Monday Call Center Operations

Wait Time (Seconds) vs Hour of Day (24-Hour Clock)
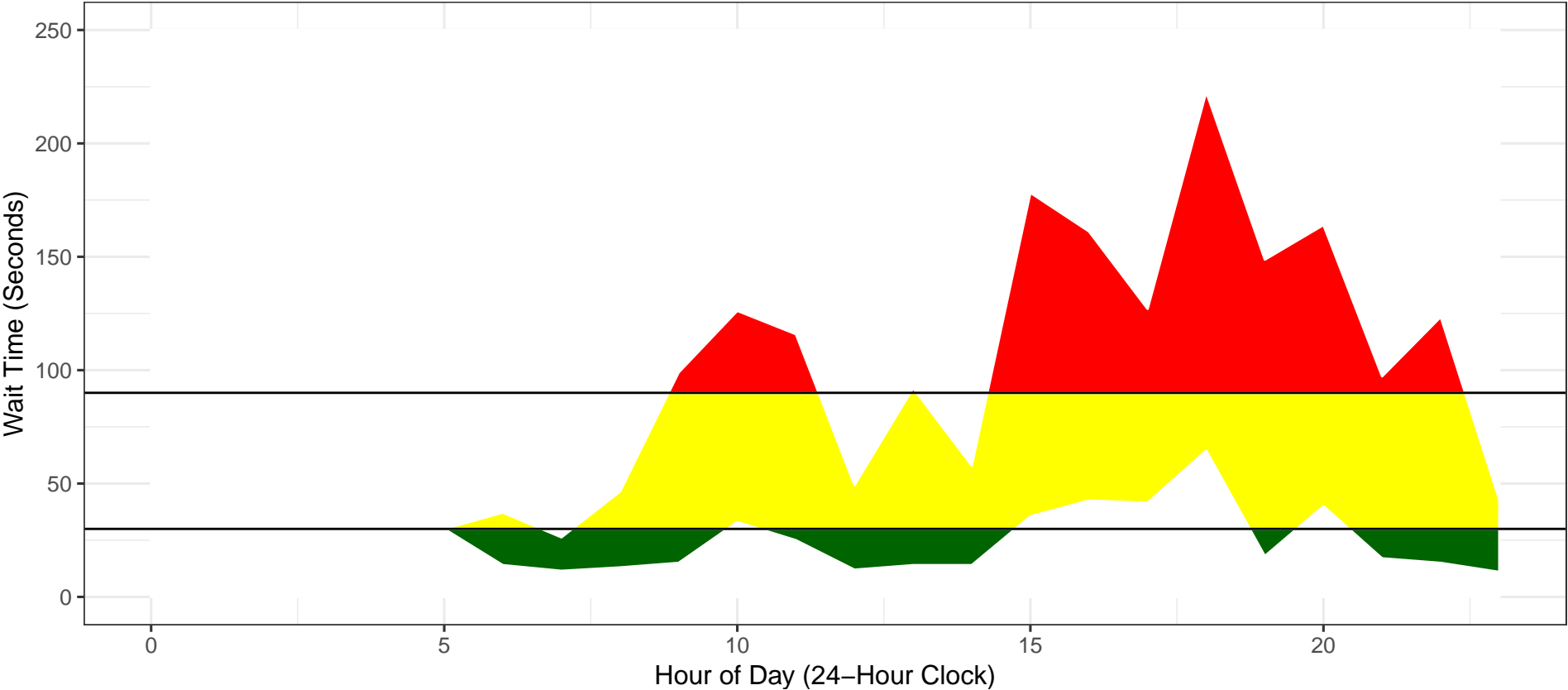
Hour:	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Servers:	0	0	0	0	0	0	1	5	8	8	9	10	10	10	9	10	6	5	7	5	5	4	4	4
Calls:	4	3	1	0	0	1	9	50	134	118	110	127	92	106	109	96	88	68	120	69	87	61	49	45
Served:	0	0	0	0	0	0	1	44	121	102	93	109	89	95	102	80	74	56	93	55	73	54	44	44
Dropped:	4	3	1	0	0	1	8	6	13	16	17	18	3	11	7	16	14	12	27	14	14	7	5	1

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