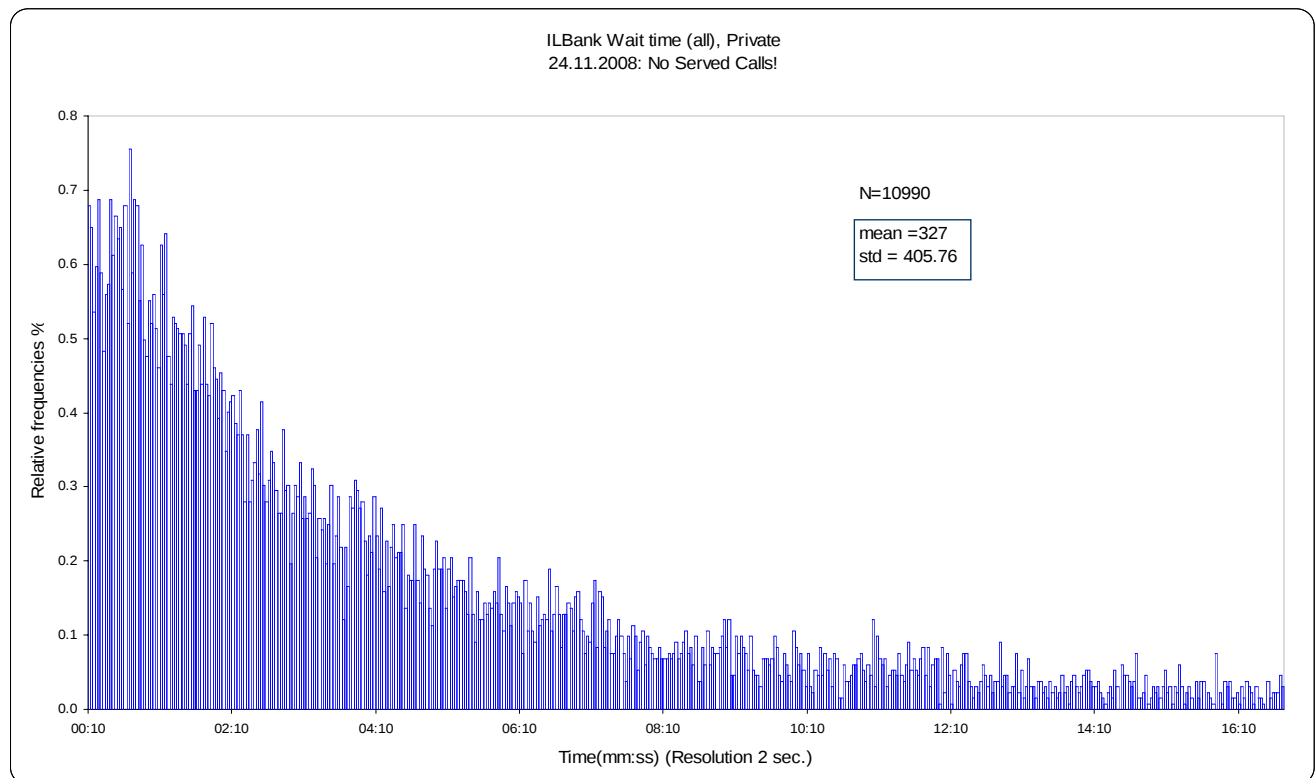
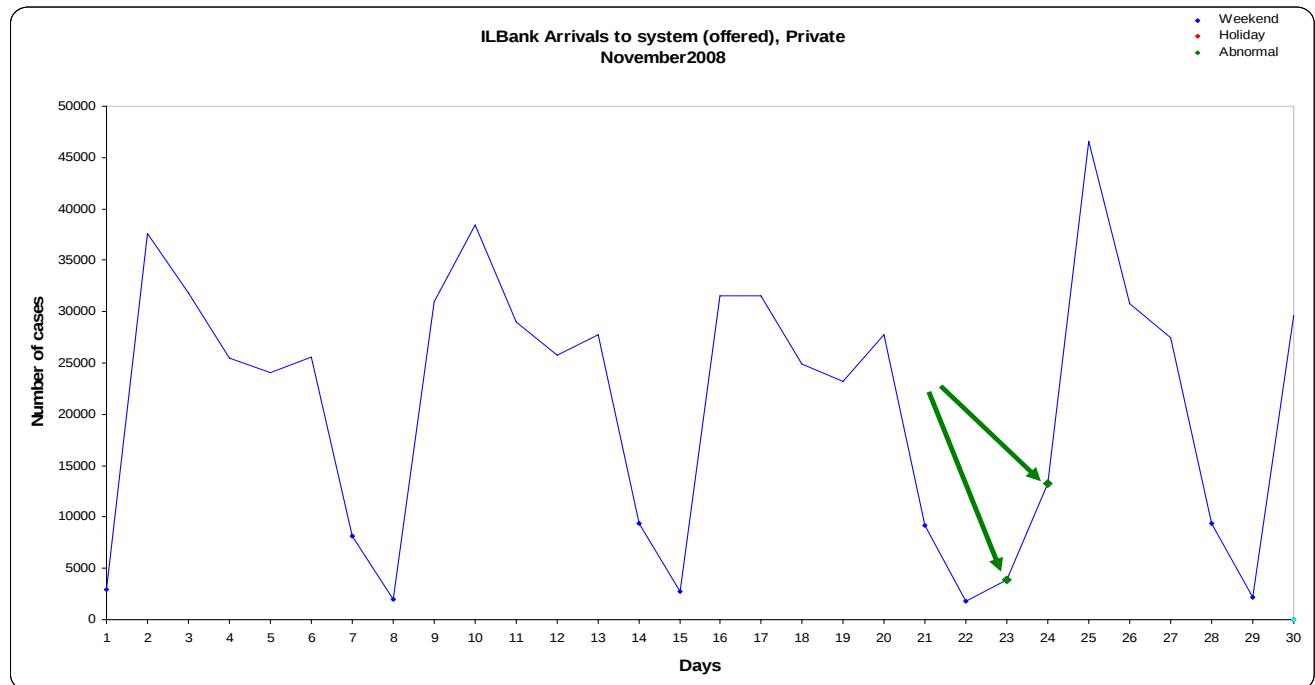
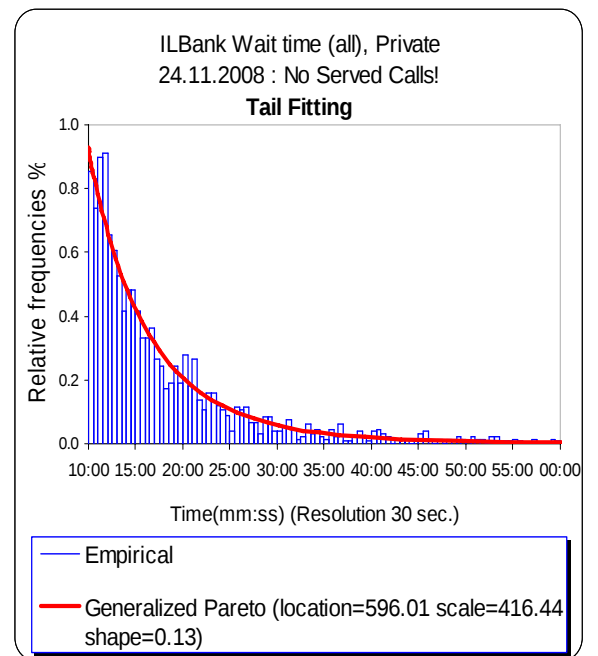
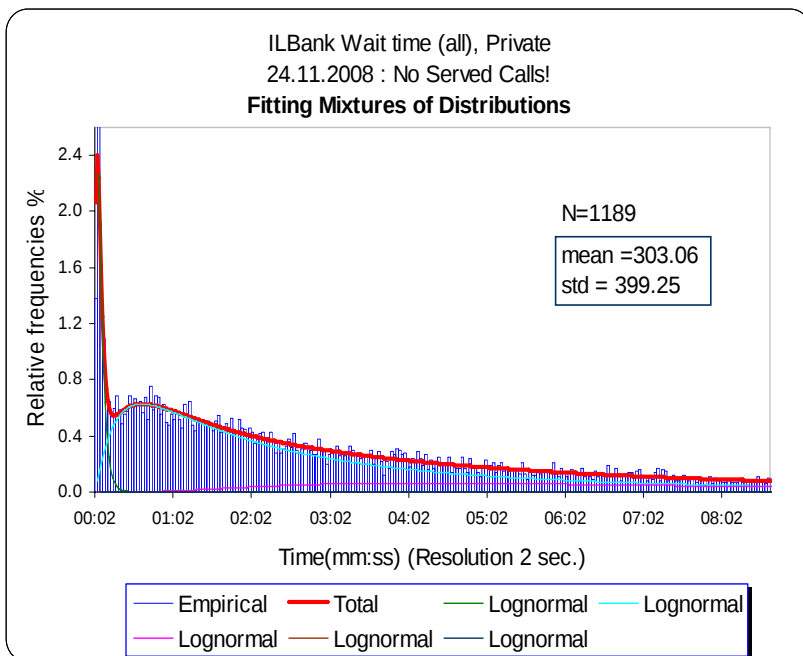
