

Staff Management Tool

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Content



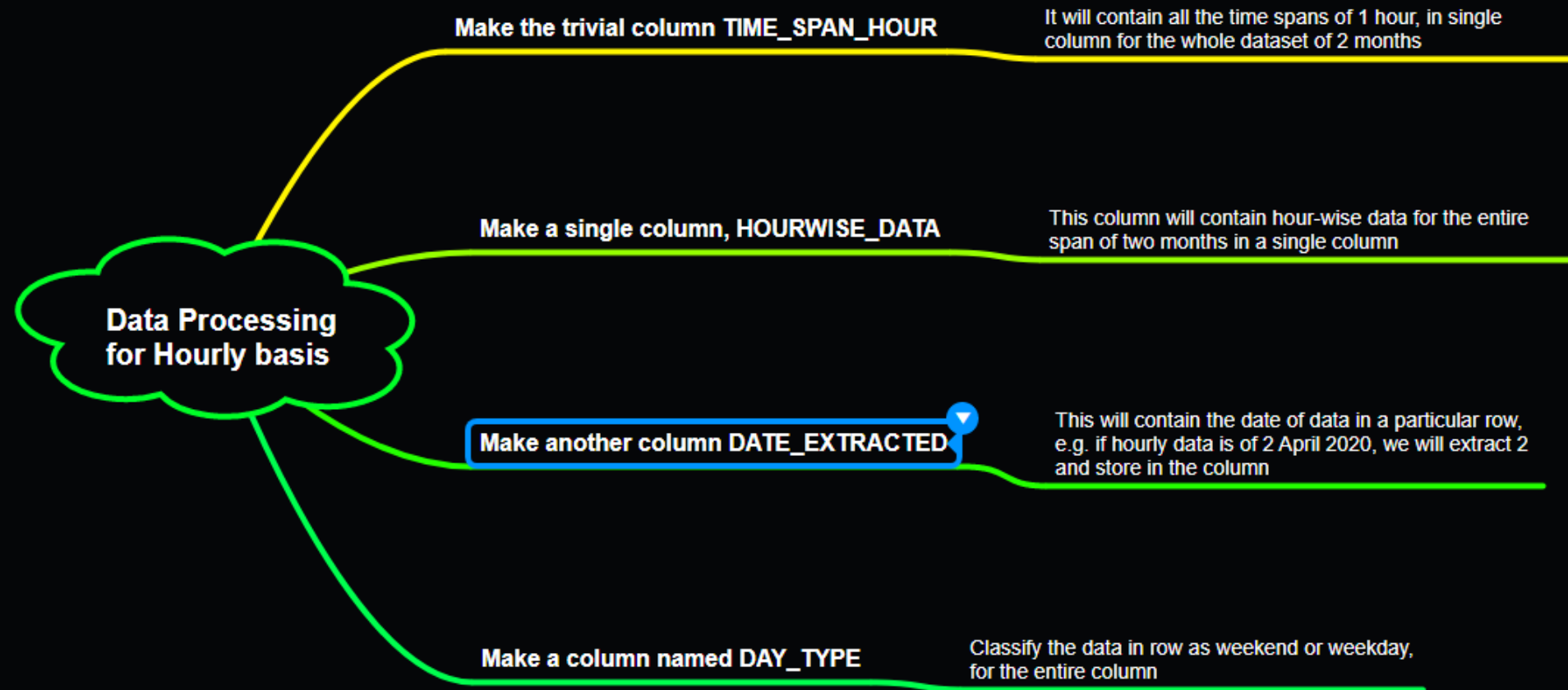
- Introduction
- Hourly Basis Analysis
- Daily Basis Analysis
- Weekly Basis Analysis
- Conclusion

