



Inbound Call Center Calculator

(Courtesy of Westbay Engineers)

<http://www.erlang.com/calculator/call/> (click here for the calculator)

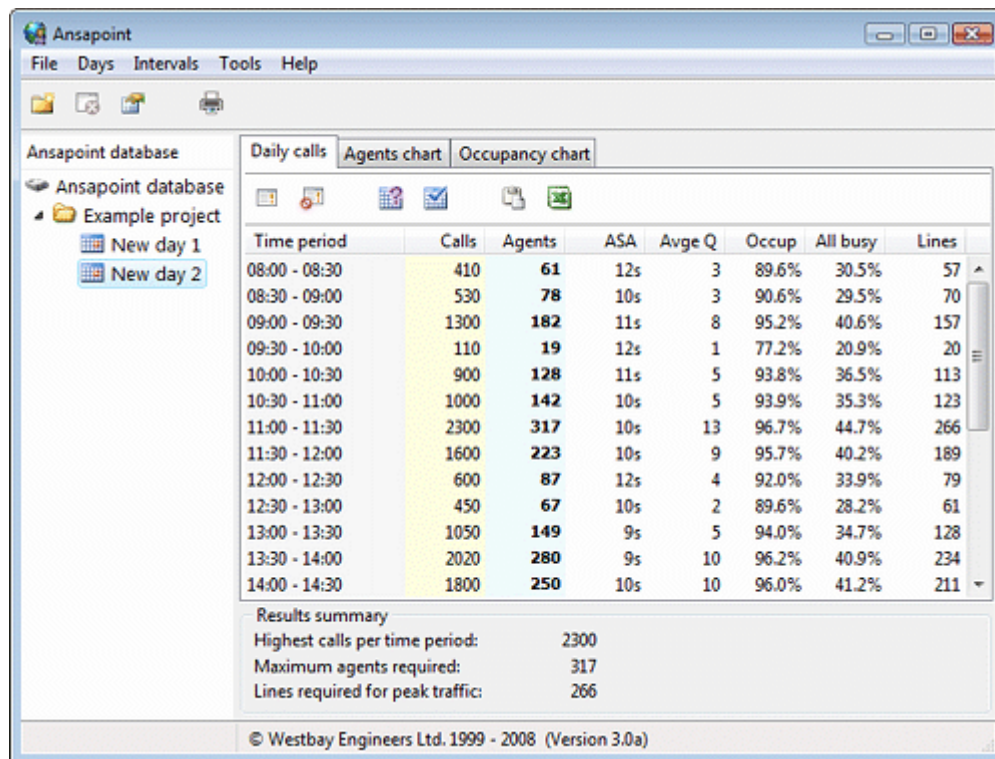
Here is a brief introduction to the calculator. For more detailed information, press the *Help* Button which opens a new browser window on your desktop.

- This calculator, which is based on the Erlang B and Erlang C traffic models, helps you to estimate how many agents you need in your call centre for each hour during an eight hour day. It also works out how many trunks (lines) you need into your call centre to handle these calls.
- Before you start entering hourly figures, you need to specify some general call details and your service targets into the top area '*Targets and assumptions*':
 - *Average Call Duration* - enter the average call length in seconds into this box.
 - *Average Wrap Up Time* - This is the time, in seconds, during which an agent is not available to answer a call after completing the last call. It is usually used to complete administrative tasks.
 - *Call answering target* - Use these two boxes to specify service targets to which the call centre works. For example, if you require that 75% of calls are answered within 15 seconds, enter 75 into the first box and 15 into the second box.
 - *Trunk blocking target* - This is the grade of service target which is used when sizing the lines into the call centre. It is expressed as a fraction of the total calls which will be lost because insufficient lines have been provided. For example, 0.010 means that 1% of all calls would be blocked.
- When the target figures have been entered, you can enter the hourly figures into the boxes in the second section. Each line in this section represents an hour. In the first column of each row, you should enter the number of calls received at the call centre in that hour. As soon as you leave the box, the remaining three boxes are calculated for you. They show the average delay which will be experienced by all calls, the number of agents required during that hour, and the number of lines required to carry that traffic into the call centre.
- Once you have entered the hourly figures, you can change the *Targets and assumptions* figures which you entered into the top area of the calculator. The hourly calls figures will remain, but the results will be removed. To recalculate the hourly results, press the *Calc.* button.
- The bottom section of the calculator summarizes the daily call centre estimates. The first box shows the name of the busiest hour, the second box shows the number of agents required during that busiest hour, and the final box shows the number of lines required into the call centre to carry the peak traffic. Remember that although you can dynamically change the number of agents on duty, the number of lines installed are fixed, and must be sufficient to cater for the peak traffic.

NOTE: You can obtain a powerful Ansapoint Windows version of the call center calculator on this page. Ansapoint is a software tool which can help you work out how many agents you need at a call centre in order to answer your incoming calls according to service targets which you specify. Ansapoint can work with 15, 30 and 60 minute intervals, and allows agent availability factors to be defined, so that staff breaks may be taken into account. Ansapoint also allows reverse calculations to be performed, enabling you to estimate to the number of calls that can be reliably handled by a given number of agents.

Ansapoint will also estimate the number of trunks which should be connected to your call centre to handle the peak incoming traffic. Full charting and printed reports are also offered, making Ansapoint a versatile and flexible forecasting tool.

Ansapoint also allows you to import call volume data from Microsoft Excel worksheets or text files.



"The Software package is wonderful tool and a must for any call center or help desk."
Owen Reese, Fleet Mortgage Group

Ansapoint is available for \$249 US Dollars. If you pay using VISA, MasterCard, American Express or Discovery, you can have this software working on your PC in five minutes!

EXPERIENCE THE DIFFERENCE

CALL US AT 877-404-5639 WITH YOUR PARTICULAR NEEDS AND WE WILL CRAFT A SOLUTION IDEALLY SUITED FOR YOUR PRODUCT OR SERVICE REQUIREMENTS.