

**BACKGROUND**

**Title :**

**Team Leader**

**Organization Size :**

**£2M turnover annually, 80 - 100 employees**

**Industry :**

**Contact Center**



**LEARNING**

**Favorite Blogs / Publications :**

**Call Center Helper**

**Social Networks / Associations  :**

**Professional Planning forum  
Linkedin  
Facebook**



**JOB ROLE**

**Reports To :**

**Marcella reports to the Operations Manager**

**Team :**

**Call Center agents**

**Responsibilities :**

**Manage team performance on Customer Service goals  
Track productivity of Call center agents on a daily basis  
Prepare and manage agent schedules to match resource demand  
Manage agent schedules to accommodate agent working hours preferences to boost employee engagement**

**Job Measurement :**

**team productivity**

**Tools :**

**Currently uses Excel spreadsheet  
Need for an automated organisational tool  
Looking for a cost effective Workforce Management tool to manage the team schedules and roster and for performance management**

 **CHALLENGES**

**Manual effort in maintaining staff schedules and tracking performance  
Inability to forecast task volumes and meet resource demand for the call center**

 **GOALS**

**Achieve team performance targets  
Contribute positively towards the organisations SLAs(Service Level Agreements) with clients  
Achieve targets and earn bonus**

 **PREFERENCE**

**How they like to be reached:**

**email,phone,slack**

**Do they research vendors online?**

**rarely**