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Desktop Support and ITL

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Game Shack Advice

1. After careful examination of this situation, I am here to say that they need 12 agents to handle the volume of calls.
2. When all the agents are hired, we need 14 telephone lines so we can operate as smoothly as possible.
3. The peak call volume happens at 12 pm. The average wait time is around 35 seconds long for the average caller during the peak hour.
4. The impact on staffing and the number of lines of Game Shack is that we would need more agents. The number of agents would need to increase to 14 for the guidelines to be possible to achieve. If this did happen, the quality of the calls could go down due to more of a rush and worry to answer the call. This change would also lead to an unhealthy workplace since the margin for error has shortened. This leads employees to have a sense of worry when they work.