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Examples from "Call Center

Optimization" (page 4): - FC = 100 per quarter, AHT = 3m30, number of agents = 24 - FC = 100 per quarter, AHT = 3m30, required SL = 80% within 20 seconds.

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Ger Koole (Author of Call Center Optimization). This book gives an accessible overview of the role and potential of mathematical optimization in call centers. It deals extensively with all

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principle: if you start the WFM with bad input ("garbage in"), then irre-vocably the resulting schedule will be of bad quality ("garbage out"). What makes good forecasting difficult are the many factors that influence arriving call volume, and the fact that due to the random nature of the call arrival

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The mathematics of call centers

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highlight”, Annual report Stieltjes Institute 2000/2001 1 Introduction In 1999 a new research group is created at the Vrije Universiteit under the name ”optimization of business processes”. This group does research on the

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optimization company. I'm also a founder of Adscience, which focuses on internet advertisement optimization, and I work for PICA, the VU University/VU medical center knowledge center on health care logistics.

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