INTRODUCTION

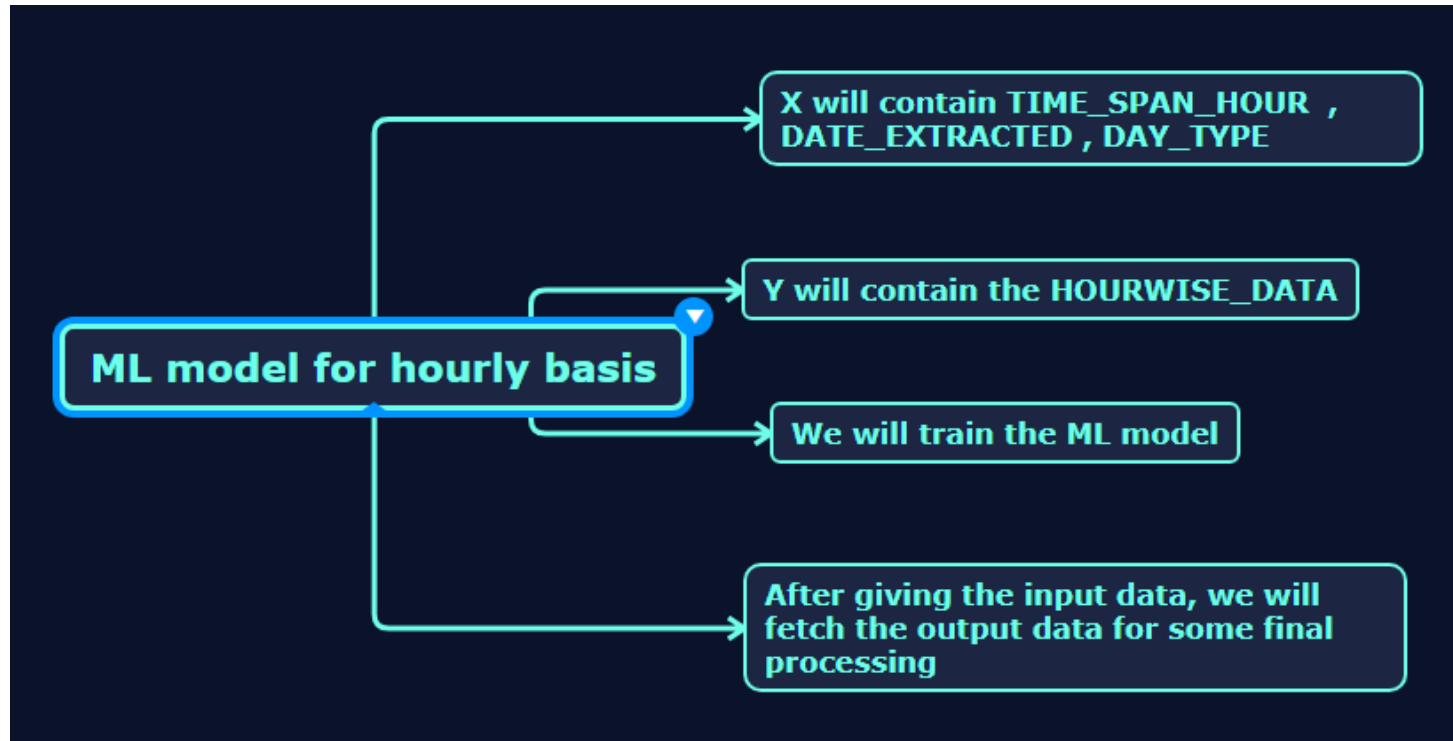


Our model aims to predict the most important and critical operational function in the remote IT service desk which is to make sure that enough people are on the phones to respond to calls and chats with a minimum delay. The main goal is to have the precise number of people needed at every hour of the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

