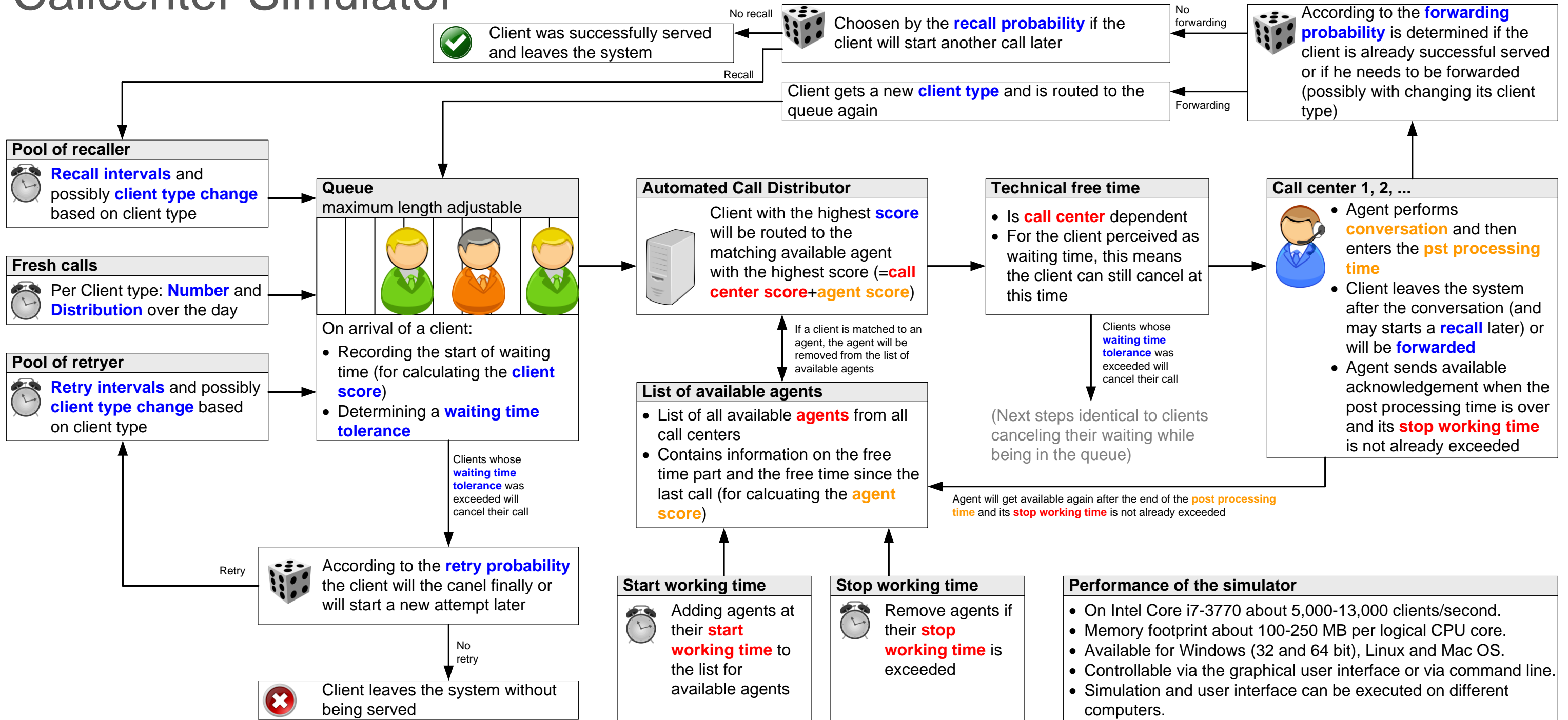


# Callcenter Simulator



A call center system can consist of an arbitrary number of client types and of arbitrary many call centers with each as many as needed agents groups with an unlimited number of skill levels.

## Settings per client type

- Number of fresh calls per hour, half-hour or 15 minutes interval
- Score (base value, per waiting second and on forwarding)
- Waiting time tolerance (as distribution or estimated from measured waiting time and cancel rate)
- Retrys (probability and distribution of the intervals, possibly change of the client type on a retry)
- Forwarding (probability and rates for client type changes)
- Recalls after a successful conversation (probability and distribution of the intervals, possibly change of the client type on a recall)
- The probabilities for forwarding and for recalls can be defined dependent on the skill level of the agent who served the client.

## Settings per skill level

- Client types that can be served by the agent of this skill level
- Holding and post processing times distribution per client type (optional interval dependent)
- Optional extension of the holding times depending on the waiting time
- Score of the agent for the type of client

## Settings per call center

- Agents groups (per group: skill level, working hours or number of agents per hour, half-hour or 15 minutes interval or client types, for which the arrivals distribution should be modeled)
- For a given number of agents per interval a shift plan is generated by using an adjustable maximum shift length. It can be configured that not all of the specified agents are available at all times (productivity).
- Technical free time
- Score of the call center
- Values for calculating the agents score (weighting of free time since last call and the the total free time part)
- Minimum waiting time for some client types