

Call Center Dashboard

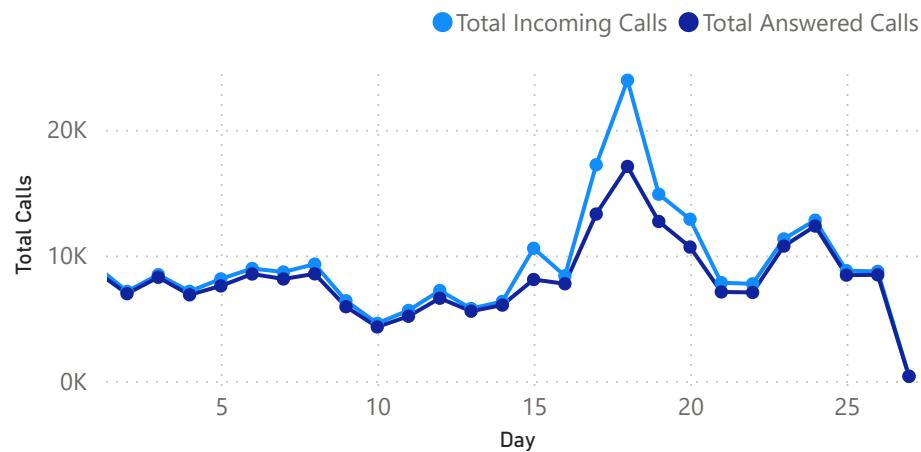
248K
Total Incoming Calls

221K
Total Answered Calls

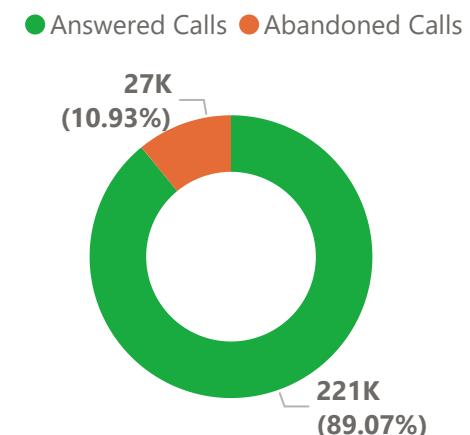
27K
Total Abandoned Calls



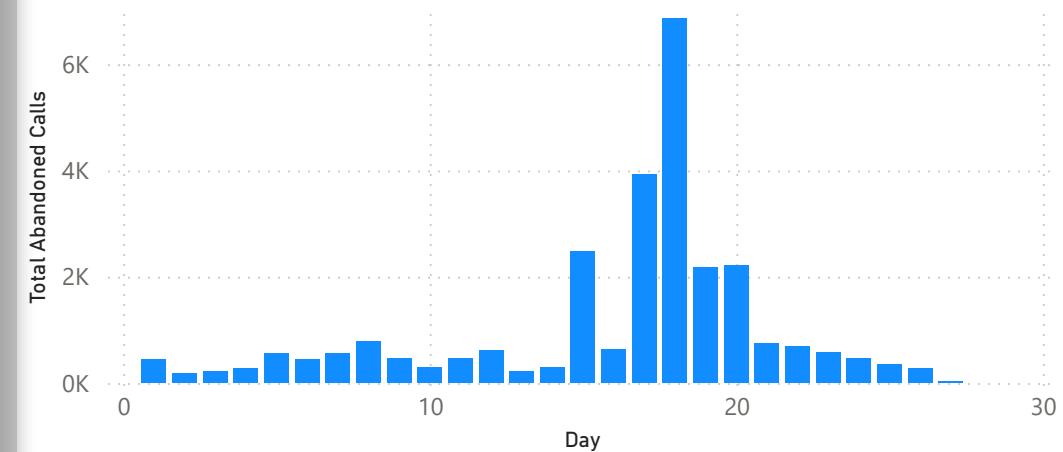
Total Incoming Calls vs Total Answered Calls



