

Call Center Dashboard

248K

Total Incoming Calls

221K

Total Answered Calls

27K

Total Abandoned Calls

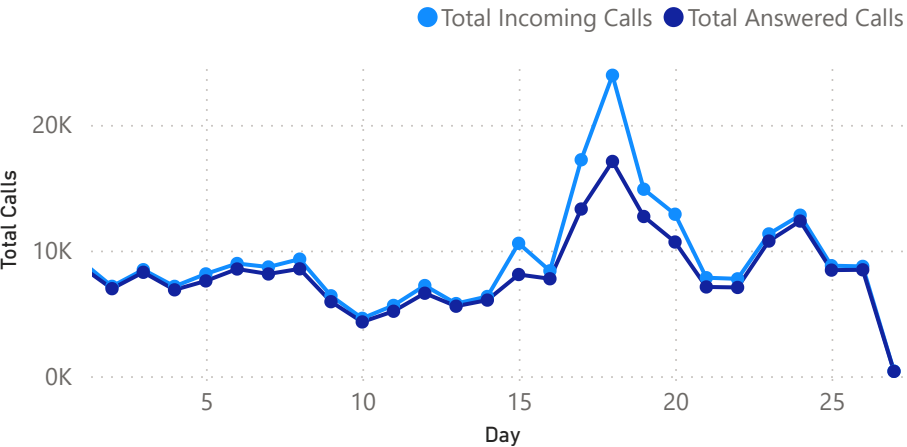
Answer Rate vs Target

95.89✓
Goal: 95.00 (+0.93%)

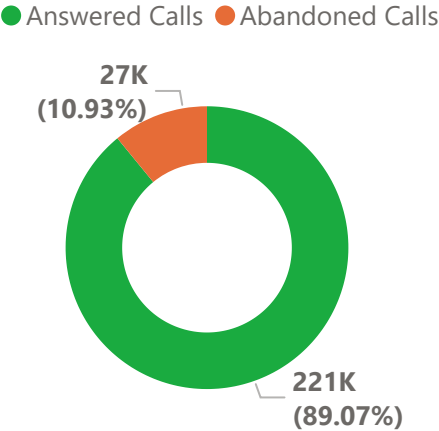
Abandonment Rate vs Target

4.11!
Goal: 5 (-17.74%)

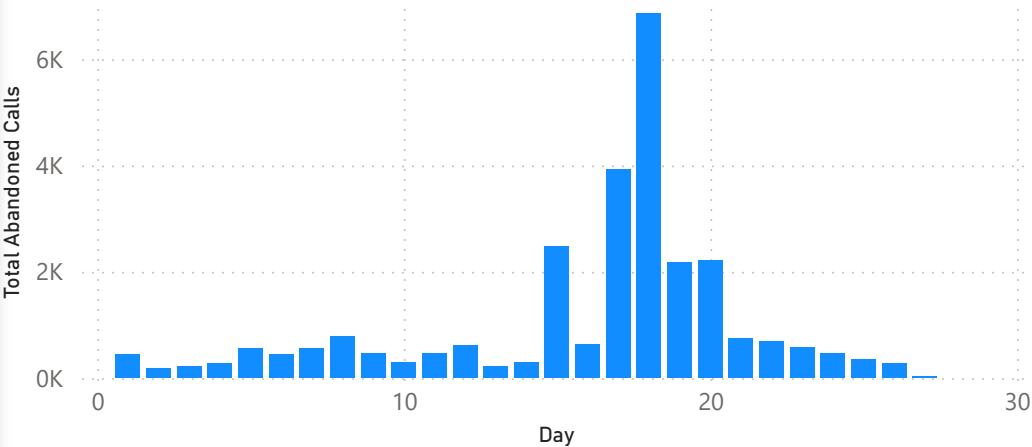
Total Incoming Calls vs Total Answered Calls