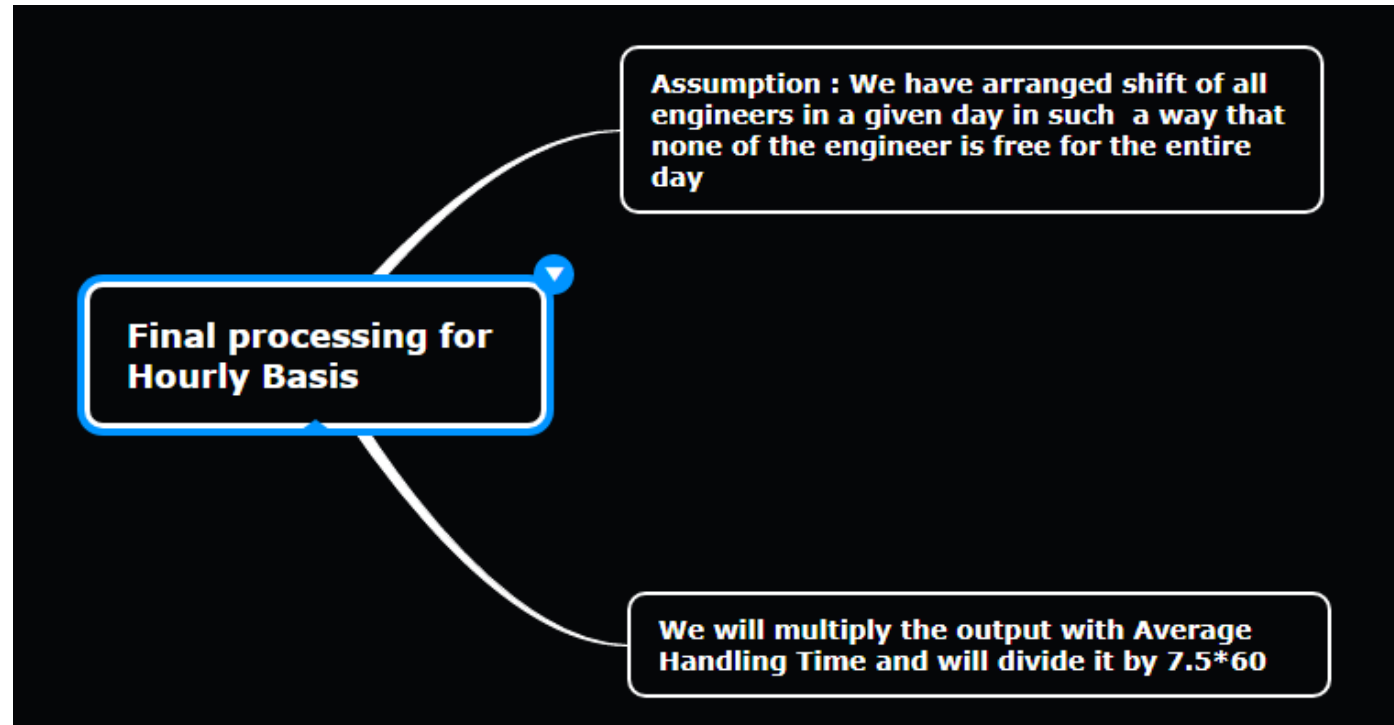
Problem 1: Hourly Basis



PREPARING DATASET FOR TRAINING

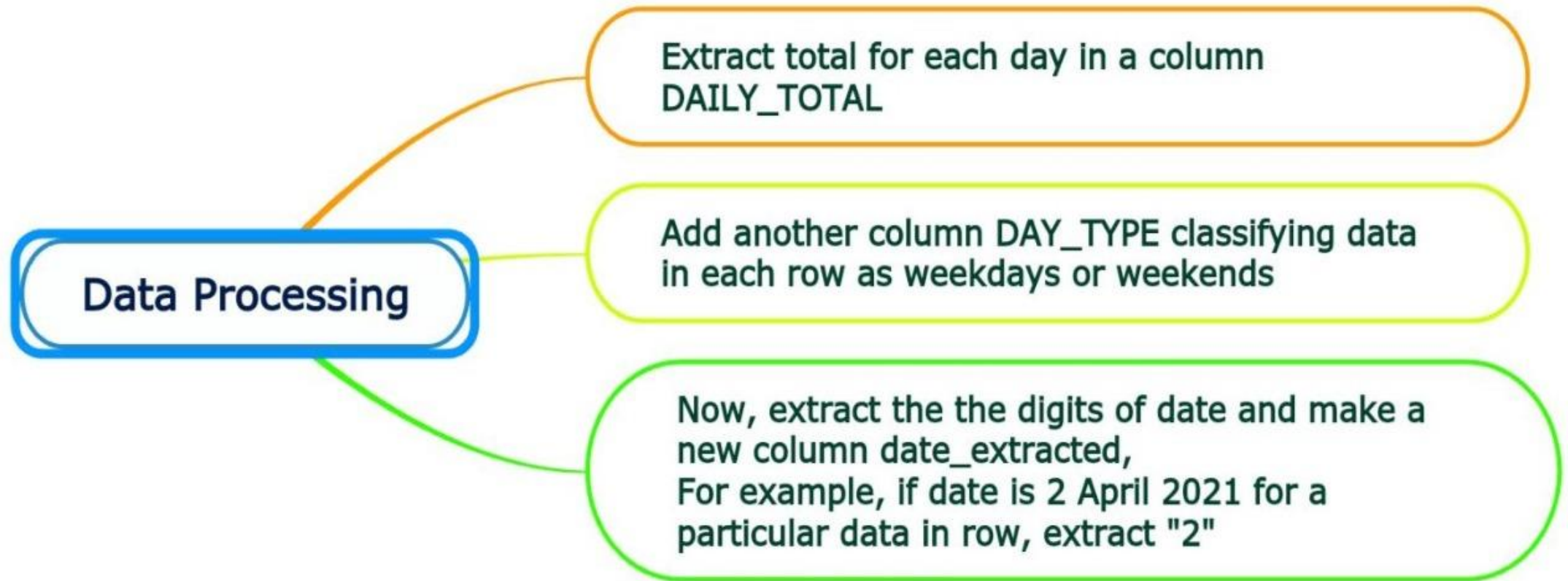


