

SMARTER WORKFORCE PLANNING

Optimal Schedules and Perfect Planning with simTree AI Forecasts

Turn complex contact-center data into better forecasts, smarter staffing decisions and more predictable service levels.



Find patterns traditional forecasting can miss.

simTree AI Forecast uses Elastic Net Regression to identify seasonal trends, intra-month variations and relationships across large datasets.

Better patterns in. Better staffing decisions out.

INTELLIGENT OUTLIER DETECTION

Keep exceptional days from distorting your forecast

With the outlier detection tool, you can highlight days that deviate from the forecast not only by total number of calls or average handling time, but also by intraday patterns. Holiday or weather events can be calculated separately, so you get accurate forecasts both for day-to-day business and special days.

week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
w 49	fnoc ● 790	2025-12-07 fnoc ☑ ● 3245	2025-12-08 fnoc ☑ ● 2596	2025-12-09 fnoc ☑ ● 2640	2025-12-10 fnoc ☑ ● 2432	2025-12-11 fnoc ☑ ● 2432	2025-12-12 fnoc ☑ ● 1011
w 48	fnoc ● 790	2025-11-30 fnoc ☑ ● 3245	2025-12-01 fnoc ☑ ● 2596	2025-12-02 fnoc ☑ ● 2640	2025-12-03 fnoc ☑ ● 2432	2025-12-04 fnoc ☑ ● 2432	2025-12-05 fnoc ☑ ● 1011
w 47	fnoc ● 790	2025-11-23 fnoc ☑ ● 3245	2025-11-24 fnoc ☑ ● 2596	2025-11-25 fnoc ☑ ● 2640	2025-11-26 fnoc ☑ ● 2508	2025-11-27 fnoc ☑ ● 2432	2025-11-28 fnoc ☑ ● 1011
w 46	fnoc ● 790	2025-11-16 fnoc ☑ ● 3245	2025-11-17 fnoc ☑ ● 2596	2025-11-18 fnoc ☑ ● 2640	2025-11-19 fnoc ☑ ● 2432	2025-11-20 fnoc ☑ ● 2432	2025-11-21 fnoc ☑ ● 1011
w 45	noc/fnoc ● 0/790	2025-11-09 noc/fnoc ☑ ● 0/3232	2025-11-10 noc/fnoc ☑ ● 0/2623	2025-11-11 noc/fnoc ☑ ● 0/2658	2025-11-12 noc/fnoc ☑ ● 0/2432	2025-11-13 noc/fnoc ☑ ● 2432	2025-11-14 fnoc ☑ ● 1011
w 44	noc/fnoc ● 0/790	2025-11-02 noc/fnoc ☑ ● 0/3232	2025-11-03 noc/fnoc ☑ ● 0/2633	2025-11-04 noc/fnoc ☑ ● 0/2658	2025-11-05 noc/fnoc ☑ ● 0/2432	2025-11-06 noc/fnoc ☑ ● 0/2432	2025-11-07 noc/fnoc ☑ ● 0/1011
w 43	noc/fnoc ● 682/800	42 % 2025-10-26 noc/fnoc ☑ ● 3214/3205	25 % 2025-10-27 noc/fnoc ☑ ● 2470/2491	114 % 2025-10-28 noc/fnoc ☑ ● 2644/2584	34 % 2025-10-29 noc/fnoc ☑ ● 2438/2405	25 % 2025-10-30 noc/fnoc ☑ ● 2257/2480	37 % 2025-10-31 noc/fnoc ☑ ● 0/1011
w 42	noc/fnoc ● 652/872	66 % 2025-10-19 noc/fnoc ☑ ● 3170/3215	22 % 2025-10-20 noc/fnoc ☑ ● 2702/2596	24 % 2025-10-21 noc/fnoc ☑ ● 2651/2559	27 % 2025-10-22 noc/fnoc ☑ ● 2460/2386	23 % 2025-10-23 noc/fnoc ☑ ● 2510/2429	25 % 2025-10-24 noc/fnoc ☑ ● 1041/940
w 41	noc/fnoc ● 645/1101	123 % 2025-10-12 noc/fnoc ☑ ● 3284/3184	30 % 2025-10-13 noc/fnoc ☑ ● 2658/2567	35 % 2025-10-14 noc/fnoc ☑ ● 2474/2605	37 % 2025-10-15 noc/fnoc ☑ ● 2299/2433	38 % 2025-10-16 noc/fnoc ☑ ● 2398/2448	39 % 2025-10-17 noc/fnoc ☑ ● 928/947
w 40	noc/fnoc ● 1101/0	100 % 2025-10-05 noc/fnoc ☑ ● 3223/3147	38 % 2025-10-06 noc/fnoc ☑ ● 2432/2702	44 % 2025-10-07 noc/fnoc ☑ ● 2564/2651	50 % 2025-10-08 noc/fnoc ☑ ● 2410/2460	38 % 2025-10-09 noc/fnoc ☑ ● 2429/2469	40 % 2025-10-10 noc/fnoc ☑ ● 918/979

