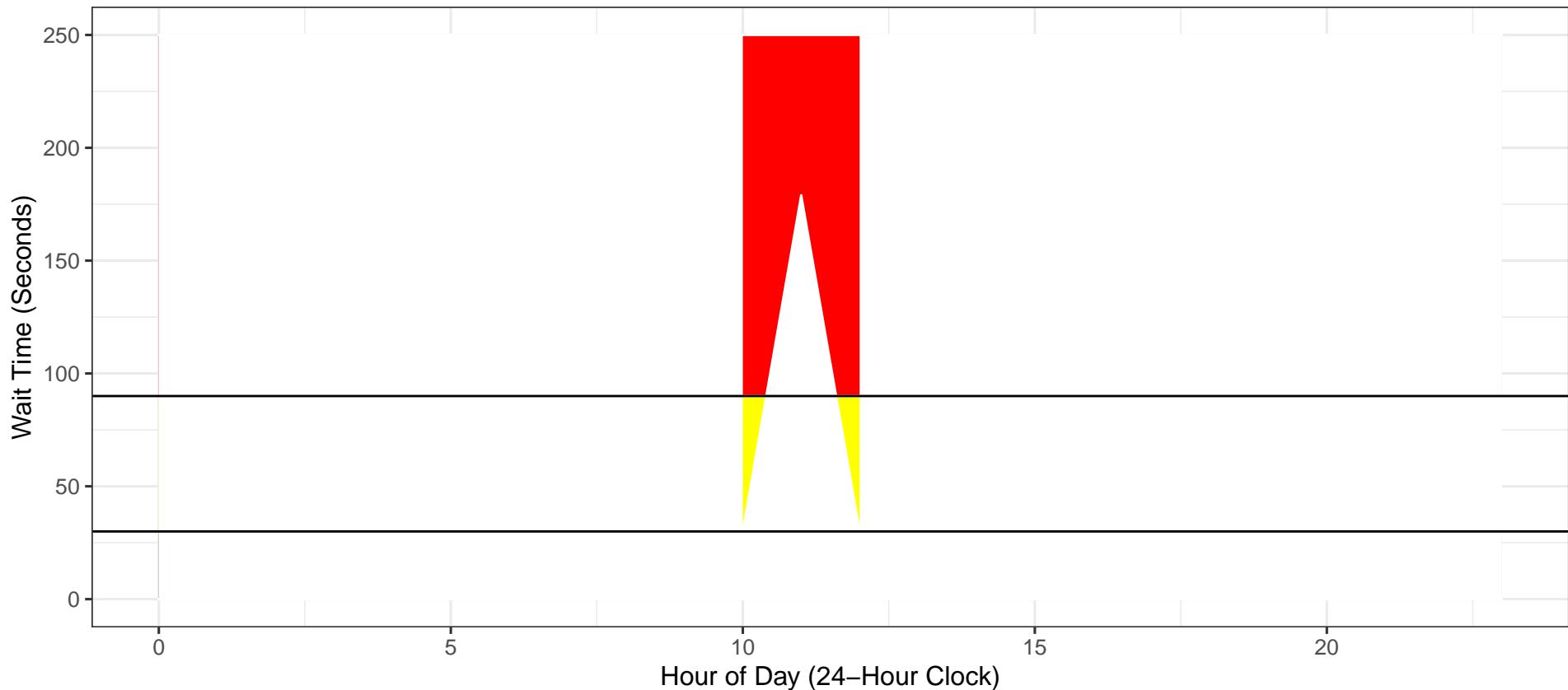


Friday Call Center Operations



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	0	0	0	3	1	7	0	1	0	0	0	0	0	0	0	0	0	0
Calls:	0	0	0	0	0	0	0	0	1	5	3	19	0	1	0	0	0	0	0	0	0	0	0	0
Served:	0	0	0	0	0	0	0	0	0	4	2	15	0	1	0	0	0	0	0	0	0	0	0	0
Dropped:	0	0	0	0	0	0	0	0	0	1	1	4	0	0	0	0	0	0	0	0	0	0	0	0

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