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March 7<sup>th</sup>, 2023

### **Chapter 7: User Support Management**

**-How many agents do Game Shack need to handle the volume of calls listed above?**

The most agents Game Shack need is 12 agents.

**-How many telephone lines are required to meet Game Shack's objectives?**

14 telephone lines are needed to meet Game Shack's objectives.

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

12PM is the peak call volume, 35 calls, and 12 agents are needed. The delay is about 35 seconds.

**-What is the impact on staffing and the 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%?**

When it is increased to 95% the number of agents needed goes slightly up, the number of lines remains the same, and the delay time decreases.

(See images on page number 2 of this document)

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			
<b>Calculate</b>				

Service level: 85%

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			
<b>Calculate</b>				

Service level: 95%