

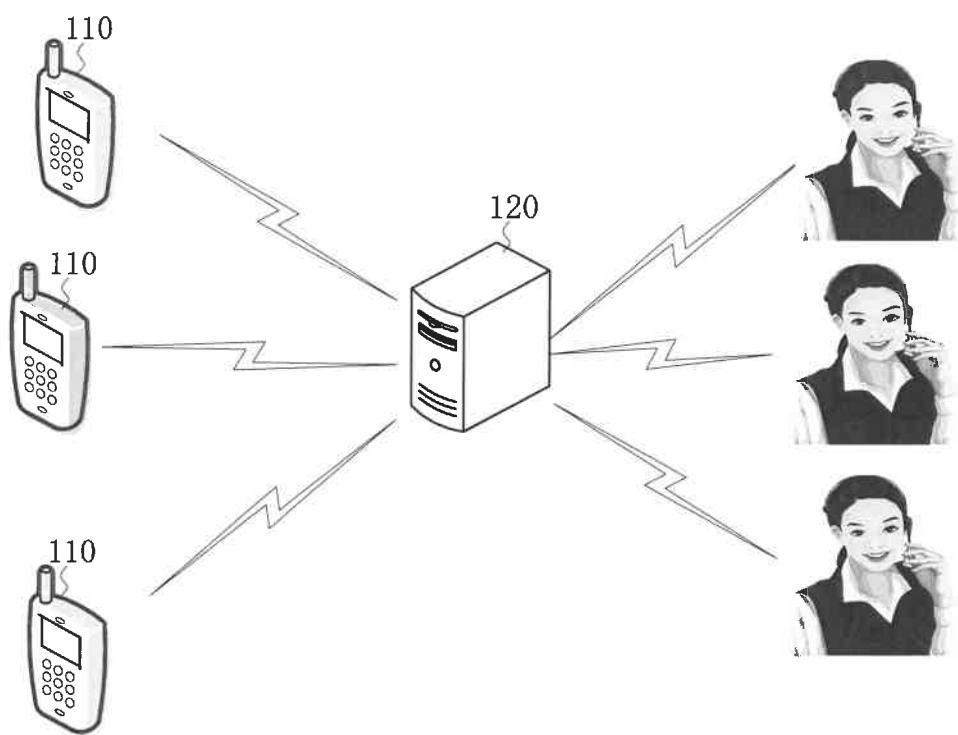


FIG. 1

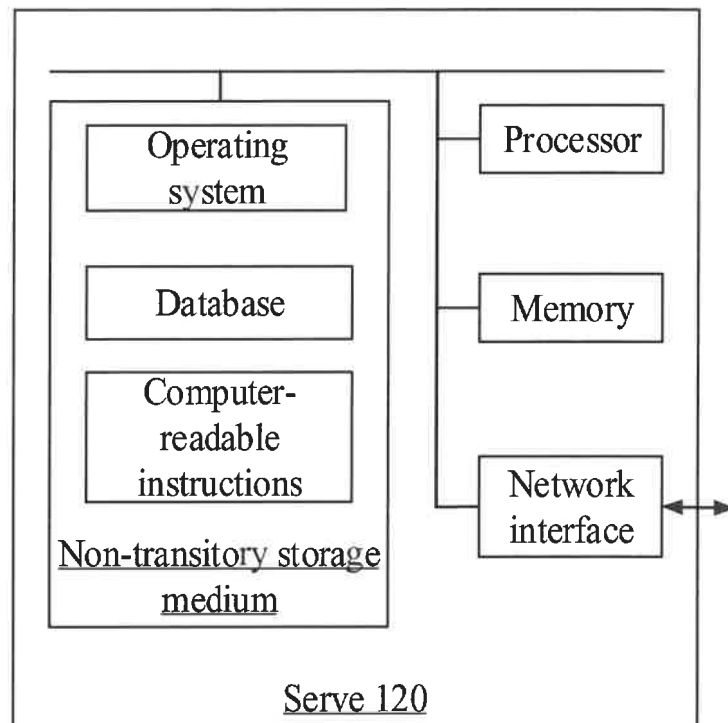


FIG. 2

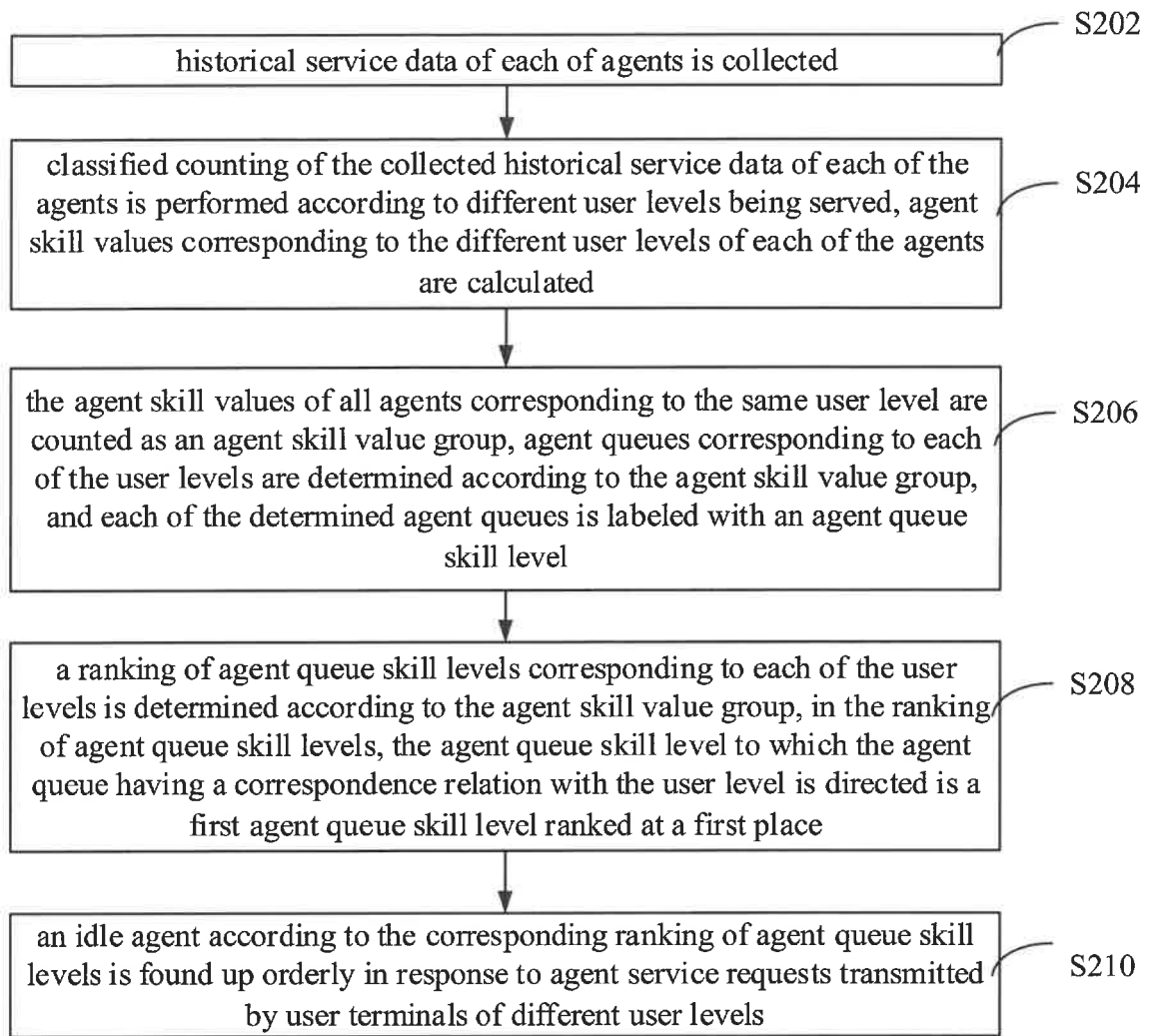


FIG. 3

		User level		First level users	Second level users	Third level users
		Agent	Skill value			
First agent queue skill level	{	Agent 1		99	70	70
		Agent 2		90	68	68
		Agent 3		80	65	65
Second agent queue skill level	{	Agent 4		70	99	70
		Agent 5		68	95	68
		Agent 6		65	90	65
Third agent queue skill level	{	Agent 7		55	55	68
		Agent 8		54	54	67
		Agent 9		74	53	66
		Agent 10		52	52	65
				First skill value group	Second skill value group	Third skill value group

