

Call Volume: Weekday Averages - Admin Panel

Purpose: Understand which weekdays receive more or fewer calls.

Reading the panel

- Each bar shows the **average** number of calls for that weekday in the selected period.
- Use it to compare Monday to Tuesday, and so on.

Actions to take

- Increase staffing on the busiest days.
- Shorten voicemail hold times on peak days.
- Plan callbacks and admin tasks on lighter days.

Tips and good practices

- Recheck after holidays because patterns can shift.
- If one weekday is unexpectedly high, review marketing or reminder schedules sent the day before.

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