AI Capacity Assessment

What AI really does to your staffing and cost

Prepared for	**Sample Client**	Prepared by	**Mark Allen, CCS**
Contact reason	**Billing questions**	Date	**Nov 13, 2026**

Edit the blue cells before exporting. Everything else fills in from the Inputs tab.

BREAK-EVEN: THE AI MUST FULLY RESOLVE AT LEAST

47% of calls

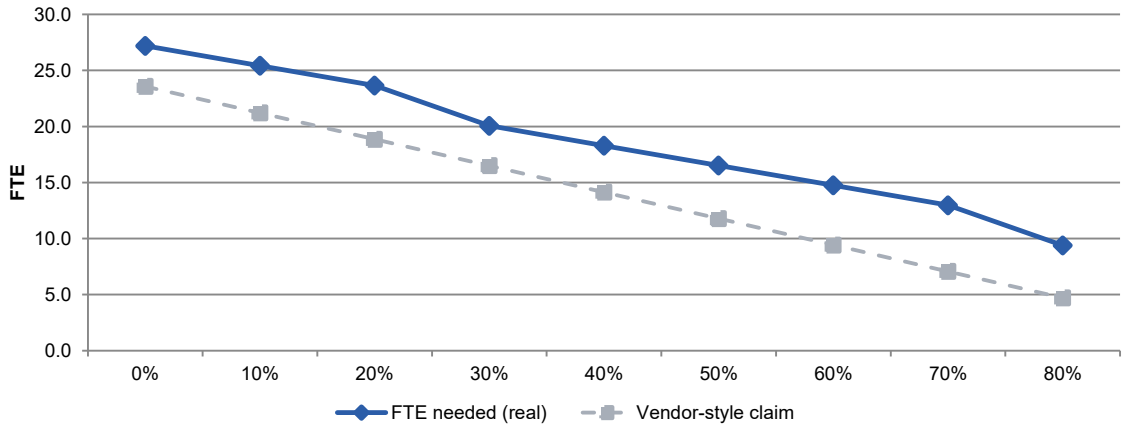
before you save any money on this contact reason.

At your estimated AI resolution rate of 40%, AI costs $4,020 a month MORE than today. Staffing falls by 5.3 FTE, not the 9.4 a simple vendor calculation would claim.

STAFFING	
FTE needed today	**23.6**
FTE needed with AI	**18.3**
Real FTE saved	**5.3**
Vendor-style FTE claim	**9.4**
Service level today	**87.9%**
Service level with AI	**83.2%**
Agent occupancy with AI	**69.1%**

COST	
Monthly labor cost today	**$88,393**
Monthly savings	**($4,020)**
Annual savings	**($48,237)**
First-year net after setup	**($108,237)**
Payback on setup (months)	**Never**
AI price per conversation	**$1.00**
AI setup cost	**$60,000**

REAL STAFFING VS THE VENDOR-STYLE CLAIM, BY AI RESOLUTION RATE



AI ASSUMPTIONS USED	
AI resolution rate	**40%**
Extra time on escalated calls	**20%**
False resolutions that call back	**10%**
Monthly calls, this contact reason	**20,000**
Evidence behind the AI numbers	**Estimate**

HOW THE MODEL WAS VALIDATED

- Matches the published Call Centre Helper Erlang C example exactly.
- Matched an independent engine in 11 of 11 staffing scenarios.
- Tested against 361,417 real calls (a full year): actual service fell inside the predicted range.
- Conservative by design: it slightly overstates the staff needed, so savings are never inflated.
- Assumes calls spread evenly across open hours; one contact reason per report.

Recommended next step: a short pilot to measure the real resolution, escalation and repeat-call rates, then rerun this assessment with measured numbers.

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