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(54) **SYSTEMS AND METHODS FOR
SYNCHRONIZING AGENT STAFFING AND
CUSTOMER CALL VOLUME IN CONTACT
CENTERS**

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ABSTRACT

A method for synchronizing agent staffing and customer call volume within a contact center estimates the number of agents to staff the contact center during a future time and uses historical data to estimate the number of customer calls anticipated during the future time. The method performs a first comparison of the number of agents with the anticipated customer calls volume for the future time and then determines at least one preferred contact-center callback window. The method communicates with the customer to request at least one preferred customer-selected callback time and performs a second comparison to provide the customer with a suggested callback time that is selected to synchronize the customer call volume with the number of agents, the preferred contact-center callback window, and the preferred customer-selected callback time to improve the customer's experience and efficiency of the contact center.

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