Steffany Jane Warain

Professor Skylar Brown

ITS345 Desktop Support & ITL

March 6, 2023

Week 7: User Support Management

1. **How many agents does Game Shack need to handle the volume of calls listed above?**

   - 5 to 12 agents.

   - In Hour 1, 5 agents. Hour 2, 10 agents. Hour 3, 10 agents, and in Hour 4, 12 agents.

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

   - A minimum of 7 telephone lines and a maximum of 14 Telephone.

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

   - The peak calls happen around 12 pm with 35 calls and a wait time of 35 seconds.

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?**

   - On the first report, with 85% of calls answered within 30 seconds, Game Shack needs a minimum of 5 agents and a maximum of 12 agents with a maximum of 35 seconds delay time. This is the report:

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

- If 95% of calls must be answered within 30 seconds, there are more agents required, less delayed time, and the same number of telephone lines. A minimum of 6 agents on the first hour, while during peak hours there should be 14 agents and a delay time of 7 seconds, maximum. This is the report:

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				