Staff Scheduling for Inbound Call and Customer Contact Centers

Alex Fukunaga
Ed Hamilton
Jason Fama
David Andre
Ofer Matan
Illah Nourbakhsh

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Abstract
The staff scheduling problem is a critical problem in the call center (or, more generally, customer contact center) industry. This article describes DIRECTOR, a staff scheduling system for contact centers. DIRECTOR is a constraint-based system that uses AI search techniques to generate schedules that satisfy and optimize a wide range of constraints and service-quality metrics. DIRECTOR has successfully been deployed at more than 800 contact centers, with significant measurable benefits, some of which are documented in case studies included in this article.
The staff scheduling problem is a critical problem in the call center (or more generally, customer contact center) industry. This paper describes Director, a staff scheduling system for contact centers. Director is a constraint-based system that uses AI search techniques to generate schedules that satisfy and optimize a wide range of constraints and service quality metrics. Director has been successfully deployed at over 800 contact centers, with significant measurable benefits, some of which... CONTINUE READING. for Contact Centers in the SAMPLE Industry. Bruce Belfiore Senior Research Executive. Figure 1. Inbound Contact Types Figure 2. Reasons for Inbound Contacts Figure 3. Average Cost per Inbound Call Figure 4. Average Speed of Answer Figure 5. Average Call Handle Time Figure 6. Average Abandon Rate Figure 7. Percentage of Calls Closed on First Call Figure 8. Contact Centers That Have a Formal Mechanism to Gather Customer Feedback Figure 9. Percent of Perfect Customer. ü Contact centers are one of the enterprise’s keys to the customer experience, satisfaction and, ultimately, loyalty. Blended Agents: The term “Blended Agents” refers to Agents that are scheduled to split their workload between handling inbound calls and making outbound calls.