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Let's go beyond.

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A man in a white lab coat and glasses is smiling and looking at a computer monitor in a laboratory setting. The background shows a desk with a computer monitor, keyboard, and various papers. The overall tone is professional and positive.

1

Challenges with re-optimisation of the workforce

2

Is there an opportunity to do things differently?

3

What-ifs for the new norm

4

Q&A

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Challenges with Re-optimisation:

- A time to shine
- Now in 3 phases for Covid
- Productivity changes
- Shrinkage is changing
- Intra-day: Is the 2-humped camel dead?



Poll

- Have you found that your normal call arrival pattern has changed?
- Yes
- No

Is there an opportunity to do things differently?

- Split Shifts
- Lifestyle adjustments
- Preferences
- Review opening times



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What-ifs for the New Norm:

- What-if scenarios are essential and ensure you keep:
 - *No valid data & the last week*
 - *Do 3 forecasts?*
- Watch the news:
 - *Government announcements*
 - *Second Wave*
- Watch out for the hidden shrinkage:
 - *Sickness...*
 - *No water cooler conversations*
 - *Still watch maximum occupancy*
- Diversified Day
- Don't forget: new customer behaviour?





Q & A

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