

# Applying as Workforce Management Analyst?

Browse sample job interview questions and suggested answers.

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

**Anthony S. Fauci**



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web answer a 1 explanation the entire reaction was multiplied by 2 therefore  $\Delta H$  must also be halved 3 answer c explanation option c is incorrect because 566 kJ/mol is the  $\Delta H$  per mole of  $\text{O}_2$  and not for 2 moles even though options b and d are expressed in grams they are still correct because 56

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