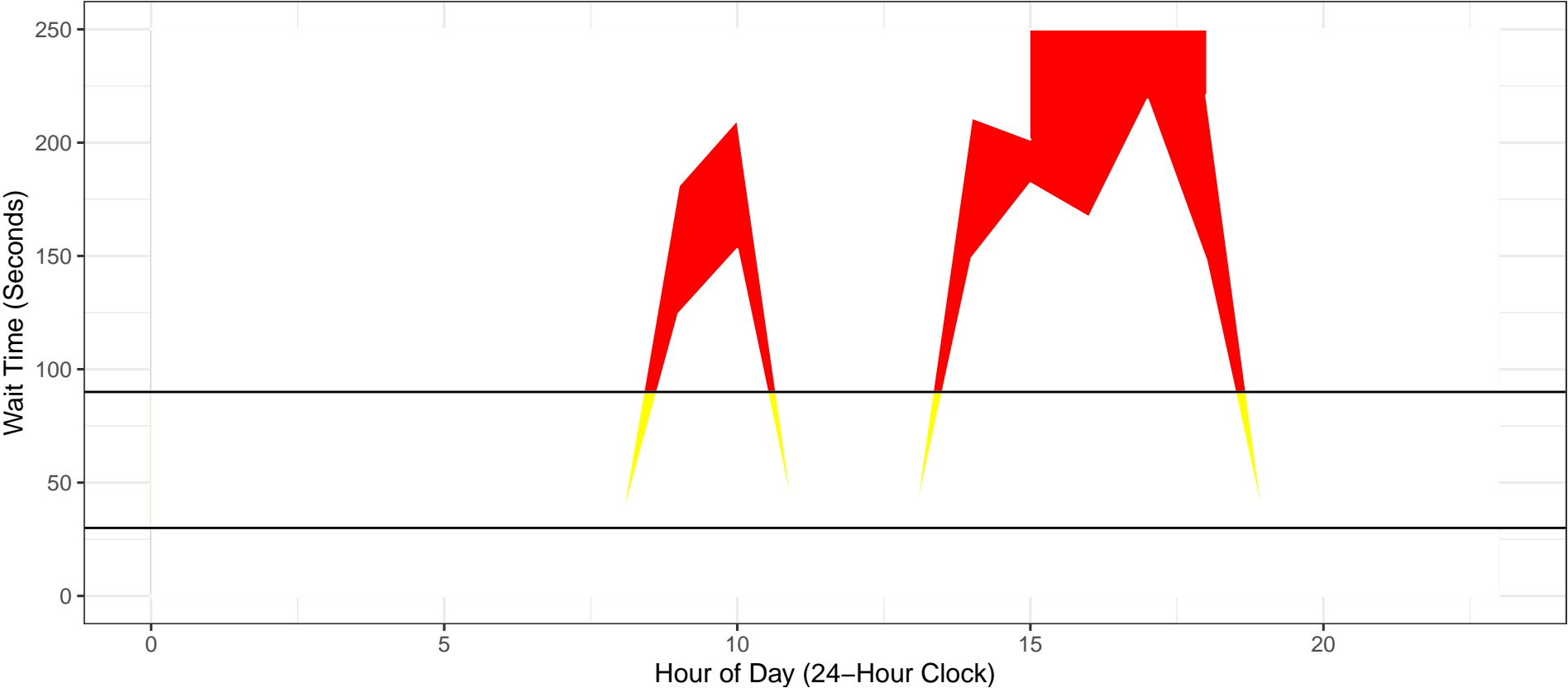


Thursday Call Center Operations



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	6	2	0	0	4	3	5	2	2	1	0	0	0	2
Calls:	0	0	0	0	0	0	0	0	0	6	12	4	0	0	9	9	15	8	6	1	0	0	0	2
Served:	0	0	0	0	0	0	0	0	0	5	11	3	0	0	8	7	12	6	6	1	0	0	0	2
Dropped:	0	0	0	0	0	0	0	0	0	1	1	1	0	0	1	2	3	2	0	0	0	0	0	0

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