Checklist for Planning a Call Center

Consider the Big Picture

When planning a Call Center you need to consider the criteria for the overall space as well as seating and workstation furnishings. Effective planning requires that you take a "big picture" view of the space as a whole so that you end of with flexible, adaptable space that can easily be reconfigured as your business grows and changes. To guide the planning process we have assembled a checklist of items that you should consider. This is not an exhaustive list, but it does address most of the commonly required items.

Furniture

Ergonomics

‣ Provide adjustable task seating to enhance the comfort and health of employees.

‣ Include adjustable keyboards and mouse trays to reduce injuries.

‣ Provide a footrest to help promote movement and circulation and accommodate a wider range of body sizes.

‣ Provide adjustable monitors supports to accommodate different viewing angles.

‣ Identify resources to educate your employees on how to properly adjust the features and furnishings.

Furniture Lifecycle Costs

‣ Specify durable furniture that can withstand the demands of a call center.

‣ Consider the furniture warranty as part of your purchase decision.

‣ Specify workstation panels or tiles that can easily be changed out if they are soiled or damaged.

‣ Specify furniture that can easily be reconfigured.
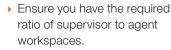
Agent Workstation Size and Accessories

‣ Understand the specifics of agents work tasks to adequately plan their workspace size and accessories. This includes the potential for overhead shelving, storage pedestals, and paper management tools.

‣ Consider the business that the call center supports. Typically, an outbound center has smaller stations than an inbound center.

Space Planning

Conduct a planning exercise that provides a 3 to 5 year growth projection. This plan could influence how you design the current space.

Layout/Flow

‣ Aisle widths between workstations must comply with OSHA and city codes.

‣ Layout of space should make it easy for users to get to restrooms and break areas.

‣ Supervisors' workspaces should be properly positioned relative to agents' workspaces.

‣ Ensure you have the required ratio of supervisor to agent workspaces.

‣ If the supervisor needs to see agents when they are seated, then consider this when specifying workstation enclosure height.

Other Call Center Areas

‣ Understand staff training programs, training style and technology requirements. Training type will influence the type of furniture you provide in the training room. Options may include: tables, mobile tables, workstations and carrel-like workstations.

‣ Understand needs for the reception station, administrative offices, and copy/print centers.

‣ Identify requirements for huddle rooms, conference rooms and break areas.

Knoll research initiatives focus on links between workspace design and human behavior, health and performance, and the quality of the users' experience. We share and apply what we learn to inform product development and help our customers shape their work environments.

To learn more about this topic or other research resources Knoll can provide, go to www.knoll.com/research

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