

Applying as Workforce Management Analyst?

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Walk me through how you'd build a short-term volume forecast when we only have 3-4 months of historical data and our product and support channels are still evolving.

Core WFM dashboard include for leadership, and why?

How do you balance agent schedule preferences with business coverage needs and fairness?

How do you design schedules for a multi-skill, omnichannel team (phones, chat, email) while maintaining service levels and avoiding burnout?

Walk me through how you'd build a short-term volume forecast when we only have 3-4 months of historical data and our product and support channels are still evolving.

Suppose our call volume is 1000

Workforce Analyst Interview Questions

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