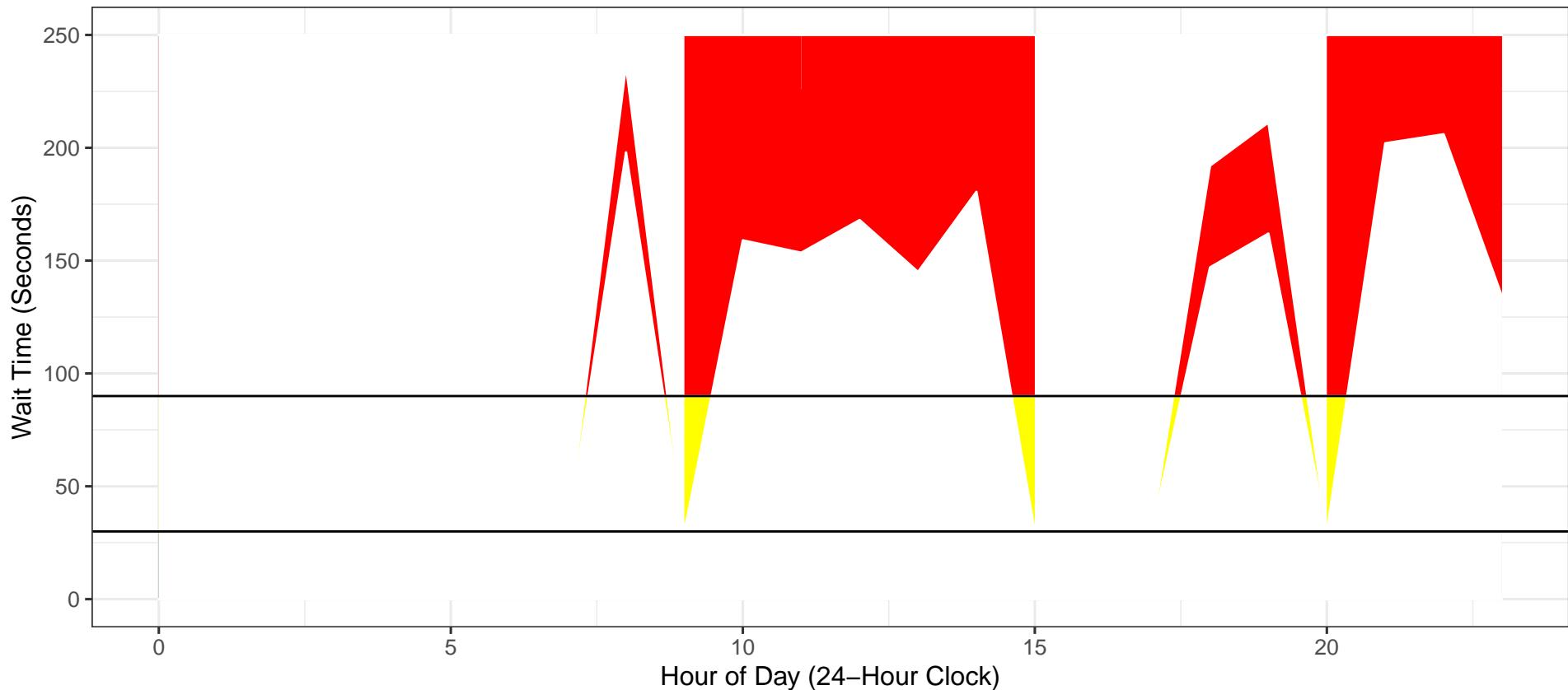


Wednesday Call Center Operations



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
-------	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----

Servers:	0	0	0	0	0	0	2	4	4	6	7	5	6	8	1	0	3	4	5	3	2	3	3
----------	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

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
--------	---	---	---	---	---	---	---	---	---	---	----	----	----	----	----	---	---	---	---	----	---	---	---	---

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
---------	---	---	---	---	---	---	---	---	---	---	----	----	----	----	----	---	---	---	---	----	---	---	---	---

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
----------	---	---	---	---	---	---	---	---	---	---	---	---	---	----	---	---	---	---	---	---	---	---	---	---

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