

Crystal Francis
Desktop Support
Call Center

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

In total Game Shack needs 12 Agents to handle their overall call volume.

9 am - 5 Agents

10 am - 10 Agents

11 am – 10 Agents

12 pm – 12 Agents

2. How many telephone lines are required to meet Game Shake's objective?

In total to meet Game Shakes Objectives 14 telephone lines are needed. These 14 lines would cover the peak hours, for the other hour's line would be used because there is less call volume.

9am – 7 Lines

10am & 11am – 11 Lines

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

The peak call volume is at 12 pm

An average caller will wait for 35 minutes during the peak.

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

If the number of calls to be answered in 30 seconds or less is increased to 95 percent, then there would not currently be enough staff or lines to take the calls within the policy guidelines. Therefore, there would need to be an increase in the number of agents so that there would be no increase in delays.