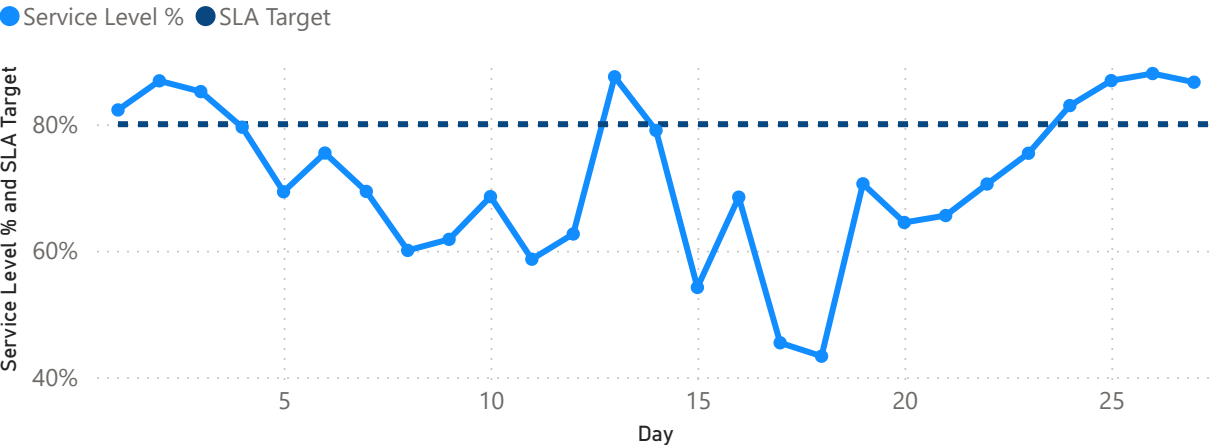
Answered vs Abandoned Calls



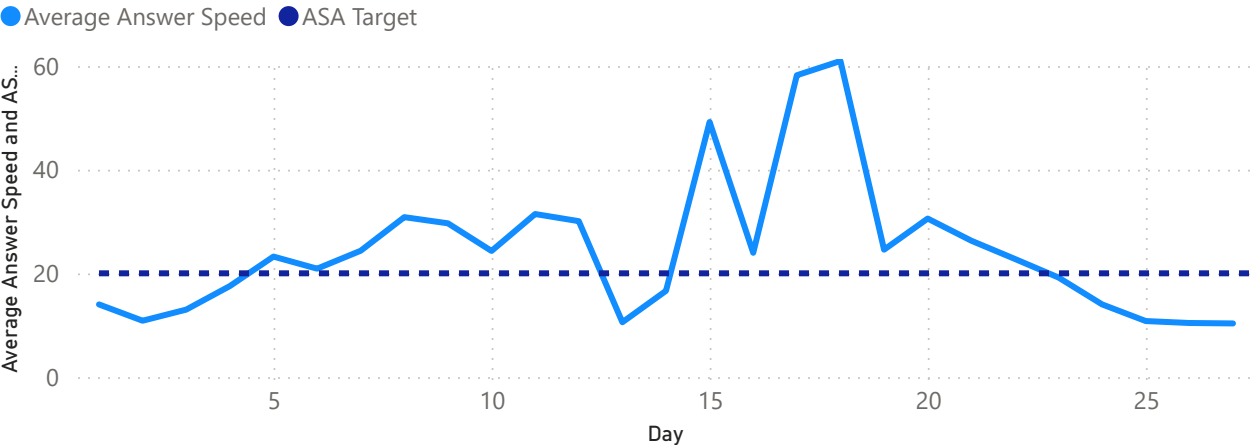
Total Abandoned Calls by Day



Average SLA and SLA Target by Day



