Friday Call Center Operations
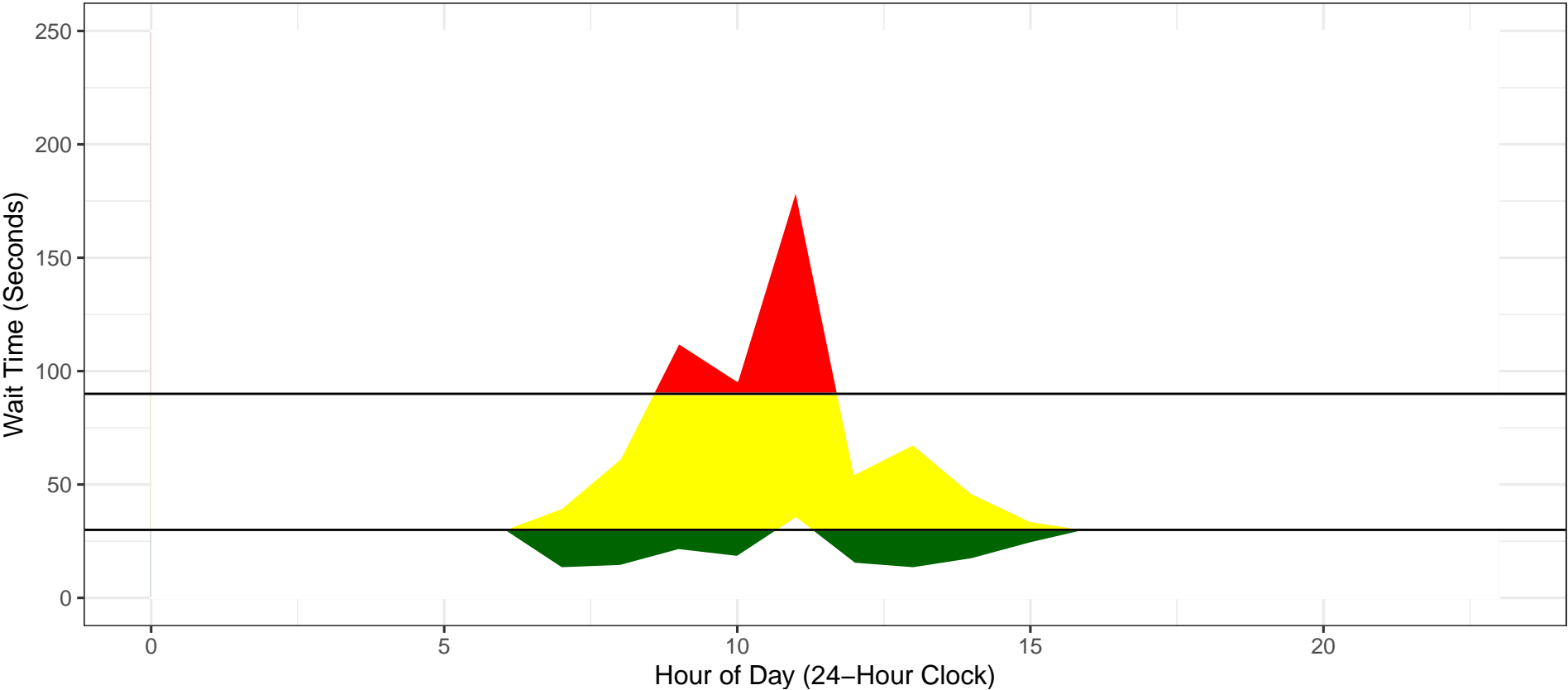
Hour:	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Servers:	0	0	0	0	0	0	1	5	6	7	6	7	7	5	0	0	0	0	0	0	0	0	0	0

Calls:	3	0	4	1	1	1	2	28	79	68	75	93	77	48	22	7	4	0	0	2	1	0	0	0
Served:	0	0	0	0	0	0	1	27	71	66	66	75	71	47	0	0	0	0	0	0	0	0	0	0
Dropped:	3	0	4	1	1	1	1	1	8	2	9	18	6	1	22	7	4	0	0	2	1	0	0	0

Bottom of ribbon = 50th percentile of wait times   Top of ribbon = 90th percentile of wait times.