

CALL CENTER STAFFING PLAN

Date/Time: Represents hourly intervals.

Call Volume: Number of incoming calls during that hour.

Avg Call Duration: Average time to handle a call (in seconds).

Traffic Intensity: Calculated as the product of call arrival rate (calls per hour) and average call duration.

Service Level: Desired service level (e.g., 80% answered within 20 seconds).

Shrinkage: Non-productive time (breaks, meetings, etc.) as a percentage.

Required Staff: Number of agents needed to meet service level targets.

Time of Day	Call Volume	Avg Call Duration (s)	Traffic Intensity (Erlangs)	Service Level	Shrinkage	Required Staff

PLAN CONCLUSIONS AND RECOMMENDATIONS