FIG. 4

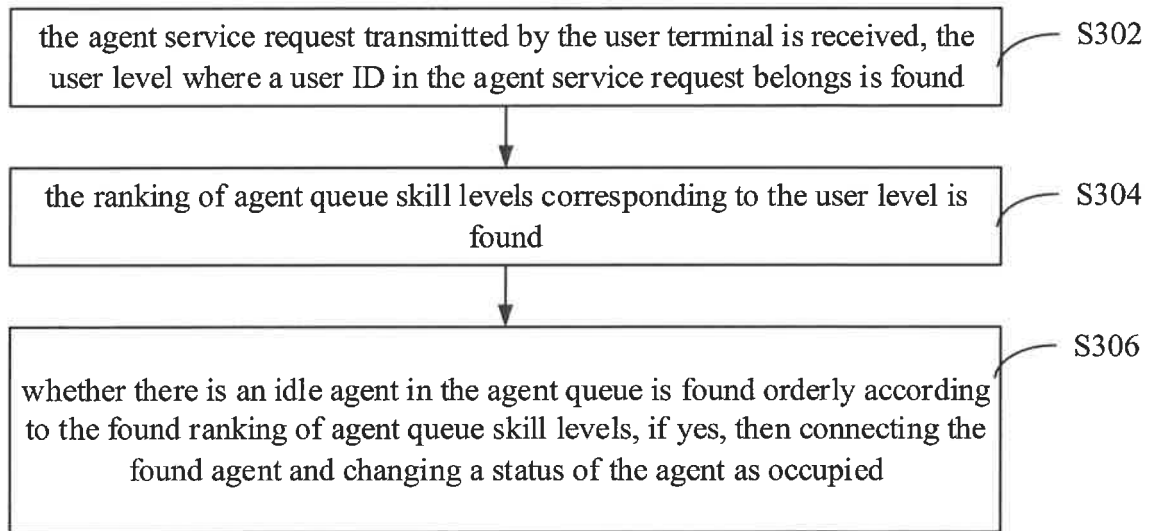


FIG. 5

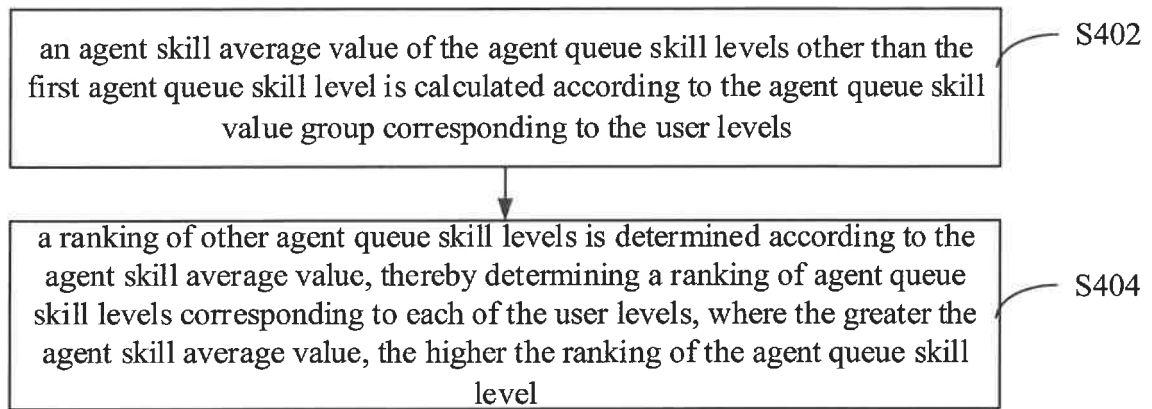


