# Staff Management Tool

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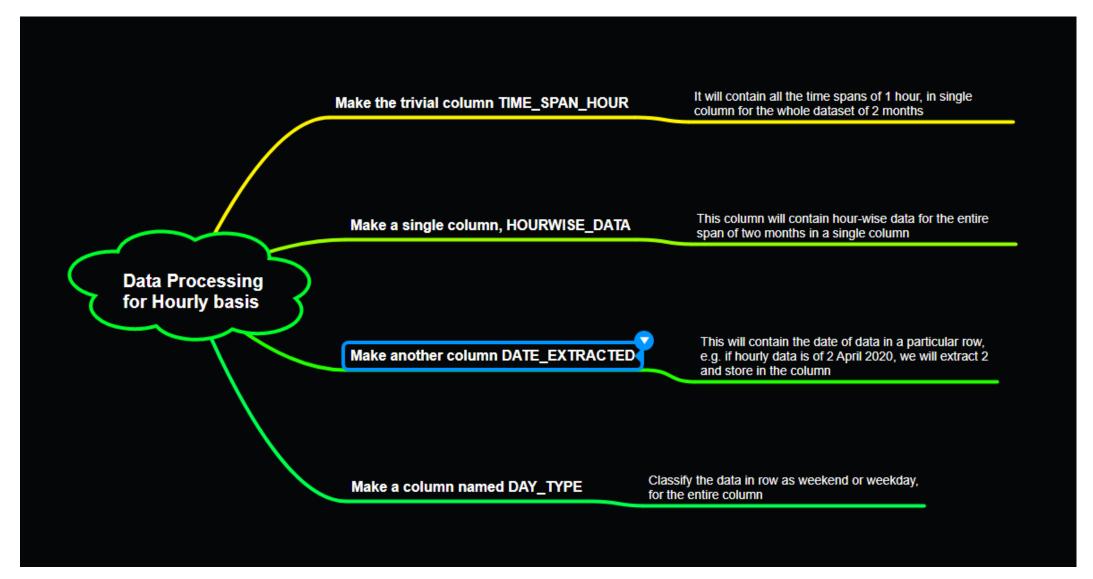
## Content

- Introduction
- Hourly Basis Analysis
- Daily Basis Analysis
- Weekly Basis Analysis
- Conclusion

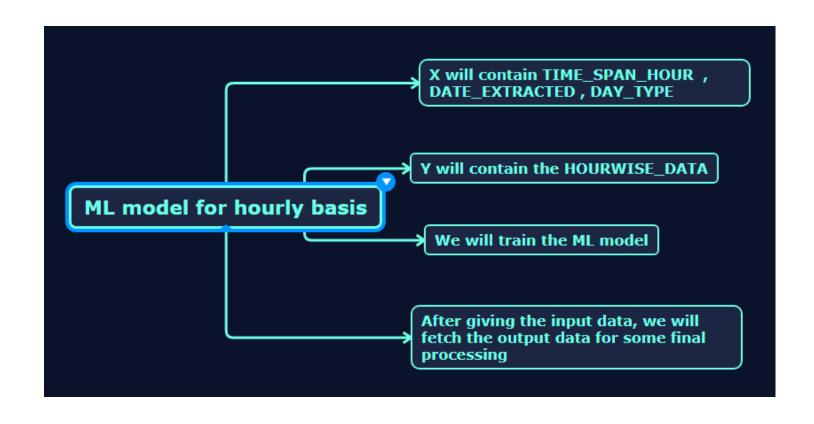
### INTRODUCTION

Our model aims to predict the most important and critical operational function in the remote IT service desk which is to make sure that enough people are on the phones to respond to calls and chats with a minimum delay. The main goal is to have the precise number of people needed at every hour of the day, every day of the week and each week of the month so as to minimize the delay.

