Frank Challenge:

Imagine this scenario:

You are working on a project in which you will need to hire people to work data entry and to answer support tickets (a support ticket is any query submitted by a customer). This project will have a fluctuating amount of traffic, therefore it will have variable demand for data entry and support work. At the time of this plan, the project term length is unknown.

Create a proposal to address this scenario.

Include as much of your thought process as possible. If you make any assumptions in this challenge, please state them. Create your proposal in whatever format you are most comfortable with.

Make sure to answer at least the following questions:

What would be your main considerations in creating an affordable and flexible staffing plan?

How would you determine the right number of people to hire?

How would you address the project’s variability and unknowns?