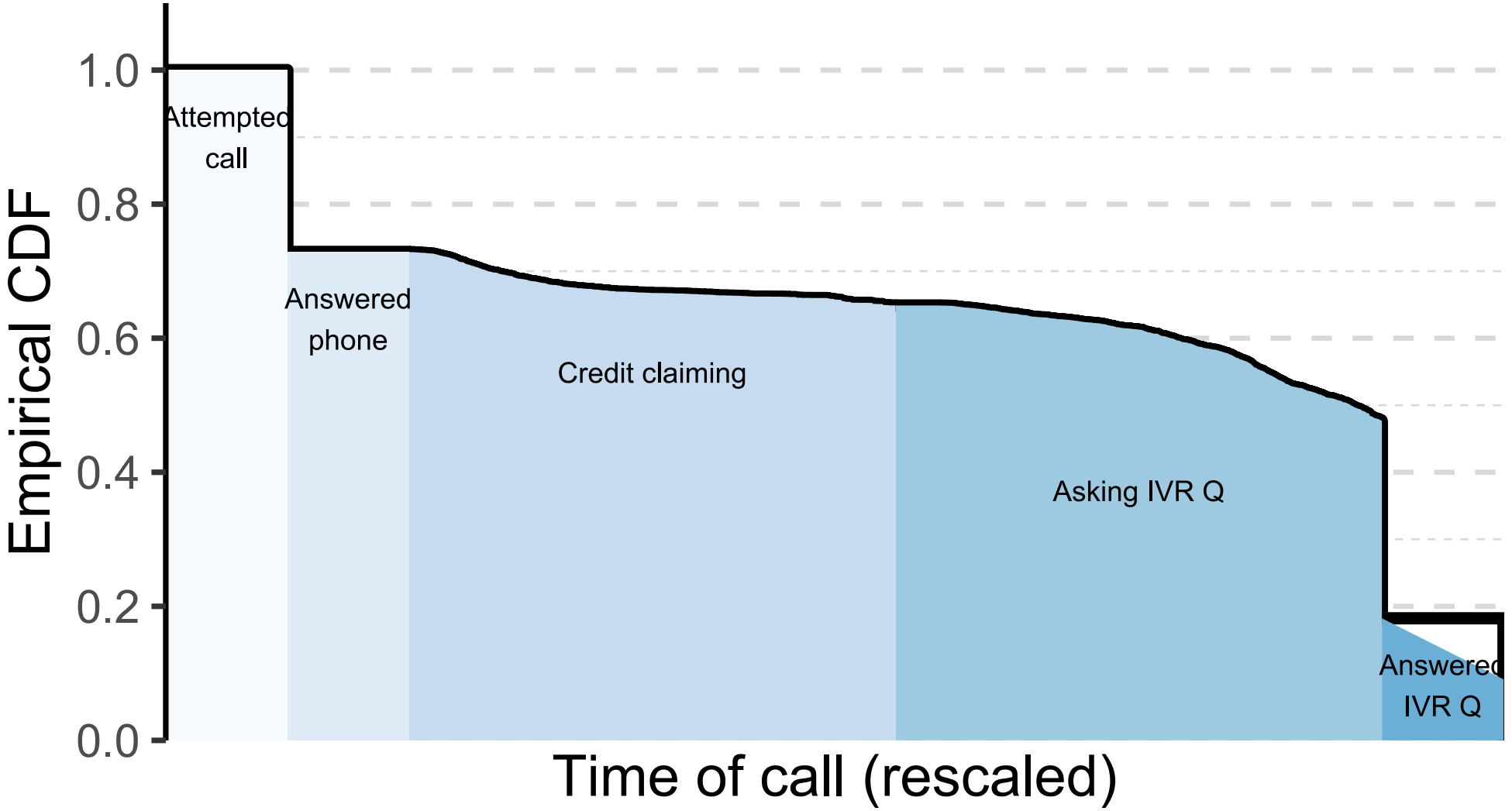
Empirical CDF
1.0
0.8
0.6
0.4
0.2
0.0
Attempted call
Answered phone
Credit claiming
Asking IVR Q
Answered IVR Q
Time of call (rescaled)