

# Call Volume: Hourly Averages - Admin Panel

**Purpose:** Identify peak hours during the day.

## Reading the panel

- Bars show the **average** calls per hour across the selected days.
- Early morning and mid afternoon often have different patterns. Your data will show the exact hours.

## Actions to take

- Adjust opening greetings and queue rules during peak hours.
- Stagger lunches and breaks so coverage remains steady.
- Schedule outbound tasks in off-peak hours.

## Tips and good practices

- If a single hour is a bottleneck, consider call back offers or smart routing rules.

---

Revision #2

Created 17 September 2025 18:25:19 by Admin

Updated 18 September 2025 06:04:42 by Admin