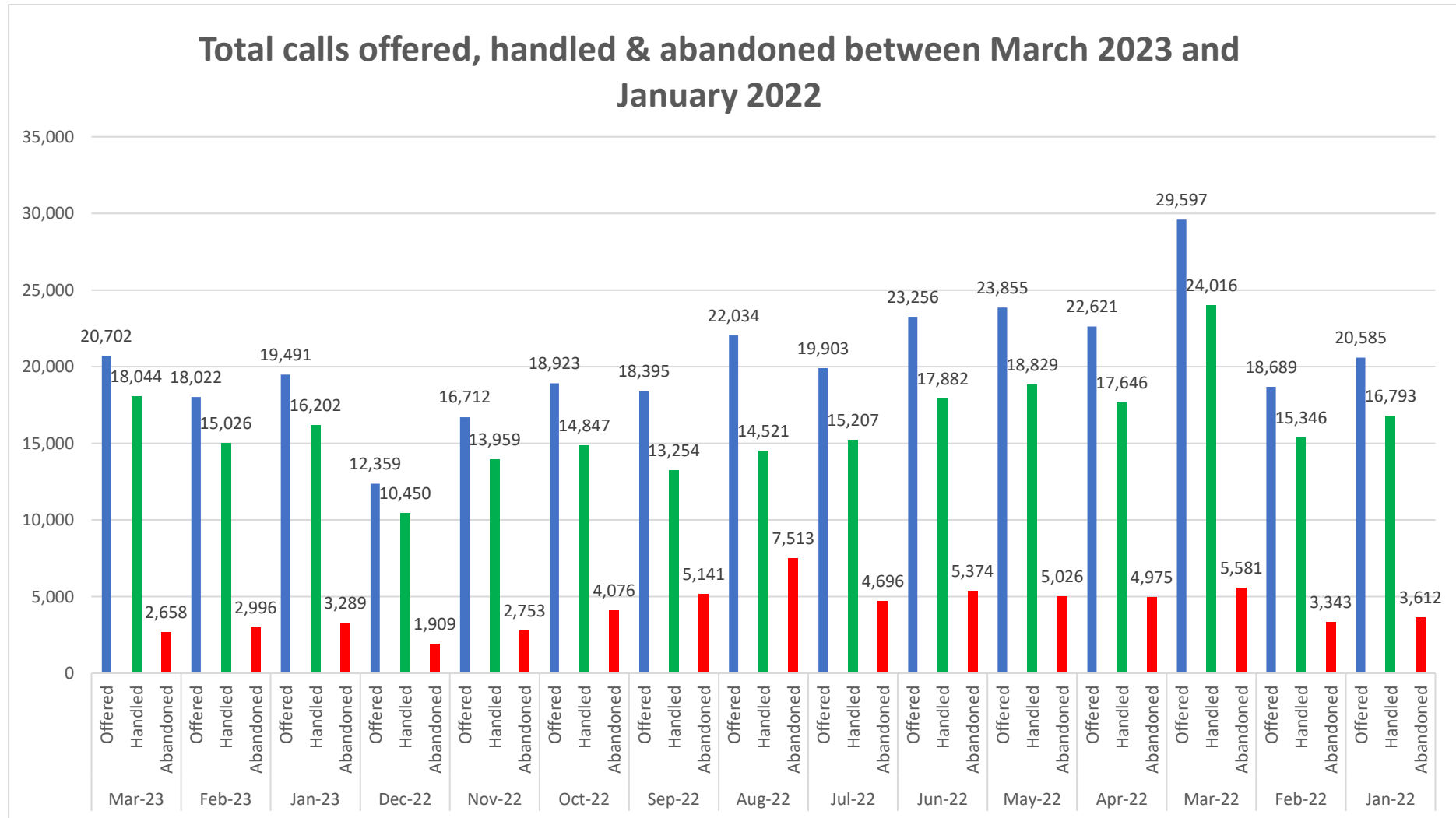


Appendix 1: Calls offered, handled, and abandoned (volume)



Calls handled and abandoned (%)

