

# 고객센터 시뮬레이션 예측에 대한 설명



# 현황

- Input
  - 9초내 응답율 74%, 평균 응대시간 160초, 평균 마무리시간 55초, 평균 대기시간 35초
- Output

시간대	Input		Output	
	근무인원	인입호량	산출인원	GAP
09~10	51	886	59	-8
10~11	54	854	57	-3
11~12	53	897	60	-7
12~13	54	891	59	-5
13~14	55	881	59	-4
14~15	57	785	53	4
15~16	59	699	47	12
16~17	58	703	48	10
17~18	59	527	37	22
18~19	34	360	26	8
19~20	9	229	17	-8
평균	49.4	701.1	47.5	1.9

“ 현재 운영하고 있는 인력과 평균 1.9명의 차이를 보이고 있으며, 식사시간의 분배 및 오전시간에 있어서 인력부족현상이 나타나고 있다.”

# Output의 이해

- 예시 (9시 - 10시)

The screenshot displays the 'New Agents' software interface. The top section shows configuration parameters for a service level goal: 74% in 9 seconds, with 886 calls arriving between 09:00 and 10:00. Below this is a table of agent performance metrics. Agent 59 is highlighted with a red circle, showing a 77% service level, 31% queued, 1% abandoned, 90% usage, and 3 agents. A summary table at the bottom right provides a consolidated view of the 09:00-10:00 period.

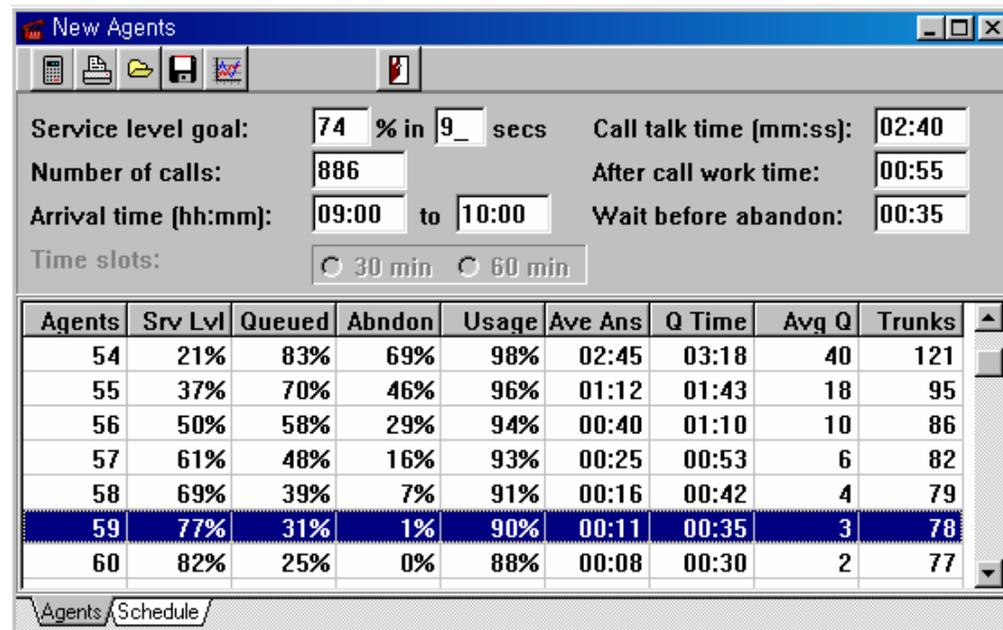
Agents	Srv Lvl	Queued	Abndon	Usage	Ave Ans	Q Time	Avg Q	Trunks
54	21%	83%	69%	98%	02:45	03:18	40	121
55	37%	70%	46%	96%	01:12	01:43	18	95
56	50%	58%	29%	94%	00:40	01:10	10	86
57	61%	48%	16%	93%	00:25	00:53	6	82
58	69%	39%	7%	91%	00:16	00:42	4	79
<b>59</b>	<b>77%</b>	<b>31%</b>	<b>1%</b>	<b>90%</b>	<b>00:11</b>	<b>00:35</b>	<b>3</b>	<b>78</b>
60	82%	25%	0%	88%	00:08	00:30	2	77

Time	Calls	Agents	Srv Lvl	Queued	Abndon	Usage	Ave Ans	Trunks
09:00	886	59	77%	31%	1%	90%	00:11	78

# Output의 이해 *cont'd*

- 각 변수간의 관계
  - Service Level vs Queued
    - 서비스 레벨이 증가할 수록 대기호의 비율은 줄어든다
  - Service Level vs Usage(Occupancy)
    - 서비스 레벨이 증가할 수록 상담원들의 업무강도는 높아진다
  - Service Level vs Abandon
    - 서비스레벨이 증가할 수록 포기호는 줄어든다



The screenshot shows a software window titled 'New Agents' with a toolbar and several input fields. Below the input fields is a table with 10 columns: Agents, Srv Lvl, Queued, Abndon, Usage, Ave Ans, Q Time, Avg Q, and Trunks. The table contains 7 rows of data, with the row for agent 59 highlighted in blue. The input fields show: Service level goal: 74 % in 9 secs; Call talk time (mm:ss): 02:40; Number of calls: 886; After call work time: 00:55; Arrival time (hh:mm): 09:00 to 10:00; Wait before abandon: 00:35; Time slots: 30 min (selected) and 60 min.

Agents	Srv Lvl	Queued	Abndon	Usage	Ave Ans	Q Time	Avg Q	Trunks
54	21%	83%	69%	98%	02:45	03:18	40	121
55	37%	70%	46%	96%	01:12	01:43	18	95
56	50%	58%	29%	94%	00:40	01:10	10	86
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58	69%	39%	7%	91%	00:16	00:42	4	79
59	77%	31%	1%	90%	00:11	00:35	3	78
60	82%	25%	0%	88%	00:08	00:30	2	77