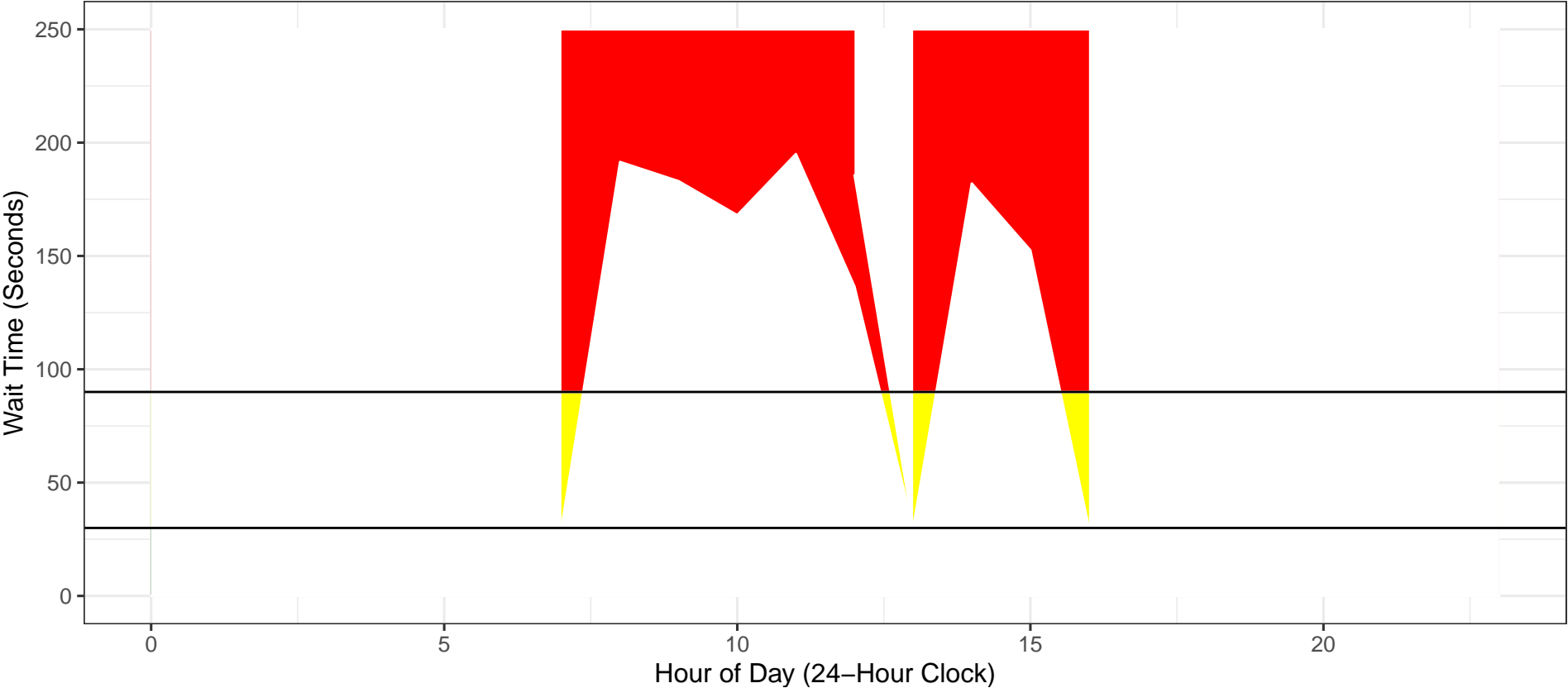


Sunday Call Center Operations



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	1	5	6	6	6	3	0	7	6	0	1	2	0	0	0	2	2
Calls:	0	0	0	0	0	0	0	2	30	29	42	24	8	1	19	10	0	1	2	0	0	0	3	3
Served:	0	0	0	0	0	0	0	2	22	24	33	16	7	0	13	8	0	1	2	0	0	0	2	3
Dropped:	0	0	0	0	0	0	0	0	8	5	9	8	1	1	6	2	0	0	0	0	0	0	1	0

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