* From the forecasted data we can see that next month there will be an average of 18,987 calls per day.
* This call center operates 10 hours per day which means 18,987/10= 1,899 Calls per hour
* The call center have a target of 90% service level which means it will have to answer call 1,899\*0.9= 171 Calls per hour
* According to historical data the average handling time of call is 2:31 Mins which mean 151 Seconds
* Multiplying the calls with average handling time will give us the estimated man hours needed per hour. (171\*151)/3600=7.71
* In a day the call center will need 7.71\*10=771 Man Hours
* An agent can do a shift of total 6 hours which means and estimate of 717/6=120 Agents will be needed.
* Now we will have to consider the shrinkage factor. The industry standard shrinkage factor is 20%. To account this, we will multiply the required number of agents with 1.20 to determine the actual number of agents needed to maintain 90% service level.
* Actual number of Agents need per day for this call center is 120\*1.2= 144