

Call Centre Outsourcing: Breakeven Algebraic Solution

Let N represent the monthly call volume at which outsourcing and running in house cost the same.

$$\text{in_cost} = \text{out_cost}$$

$$\text{in_cost} = \text{out_fixed_cost} + N * \text{cost_per_call}$$

$$\text{in_cost} - \text{out_fixed_cost} = N * \text{cost_per_call}$$

$$(\text{in_cost} - \text{out_fixed_cost}) / \text{cost_per_call} = N$$

$$N = (\text{in_cost} - \text{out_fixed_cost}) / \text{cost_per_call}$$

$$N = (10,000 - 2,000) / 20$$

$$N = 400$$