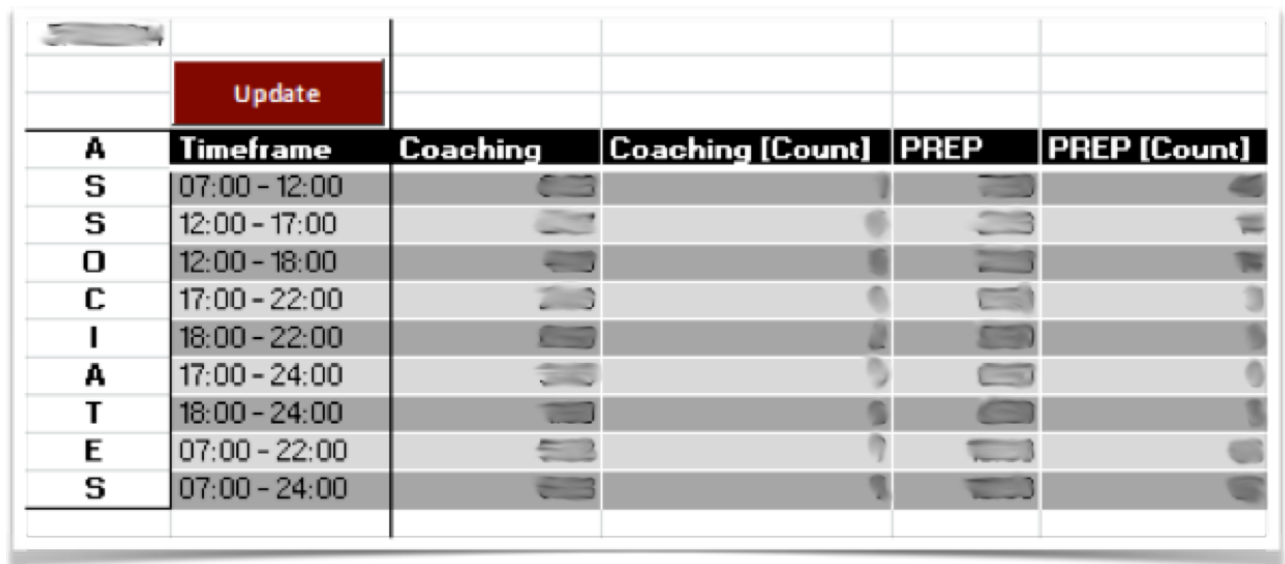


Pre-MEVO Projects

Shrinkage Exceptions

The primary purpose of this report is to group the hours of offline activities that take place at the call centre into different time buckets (for example: 7:00am to 12:00pm, 12:00pm to 6:00pm and so forth). The format of the raw data from the Workforce Management database included rows with individual offline activity types and start/end times. In addition, some rows included offline activity types without a start/end time, as they were all day offline activities. The algorithm coded in VBA included scanning rows and calculating time intervals to add to the specific time buckets. In addition, rows without a start/end time included a secondary scan of a related row of the table to generate the correct time interval. Figure 1 includes a screenshot of the collated data consisting of hours of Coaching in the different time buckets along with the number of instances of coaching. Figure 2 includes a screenshot of the raw data format. This report is being used to run a comparison between the amount of forecasted and actual offline activities that take place on a day-to-day basis.



	Update				
A	Timeframe	Coaching	Coaching [Count]	PREP	PREP [Count]
S	07:00 - 12:00				
S	12:00 - 17:00				
O	12:00 - 18:00				
C	17:00 - 22:00				
I	18:00 - 22:00				
A	17:00 - 24:00				
T	18:00 - 24:00				
E	07:00 - 22:00				
S	07:00 - 24:00				

Figure 1

Raw Data Dump							
Action	First Name	Last Name	ID	Sort Name	Seniority	Code	Description

Figure 2

Skillset Audit

The primary purpose of this report is to generate a list of staff IDs that correspond to their staff designation for call type skilling purposes. The previous method of generating a list of staff IDs was a cumbersome manual process that was prone to errors. In the updated report, we export staffing data from our Workforce Management database and a VBA function scans through the rows of the table and generates a list of staff IDs corresponding to the most recent list of staff. Figure 3 includes a screenshot of the data exported from our Workforce Management database and the last line of Figure 4 includes the function that generates the name/ID of the first row and IDs of the remaining rows which is the format recognized by the Avaya tool in order to make call type skilling changes.

UNI_SA		
First Name	Last Name	DAVT ID

Figure 3

Master "Savings Associate" Reset		
Queue as "Savings Associate"		

Figure 4

Intraday Performance

In the second half of 2012, a colleague on my team started a new role and I took on the task from her of modernizing our Intraday Performance framework. An audit on our reporting practices resulted in new variables being taken into account to forecast incoming call volume at our call centers. When I had the opportunity to collate these new variables into our reporting, I decided to re-look at the entire structure of our primary reporting tool and look at areas where it could be improved. I noticed that some of the reasons why mistakes had occurred in the past were because of the inflexibility and lack of clarity in our formulas. On de-constructing the report, I looked for patterns in our formulas and began working on bringing human readable names into our formulas to immediately indicate the purpose of a specific formula. I knew that this would provide more detail into the inner working of the report and make maintainability much easier. Before the updated reporting framework was deployed, I checked the accuracy of the new reports versus the old reports compensating for the new variables to ensure that no new mistakes had crept into the formulas.

