**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 :-