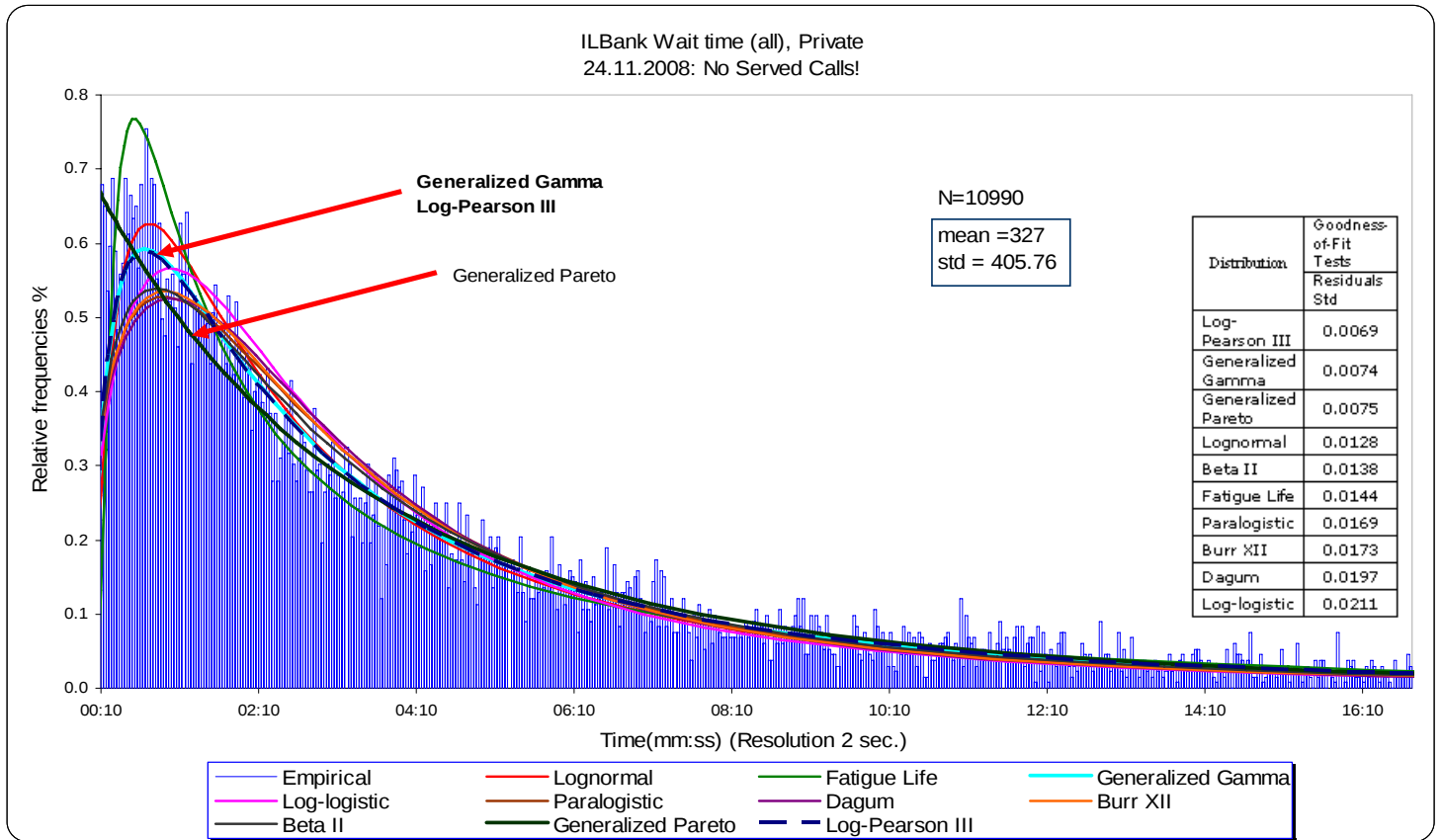


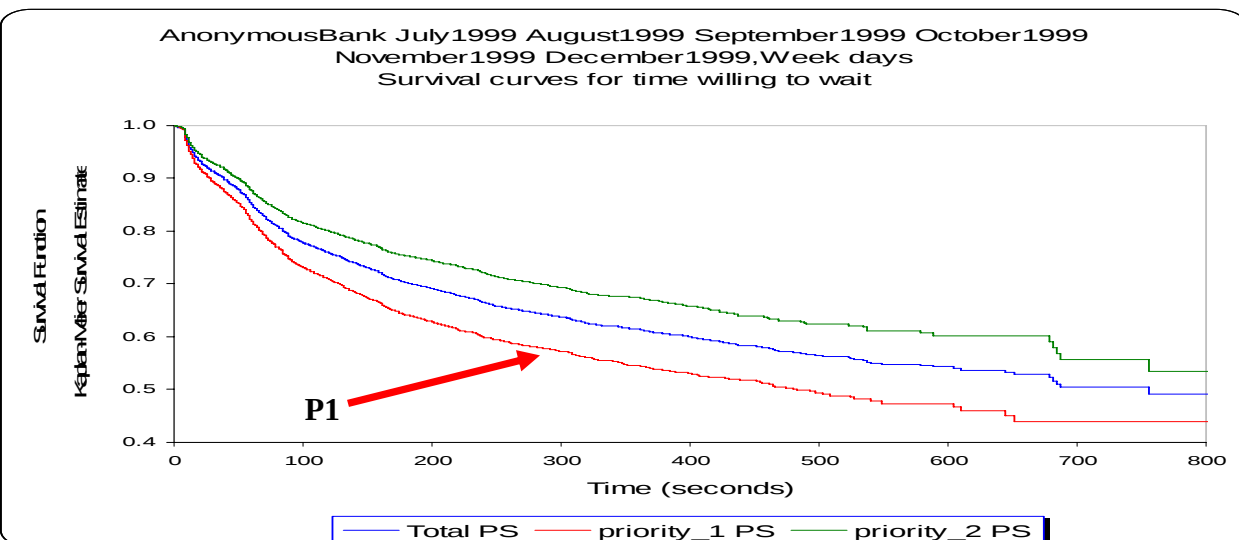
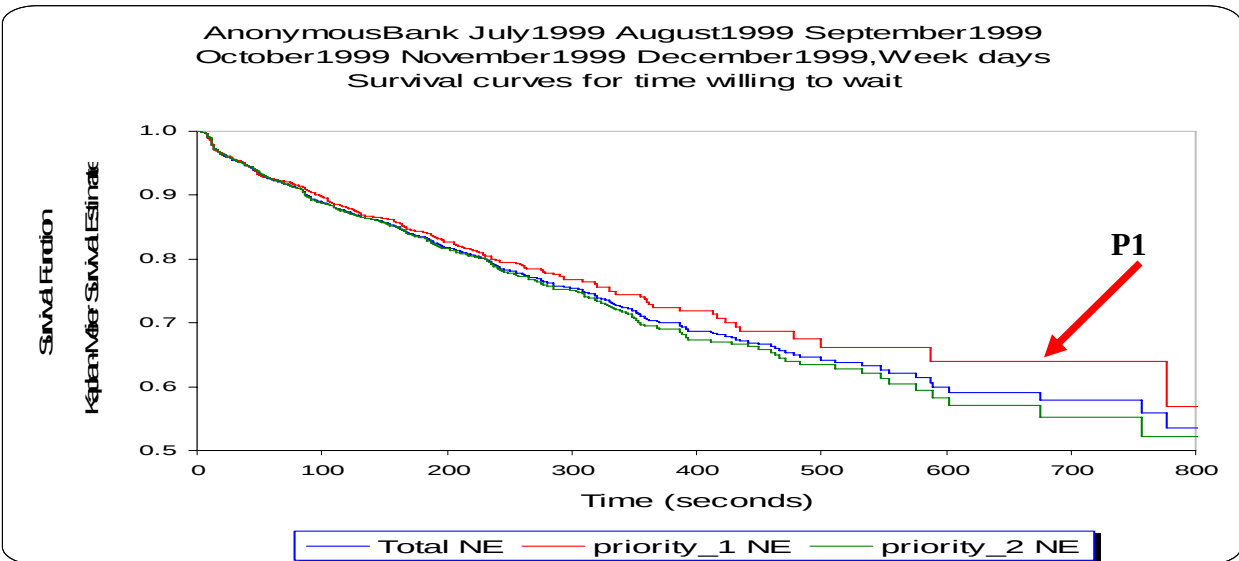
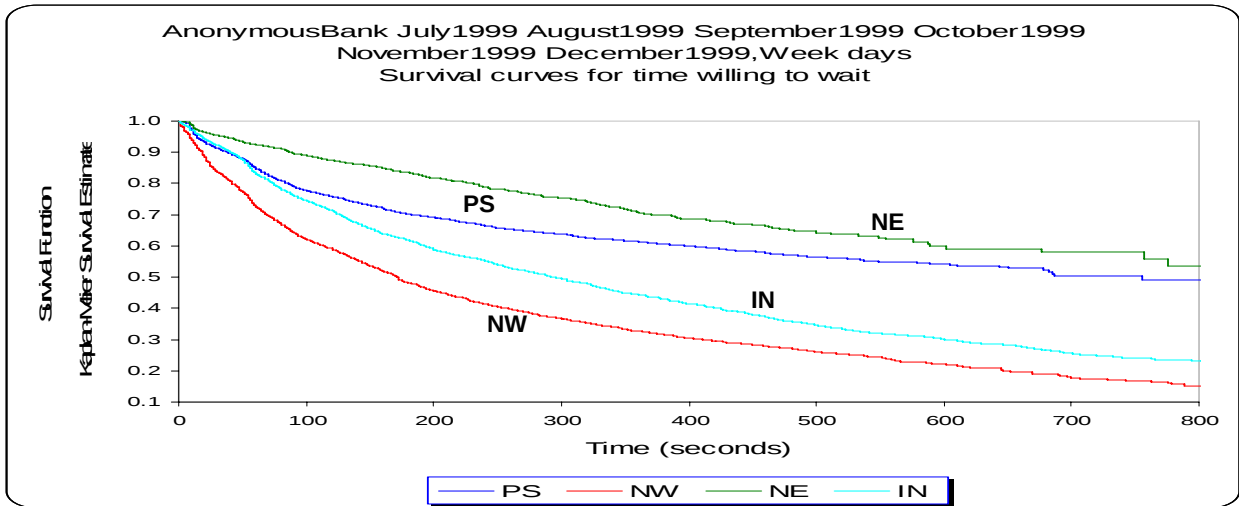
