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CONTENTS

ENABLING LABOUR FORECASTING	1
LABOUR FORECASTING	. 2
SETTING UP WAIT TIMES FOR WALK-IN DEMAND	5

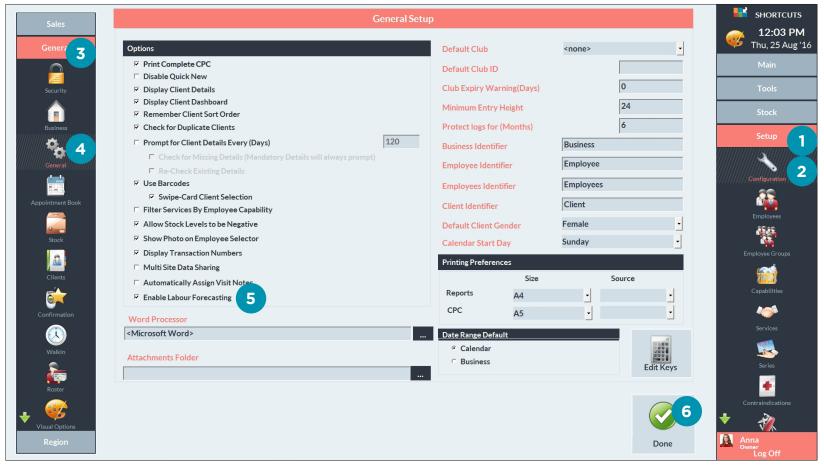
ABOUT THIS DOCUMENT

Labour forecasting allows you to sample data from a previous time frame to help calculate your future roster requirements. This feature displays coloured bar graphs of your predicted appointment demand as well as walk-in demand for each day. These graphs can be used as a visual guide to help you see when the peaks and lulls will occur throughout the day. This enables you to plan out your roster more efficiently, and helps to avoid being overstaffed or understaffed on any given day.

ENABLING LABOUR FORECASTING

Labour forecasting is not switched on by default. You will need to enable labour forecasting in your settings before you can complete a forecast.



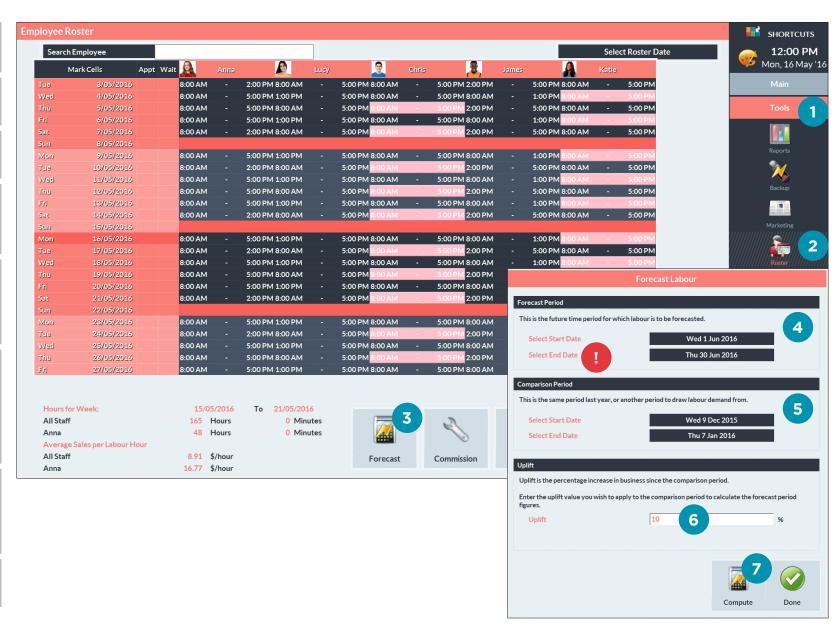


LABOUR FORECASTING

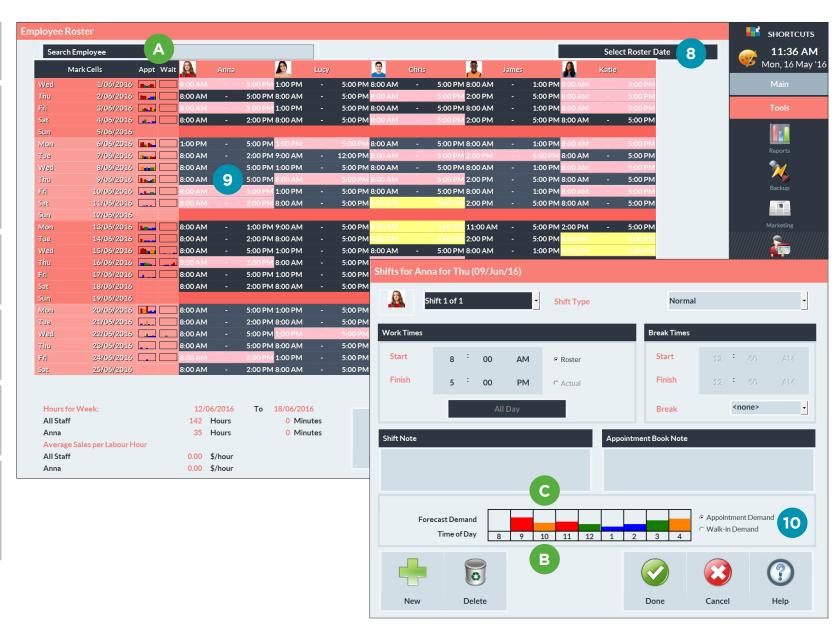
By completing a forecast you are able to compare sample data from a previous time frame to help calculate your future roster requirements. Coloured bar graphs of your predicted appointment demand and walk-in demand are displayed for each day. These graphs can be used as a visual guide to help you see when the peaks and lulls will occur throughout the day. This enables you to plan out your roster more efficiently, and helps to avoid being overstaffed or understaffed on any given day.



