

Total Hours Worked Required	
Cases per Month	0
AHT (minutes)	0
Time per Month (minutes)	0
Incident Work Time (hrs/yr)	0
Total Work Hours/Year	0

The number
The number

Potential Work Hours Available/Person	hrs/day	days/wk	hrs/yr
Work Hours Available	8	5	2080
Breaks	0.5	5	130
Lunch	1	5	260
Total Available/Year			1690
	hrs/day	days/yr	hrs/yr
Company Holidays	8	15	120
PTO	8	10	80
Total Available/Year			1490
	hrs/wk	wks/yr	hrs/yr
Time away from tickets	0	47	0
Email Work	0	47	0
Meetings	0	47	0
Projects	0	0	0
Training	0	0	0
Other	0	0	0
Work Hours Available/Year			1490

Utilization Rate	80%
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In the customer

Actual Work Hours Available	1192.0
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Gross Staffing Level	0.0
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Auto Calculated
Manual Entered

omer support/service industry, the common target is around 70%to 80%