(Im)Patience (Raw)



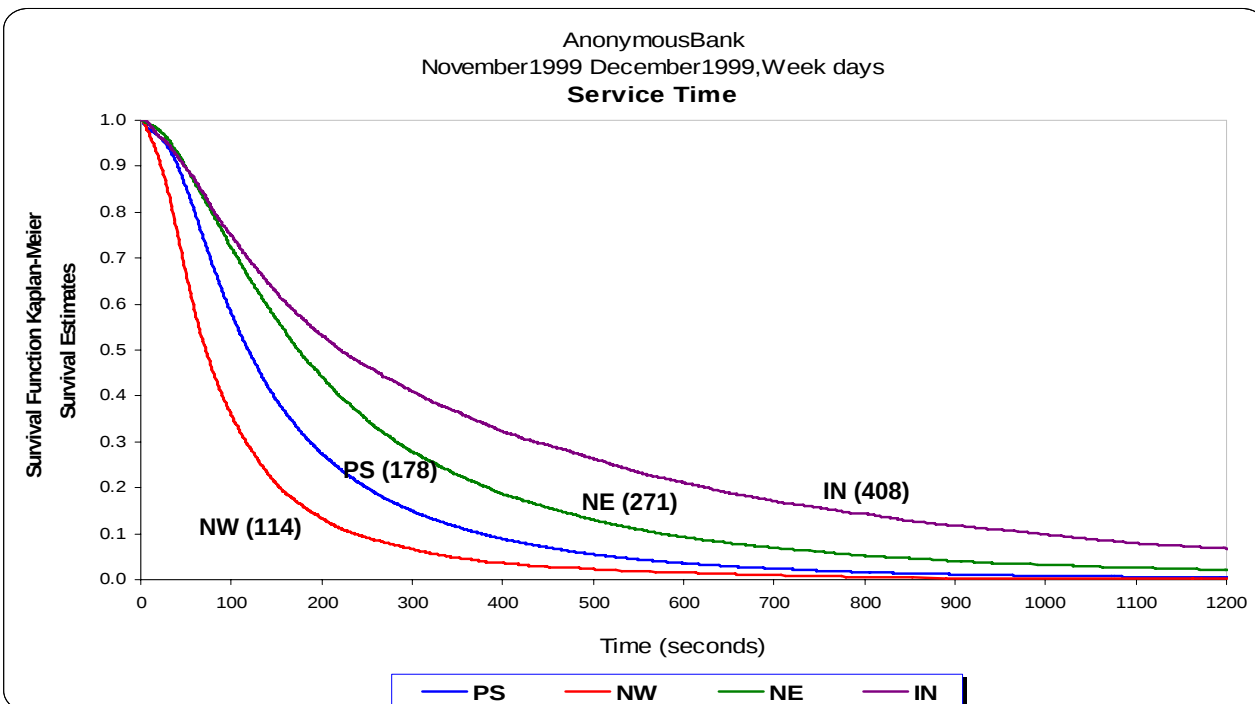
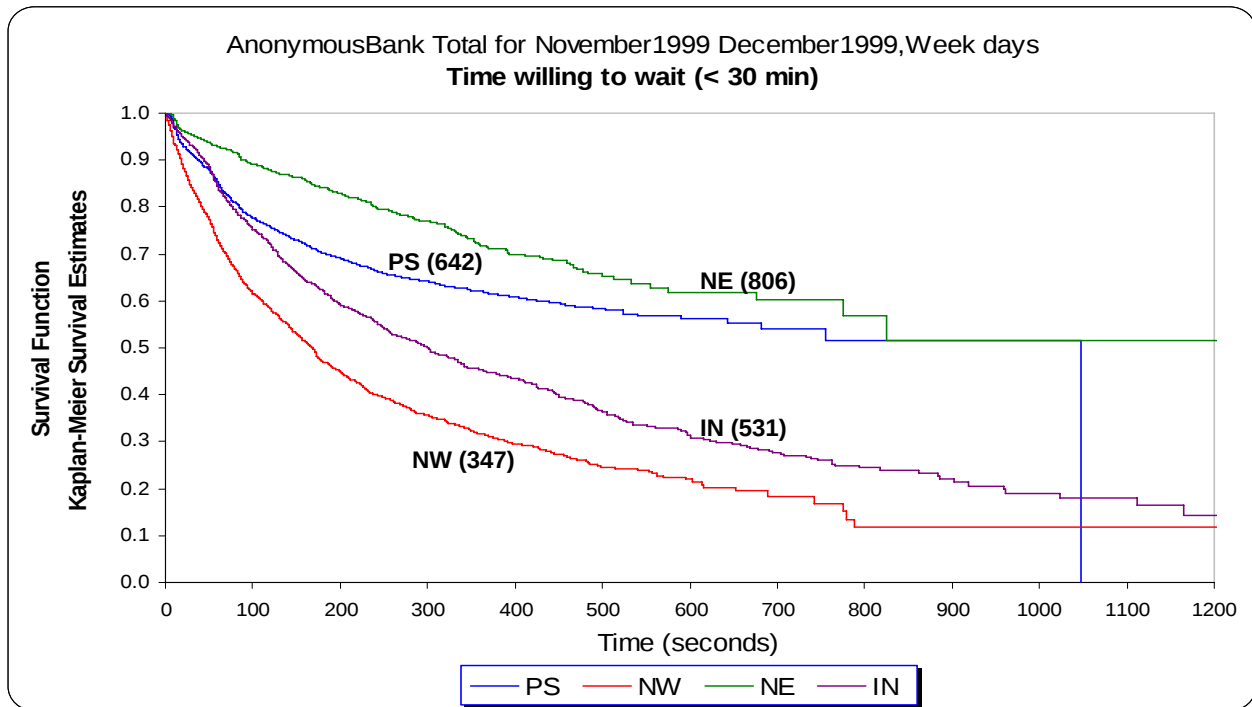
Distribution Fitting



