Wednesday Call Center Operations
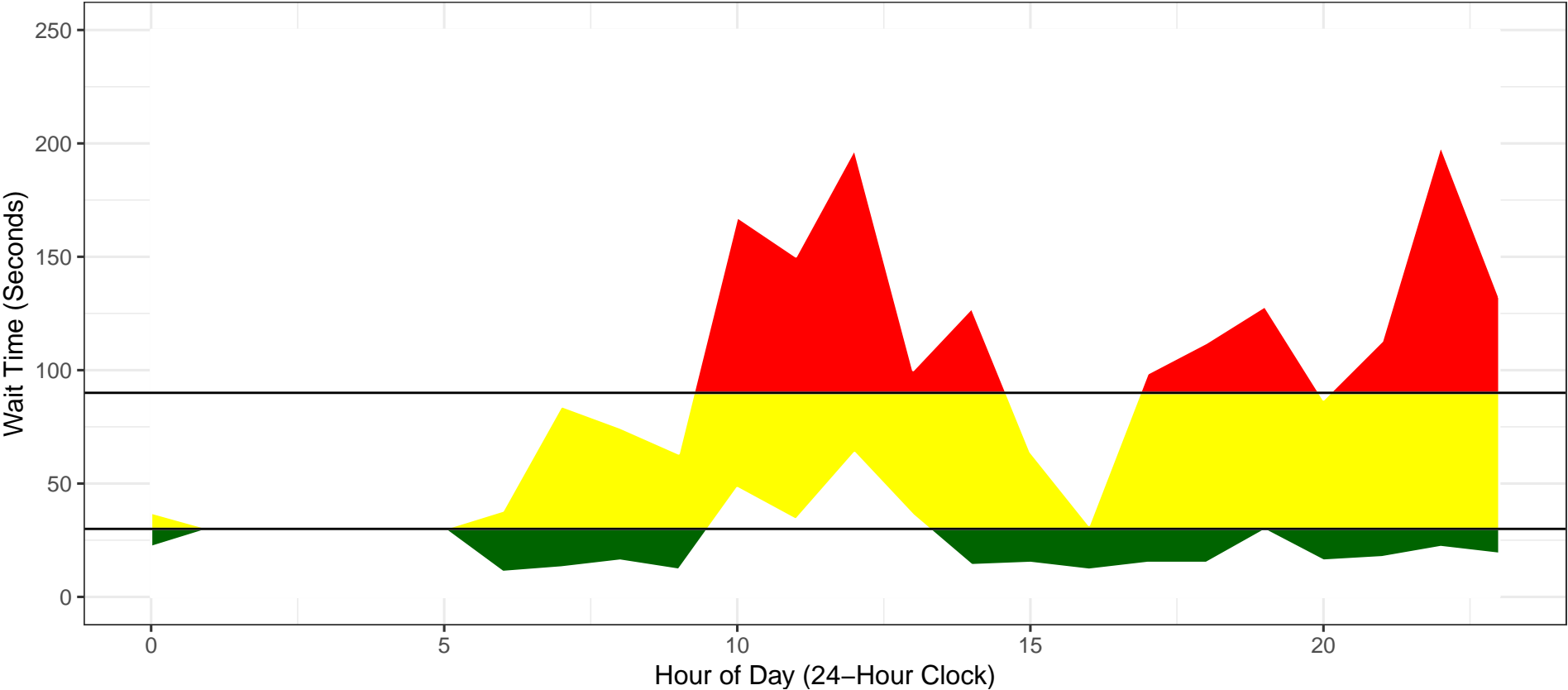
Hour:	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Servers:	0	0	0	0	0	0	1	6	7	9	9	9	9	10	11	11	8	7	7	7	7	6	3	3

Calls:	7	2	2	0	1	1	5	41	119	104	125	125	102	494	145	117	64	68	83	104	66	68	49	46
Served:	0	0	0	0	0	0	1	36	100	91	103	94	61	75	134	106	60	63	67	95	62	62	41	42
Dropped:	7	2	2	0	1	1	4	5	19	13	22	31	41	419	11	11	4	5	16	9	4	6	8	4

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