Average ASA and ASA Target by Day



Call Center Dashboard

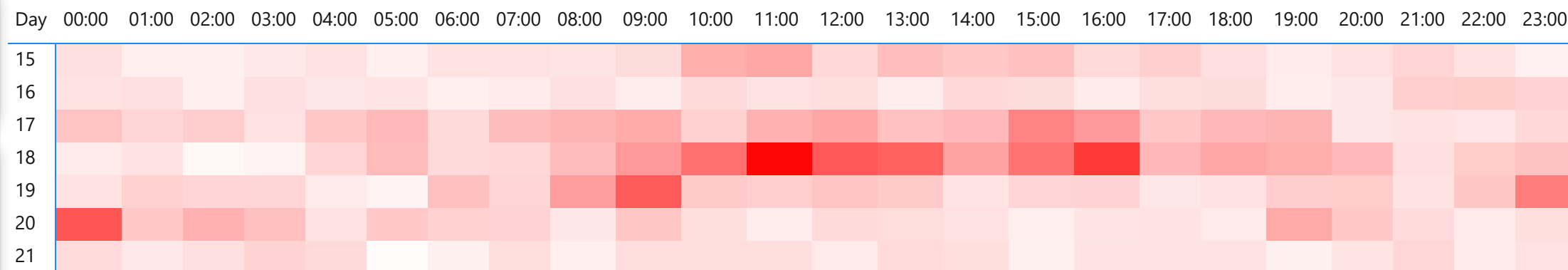
Week-1

Week-2

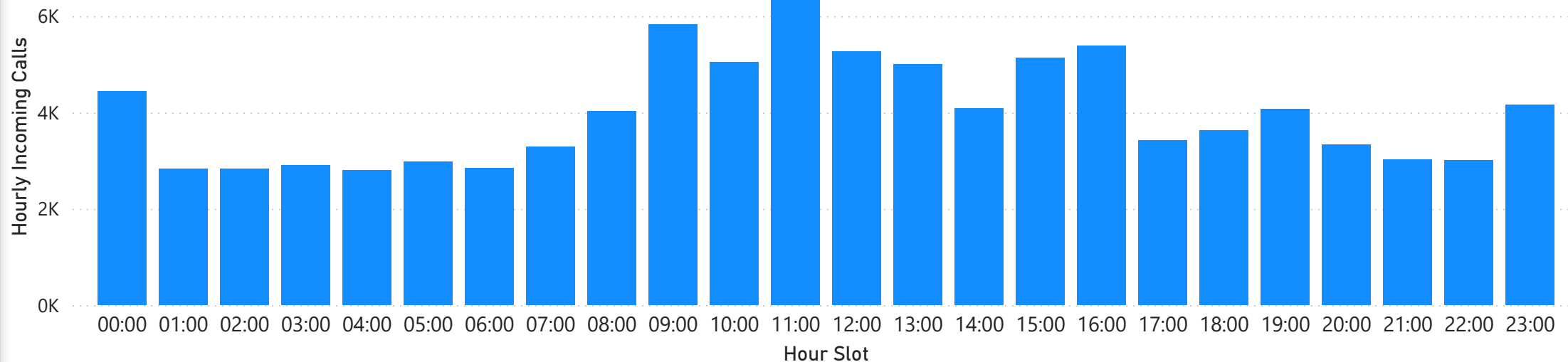
Week-3

Week-4

Call Volume Heatmap (Day * Hour)

