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ITS345: Desktop Support
Professor Brown
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Homework Week 07

1. How many agents does Game Shack need to handle the volume of calls listed above? (Figure 85%)

This depends on the hour. At 9 am, for the first hour, it is enough if only five agents come in. At 10 and 11 there should be already 10 agents present, and during peak hour, which is 12pm, 12 agents are needed.
So theoretically, the agents from the morning shift (9am) can work until 1pm and with each hour they get more help from more agents.

2. How many telephone lines are required to meet Game Shack's objectives?

During peak hour, there are 14 telephone lines required. The rest is 9am – 7 lines; 10am – 11 lines; 11am -11 lines.

3. When is the peak call volume? How long will an average caller wait during the peak hour?

Peak hour is at 12pm. A caller will have to wait approximately 35 minutes.

4. What is the impact on staffing and number of lines Game Shack needs if the policy guideline on the percentage of calls answered in 30 seconds or less is increased to 95 percent? (Figure 95%)

9am: 6 Agents (+1); 7 lines (+/- 0)

10am: 11 Agents (+1); 11 lines (+/- 0)

11am: 11 Agents (+1); 11 lines (+/- 0)

12pm: 14 Agents (+2); 14 lines (+/- 0)

Although the lines stay the same, with more call agents the delays drastically decreased.

85%:

Call Center Calculator (Ansapoint)				
Hourly calls and results				
	Calls	*Agents*	*Delay*	*Lines*
Hour 1	10	5	33	7
Hour 2	25	10	18	11
Hour 3	25	10	18	11
Hour 4	35	12	35	14
Hour 5				
Peak agents required: 12, in hour 4				
Targets and parameters				
Call duration:	720	seconds		
Wrap-up time:	120	seconds		
Service level:	85	% answered in		
	30	seconds		
Blocking target:	0.010			
	Calculate			

95%:

Call Center Calculator (Ansapoint)				
Hourly calls and results				
	Calls	Agents	Delay	Lines
Hour 1	10	6	9	7
Hour 2	25	11	7	11
Hour 3	25	11	7	11
Hour 4	35	14	7	14
Hour 5				
Peak agents required: 14, in hour 4				
Targets and parameters				
Call duration:	720	seconds		
Wrap-up time:	120	seconds		
Service level:	95	% answered in		
	30	seconds		
Blocking target:	0.010			
Calculate				