TRAINING THE MODEL



**Calculating the number of RESOURCES
required**

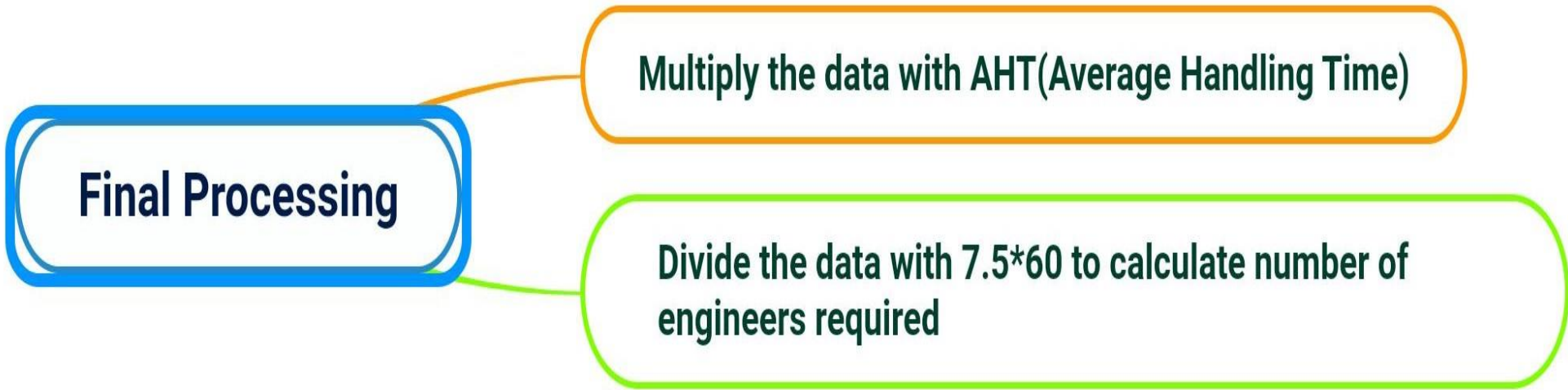
Problem 2: Daily Basis



