Tuesday Call Center Operations
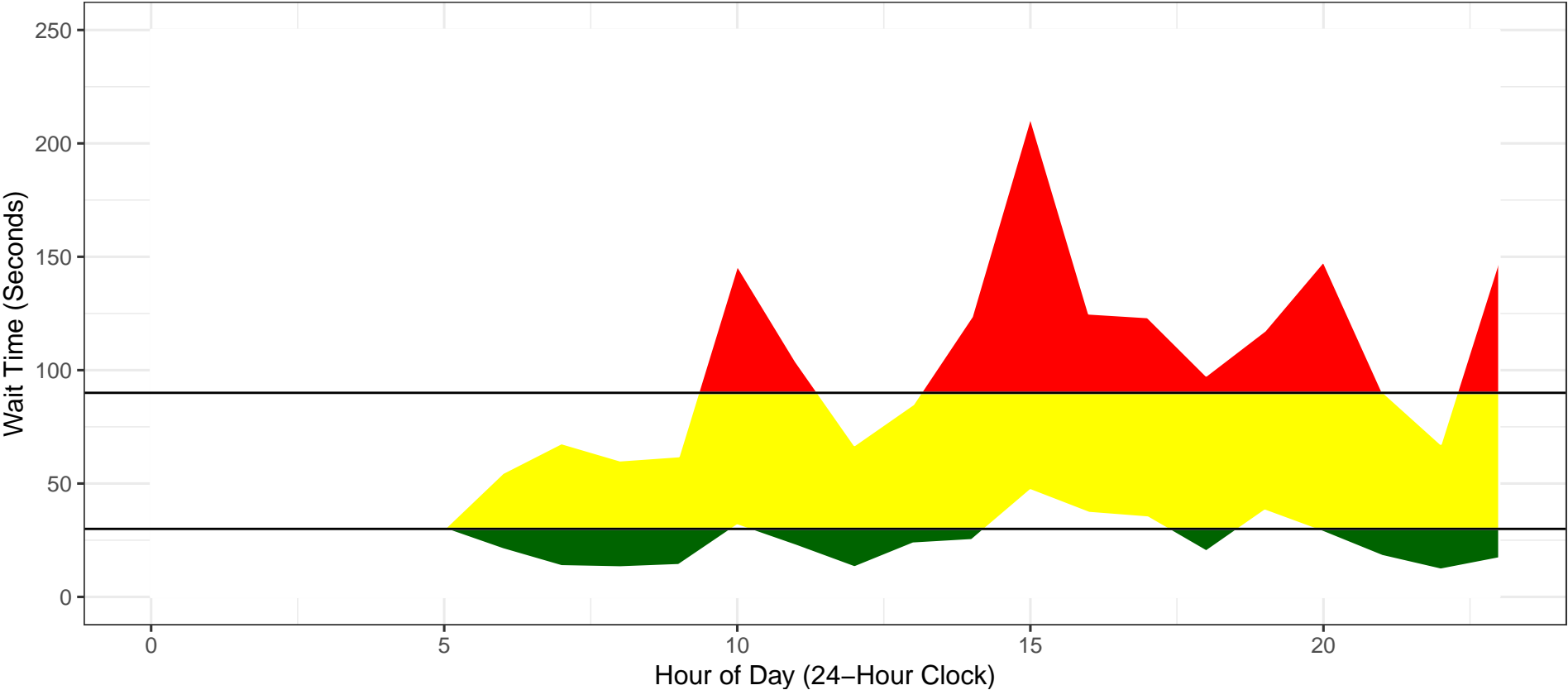
Hour:	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Servers:	0	0	0	0	0	0	1	6	9	9	9	9	9	11	10	11	9	8	8	7	7	6	5	3
Calls:	2	2	1	0	0	4	9	58	124	131	158	130	114	132	133	147	157	115	81	89	66	75	51	55
Served:	0	0	0	0	0	0	1	52	111	123	140	108	106	116	109	105	130	95	75	80	61	66	49	49
Dropped:	2	2	1	0	0	4	8	6	13	8	18	22	8	16	24	42	27	20	6	9	5	9	2	6

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