**Project Name:** CCenter

**Sample Only**

This document was submitted by students in a previous class. Their requirements were different from yours. We offer it only as a sample of what a project was for that class. Copying this document, in whole or in part, and submitting the result as your own work, would be a violation of the honor code.

**Document Title:** Midpoint Status Report

**Revision Number:** 1.0

**Name and E-mail Address:** -

1. **Problem Definition**

Call centers dedicated to fulfill sales of nationwide telemarketing networks need a way to manage their human capital requirements in order to stay profitable in a heavily seasonal business environment. In response to this need, the model being developed for The CallMe Center has the following main objectives:

First, the model expects to provide top executive managers with a tool that allows them to optimize their hiring stream for 12 periods based on the forecasted volume of incoming customer phone calls, the productivity of the call center, and the sales agents’ learning curve. In other words, the model will allow managers to plan their hiring activities in advance rather than hiring in a reactive manner in response to changing business volume. This proactive approach also contributes to onboarding the right agent to the organization.

Second, identify and understand the effects of the resulting hiring stream on costs, revenue, and profits. This understanding will help develop in the model a hiring algorithm that maximizes customer satisfaction and the bottom line.

Third, explore the effectiveness of the proposed hiring algorithm through the use of scenarios. The scenarios will consider different learning curves of recently hired sales agents, different seasonality patterns and different customer base growth rates.

The concept of the CCenter model presented on Wednesday, October 5th has not changed.

1. **Who does What**

Since the CCenter model is being developed by a one-man enterprise, - will perform the following tasks:

* Define the essential input parameters, and input and output streams.
* Define the basic functionality of the model.
* Separate the functionality of the model into modules that can be implemented in specific worksheets.
* Implement the calculations for each worksheet. Define additional input parameters and streams as necessary.
* Test the functionality of the model and make sure that all the calculations have been implemented properly.
* Implement two scenarios by choosing the appropriate input parameters and streams.
* Prepare all required documentation.
* Verify that all the documents meet the established requirements.

1. **Refined Schedule and Budget**

The cost of delivering the project is expressed below in terms of the hours required for its completion. It has been adjusted since previous submission.

|  |  |
| --- | --- |
| Phase | Cost (in hours) |
| Planning  Problem definition  Project schedule | 4  1 |
| Modeling  Model Implementation | 20 |
| Documents  Course Project Proposal  Mid-point Status Report  Final Report  User Guide  Reference Guide | 6  3  8  5  5 |
| Execution  Scenario Selection  Scenario Analysis | 1  4 |
| Total | 57 |

The schedule has been revised based on the task list described above.

|  |  |  |
| --- | --- | --- |
| Completion Date | Milestone / Deliverable | Description |
| 10/05/2011 | Course Project Proposal | Identification of the business/business process to be modeled as well as the mayor parameters, and input and output streams.  Development of the project schedule.  This milestone is important to define an action plan. |
| 10/26/2011 | Mid-point Status Report | Refinement of the problem definition.  Define the basic functionality of the model.  Separate the functionality of the model into modules that can be implemented in specific worksheets. |
| 10/29/2011 | Planning Phase | Go over the functionality of all sheets doing the rough calculations on paper. This phase should provide a reality check for the model. |
| 11/5/2011 | Excel Work Begins | Begin the implementation of the calculations in the Excel worksheets. |
| 11/19/2011 | Model Completion | Build a comprehensive model and complete all the calculations in the different worksheets. |
| 11/23/2011 | Model Verification | Test the functionality of the model and make sure that all the calculations have been implemented correctly. |
| 11/26/2011 | Scenario Generation | Generate the input parameters and input streams for the selected scenarios.  Analyze the results of each scenario. |
| 12/03/2011 | User Guide, and Reference Guide | Write the User Guide and Reference Guide. |
| 12/11/2011 | Final Report | Write the Final Report. |
| 12/14/2011 | User Guide, Reference Guide, and Final Report Submission | Verify and submit all the required documentation. |