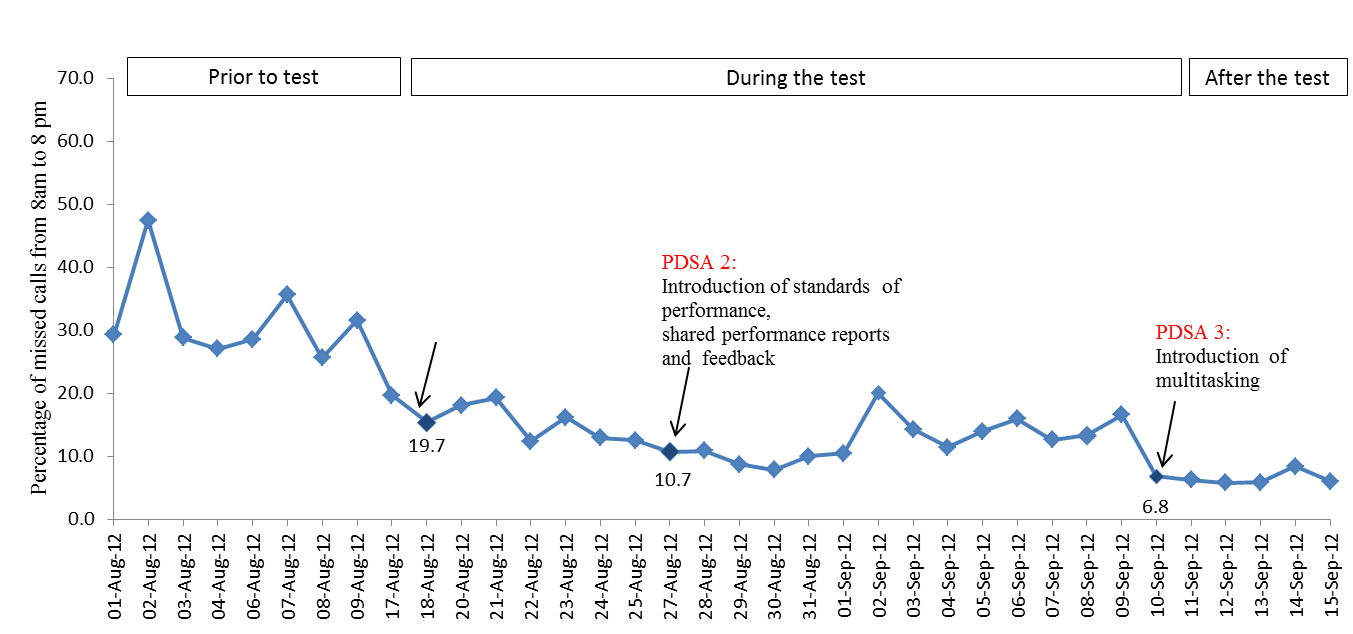
Graph 1: Percentage of missed calls with each PDSA cycle



PDSA 1:

Introduction to log-in feature

Graph 2*:*  Percentage of missed calls for each month (June 2012 – June 2015)

