

# T-Calc User Guide V8.0

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# 1 Introduction

## 1.1 T-Calc Introduction

T-Calc is call-centre and general queueing calculator, with an emphasis on intuitive and visual presentation of results, well suited to educational and training.

## 1.2 Scenarios

T-Calc deals with "scenarios". Each T-Calc file can contain multiple scenarios. The two main types of scenario represent a queueing system with a single source of call, a single queue, and a single agent group.

- An "interval" scenario covers a single time interval, such as 30 minutes.
- A "shrinkage" scenario which represents the various time overheads for agents, such as breaks, training, vacation, which need to be taken into account when calculating the number of agents needed in order to assign enough agents to meet a performance target such as service-level.

## 1.3 Views

Each scenario is displayed as a single window containing the user-specified input values such as call-rate and performance targets, and the main results of interest such as service-level expected. In addition, each scenario can have more details "views" attached to it, such as a more detail about the waitin-time distribution, or agent occupancy. Typically a view is an additional window containing a chart or table of results.

## 1.4 Finding your way around T-Calc

When T-Calc is started it shows a window at the top-left of the screen, with some buttons and space for a list of scenarios and views which is initially empty. There is also a panel headed "Getting started" which contains a button labelled "Quickstart". The quickest way of getting familiar with T-Calc is to click the QuickStart button, which will create an interval scenario.

The interval scenario will be described in more detail later, but basically it has some panels along the bottom in which the user specifies workload and other parameters. Results are recalculated each time an input parameter is changed. The top half of the interval scenario window shows a diagram of the queue and agent group. Results are displayed either a part of the diagram, or on a panel to the right of the diagram.

The diagram of an interval scenario can be shown or hidden by clicking the "Diagram" button at the top of the window. You may wish to hide the diagram to make space on the screen if you are displaying other views for the scenario.

If you click the "Add view" button at the top of the window, then a list of possible views will be displayed. Just as an example, click on "Dashboard". This will display an additional window containing some speedometer-like gauges for the main results such as service level. If you now change an input parameter in the interval scenario window, then the dashboard will automatically be updated with the new results.

Similarly, if you click "Add view" then select "Occupancy" from the list, another window will be shown containing a chart showing more detail of how agents time is spent.

Scenarios and views have a "Delete" button and a "Hide" button. Delete will completely remove the scenario or view. Hide just closes the window for the scenario or view, but the details of the scenario or view are retained.

Note that when you create scenarios and views, they are added to the tree-like list in the main window. You can hide or delete scenarios/views by right-clicking on the item in the tree, and selecting the action you want from the list of actions that will be displayed. You can also make a hidden scenario or view visible again by right-clicking the tree item and selecting "show".