

Customer call volume forecasting

[utilities]



Business Objective

- To help the providers in successfully managing the contact center workforce by forecasting the call volumes for a day for based on call reasons.



Benefit

- The solution uses the historical call patterns to forecast the volume in order to meet call demand without under-staffing or over-staffing.



Expected Outputs

- Identify the major reasons of the calls.
- Forecast the volume of calls for major identified reasons on weekly and daily level.

Data Used

- Reason wise call count data at daily level for three years.

Design

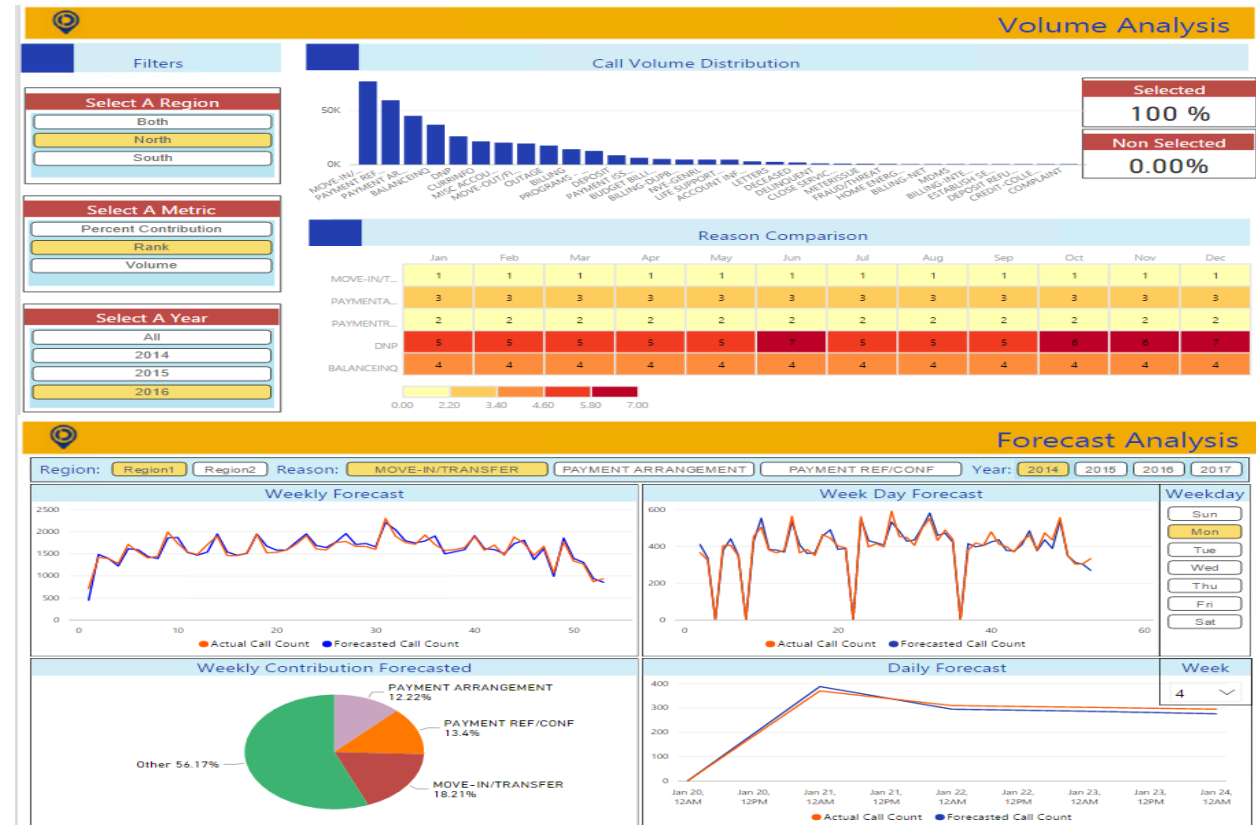
- Explored the historical data to identify the major reasons of the call.
- Build time series model for each reason to forecast the volume.

Output

- Solution identifies the major reasons of call.
- Forecasted volume of calls on weekly and daily level for major reasons.

Benefits

- Better call volume estimation.
- Better workforce management.



Forecasted call volumes