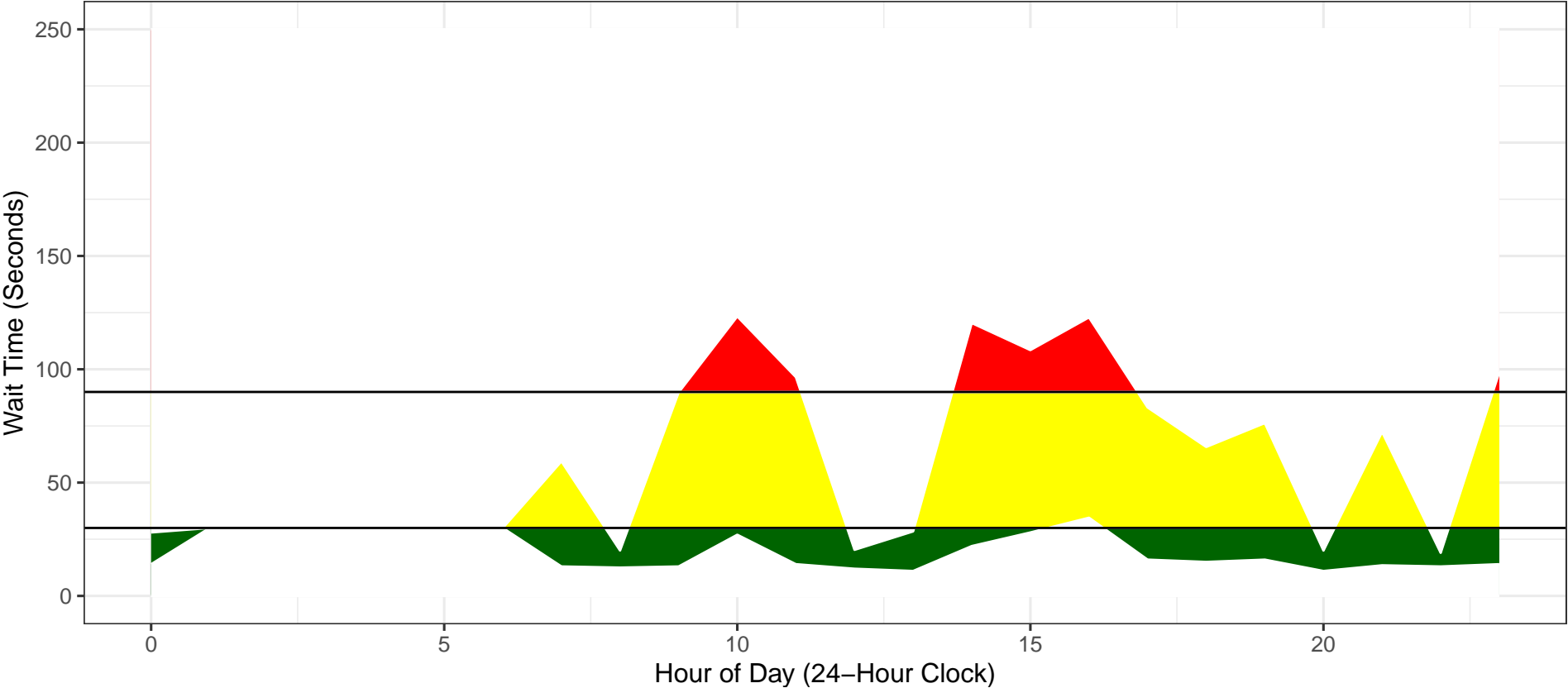


Thursday Call Center Operations



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	0	4	8	8	9	10	10	10	8	10	8	6	7	8	7	6	5	5
Calls:	6	0	0	0	0	1	2	32	66	95	117	91	83	87	95	105	152	106	81	70	62	34	43	36
Served:	0	0	0	0	0	0	0	28	64	89	106	82	80	85	88	89	117	97	77	67	55	30	43	33
Dropped:	6	0	0	0	0	1	2	4	2	6	11	9	3	2	7	16	35	9	4	3	7	4	0	3

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