

KGQuant Single Run Report

Call Centre Triage

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Dashboard: <https://kgquant.com/demonstrations/call-centre-triage/>

Executive Summary

Network	Call Centre Triage
Run type	Single
Single run	net_149c43_single_run_9c5f57
Status	Completed
Profit	£-1,607.67
Total revenue	£1,800.00
Total cost	£3,407.67

Recommendations

No high-confidence bottlenecks were detected from the latest stored simulation results.

Run Details

Resources

resource	utilization	cost
Frontline Agents	33.06	639.48
Escalation Specialists	67.76	558.99

Activities

activity	completed	blocked	cost
Specialist Resolution	29	0.0	188.5
Simple Resolution	71	0.0	120.7
Initial Triage	100	0.0	90.0

Queues

storage_queue	avg_q_size	avg_q_time	cost
Escalation Queue	0.67	00:04:04	0.0
Triage Queue	0.5	00:04:48	0.0
Simple Resolution Queue	0.5	00:00:00	0.0

Exit Points

exit_point	completed	avg_time	revenue
Resolved Calls	100	00:18:50	600.0