



## Reduced labor costs and queue times through predictive analytics



### BUSINESS IMPACT

- The client, a Swedish transportation company, was able to reduce labor costs as well as queue times through predicting modeling of volume of incoming calls

### PROBLEM

- The client had multiple call-centers but was struggling with accurate staffing, scheduling and long queue times
- This had resulted in high staffing costs and increased amount of customer complaints



### SOLUTION

- Exploration of historical data, selection of time window for prediction, analyses of trend, seasonality and other characteristics to identify relevant models for testing
- The best performing models were a type of ARIMA model and an adjusted Holt-Winters model with an accuracy over 90 %
- Staffing plan for the next 8 months, based on predictive modeling using historical call volumes and business forecast