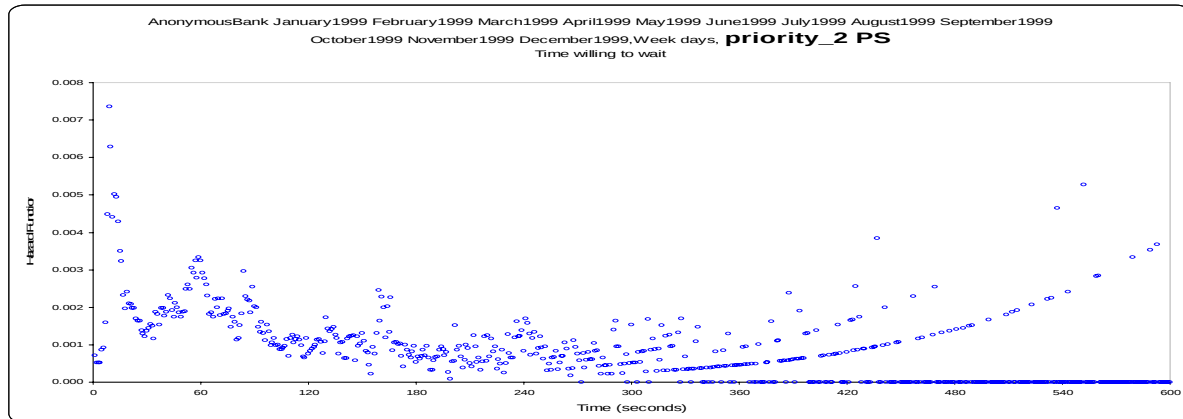
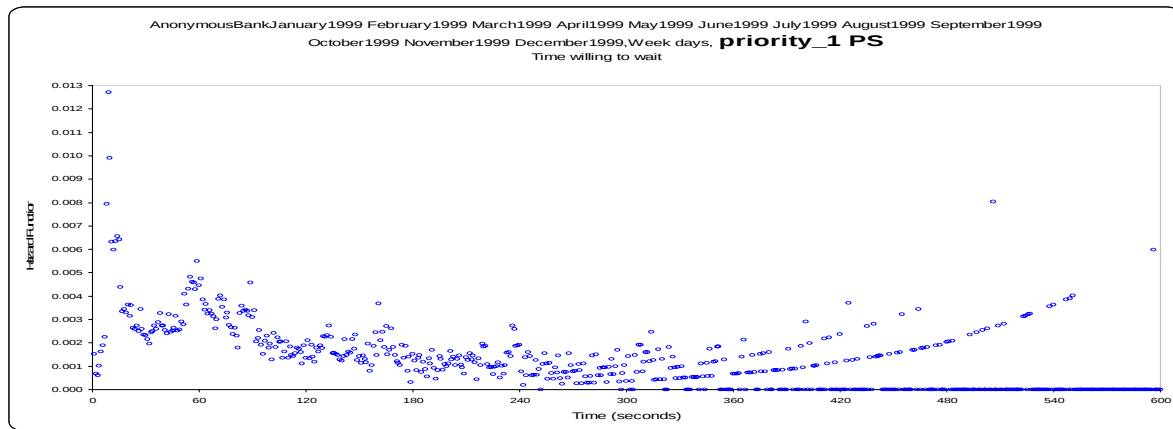
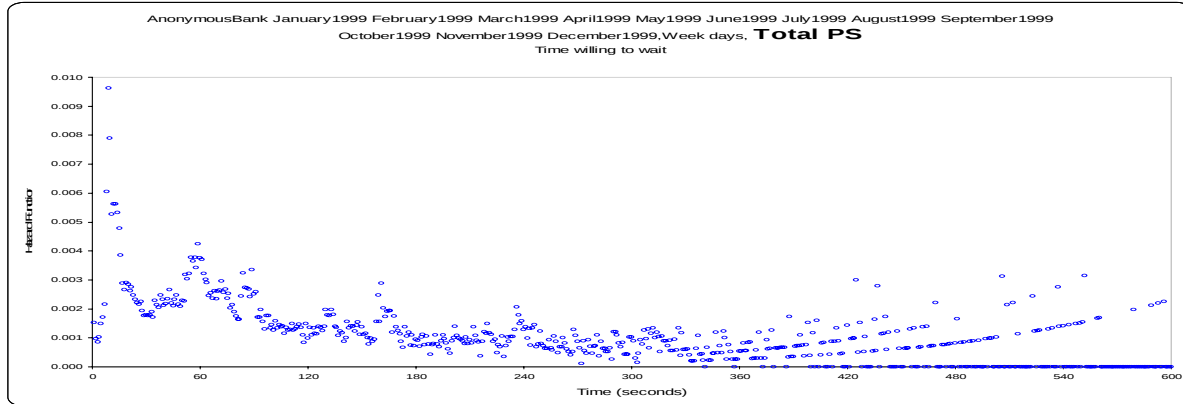
Survival Functions of (Im)Patience



