



# Natural Language Trending & Staffing (FTE Predictions)

How to determine your staff levels for the next week?

This report summarizes the call volumes for the last 30 days and breaks out the data by day of week.....

.....then calculates the required FTE levels by the hour of each week day to meet the desired 80% Service Level. At the same time - it calculates how the SL is affected by falling short by 1 FTE or by adding 1 FTE.

Department: DSA\_CAR There are 1 Queue(s) contained in

Weekday	# Days	Calls Offered (RCVD)		Calls Answered (ANSD)		Calls Abandoned (ABAND)		Aband %		Aband % from Adequate SL intervals
		Total	Day Avg	Total	Day Avg	Total	Day Avg	%	%	
Monday	4	766	191.5	424	106.0	61	15.3	8.0%	7.6%	
Tuesday	4	483	120.8	343	85.8	36	9.0	7.5%	6.8%	
Wednesday	5	636	127.2	381	76.2	36	7.2	5.7%	4.9%	
Thursday	5	610	122.0	389	77.8	46	9.2	7.5%	7.6%	
Friday	5	589	117.8	334	66.8	42	8.4	7.1%	6.9%	
<b>Avg Week</b>		<b>3084</b>	<b>679.3</b>	<b>1871</b>	<b>412.6</b>	<b>221</b>	<b>49.1</b>	<b>7.2%</b>	<b>6.8%</b>	

## Monday - Department: DSA\_CAR

Monday - Department: DSA_CAR									FTE Staffing for Percent Answered within 60 seconds								
# Days	Adjusted Calls Offered (RCVD)	Aband % from Adequate SL intervals	Avg Handle Time Talk+Work	Adjusted Avg Handle Time	Avg FTE	Avg Efficient FTE	%SL	(Goal: 80% within 60 seconds)									
								FTE's	%SL < Goal	Avg Speed Answer (ASA)	FTE's	Specified %SL	Avg Speed Answer (ASA)	FTE's	%SL > Goal	Avg Speed Answer (ASA)	
07:00 - 08:00	3	1.6	6.8%	6:43	4:19	0.4	0.4	0.0%	1	79.87%	81.9	1.0	80.0%	81.3	2	98.29%	3.8
08:00 - 09:00	4	19.4	5.4%	4:58	4:09	1.3	1.2	47.5%	4	66.36%	95.7	4.6	80.00%	50.2	5	88.19%	22.9
09:00 - 10:00	4	24.7	5.1%	4:01	3:56	2.9	2.9	70.3%	5	76.84%	51.3	5.2	80.00%	43.5	6	91.73%	14.5
10:00 - 11:00	4	17.4	4.7%	4:56	4:07	3.0	2.9	71.0%	4	77.52%	53.6	4.2	80.00%	47.0	5	92.70%	13.1