PREPARING DATASET FOR TRAINING

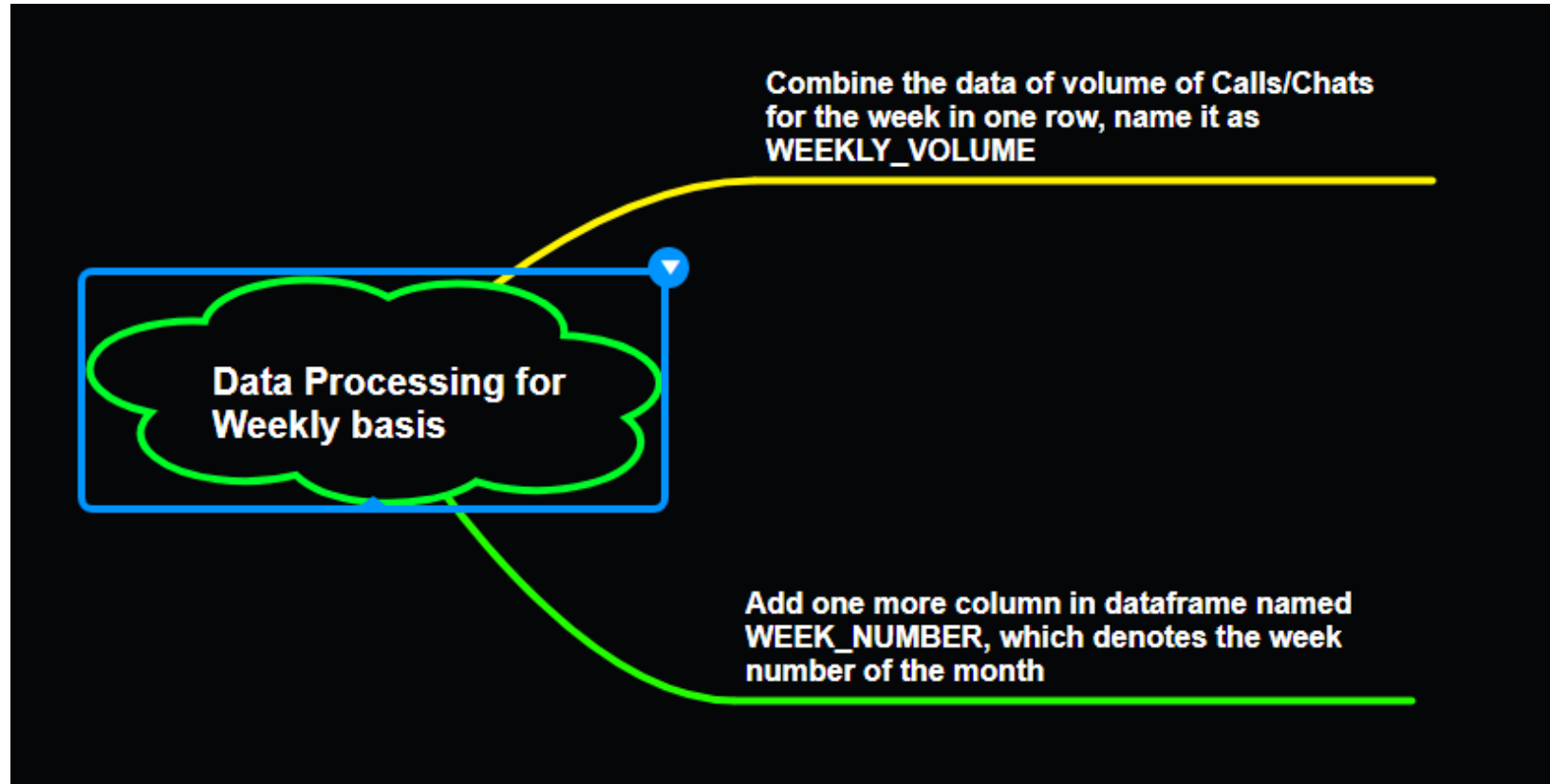


TRAINING THE MODEL

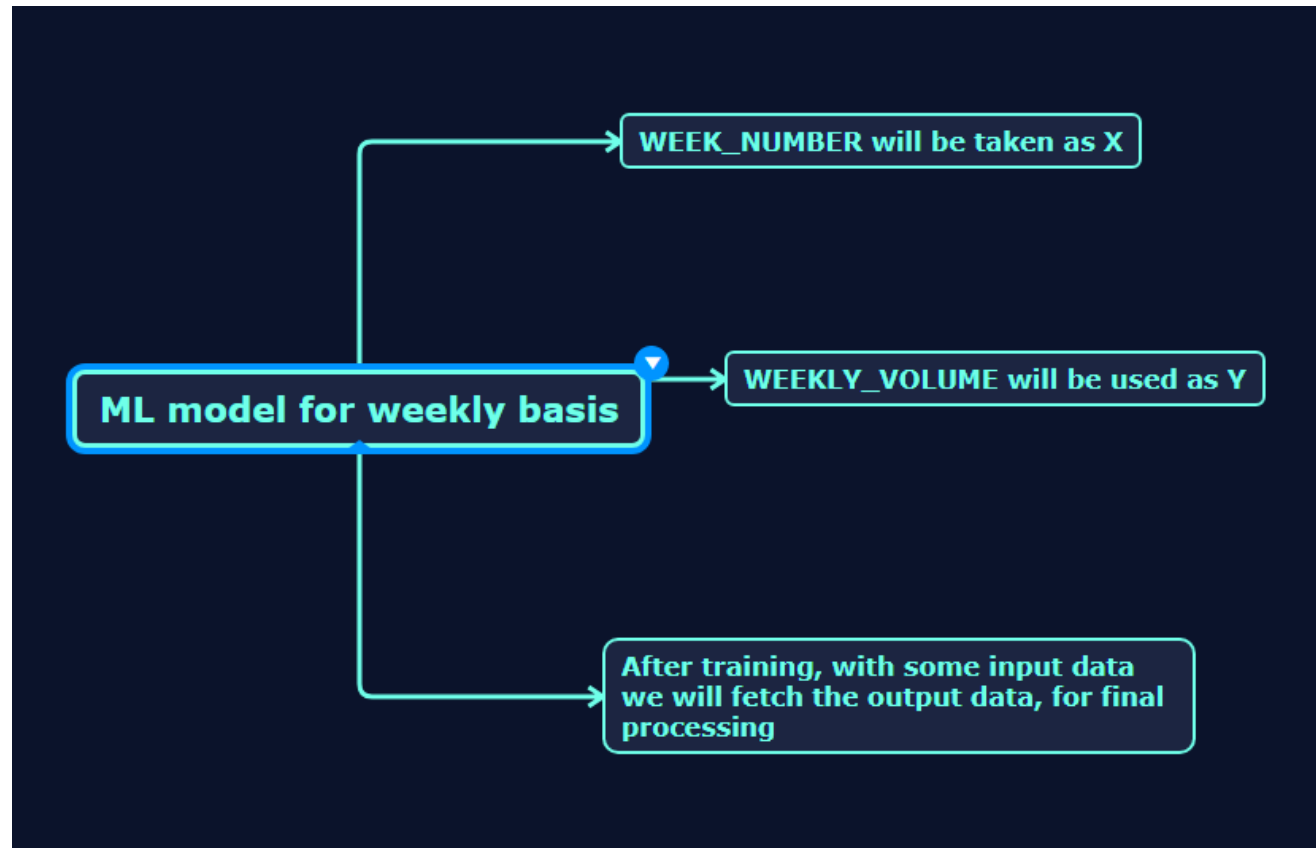