Patience vs. Service Durations (Stochastic Order)

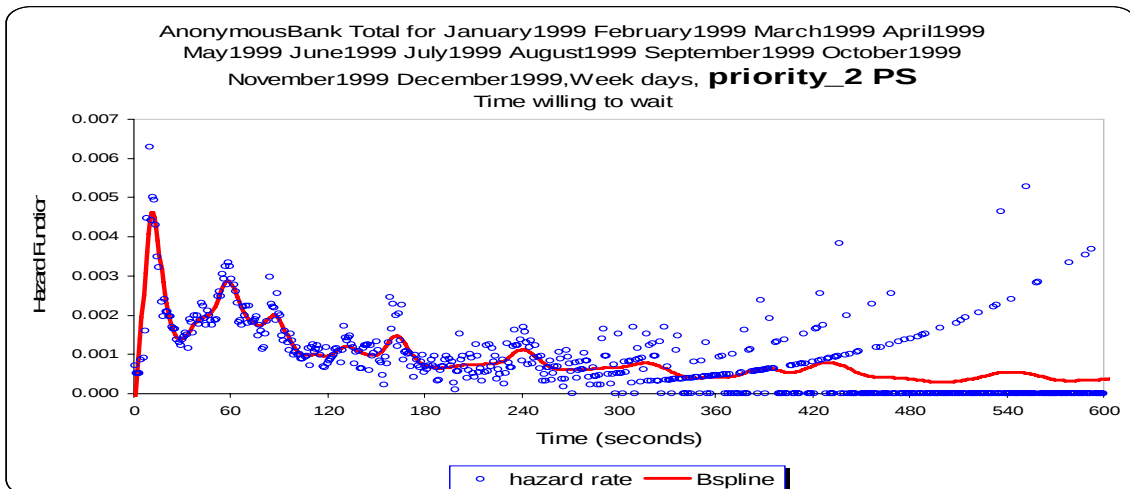
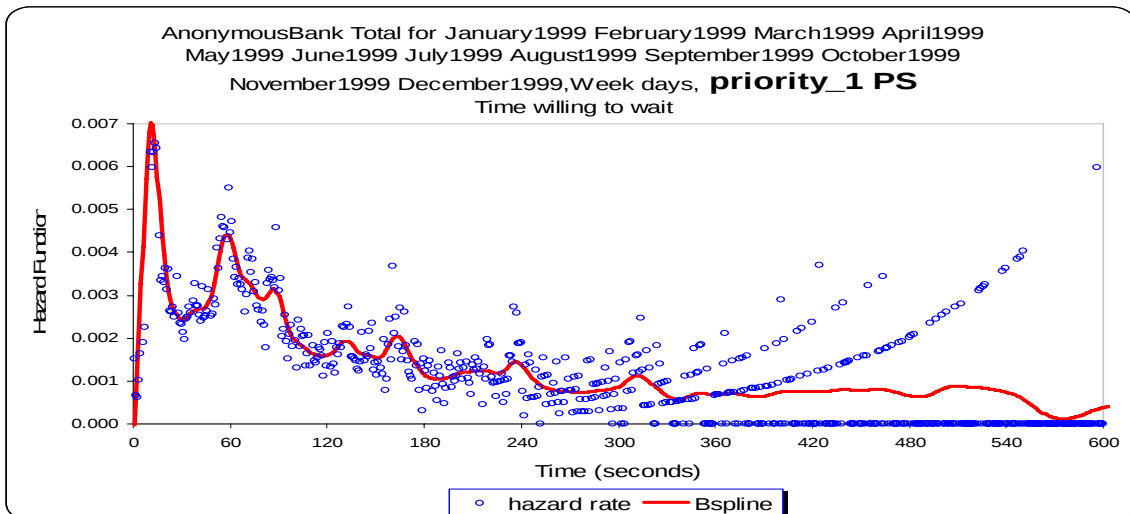
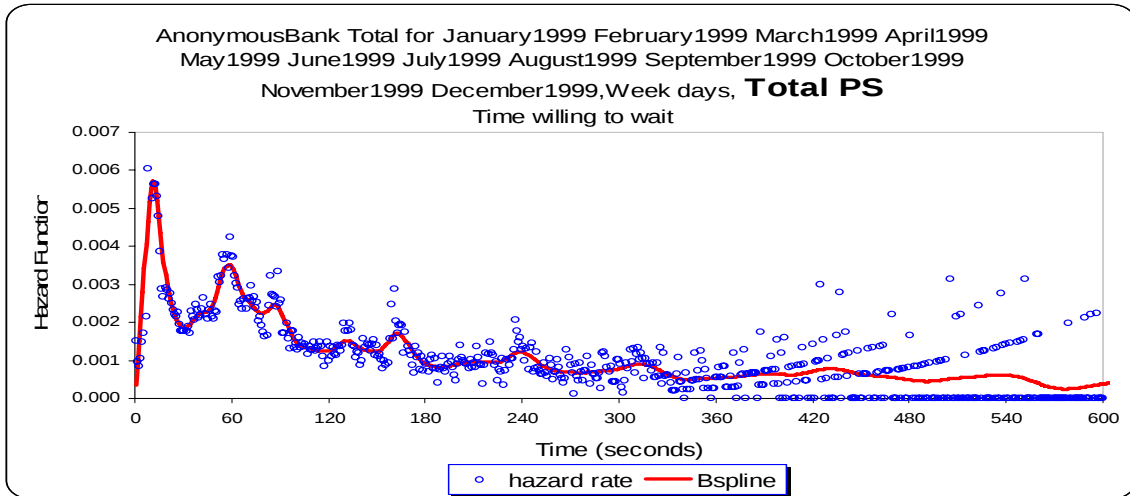


