

| EVENT                                    | 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | TOTAL |
|--|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-------|
| สายเรียกเข้า                             | 51 | 54 | 61 | 5  | 0  | 1  | 1  | 5  | 29 | 51 | 67 | 62 | 65 | 59 | 74 | 71 | 72 | 27 | 0  | 0  | 0  | 0  | 0  | 0  | 755   |
| ติดต่อโอเปอเรเตอร์                       | 1  | 1  | 1  | 0  | 0  | 0  | 0  | 1  | 8  | 10 | 14 | 17 | 16 | 14 | 17 | 19 | 10 | 10 | 0  | 0  | 0  | 0  | 0  | 0  | 139   |
| ติดต่อศูนย์ลูกค้าสัมพันธ์                | 3  | 36 | 55 | 0  | 0  | 0  | 0  | 0  | 14 | 24 | 32 | 33 | 22 | 24 | 38 | 21 | 16 | 6  | 0  | 0  | 0  | 0  | 0  | 0  | 324   |
| ติดต่อ Internet Banking CallCenter       | 0  | 0  | 0  | 1  | 0  | 0  | 0  | 2  | 1  | 0  | 5  | 0  | 1  | 4  | 2  | 3  | 1  | 0  | 0  | 0  | 0  | 0  | 0  | 0  | 20    |
| ติดต่อ ATM CDM LRM PROMPT PAY Callcenter | 0  | 0  | 0  | 1  | 0  | 1  | 1  | 0  | 0  | 0  | 4  | 0  | 4  | 0  | 2  | 3  | 3  | 2  | 0  | 0  | 0  | 0  | 0  | 0  | 21    |