FIG. 6

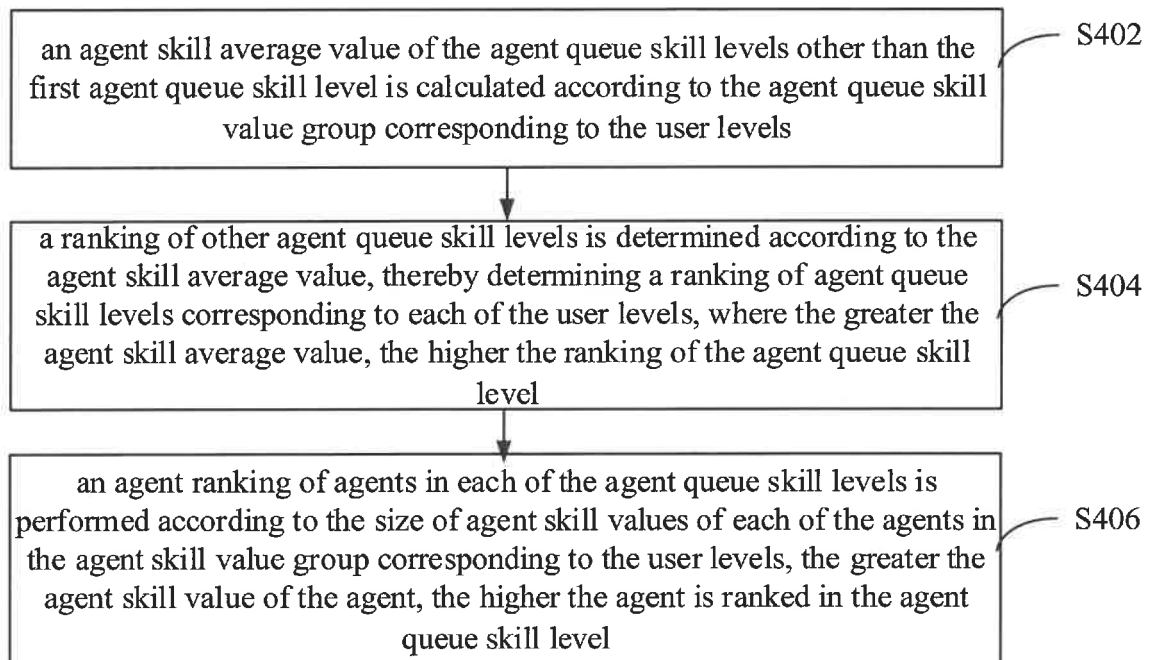


FIG. 7

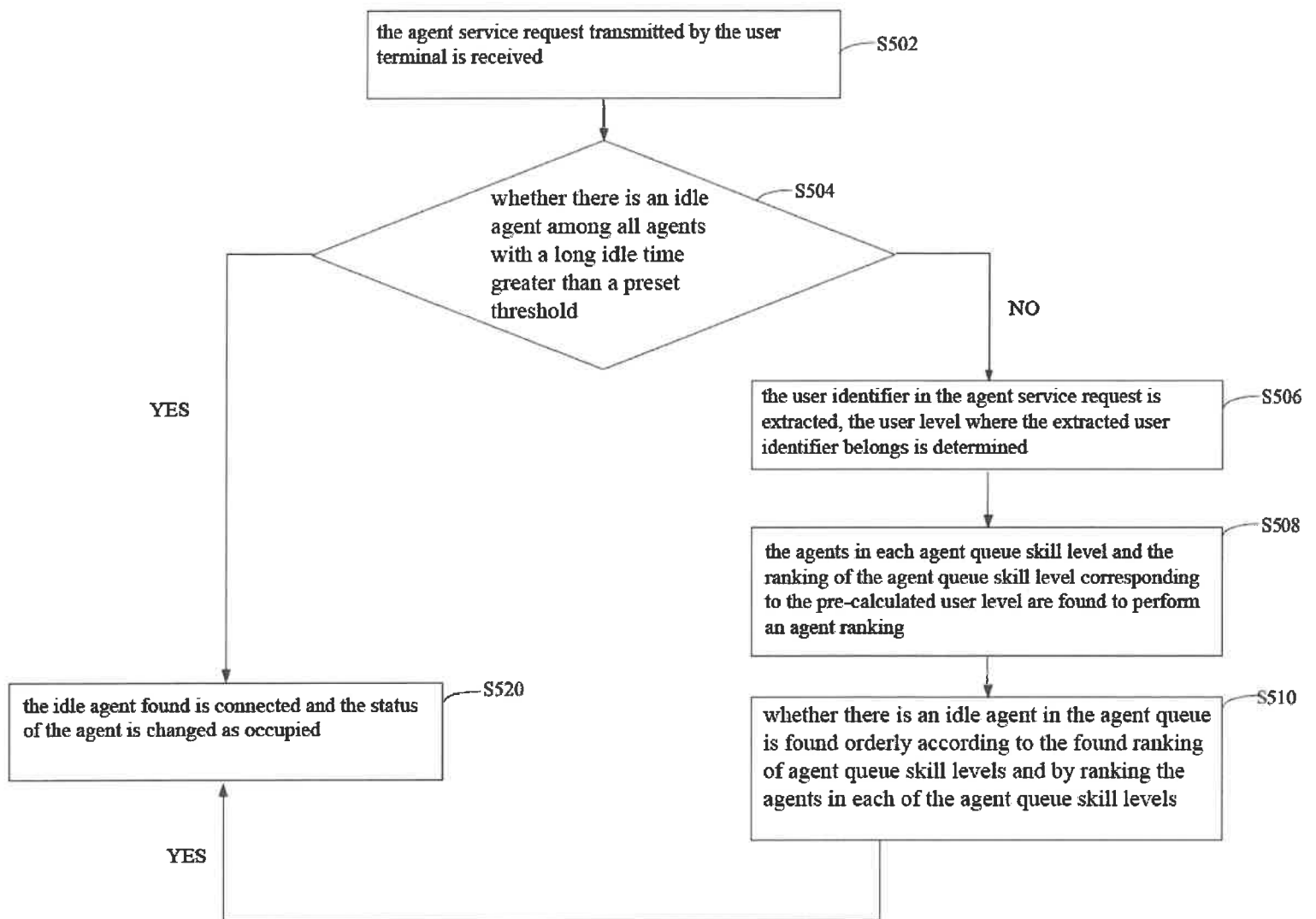


FIG. 8

