a UWEBC member organization's contact center.

Goals

1. To provide a forum for experienced Workforce Management practitioners to discuss topics of interest related to the allocation of people and resources, tracking of adherence, and compliance within a Workforce Management program to optimize productivity and reduce risk.
2. To enable participants to glean ideas to improve/enhance their organizations customer and employee experience outcomes by learning about effective strategies, practices, processes and tools utilized by members of the group in planning, managing, or scheduling within a Workforce Management program.
3. To foster participants development of a trusted network of peers involved in Workforce Management.

Example Topics for Practice-Sharing Discussion (actual list of topics to be developed by participants in the group)

- Flexible Scheduling Strategies
- Workforce Management Tools and Best Practices
- Workforce Management in a Remote Work Reality
- Balancing Schedules with Internal Teams and Business Process Outsourcers
- Adherence Realities and Strategies
- Measuring Success in Workforce Measurement

Meeting Frequency, Length and Location

- Meetings will be scheduled approximately every 3 months
- The total number of meetings will be determined based on the number of topics participants choose to discuss
- Meetings will be two hours in length
- Meetings will take place virtually

Participant Expectations

- All Pilot session participants and registrants will be invited to future sessions and should make a reasonable effort to attend as many of the meetings as possible.
- New Participants will need to request entrance to the Special Interest Group via the Customer Service Practice Director

Steering Committee

- **Arthur Rebeschke**, Mgr Operational Analytics and WFM - Lands' End
- Additional Steering Committee Members may be added