Erlang C

An Erlang C is a telephone traffic engineering model that helps contact centers determine staffing resources to accomplish their defined workload. It's a formula that allows contact centers to determine how many agents they need to staff based on the number of calls per hour, the average handle time of calls and the average delay before answer. Erlang C is often built into workforce management tools. There are also free Erlang C calculators online. Here are two examples:

http://www.erlang.com/calculator/erlc/
http://www.gerkoole.com/CCO/erlang-c.php