* **PS:** this case study time ends after receiving it by mail within 24 hours

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**WF-Governance Vacancy**

**Case Study**

**Chicken Tikka Chain**

A growing Chicken Tikka restaurants chain is recently competing with most of the well-known brands of the same field.

In order to be such competitive in the market and cover a wide range of customers and considerable number of food orders, Chicken Tikka opened a call centre in three different governorates to ensure the availability 24/7 as each governorate allows different company working hours

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Site** | **Days** | | **Time** | | **No. of**  **Seats** | **No. of**  **Employees** |
| **From** | **To** | **From** | **To** |
| 1 | Saturday | Friday | 00:00 | 00:00 | 80 | 55 |
| 2 | Sunday | Thursday | 07:00 | 18:00 | 80 | 75 |
| 3 | Monday | Friday | 07:00 | 00:00 | 80 | 70 |

All call centre sites are handling the same queue and skills with targeted SL 80/20 and receives around 6.5K calls per day that are nearly with the same weight across day intervals and each call is handled in average of 3 minutes.

The operations are facing hardly achieved SL with instability across the day and have problems to evaluate the situation as each site is reporting manually their reports for not having a Workforce Management tool.

Moreover, it’s clearly noticed that the agents from 07:00 to 20:00 are spoiled as if working in a park as their occupancy is just 40% while the agents from 20:00 to 07:00 are working with occupancy 98% though the SL is lost during this period and the management suppose that this is the reason behind the 15% monthly attrition. It’s also noticed that they are not exceeding their budgeted 18% shrinkage factors and committed to their pure 8 logged-in hours and 2 weekly days off.

The chain CEO decided to hire you as a Workforce consultant to:

* **Evaluate the reasons that might be behind the challenging achievable SL.**
* **Find the best plan to get things in a better shape.**
* **Find any cost reduction opportunity.**
* **Set a plan for covering the expected 30% call increase by the end of the next month.**
* **Recommend a specific Workforce Management tool with mentioning its pros and cons.**