

FOR IMMEDIATE RELEASE

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**SWPP Announces Publication of Workforce Management Expert Solutions:  
*Best Practices from SWPP's Workforce Wizard Series***

NASHVILLE, TENNESSEE – April 7, 2009 – The Society of Workforce Planning Professionals (SWPP) today announces the publication of its first book, *Workforce Management Expert Solutions: Best Practices from SWPP's Workforce Wizard Series*. This book is the first compilation of some of the knowledge of this membership group, which is the world's largest association dedicated to the professional development of workforce planning professionals in the modern contact center.

“There is so much knowledge and expertise throughout the membership of SWPP,” said Vicki Herrell, Executive Director. “We are so thrilled to be able to capture and share some of that information in this new book, which will be a very useful tool for workforce planning professionals everywhere.”

This exciting new book is a collection of many of the Ask the Workforce Wizard columns from the SWPP quarterly newsletter, *On Target*. Each section contains questions and answers about timely and relevant workforce management issues. All of the questions come from workforce management professionals, each of them struggling to do the same thing: get the exact right number of “bodies in chairs” for each period of the day. All of the answers come from other workforce management professionals and a few consultants and experts in the field who are kind enough to share their experiences with their colleagues.

Many different topics are covered in this book that workforce planners likely face in the day-to-day struggles with call center staffing, including information on the following:

- Forecasting
- Scheduling
- Managing by the Numbers
- Workforce Management Team Organization

- Workforce Management Automation

This book is one of the many tools provided by SWPP to support workforce planning professionals around the world.

The cost of the book is \$19.95 plus shipping and handling, and may be purchased on the SWPP website at <http://www.swpp.org/bookoffering.html>.

### **About SWPP**

The Society of Workforce Planning Professionals (SWPP) is an organization devoted to facilitating education and networking opportunities among workforce planners across all industries. Membership in SWPP is available to all workforce planning professionals and other interested parties from consulting and vendor organizations. Both individual memberships and corporate membership options are available, with full benefits and costs outlined on the organization's website at [www.swpp.org](http://www.swpp.org).

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