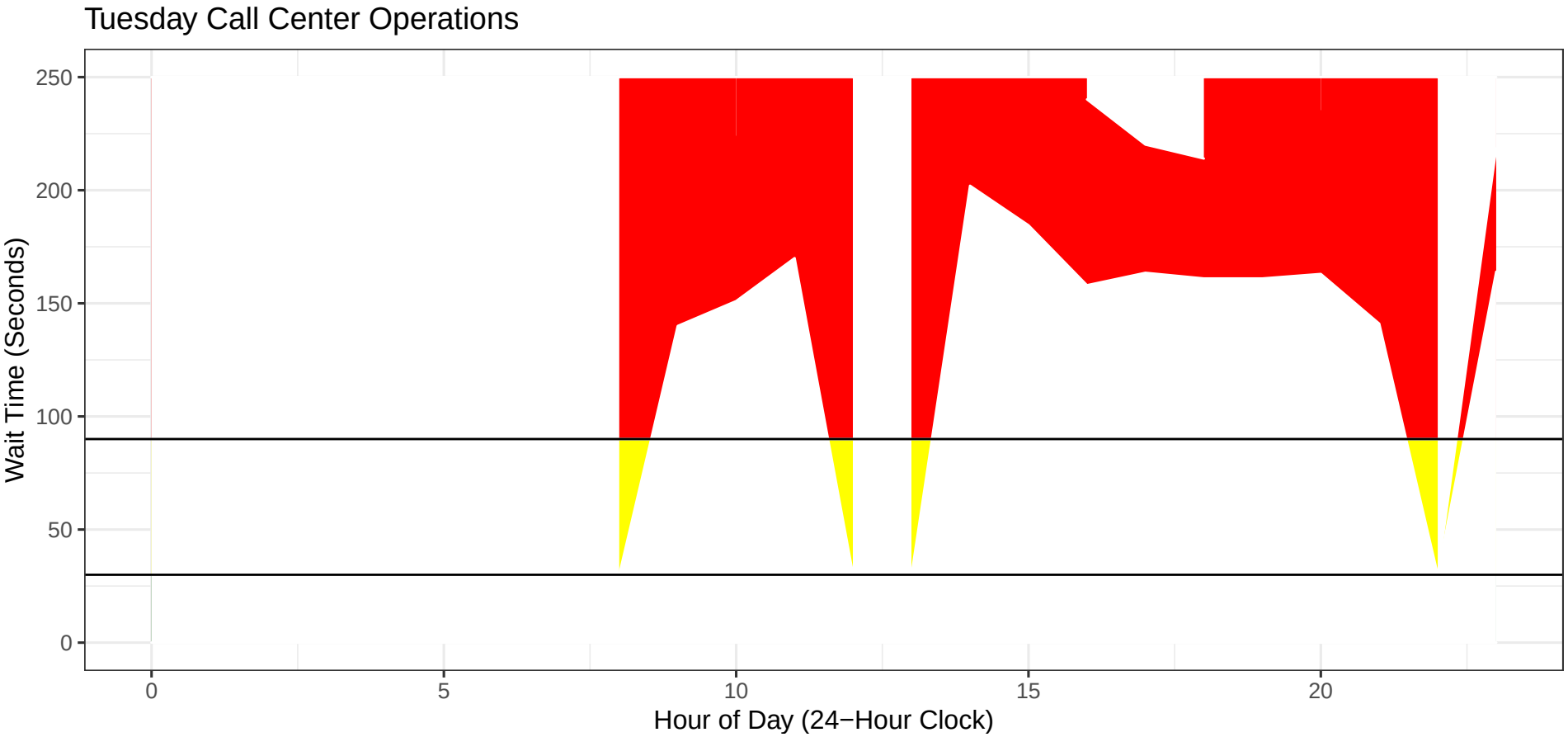

Hour:	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Servers:	0	0	0	0	0	0	0	1	1	2	6	5	1	3	6	8	5	3	3	5	5	3	0	3

Calls:	0	0	0	0	0	0	0	1	1	5	25	10	3	4	13	36	18	12	5	8	9	6	0	9
Served:	0	0	0	0	0	0	0	1	1	4	21	9	3	3	11	24	17	9	4	8	9	6	0	7
Dropped:	0	0	0	0	0	0	0	0	0	1	4	1	0	1	2	12	1	3	1	0	0	0	0	2

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