

Call Volume Report: Overview - Admin Panel

Purpose: Show total volume trends so you can plan staffing and office hours.

What is in this report

- **Weekday Averages:** Average number of calls per weekday.
- **Hourly Averages:** Average number of calls by hour of day.
- **Daily Call Volume:** Count of calls on each day in the selected period.

How to use it

1. Set the **Select Duration**.
2. Review **Weekday Averages** to spot your busiest days.
3. Review **Hourly Averages** to see peak hours.
4. Look at **Daily Call Volume** to find spikes or dips on specific dates.

Questions this report answers

- Which day needs extra coverage?
- What hours need more agents on phones?
- Did a campaign or clinic event change call volume on certain dates?

Tips and good practices

- Align break times away from peak hours.
- If one weekday is always light, use it for training.
- Check the daily trend after any schedule or message change.

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