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**FREE FOR
FORUM
MEMBERS**

USER GROUP

Planning & Analysis User Group

How the role of the Resource Planner is changing

In this session we'll review how people's summer has been from a business perspective and whether there has been any refocus since we as a community have just completed or will shortly complete 2027 budgets.

We as a business have made a big movement to invest in AI and at quite a quick pace so there are some exciting times coming over the next 6-12 months and beyond.

We will cover areas of:

- AI and automation (real-time)
- Employee-centric flexible scheduling:
Preferences
Self-serve
- Data story telling
- Challenging insight

Paul Sanders
Head of Resource
Planning at Everywhen

I have over 10 years of contact centre, operational planning and MI experience across a variety of sectors, joining my current role at Everywhen (previously Towergate Insurance) in 2018.

I'm extremely keen on utilising and investing in new technologies which enhance our business, our employee wellbeing and our customer journey. I also enjoy the challenge and flexibility of trying new ideas that are often derived from front line staff with a view to increasing our level of employee engagement.

This forum provides an open policy within which to share new ideas and practices that have both worked or not in order to raise the level of planning within our region.

It's free to join us for this thought-provoking and insightful User Group. Book your place online at www.contactcentreforum.co.uk/user-groups

**Next session:
14 October 2026
at 10am**