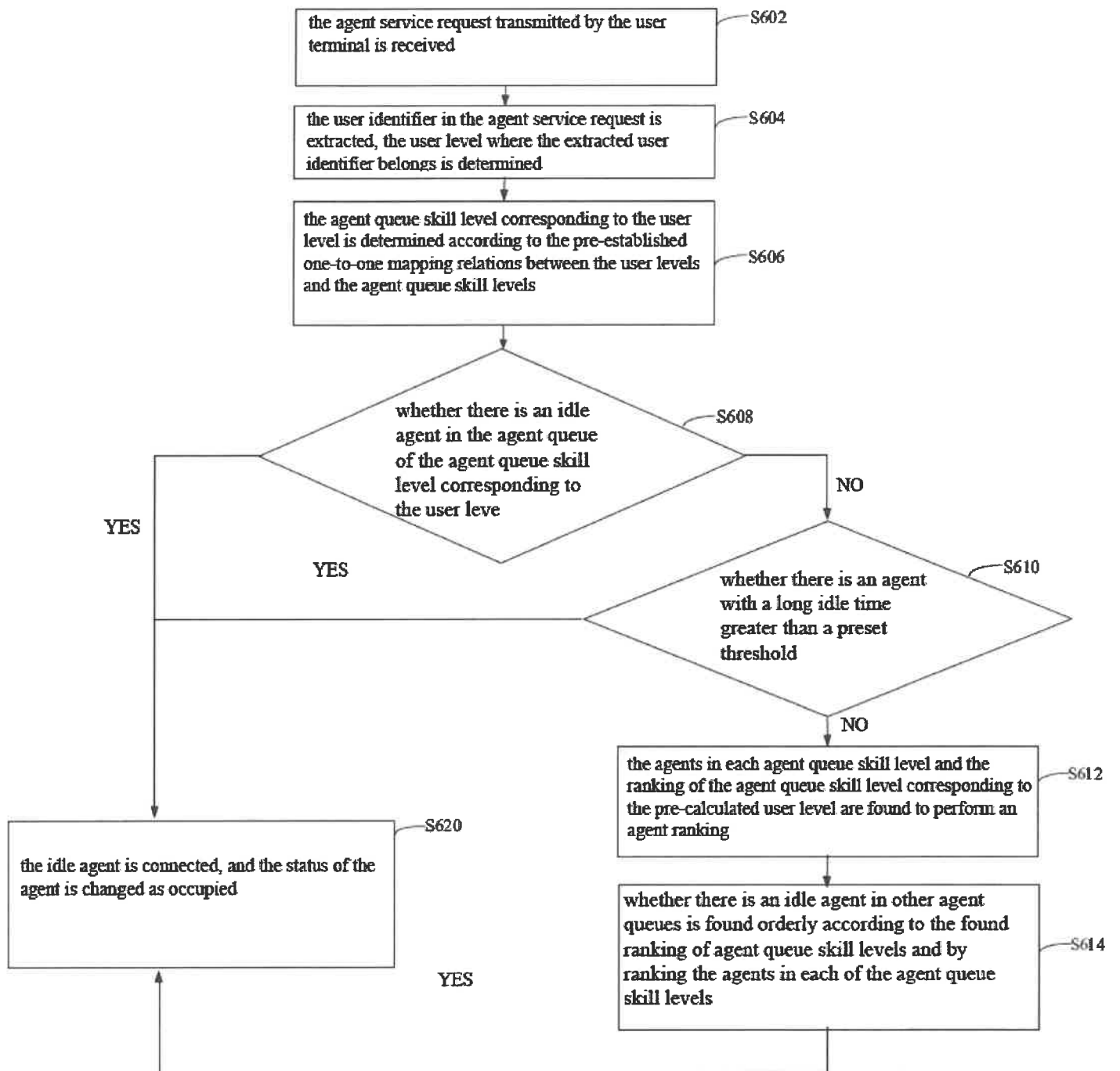


FIG. 9

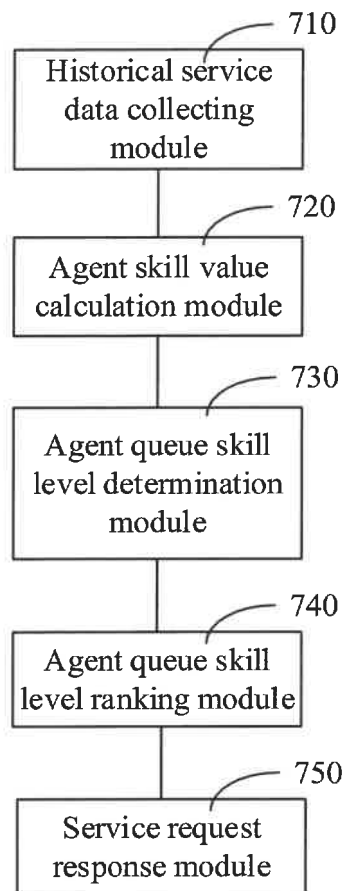


FIG. 10