I solicited feedback from my manager to make final adjustments and obtained his sign off before the new framework was deployed. I continued monitoring the accuracy and performance of the new reports once deployed and immediately got feedback from my colleagues that the new reports had a scalability issue. While initial testing was on data of shorter timeframes, the deployed report included data for much longer timeframes and this was causing a very noticeable lag in working with the new report. I realized that while the new report maybe easier to maintain, the performance lag would frustrate my colleagues. I investigated potential solutions and was able to deploy a simple fix for the performance issue which greatly improved scalability of the new reporting framework and these changes have since simplified our reporting procedures. Figure 5 includes a screenshot of summarized data from an intermediate table that summarizes data from the raw data table. Figure 6 includes screenshots from the raw data table and the intermediate summary table. This graduated summarizing of data results of simpler formulas and a more flexible format for the reports to evolve.

National					
Time	Calls Offered	Calls Answered	ABN %	AHT	ASA
7:00-10:00	1,234	890	72%	4:30	1:15
7:00-12:00	1,567	1,123	72%	4:35	1:20
7:00-14:00	1,890	1,345	71%	4:40	1:25
7:00-18:00	2,123	1,567	74%	4:45	1:30
12:00-18:00	1,456	1,012	69%	4:50	1:35
7:00-22:00	1,789	1,234	69%	4:55	1:40
18:00-23:00	1,234	890	72%	4:30	1:15
7:00-24:00	1,567	1,123	72%	4:35	1:20
All Day	1,234	890	72%	4:30	1:15

Figure 5

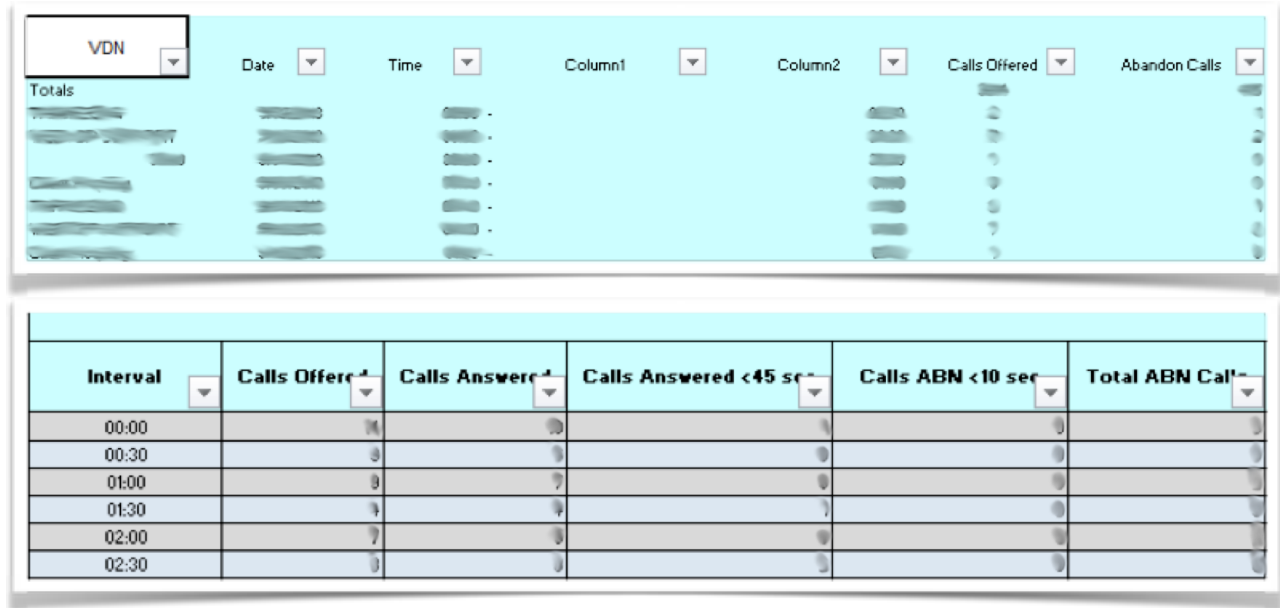


Figure 6

Fallout Reports

One of the responsibilities of the IDA Team is to monitor the completion rate of OrangeU modules and quizzes of the staff at the Toronto & Moncton call centres. The previous Fallout Reports workflow was a manual process where a “Y” or a “N” would be placed beside an Associate’s name to indicate their status on a specific module. I worked on automating this process whereby formulae were used to compare raw data tables from the Workforce Management database. By automating the process of comparing staff that worked at the call centres versus comparing the staff that had completed the specific module (using an exception code), a reverse list of all Associates who have not completed the specific module could be generated. This allowed us to generate Fallout Lists within short periods and with much less effort than before. Figure 7 includes a screenshot of the summary table showing the Associate’s completion status and generating the completion rate of the call centre for that OrangeU module. Figure 8 includes a screenshot of the raw data exported from the Workforce Management database indicating the Associates who have completed the module.

	A	B	C	D	E	F
1	Employee Name	Completed	N/A?	Comments		<= Master
2	Associate Name	Y	Y			Done List ==
3	Associate Name	Y	Y			
4	Associate Name	Y	Y			
5	Associate Name	Y	Y			
6	Associate Name	Y	Y			
7	Associate Name	Y	Y			
8	Associate Name	Y	Y			L
9	Associate Name	Y	Y			
10	Associate Name	Y	Y			
11	Associate Name	Y	Y			
12	Associate Name	Y	Y			

Figure 7

Employee Name	Start Time	End Time	Duration	Memo	Date

Figure 8