Thursday Call Center Operations 250 -200 -Wait Time (Seconds) 150 -50 -0 -10 15 20 Hour of Day (24-Hour Clock) Hour: Servers: 10 10 10 5 Calls: 117 91 83 87 95 105 152 106 81

Calls: 6 0 0 0 1 2 32 66 95 117 91 83 87 95 105 152 106 81 70 62 34 43 36 Served: 0 0 0 0 0 0 28 64 89 106 82 80 85 88 89 117 97 77 67 55 30 43 33 Dropped: 6 0 0 0 1 2 4 2 6 11 9 3 2 7 16 35 9 4 3 7 4 0 3