- Enter your comparison period. This is the time period you wish to sample data from. Labour demand from this time period will be used to calculate future demand.
- 6 Optional: Enter the uplift percentage you wish to apply. This is the increase in business activity since the comparison period.
- 7 Click compute.



- Navigate to the time period for which you have forecasted labour.
- A preview of your forecast will be displayed next to each date on the roster. The 'appt' column shows labour demand for appointments, and the 'wait' column displays labour demand for walkins.
- 9 Click on any employee's shift to view a full-size labour forecast for that day.
- 10 Choose whether you wish to view appointment demand or walk-in demand.
- The graph will show your forecasted demand for each hour of the day from left to right.
- The height of each bar indicates how busy you are expected to be; the higher the bar, the more clients are expected to visit during this time.



The colours on the graph represent how effectively your rostered labour will fulfill forecasted labour demands.

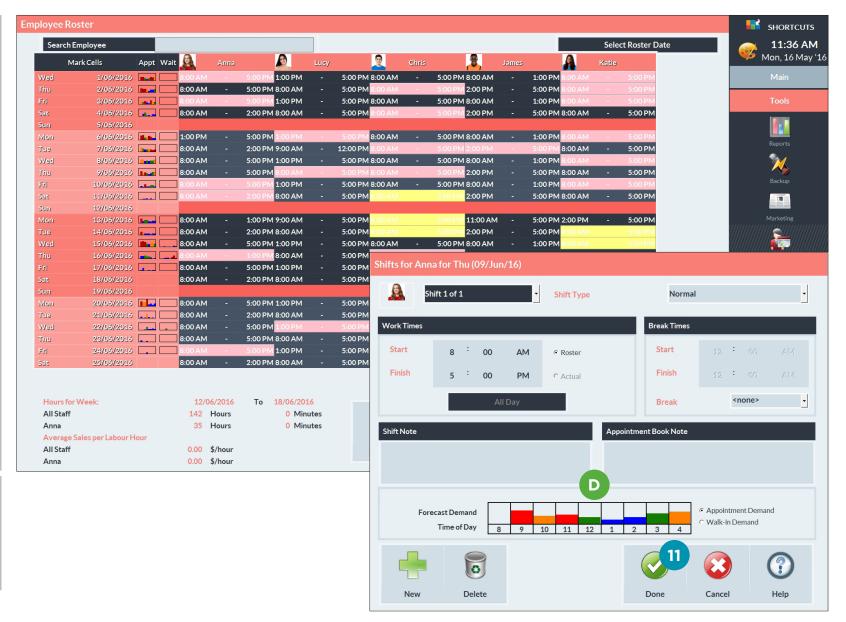
Red indicates that forecasted demand heavily exceeds rostered labour. You may wish to increase the number of staff rostered at this time.

Orange indicates that forecasted demand slightly exceeds rostered labour. You may wish to increase the number of staff rostered at this time.

Green indicates that rostered labour will successfully meet forecasted demands.

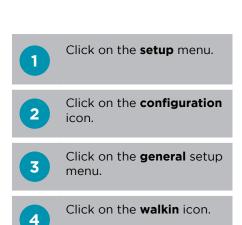
Blue indicates that rostered labour exceeds forecasted demands. You may wish to reduce the number of staff rostered at this time.

Once you are finished viewing your labour forecast for a particular day, click **done**. At this point, you may wish to make changes to your roster.

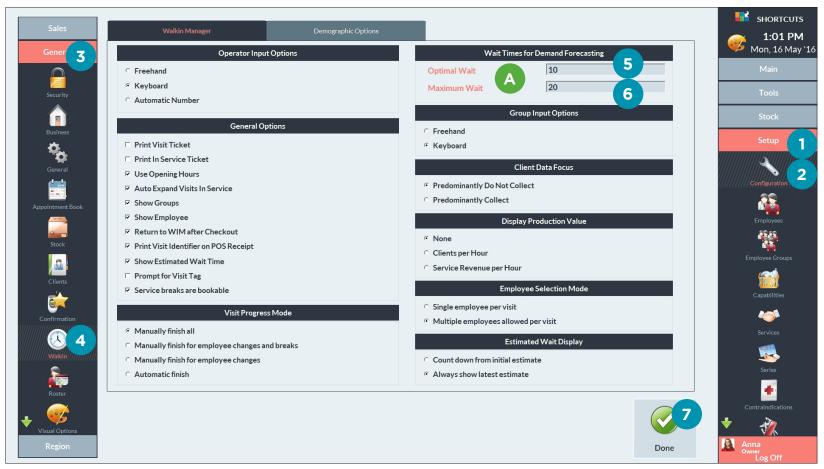


SETTING UP WAIT TIMES FOR WALK-IN DEMAND

If you are using the Walk-in Manager, you can specify an optimal wait time and a maximum wait time to be taken into account when forecasting labour demands for walk-in visits.



- Enter the optimal wait time (in minutes). This is your ideal wait time for walk-in clients.
- Enter the maximum wait time (in minutes). This is your desired maximum wait time for walk-in clients.
- Click done.
- A These values will be used to calculate labour demand for walk-ins. This means that your labour forecasts will be optimised to suit your desired client wait times.





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