

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.

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