Calculating the number of RESOURCES required

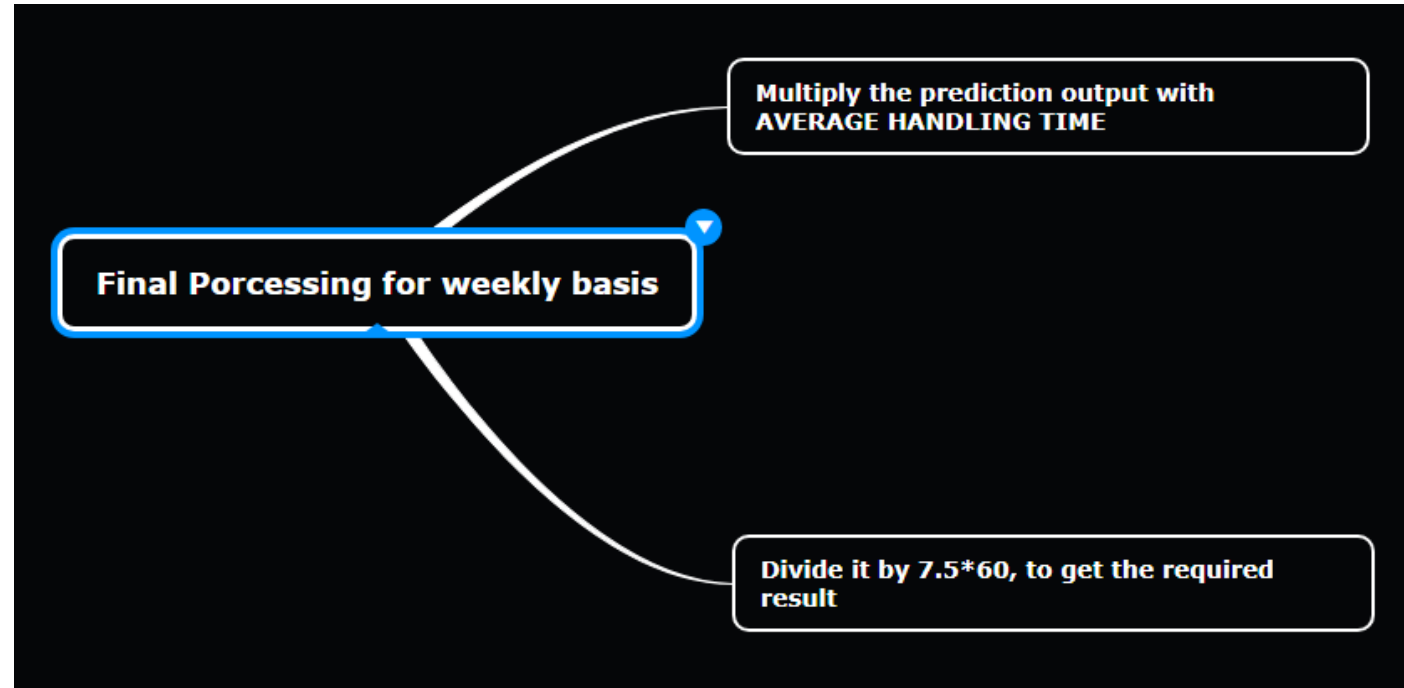
Problem 3: Weekly Basis



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.