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Contact Center Advisor and Workforce Advisor Help

Scenario 1—Typical Call Volume, Agents Call in Sick


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What does this do to your service levels, and what should you do about it?


How many agents are required for 80% SL?

1. Click  and set the value of Calls to 10 per minute.
2. Click  and set the value of AHT to 300 seconds.
3. Click  and set the value of SL to 80% in 20 seconds.
4. Click **Calculate**. 57 agents are required for service level at 80%.

What is the effect on SL of 3 fewer agents?

1. Click  and change the number of Agents from 57 to 54.
2. Unpin SL.
3. Click **Calculate**. SL% falls to 63.73%, below your minimum acceptable of 70%.

How many agents do you need from other queues?

1. Unpin Agents.
2. Click  and change the value of SL from 63.73 to 70.
3. Click **Calculate**. The number of agents changes to 55, which is acceptable.

Result:

By moving just one agent from another queue, you could restore a service level of 70%.