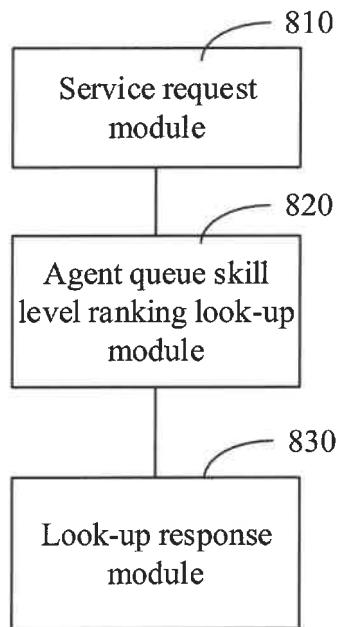


FIG. 11

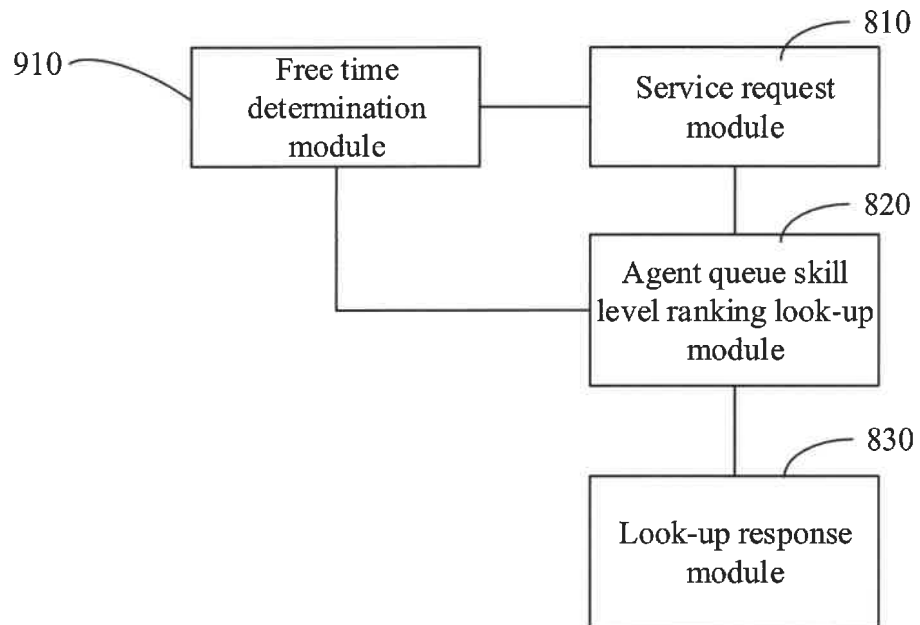


FIG. 12