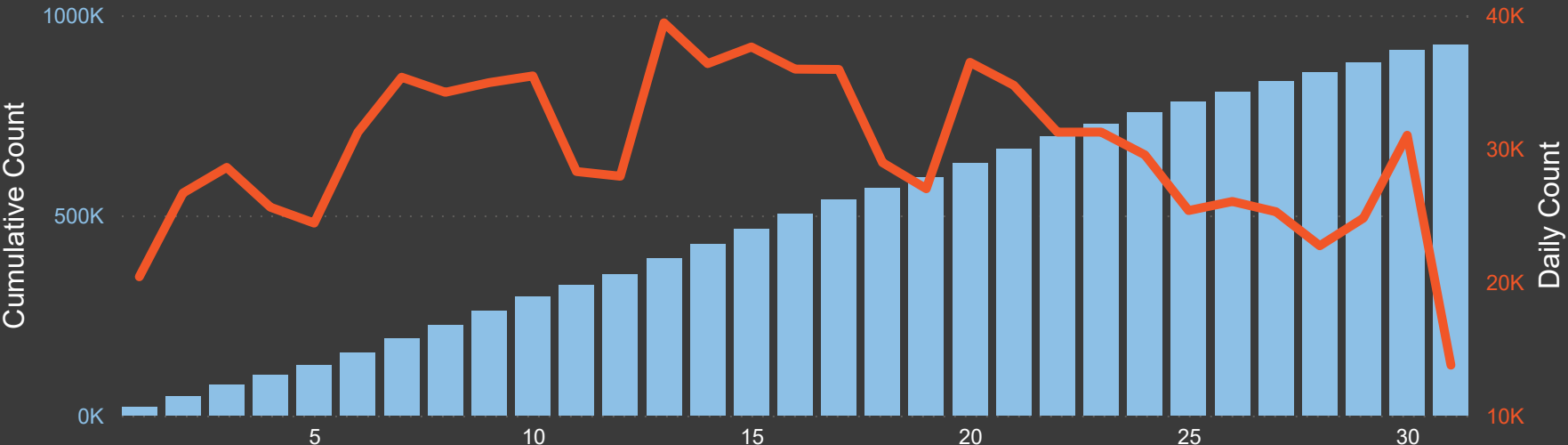


Call Center

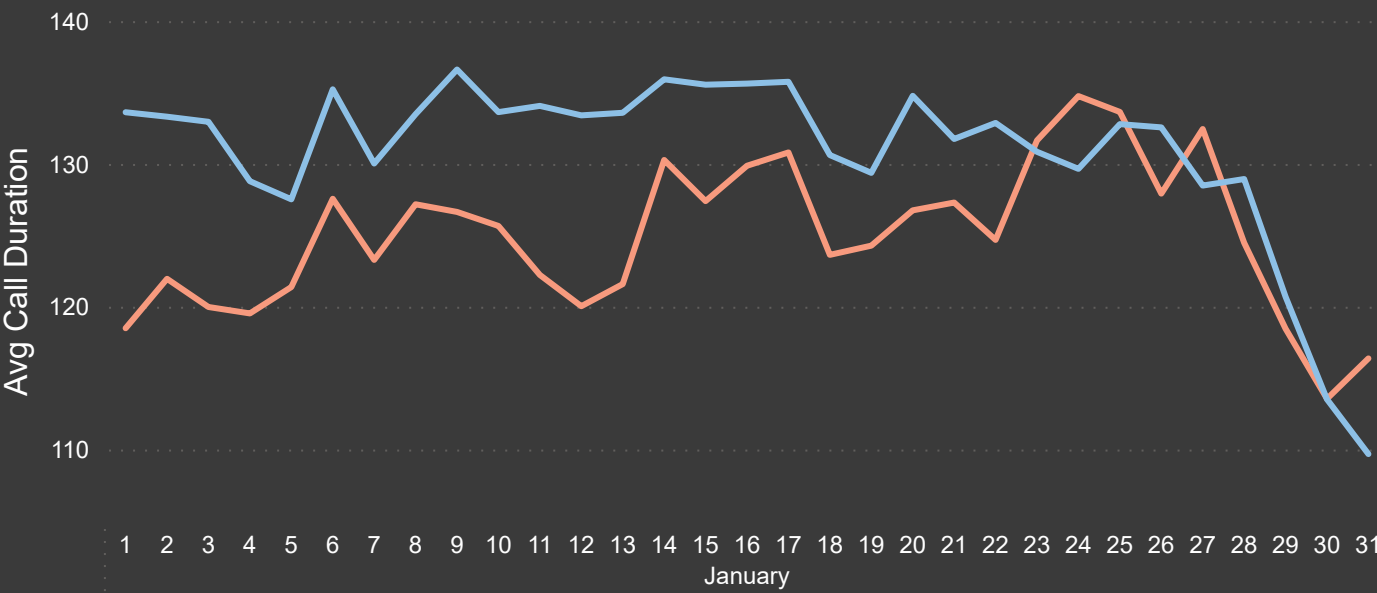
Call Count

Cumulative Count Daily Count



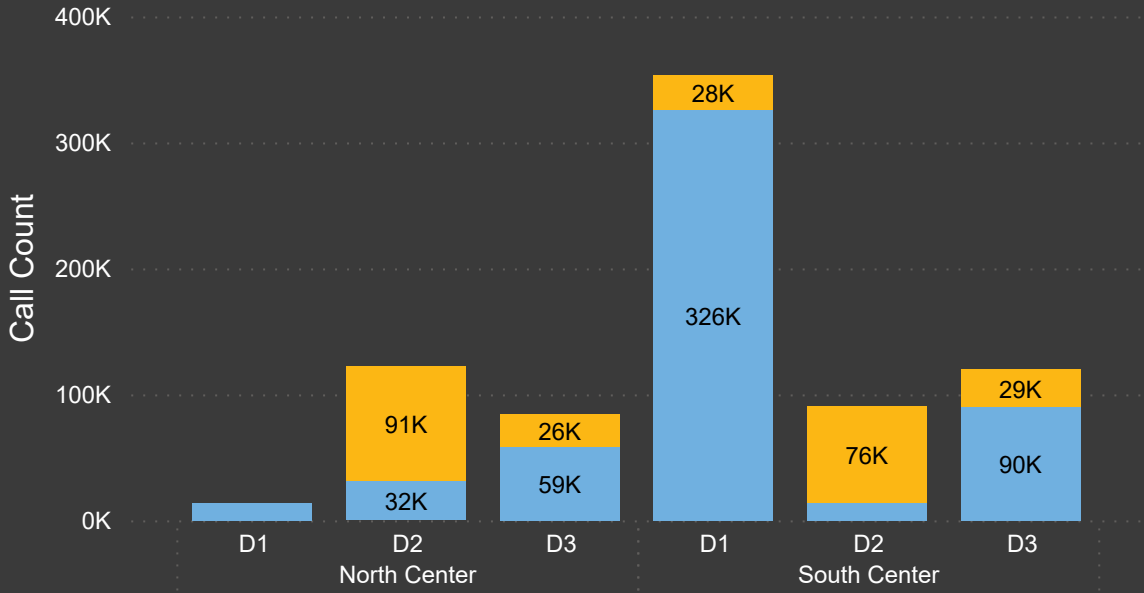
Center Call Duration (in seconds)

North Center South Center



Center Call Count

G2 G1



Class	Service Rating
Class 1	0.9784
Class 10	0.9865
Class 11	0.9846
Class 12	0.9890
Class 13	0.9581
Class 14	0.9776
Class 15	0.9870
Class 16	0.9918
Class 17	0.9587
Class 18	0.9831
Class 19	0.9973
Class 20	0.9949
Class 21	0.9612
Class 22	0.9974
Class 23	1.0000
Class 24	0.9759
Class 3	0.9765

Employee No.
20002045
20002325
20002355
20002405
20002425
20002435
20002455
20002465
20002475
20002485
20002505
20002525