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%.