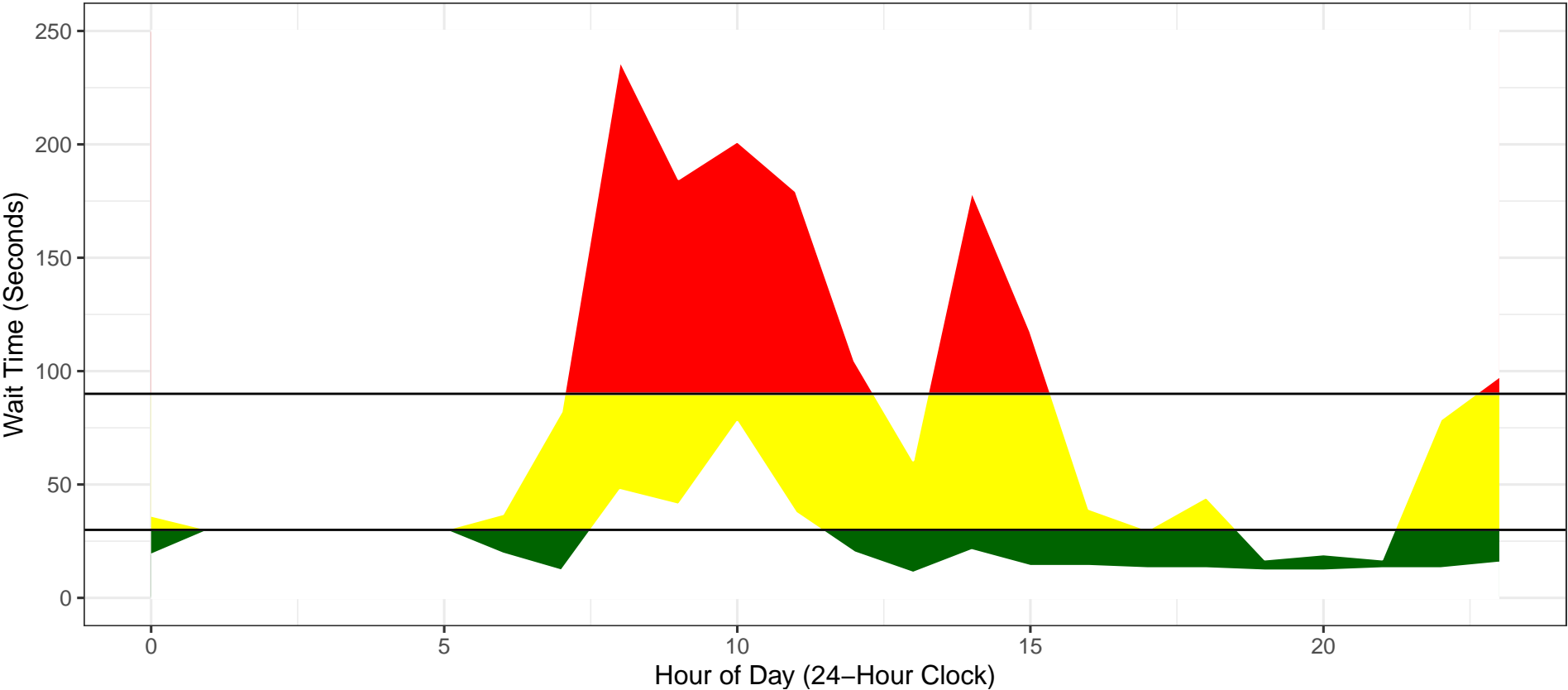


Sunday Call Center Operations



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	3	7	7	7	8	9	10	12	14	12	10	9	9	9	9	6	5
Calls:	7	2	1	1	0	2	6	34	124	129	128	130	102	83	109	108	155	103	64	43	50	62	47	42
Served:	0	0	0	0	0	0	0	29	88	94	92	95	91	74	95	97	145	93	60	41	49	60	43	35
Dropped:	7	2	1	1	0	2	6	5	36	35	36	35	11	9	14	11	10	10	4	2	1	2	4	7

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