

# Call Details: Call Assignments - Admin Panel

**Purpose:** Show how many calls each user is assigned.

## Reading the panel

- The table lists users and the number of calls assigned to each.
- **NA** means calls not assigned to one person and handled by all.

## Actions to take

- Balance workload across the team.
- Check if key queues route to the right owners.
- Use the data for fair scheduling.

## Tips and good practices

- Large **NA** values can hide ownership gaps. Review rules and shift notes.
- Rotate complex categories across trained users to reduce burnout.

---

Revision #1

Created 19 September 2025 20:27:00 by Admin

Updated 19 September 2025 20:27:10 by Admin