

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.

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