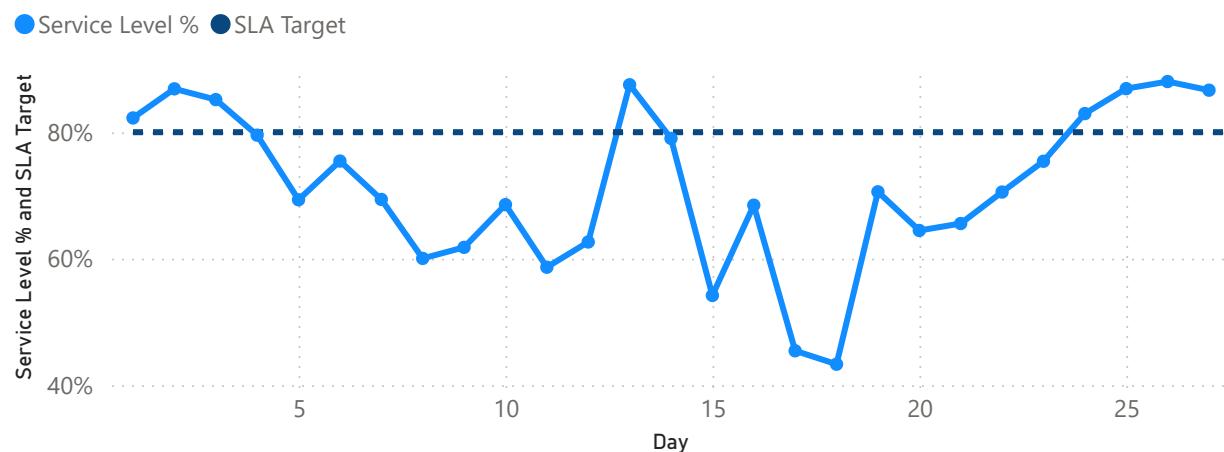
Answered vs Abandoned Calls



Total Abandoned Calls by Day



Average SLA and SLA Target by Day

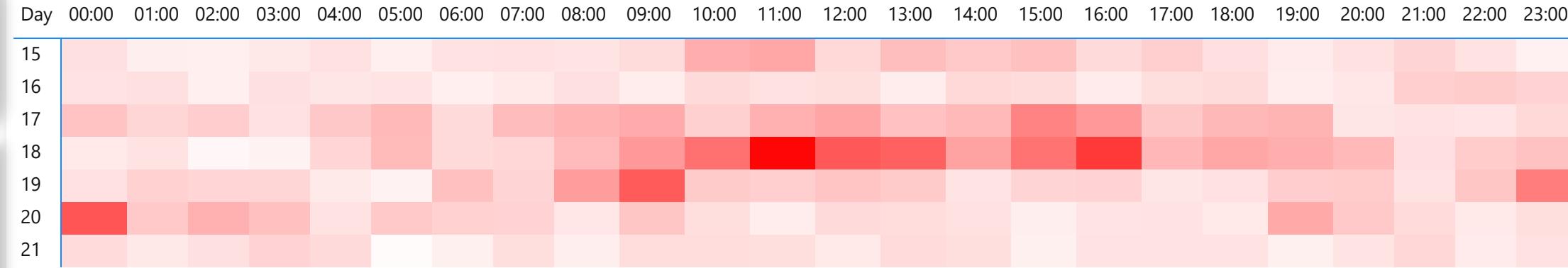


Average ASA and ASA Target by Day



Call Center Dashboard

Call Volume Heatmap (Day * Hour)



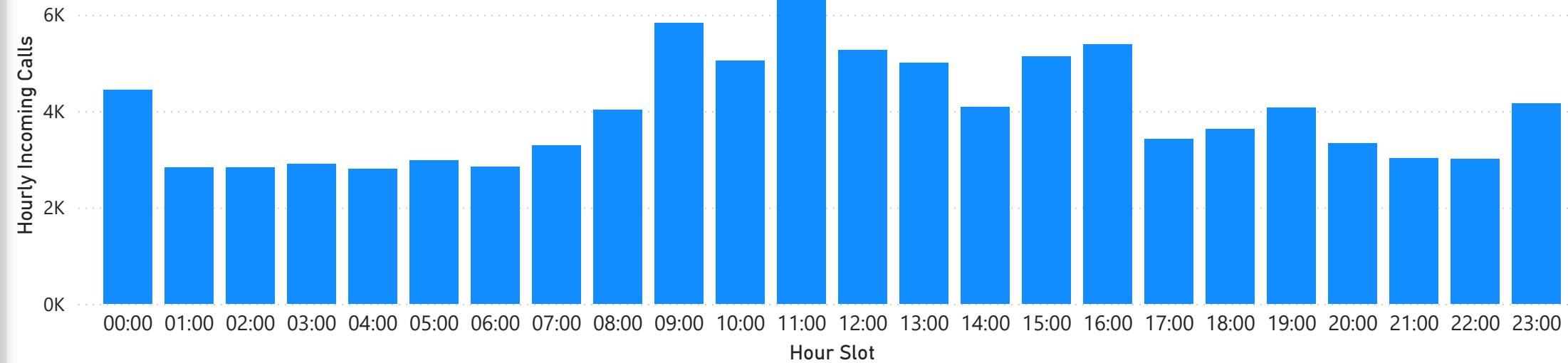
Week-1

Week-2

Week-3

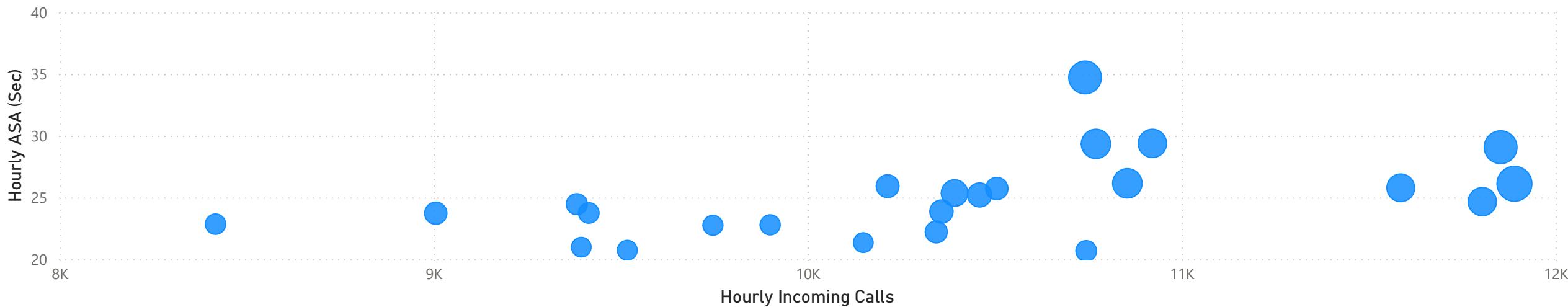
Week-4

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.