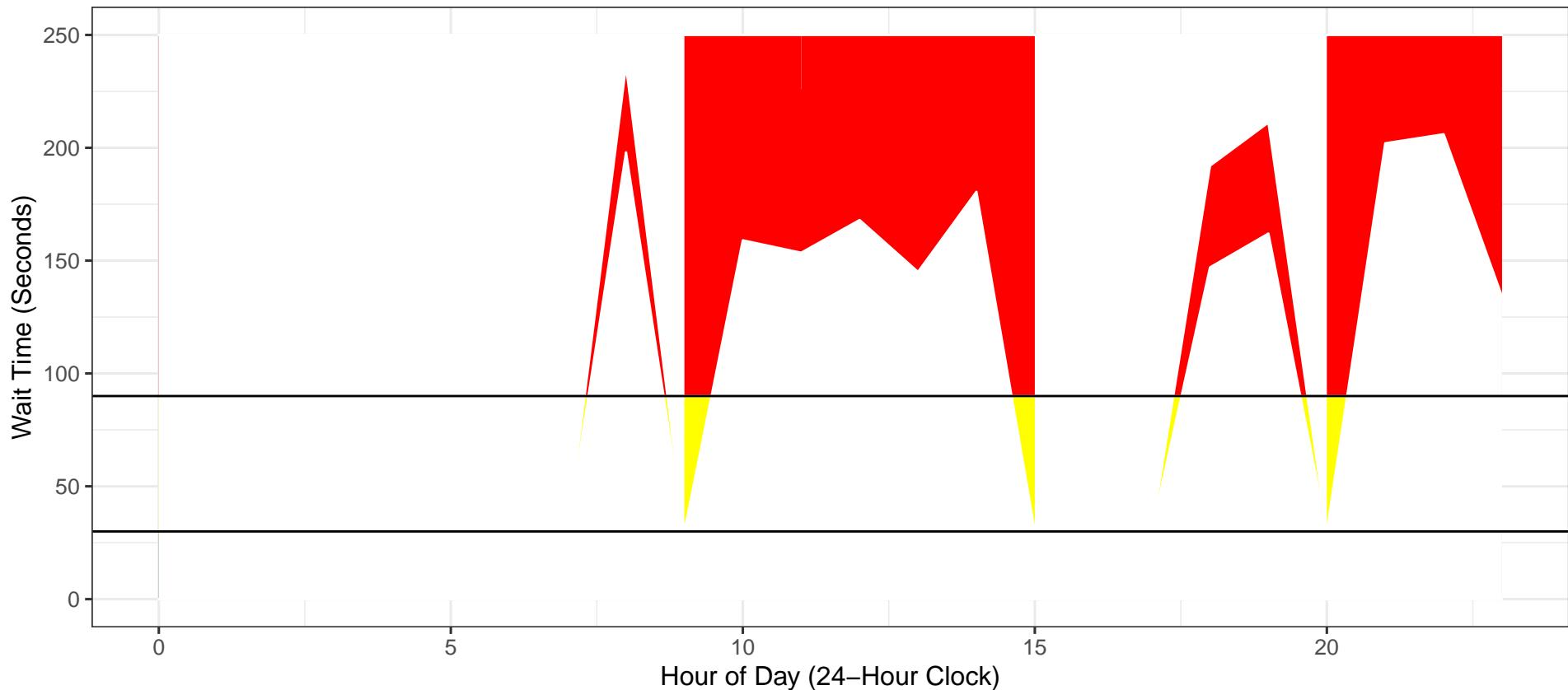


## Wednesday Call Center Operations



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
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Servers:	0	0	0	0	0	0	2	4	4	6	7	5	6	8	1	0	3	4	5	3	2	3	2	3
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Calls:	0	0	0	0	0	0	0	2	8	4	29	20	23	31	16	1	0	3	7	11	3	6	8	7
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Served:	0	0	0	0	0	0	0	2	8	4	26	18	14	21	15	1	0	3	6	10	3	5	8	6
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Dropped:	0	0	0	0	0	0	0	0	0	0	3	2	9	10	1	0	0	0	1	1	0	1	0	1
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Bottom of ribbon = 50th percentile of wait times    Top of ribbon = 90th percentile of wait times.