

Breakthrough Performance
Further, faster, together



Inspiration from our Rising Stars

Developing Planning Talent

Welcome

Stand up and meet someone you haven't yet met ...

- Introduce yourselves briefly
- What made you decide to come to this session?
- What's your top tip for engaging the operation?

This session is being videoed, but not conversations in groups. If asking a question, please introduce yourself with name, job title and organisation.

Thank you to our Sponsors



intelligent operations management

sabio



Welcome

- Introduction
- Member case study – Mitchell Pink
- Panel discussion
- Table buzz
- Q&A



-Leigh McIlwaine-

Customer Contact Specialist
The Forum

2016 Planning Awards – Rising Star



Mitchell Pink, Novacroft

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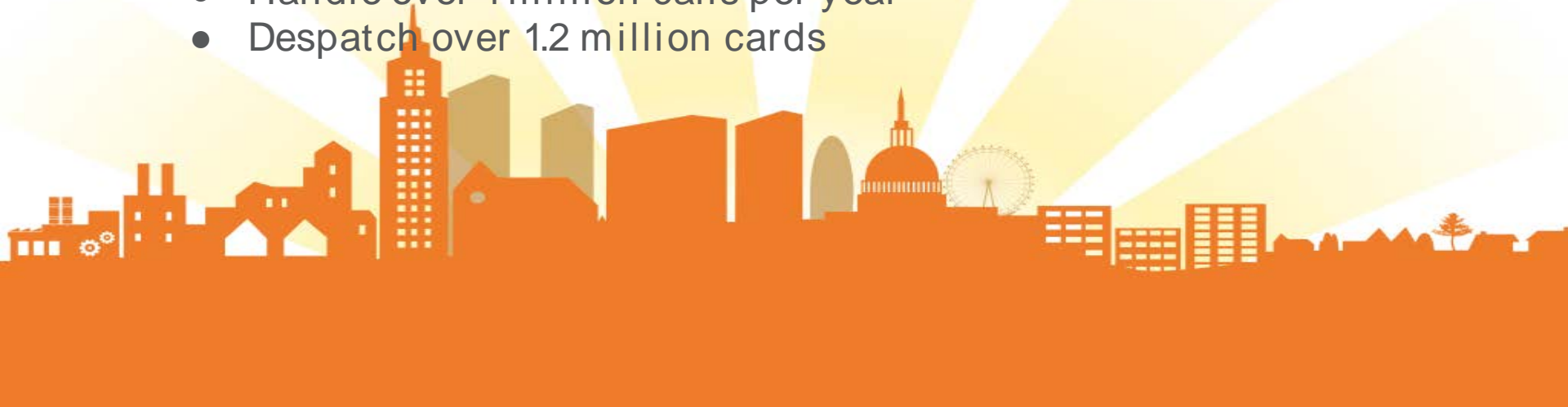


Rising Star Award Finalists Presentation

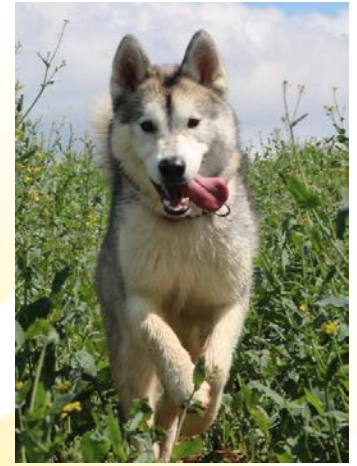
Mitchell Pink

What is Novacroft

- Novacroft is a Smart Card and software solution company.
- Clients include TFL and TRBL
- Handle over 1 million calls per year
- Despatch over 1.2 million cards



- I'm a hardworking focused individual with bags of enthusiasm and determination
- I started my career with Novacroft 2 years ago as a contact centre advisor
- I have been in Resource Planning for 12 months where I undertake the forecasting, creation of schedules & validate MI reports



Customer Outcomes

- Implementation of the new WFM into the Contact Centre

Impacts/Results;

- Scheduling efficiency
- Improved service levels/abandonment rate
- Increased visibility of AHT and call volumes
- Increased departmental efficiency
- More comprehensive reporting provided to internal and external stakeholders



Colleague Outcomes

- Implementation of a new weekend rotation for the advisors.

Impacts/Results;

- Advisors have a better home/work life balance with more weekends off
- I was coincidentally awarded the Novacroft Superhero nominated for by my peers
- Schedules are now published 4 weeks in advance
- Reduction in absence at weekends
- Advisor engagement/able to view schedules on their mobile devices

Novacroft.



What's Next For Me?

- Continue studying towards the BSc in Customer Contact and Planning Management
- Expand my knowledge and experience and continue to grow within my role
- Site Visits, Benchmarking and “Best Practice”

- Visit Kenya!



Novacroft.



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Rising Star

Panel Discussion

2016 Planning Awards – Rising Stars



RBS

Thomas Splaine



Thomas Cook

Ben Clark



Gold Medal Travel

Keith Ambler

Panel Questions

- What drives your performance in planning?
- What key challenges did you face?
- What successes have you had?
- What have you learned from preparing & entering the Rising star awards?



Table Buzz

- What could you take from our Rising Stars and use in your business?
- Do you have any questions for our Rising Stars?



Take a moment to reflect

Write down in your conference handbook:

- What you found most interesting and relevant for your organisation?
- Key takeaways from this session and ideas you could implement
- How you could share these ideas with others?

Feedback: share your learning, create a visual record of today's session

- Have you put your wow factor on a post-it to share on your way out?
- Forms available if something hasn't met your expectation or you want to give a personal thank you to the speaker(s) because this blew you away

Make the most of 2017

The Forum Showcase



**Share with
colleagues**

Sign up



**Hand back
today**

What's up Next

The next sessions are

- **15:00 Thomas Cook, Manager of the Year & Rising Star**
- **15:00 Analyst of the Year, RS Components & RSA**

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