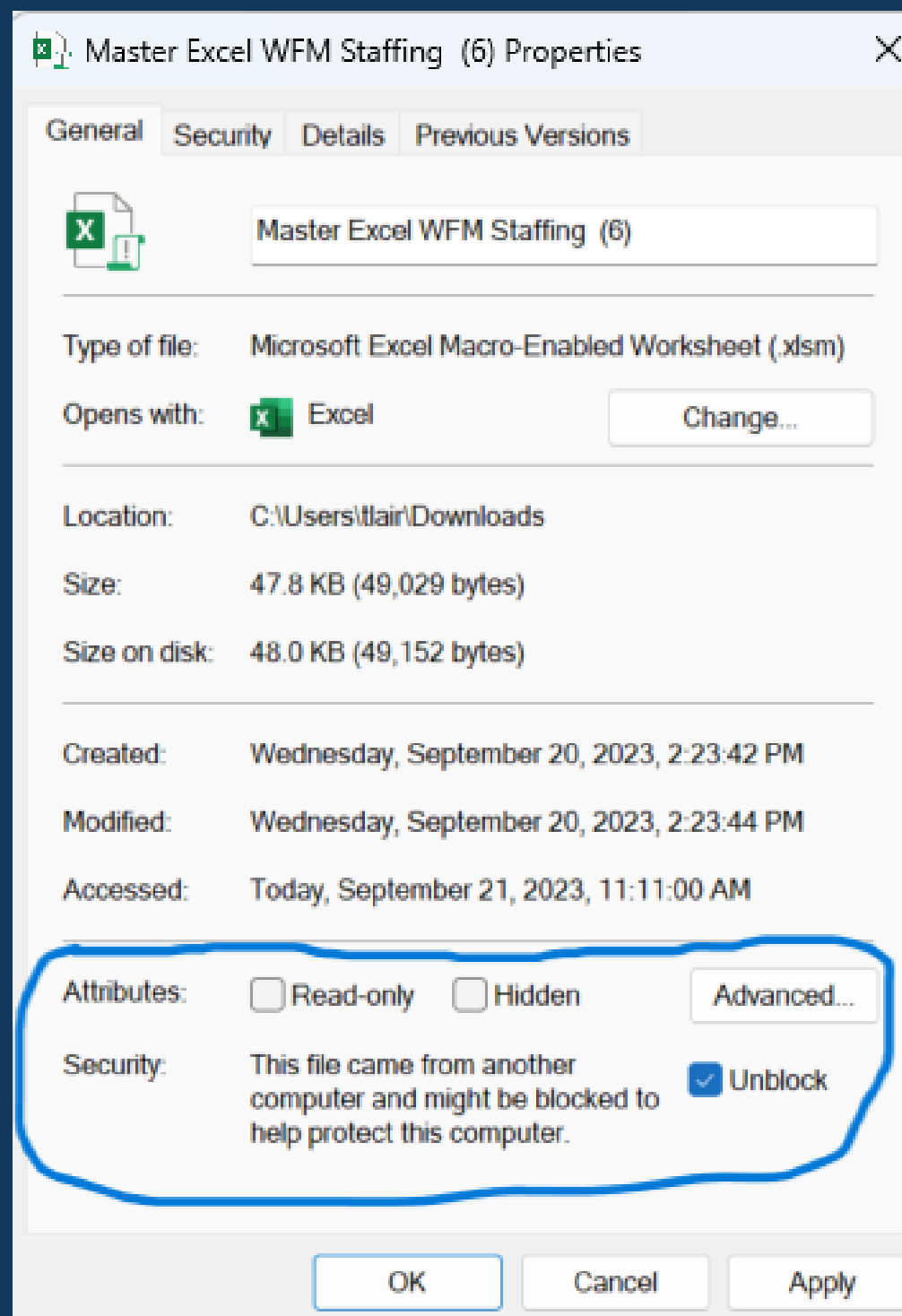**eXpivia**

FREE Contact Center WFM Staffing Calculator

Otta

Step 1

1) Click the link in the comment section on this post, which will automatically download the Excel Staffing Calculator.

2) Go to the file in your downloads, right-click, and go to properties. At the bottom you will see "Security", click "Unblock".

Master Excel WFM Staffing (6) Properties   ✕

General   Security   Details   Previous Versions

Master Excel WFM Staffing (6)

Type of file: Microsoft Excel Macro-Enabled Worksheet (.xlsm)

Opens with: Excel   Change...

Location: C:\Users\tlair\Downloads

Size: 47.8 KB (49,029 bytes)

Size on disk: 48.0 KB (49,152 bytes)

Created: Wednesday, September 20, 2023, 2:23:42 PM

Modified: Wednesday, September 20, 2023, 2:23:44 PM

Accessed: Today, September 21, 2023, 11:11:00 AM

Attributes: ☐ Read-only   ☐ Hidden   Advanced...

Security: This file came from another   ☑ Unblock
                 computer and might be blocked to
                 help protect this computer.

                 OK   Cancel   Apply

Otta

Step 2

Open the Excel file. When you do you will see that you need to enable macros. Make sure you do this or the formulas will not work.

	A	B	C	D
		Skill 1		
		Average Handling Time (Seconds)	800	
		Interval (Minutes)	60	
		Required Service Level (%)	80	
		Target Answer Time (Seconds)	120	
		Shrinkage (%)	15	
		Skill 4		
		Average Handling Time (Seconds)	400	
		Interval (Minutes)	60	
		Required Service Level (%)	80	
		Target Answer Time (Seconds)	30	
		Shrinkage (%)	15	

SECURITY WARNING   Macros have been disabled.   Enable Content

Otta

Step 3

On the "Setting" tab is all the info you feed the calc, AHT, SLA, Shrinkage

Skill 1	
Average Handling Time (Seconds)	800
Interval (Minutes)	60
Required Service Level (%)	80
Target Answer Time (Seconds)	120
Shrinkage (%)	15

Skill 4	
Average Handling Time (Seconds)	400
Interval (Minutes)	60
Required Service Level (%)	80
Target Answer Time (Seconds)	30
Shrinkage (%)	15

Skill 3	
Average Handling Time (Seconds)	182
Interval (Minutes)	60
Required Service Level (%)	80
Target Answer Time (Seconds)	120
Shrinkage (%)	0

Skill 4	
Average Handling Time (Seconds)	196
Interval (Minutes)	30
Required Service Level (%)	80
Target Answer Time (Seconds)	120
Shrinkage (%)	15

Skill 5	
Average Handling Time (Seconds)	527
Interval (Minutes)	60
Required Service Level (%)	80
Target Answer Time (Seconds)	120
Shrinkage (%)	15

Settings 1 2 3 4 5

Otta

Step 4

Click on one of the other tabs and input your call volume by interval, and get required staffing for each interval.

It works for voice, chat, email, and supports 5 skills

Eastern Ti	Calls		Monday Need	Have	Cal
12:00 AM	0		0		
1:00 AM	0		0		
2:00 AM	0		0		
3:00 AM	0		0		
4:00 AM	0		0		
5:00 AM	0		0		
6:00 AM	0		0		
7:00 AM	0		0		
8:00 AM	10		5		
9:00 AM	15		7		
10:00 AM	22		9		
11:00 AM	26		11		
12:00 PM	30		12		
1:00 PM	35		13		
2:00 PM	25		9		
3:00 PM	20		8		
4:00 PM	20		8		
5:00 PM	19		8		
6:00 PM	18		8		
7:00 PM	16		7		
8:00 PM	15		7		
9:00 PM	0		0		
10:00 PM	0		0		
11:00 PM	0		0		

Otta