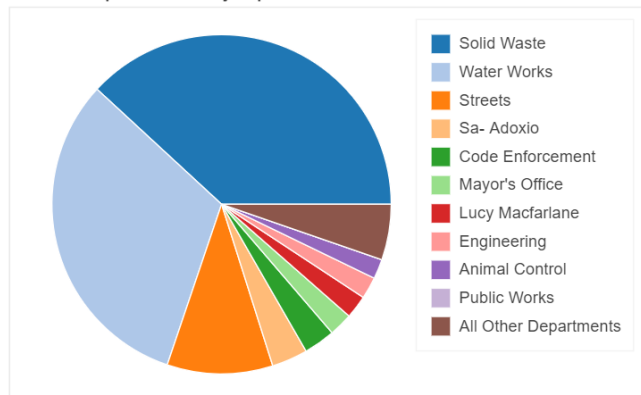
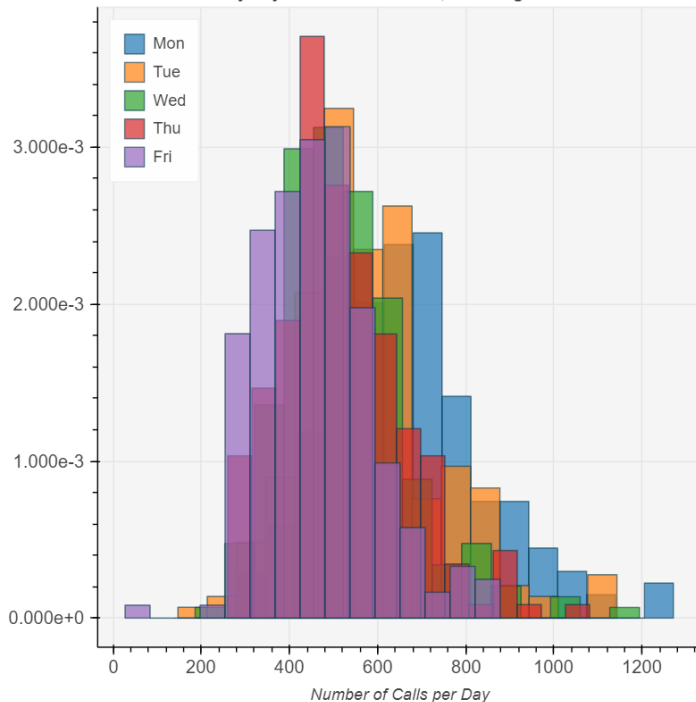


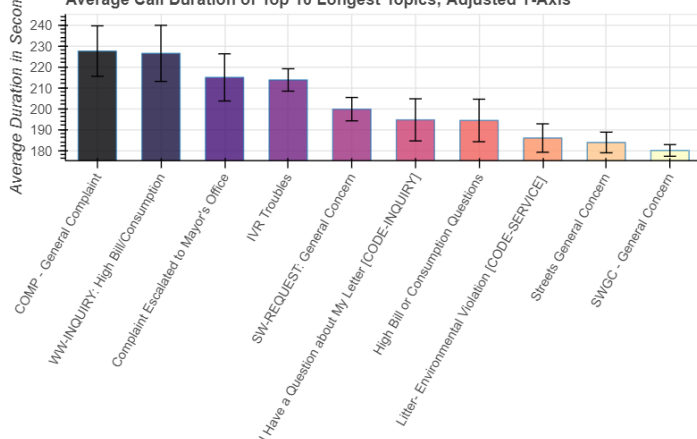
Total Time Spent on Calls by Department 9/29/2016 - 06/15/2018



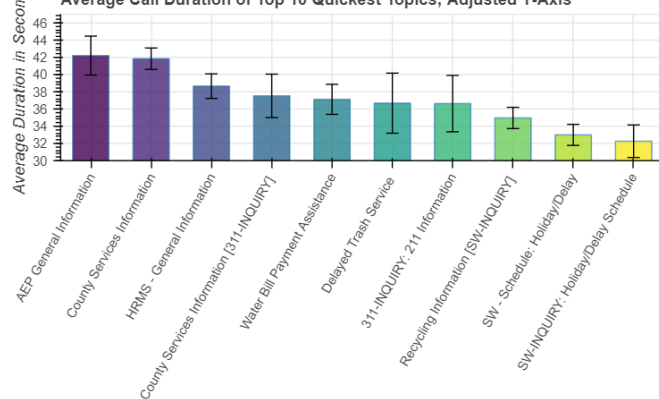
Number of Calls by Day of Week 2013 - 2018; Click Legend to Hide/Show



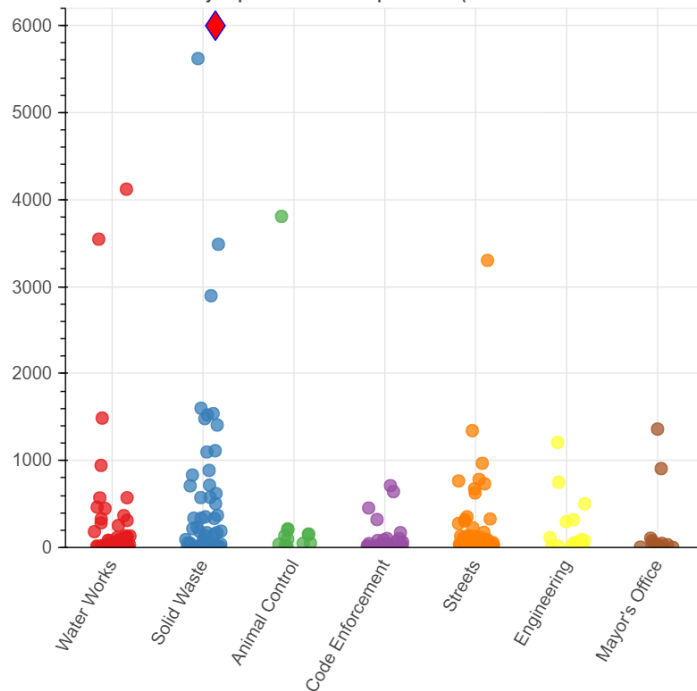
Average Call Duration of Top 10 Longest Topics; Adjusted Y-Axis



Average Call Duration of Top 10 Quickest Topics; Adjusted Y-Axis



Number of Calls by Topic for Busiest Departments (Misc. Trash Information Not to Scale)



Average Daily Call Volume by Month, 2013-2015

