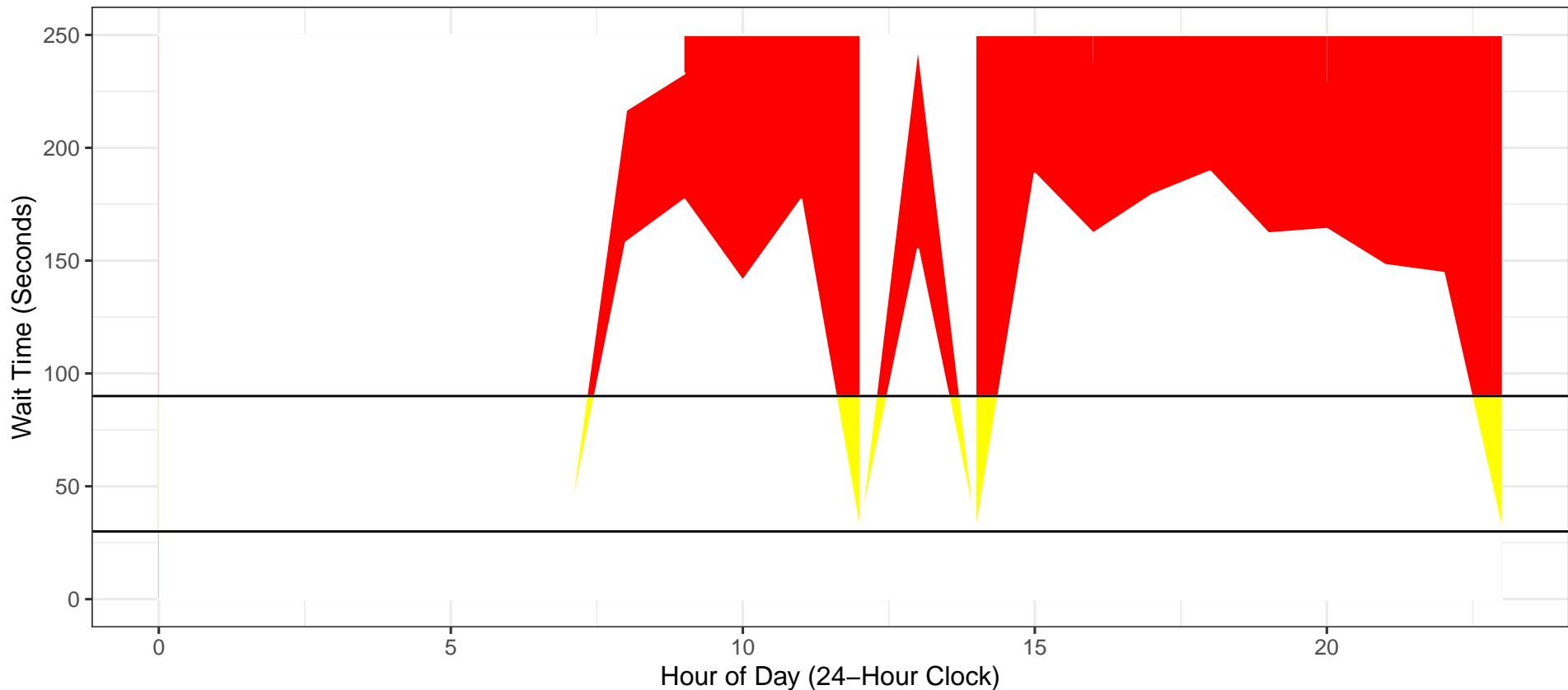


## Monday Call Center Operations



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
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Servers:	0	0	0	0	0	0	1	2	5	7	5	2	3	2	6	5	3	7	4	3	4	3	2
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Calls:	0	0	0	0	0	0	0	1	7	9	13	12	3	5	3	16	16	7	30	10	17	5	6	2
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Served:	0	0	0	0	0	0	0	1	6	8	11	11	2	3	2	15	13	5	27	9	15	5	6	2
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Dropped:	0	0	0	0	0	0	0	0	1	1	2	1	1	2	1	1	3	2	3	1	2	0	0	0
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Bottom of ribbon = 50th percentile of wait times    Top of ribbon = 90th percentile of wait times.