Temporal Patterns & Demand Forecasting (2020–2024)

Key Insights:
- Peak demand periods strain system capacity
- Predictable patterns enable proactive resource planning
- Seasonal/weekly variations require flexible staffing

Recommendations:
- Implement dynamic staffing models based on historical patterns
- Pre-position resources during predicted high-demand periods
- Develop surge capacity protocols for forecasted peaks

Call Volume Heatmap: Day of Week vs Hour of Day

Total Number of Calls per Year