Friday Call Center Operations 250 -200 -Wait Time (Seconds) 150 -50 0 -20 10 15 Hour of Day (24-Hour Clock) Hour: 23 Servers: 0 Calls: 0 Served: 75 0 Dropped: 22 9 18 0

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