**Appendix**

**Appendix 1**

To get more detailed information in order to provide solution for staffing, we have plotted individual bar graph and pivot table for each day representing incoming call traffic for each two-hour shift on that day:

A close up of text on a white background

Description automatically generatedA close up of text on a white background

Description automatically generated

A screenshot of a cell phone

Description automatically generated

**Appendix 2:**

**Individual bar graphs for calls on each day:**

A screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generated

A screenshot of a computer

Description automatically generatedA screenshot of a computer

Description automatically generated

A picture containing screenshot

Description automatically generated

* On analyzing the individual bar graph and pivot table for each day, we can say that the maximum number of calls were received on Monday between 8 a.m. – 10 a.m. i.e., 1156 while no calls were received on Friday between 6 p.m. – 8 p.m.

**Appendix 3**

**Data Statistics Summary:**

A screenshot of a cell phone

Description automatically generated

* In accordance with the properties of normal datasets, we find that the data of “Helpdesk” is not normal and is slightly skewed towards right as skewness of the data is greater than 0 and the mean, median and mode are not equal.