Support staffing planner



We build an eight-week staffing model from one queue’s volumes and response targets.

Who it helps

Operations directors and team managers

The problem to solve

Average queue volumes can hide the weeks when the team is least likely to meet its response target.

Working through the brief

1. **Review queue volumes and response targets**

   Gather the agreed inputs. Customer journey or support records, team roles and operating rules.

2. **Model eight weeks of staffing**

   Track “Week and queue volume” and “Response target” together so the reviewer can connect the source information to the result.

3. **Review pressure points**

   Use the eight-week planner to examine peaks and make staffing choices around the actual service target.

4. **Check the scope at handover**

   External audit, certification, software and additional teams are separate.

Worked example

Compare expected arrivals by time slot with available support coverage before assigning an extra person to the entire shift.

Read the service scope / OPS-024

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