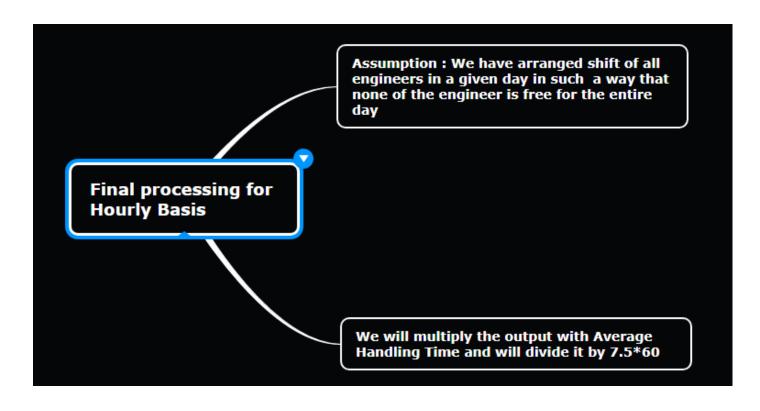
# Problem 1: Hourly Basis



### PREPARING DATASET FOR TRAINING



TRAINING THE MODEL



Calculating the number of RESOURCES required

## Problem 2: Daily Basis

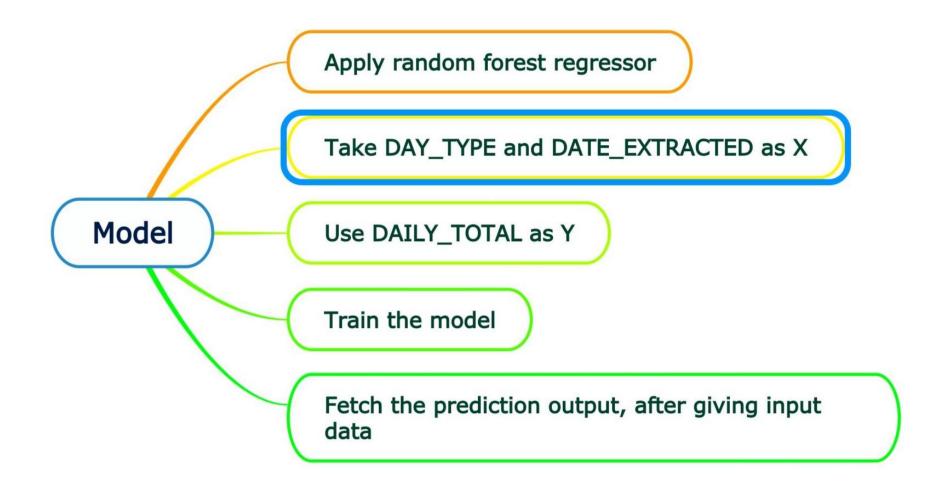
Extract total for each day in a column DAILY\_TOTAL

**Data Processing** 

Add another column DAY\_TYPE classifying data in each row as weekdays or weekends

Now, extract the the digits of date and make a new column date\_extracted, For example, if date is 2 April 2021 for a particular data in row, extract "2"

#### PREPARING DATASET FOR TRAINING



### TRAINING THE MODEL

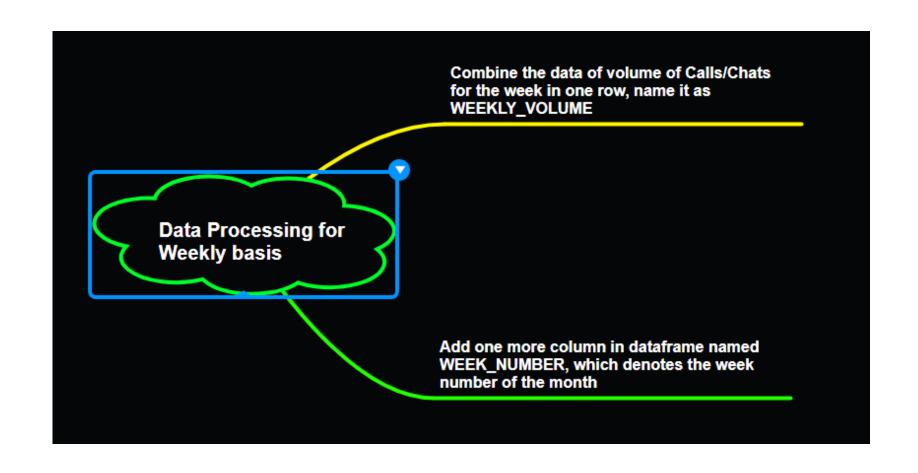
Multiply the data with AHT(Average Handling Time)

**Final Processing** 

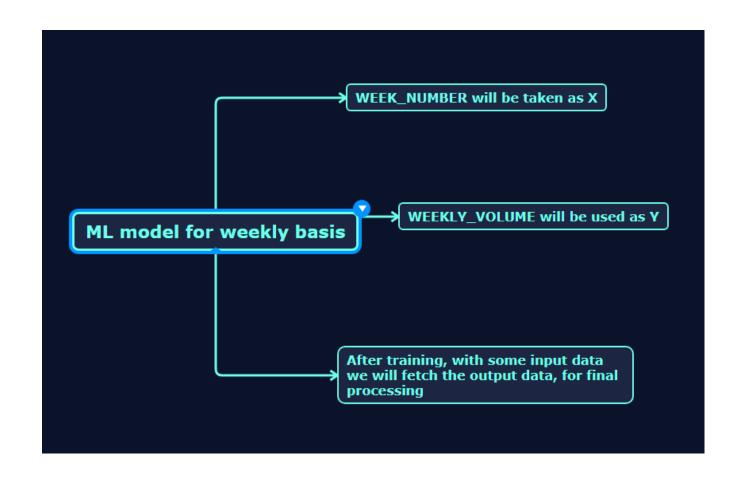
Divide the data with 7.5\*60 to calculate number of engineers required

Calculating the number of RESOURCES required

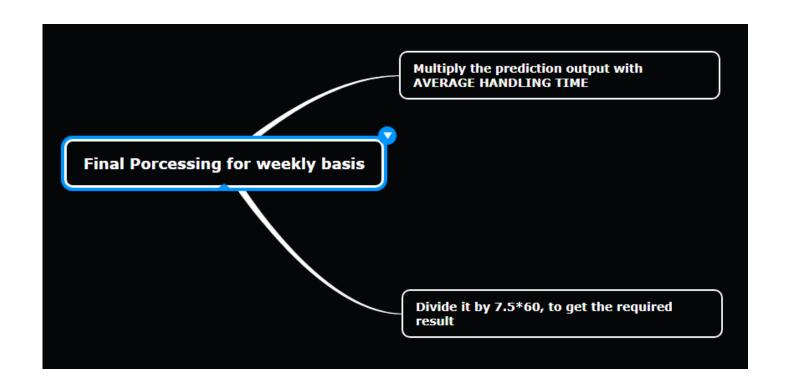
# Problem 3: Weekly Basis



### PREPARING DATASET FOR TRAINING



TRAINING THE MODEL



Calculating the number of RESOURCES required

## **CONCLUSION**

With the data provided, we aim to ensure to have staffing round the clock.

The predictive model suggests number of engineers needed on : HOURLY BASIS, DAILY BASIS, WEEKLY BASIS

The model is retrainable after every month with new set of historical data.