

WEBINAR

Excel Masterclass – Designing a Better Forecasting Spreadsheet



Tools from Call Centre Helper Excel Erlang Calculator



Type parameters in the boxes below.
The left hand box calculates the number of agents needed to reach a required service level. Use the right hand box if you want to see statistics for the number of agents that you have.

Calculate the number of agents required to reach an agreed service level:

Incoming call rate calls per half hour
 Average call duration seconds
 Required service level
Probability of target answer time
 Target answer time seconds

Number of Agents required **458**

Calculate probability of calls being answered or waiting:

Incoming call rate calls per half hour
 Average call duration seconds
 Target answer time seconds
 Number of agents
 Traffic Intensity (Erlang) **49.50**
 Probability a call waits
Erlang-C Formula **91.69%**
 Probability call is
 answered in target time
Service Level **8.73%**

Agent planner - see at a glance whether you have enough agents for the calls expected:

Average call duration (s) Required service level
 Target answer time (secs)

Time slot	Agents available	Incoming call rate (calls per half hour)
00.00 - 00.30		
00.30 - 01.00		
01.00 - 01.30		

Predicted Erlang
0.1
0.1
0.1

<http://www.callcentrehelper.com/erlang-c-calculator-2473.htm>

Tools from Call Centre Helper Online Staffing Calculator



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Online Call Centre Staffing Calculator - Version 1.1

Calculate the number of staff required to reach an agreed service level:

Incoming Calls	<input type="text" value="100"/>	
in a period of	<input type="text" value="30"/>	Minutes
Average Handling Time (AHT)	<input type="text" value="157"/>	Seconds
Required Service Level	<input type="text" value="80"/>	% Percent
Target Answer Time	<input type="text" value="20"/>	Seconds

Calculate

<http://www.callcentrehelper.com/call-centre-staffing-calculator.php>

Tools from Call Centre Helper Monthly Forecasting Sheet



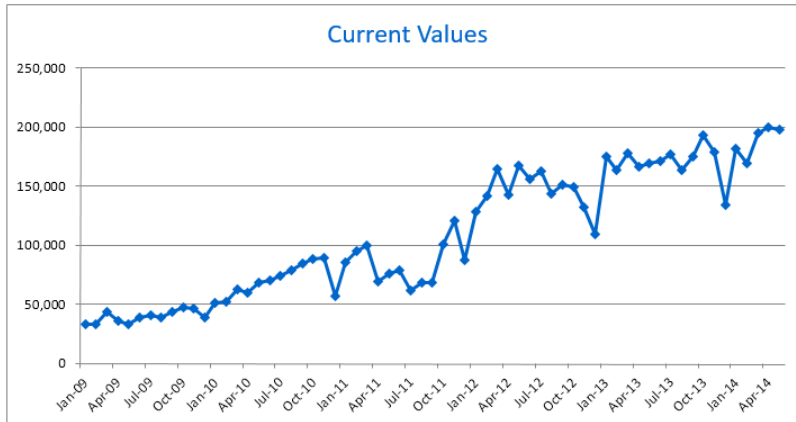
Forecasting Template

Add your data here in the first two columns. You need to have at least 24 months of data to produce a further annual forecast using this tool

Month	Value
Jan-09	33,106
Feb-09	33,096
Mar-09	43,479
Apr-09	35,878
May-09	33,487
Jun-09	38,882
Jul-09	40,962
Aug-09	38,895
Sep-09	43,581
Oct-09	47,227
Nov-09	46,709
Dec-09	38,436
Jan-10	51,102
Feb-10	52,202
Mar-10	62,798
Apr-10	59,529
May-10	68,685
Jun-10	69,904
Jul-10	74,446
Aug-10	78,529
Sep-10	84,904
Oct-10	88,065
Nov-10	89,231
Dec-10	57,248
Jan-11	85,386

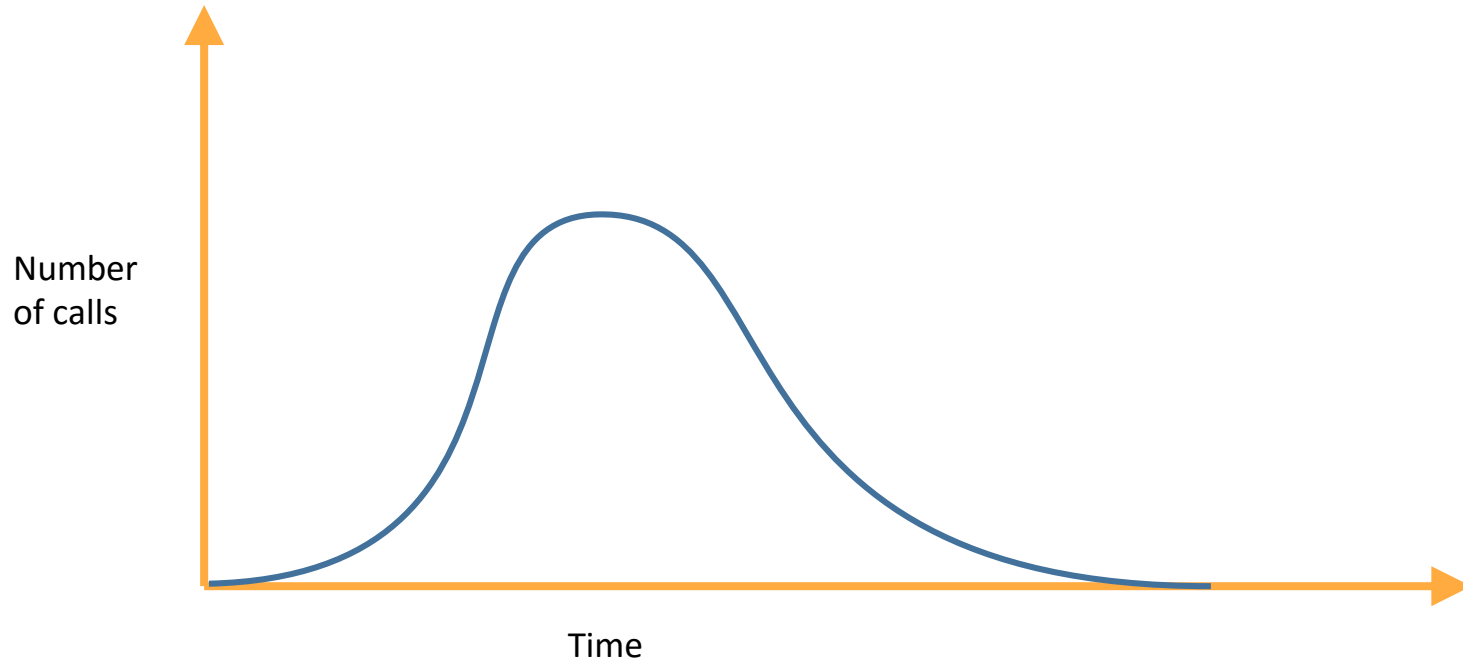
Get Forecast

Please be patient, it may take a minute or two to get your results...



<http://www.callcentrehelper.com/forecasting-excel-template-73193.htm>

Calls are not distributed as you expect



Tools from Call Centre Helper

Calls are not distributed as you expect

