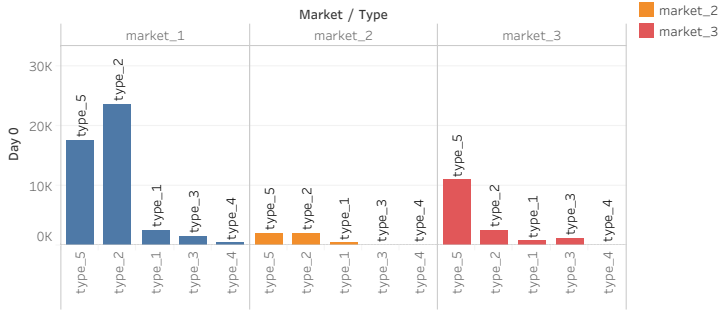


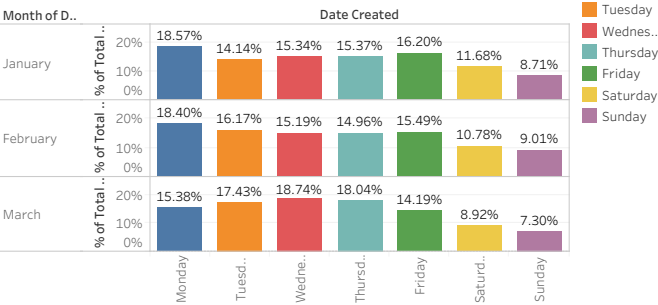
Calls by Market and Type

Market	Type	Day 0	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
market_1	type_1	2,504	90	221	136	106	114	97	86
	type_2	23,665	577	1,180	831	663	623	603	565
	type_3	1,353	71	156	128	116	80	69	71
	type_4	284	8	23	15	16	14	9	10
	type_5	17,527	523	1,806	1,043	788	645	640	524
	Total	45,333	1,269	3,386	2,153	1,689	1,476	1,418	1,256
market_2	type_1	290	3	14	11	9	4	4	7
	type_2	1,997	36	105	51	31	38	26	20
	type_3	77	5	3	2	4	3	3	4
	type_4	20		2	1	2		2	1
	type_5	2,005	30	141	77	45	37	39	27
	Total	4,389	74	265	142	91	82	74	59
market_3	type_1	759	177	267	240	225	207	201	181

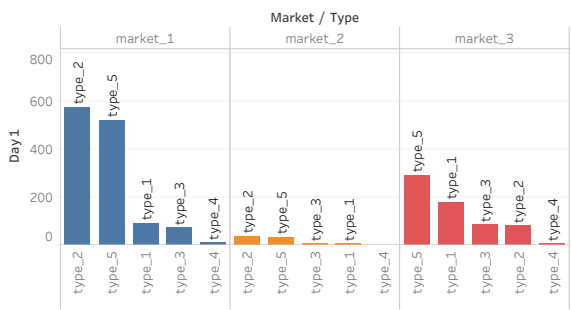
Market and Problem Type of 1st Call



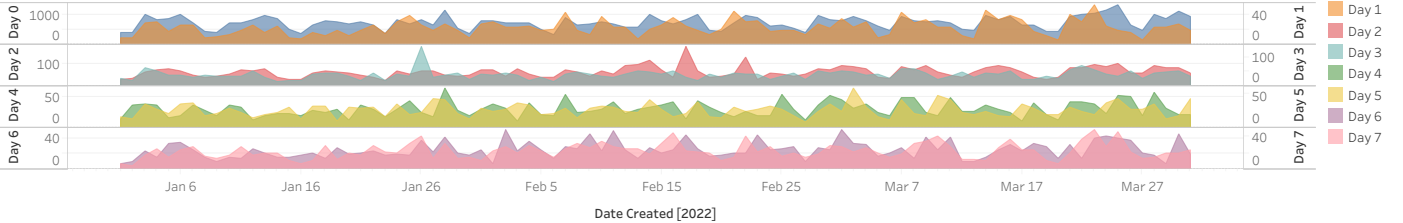
% of Repeats by Weekday



Market and Problem Type of 2nd Call



Repeat Calls by First Date



Repeats by Month