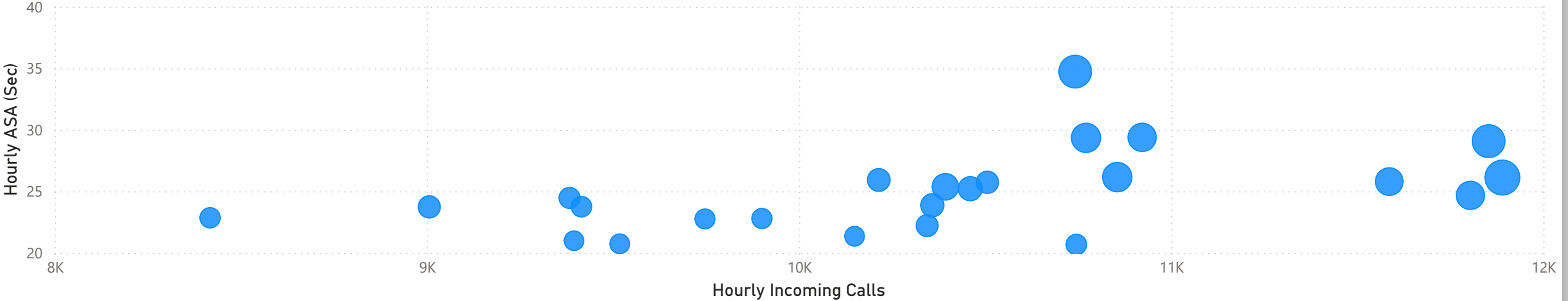


Average Incoming Calls by Hour



- Incoming call volume shows a **clear hourly pattern**, with **peak demand during mid-morning to early afternoon (09:00–13:00)** across most days.
- **Early morning hours (00:00–05:00)** consistently record lower volumes, indicating potential scope for **lean staffing**.
- **Week-3** records the **highest overall call volume** among all weeks.
- These demand spikes are time-driven and repeat across multiple days.
- This pattern supports **predictable staffing** and **break planning**.

Incoming Calls, ASA (Sec) and Abandoned Calls by Hour Slot



High Demand Hours Table

| Day | 00:00 | 01:00 | 02:00 | 03:00 | 04:00 | 05:00 | 06:00 | 07:00 | 08:00 | 09:00 | 10:00 | 11:00 | 12:00 | 13:00 | 14:00 | 15:00 | 16:00 | 17:00 | 18:00 | 19:00 | 20:00 | 21:00 | 22:00 | 23:00 |
|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 18 | 264 | 332 | 91 | 158 | 497 | 814 | 437 | 465 | 802 | 1207 | 1677 | 2924 | 1967 | 1854 | 1094 | 1647 | 2342 | 844 | 1052 | 952 | 821 | 374 | 606 | 723 |
| 17 | 702 | 487 | 585 | 357 | 645 | 820 | 434 | 787 | 889 | 994 | 557 | 928 | 1059 | 727 | 829 | 1456 | 1203 | 649 | 831 | 887 | 295 | 330 | 303 | 462 |
| 19 | 349 | 538 | 500 | 485 | 247 | 154 | 742 | 509 | 1169 | 1925 | 627 | 566 | 698 | 618 | 316 | 508 | 520 | 299 | 354 | 590 | 612 | 343 | 671 | 1532 |
| 20 | 2004 | 636 | 917 | 744 | 327 | 637 | 540 | 519 | 288 | 670 | 388 | 212 | 439 | 395 | 352 | 196 | 319 | 328 | 255 | 1011 | 639 | 425 | 253 | 388 |
| 24 | 599 | 623 | 601 | 335 | 409 | 538 | 204 | 894 | 577 | 436 | 312 | 968 | 681 | 275 | 571 | 576 | 327 | 277 | 692 | 650 | 346 | 802 | 676 | 436 |
| 23 | 268 | 386 | 219 | 371 | 396 | 414 | 233 | 418 | 838 | 714 | 851 | 592 | 484 | 399 | 556 | 555 | 298 | 490 | 512 | 467 | 362 | 690 | 520 | 281 |
| 15 | 359 | 196 | 191 | 274 | 353 | 187 | 334 | 353 | 323 | 409 | 966 | 1037 | 458 | 765 | 634 | 739 | 437 | 564 | 378 | 239 | 358 | 507 | 336 | 169 |

- Call volume increases steadily after late morning, with **peak traffic observed between ~11 AM and 5 PM**.
- **Larger bubble sizes during high-volume hours show a spike in abandoned calls**, suggesting service levels drop when demand exceeds staffing.
- **Day 18 and Day 20 show extreme spikes**, particularly around **13:00–16:00**, indicating demand surges rather than isolated incidents.
- Demand pattern is **structural and repeatable**, suggesting the need for **shift realignment or additional buffers during peak hours** rather than ad-hoc fixes.
- Early morning (00:00–07:00) and late evening (20:00–23:00) remain **low-demand and stable**, offering opportunities for staffing optimization.