In the Calls Data Spreadsheet is the number of Customer calls received into each of the Customer Queues. The data is split up by number of calls received in the queue by the two Vendors that share the queue (Vendor A, and Vendor B). The Director of Operations wants a report on volume forecast plans for the first half of 2025 with a summary of volume from 2024 alongside it. This data will be used to determine staffing decisions for Vendors. Provide a Google Document or Word document with answers with an accompanying Google Sheets or Excel spreadsheet with the breakdown of your work.

**Definitions:**

Calls: an instance whenever a customer reaches out for support

Queue: dedicated pods where agents pick up the support cases

Satisfied: Survey where 1 = satisfied 0 = unsatisfied. The Satisfied column represents how many Customers were satisfied with their support response based on survey results. The survey is only sent to calls that were handled.

Missed: A call that was not picked up by the Vendor

SLA Adherence: How many cases were resolved within the SLA Threshold (i.e: an agent was assigned and attended the call within 90 seconds of being requested)

Is Outage: An incident (software issue) that caused temporary tool/functionality disablement

**Questions:**

1. Put together a summary of the following data for 2024:

● Percent of calls handled by Vendor

● Calls picked up in each queue

● Calls missed in each queue

● Calls missed by Vendor

● Percent of Total Satisfied Customers

● Percent of Satisfied by Vendor

● Percent of Calls within SLA, in total and by Vendor

● Impact of Outages on SLA performance - Analyze flagged outage days to uncover patterns and trends

● Identify and provide insights on the Day of Week patterns


2. Forecast the next 2 quarters call volume and provide a recommendation on how you would stafffor these quarters.

● What should we communicate to Vendors on how much volume to expect?

● How would you think about forecasting major events (e.g. Mother's Day). Explain your thought process. Explain your assumptions.

● What are some observations from 2024 we should factor in?

● How should we consider splitting volume between the two Vendors? Should we make any changes to our current structure?

**Things to know:**

● Customer Queue is shared by both A and B. Both vendors can pick cases from this queue.

● When a call is missed in the shared queue, the miss is attributed to both Vendors.

● We control how much volume is allocated to each Vendor queue.

● Handled and Missed Calls **can both be within SLA** (after requesting for an agent, if the customer drops before the 90 second mark the call is still considered as "within SLA" even though it's missed, since the customer dropped before the agent even had a chance to join within their contractual SLA threshold)

● The cost per call each Vendor charges is: ○ Vendor A - $1.80

○ Vendor B - $2.10

**Call Routing Diagram:**