FROM OVERVIEW TO ACTION

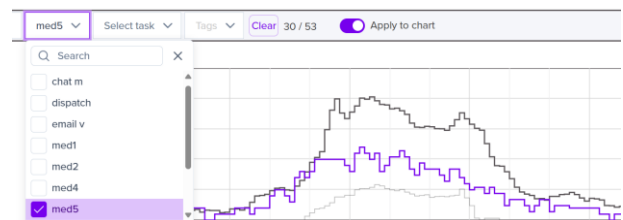
Spot risk, understand why - and act before service levels suffer

simTree brings skills, staffing, service levels and occupancy together in a visual workflow designed for day-to-day planning.

FIND SKILL GAPS INSTANTLY

Advanced Filtering

Filter on individual skills or skill combinations and compare scheduled staffing with the calculated target. Quickly identify exactly where coverage is too low.



FOCUS ON THE BIGGEST RISKS

Service Level Heat Map

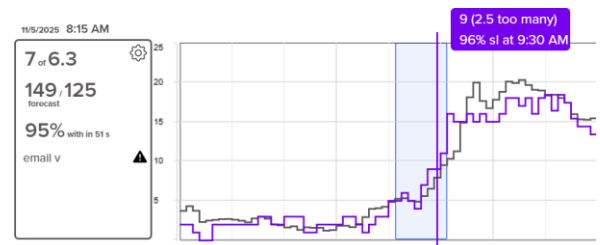
Review expected service level across call groups down to 15-minute intervals. Severity filtering helps planners prioritize periods with low service levels or no coverage.



PREDICT WORKLOAD PRESSURE

Occupancy & Inspector

Estimate agent occupancy before it happens and inspect any period for scheduled agents, forecast demand, expected service level and skill-specific warnings.



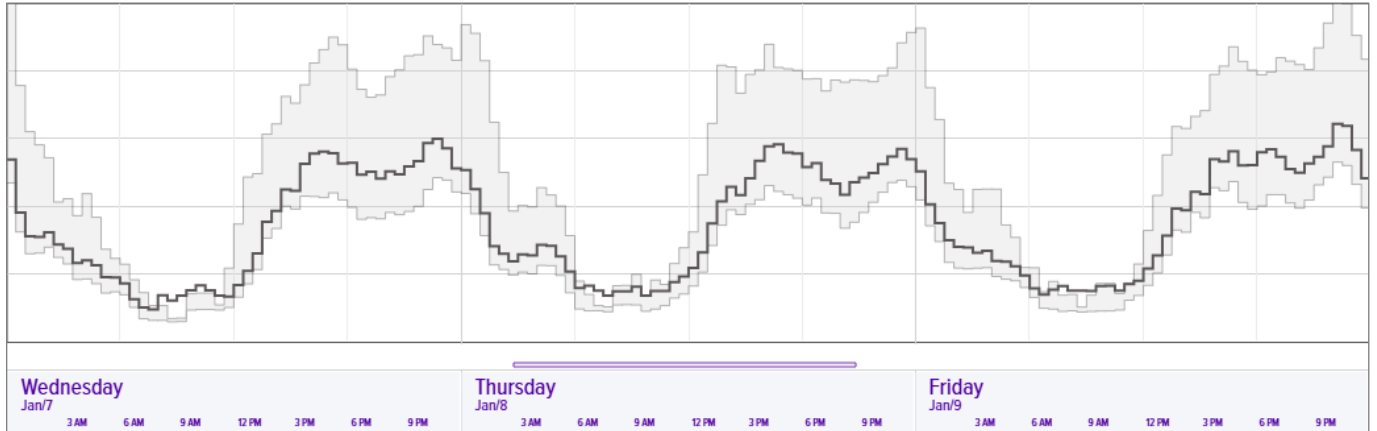
**FORECAST DEMAND. SIMULATE REALITY.
OPTIMIZE YOUR WORKFORCE.**

Advanced mathematics turned into practical decisions planners can use every day. The simTree AI Forecast offers forecasts based on the machine learning method Elastic Net Regression. Elastic Net Regression uncovers intricate patterns in large datasets, providing deep insights.

SIMULATION BASED STAFFING

See performance before the day begins

simTree simulates your contact center using forecast demand, scheduled agents and their actual skills. This gives planners a realistic view of expected service levels and occupancy.



TRUE MULTI-SKILL PLANNING

Model the workforce you actually have

simTree considers the real distribution of skills among scheduled agents when calculating staffing requirements. The target reflects the flexibility of your workforce, including the value of cross-training.

WHY SIMULATION?

Move beyond single-skilled systems

Traditional Erlang C calculations are not enough for complex multi-skill environments. The simulation driven system in simTree models how calls and skills interact in practice, based on your actual skill levels.

The result: Schedules that reflect both the demand and the real skill mix of your team, created automatically with the click of a button.