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Help Desk Support and ITL
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How many agents does Game Shack need to handle the volume of calls listed above?

It takes Game shack 37 agents to handle the volume of calls listed above.

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

43 telephone lines are required to meet Game Shack's objectives.

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

The peak volume call is in hour 4. An Average caller could wait 18 minutes during peak hour.

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?

The impact on the staffing and number of lines decreased.