**Job Responsibilities**

**Objective**

The purpose of the forecast is to predict workload so that we can get the right number of staff in place to handle it.

One of the biggest threats to a call center’s profit margin is wasted labor expense due to inaccurate forecasting. Staffing operational costs account for 70 to 80% of our budget, and can be severely impacted by under- and overstaffing. Unless you are using accurate algorithms you will always be at risk for overstaffing.

Providing the required accuracy, by taking into account all the historic and future dynamics, requires a sophisticated forecasting tool, we are using R

It is important to recognize events which have an effect on the Arrival Pattern for specific events such as catalog drops or other marketing events that cause wide fluctuations in the volume of calls that must be processed.

**Employee Attrition Risk Assessment**

Employee attrition control is critical to the long term health and success of any organization.

Variables : gender, marital Status, Age, Education, Tenurity, salary, designation, previous year performance rating, distance from the house, Experience.

Solution :-

Based on the model results, four levels of employee risk buckets were identified.

**Safe Zone** – No action will be taken. Employees in this zone are engaged.

**Low Risk Zone** – No action will be taken. Employees are at a low risk of attiring.

**Medium Risk Zone** – A discussion to be scheduled by the manager with the employee. During this discussion, the manager would probe on the employee’s level of engagement by seeking to understand his/ her concern areas.

**High Risk Zone** – A discussion to be scheduled by the manager with the employee. During this discussion, the manager would probe on the employee’s level of engagement by seeking to understand his/ her concern areas. If the employee is a high-performer or a high-potential, a further discussion will be scheduled by the skip-level manager with the employee. The focus of the discussion would be to understand employee’s immediate concerns.

**Tools : R**