



The planning year, month by month

A rough annual rhythm for a contact-centre workforce planner — adapt to your own peaks

Month	What a planner is doing
Jan	Recover from peak; post-peak review; set the annual capacity plan and budget assumptions
Feb	Refresh the forecast baseline; clean last year's history; agree shrinkage targets
Mar	Q2 capacity check; spring leave planning; review service-level targets
Apr	Mid-year forecast review; start scoping summer cover and annualised-hours banking
May	Summer leave allocation locked; recruit for any summer gaps; refresh attrition assumptions
Jun	Half-year capacity re-baseline; begin back-planning the autumn/Christmas hire
Jul	Open peak recruitment requisitions; size training throughput; lock peak forecast assumptions
Aug	Peak hiring in flight; build the peak roster and surge playbook; freeze non-essential change
Sep	Train peak intake; finalise peak coverage and contingency; brief the operation
Oct	Peak ramp; tighten the real-time plan; rehearse the surge playbook
Nov	Black Friday / Cyber Monday; daily re-planning; protect the team's occupancy
Dec	Christmas peak; hold the line; log everything for the post-peak review

Directional, not prescriptive — your peaks, regulator and sector shift the timing. See the live industry calendar at ccplanning.net/resources/industry-calendar.html.