Empirical Hazard Rates



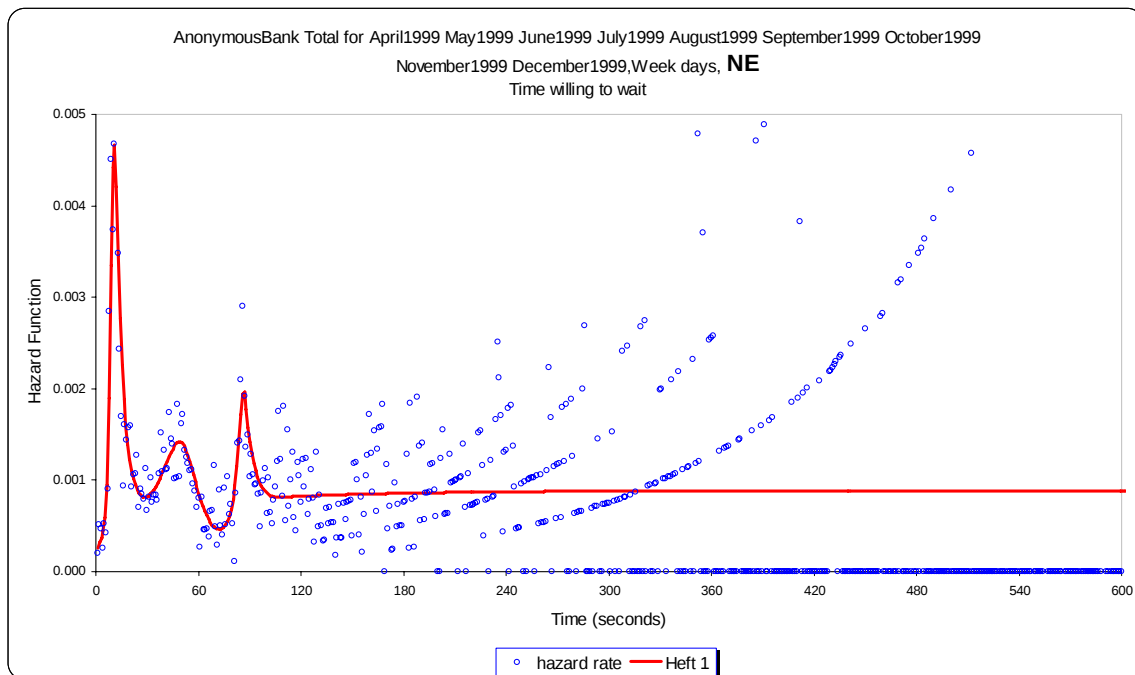
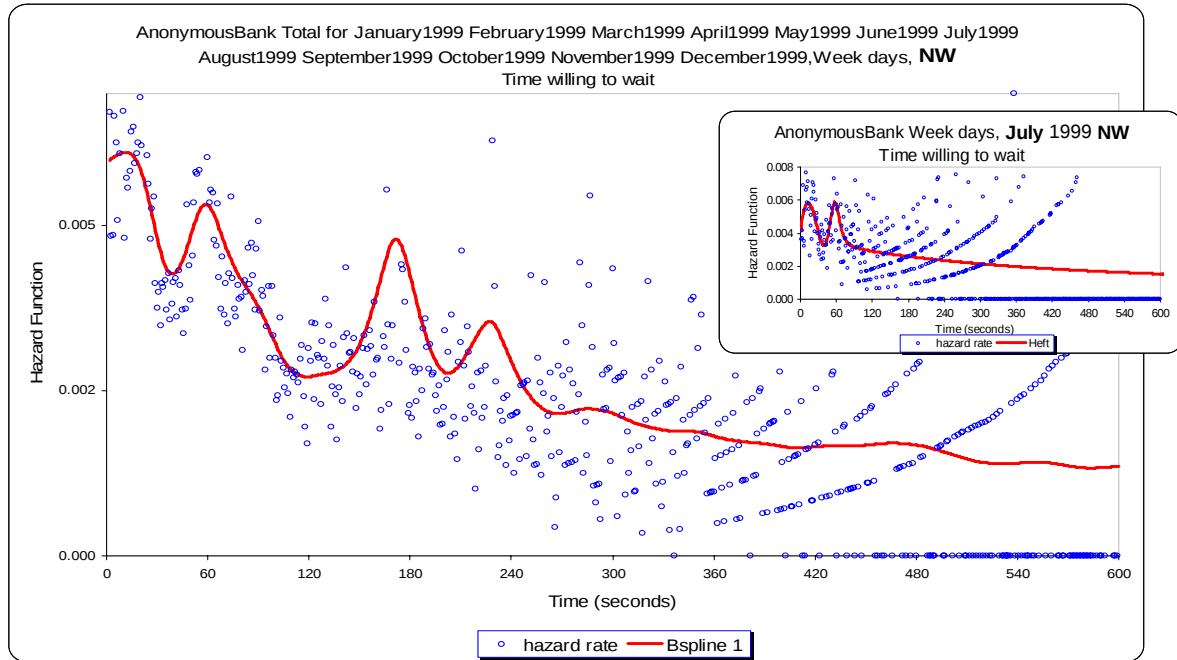
Summary of the Number of Censored and Uncensored Values				
Failure Time: Unhandled Wait Time; Censored Time: Handled Wait Time				
Class	Number of Cases	Failed (Abandoned)	Censored (Served)	Percent Censored
Total PS	164817	33006	131811	79.97
priority_1 PS	57007	15206	41801	73.33
priority_2 PS	104762	16042	88720	84.69

Hazard Rate Function (PS)

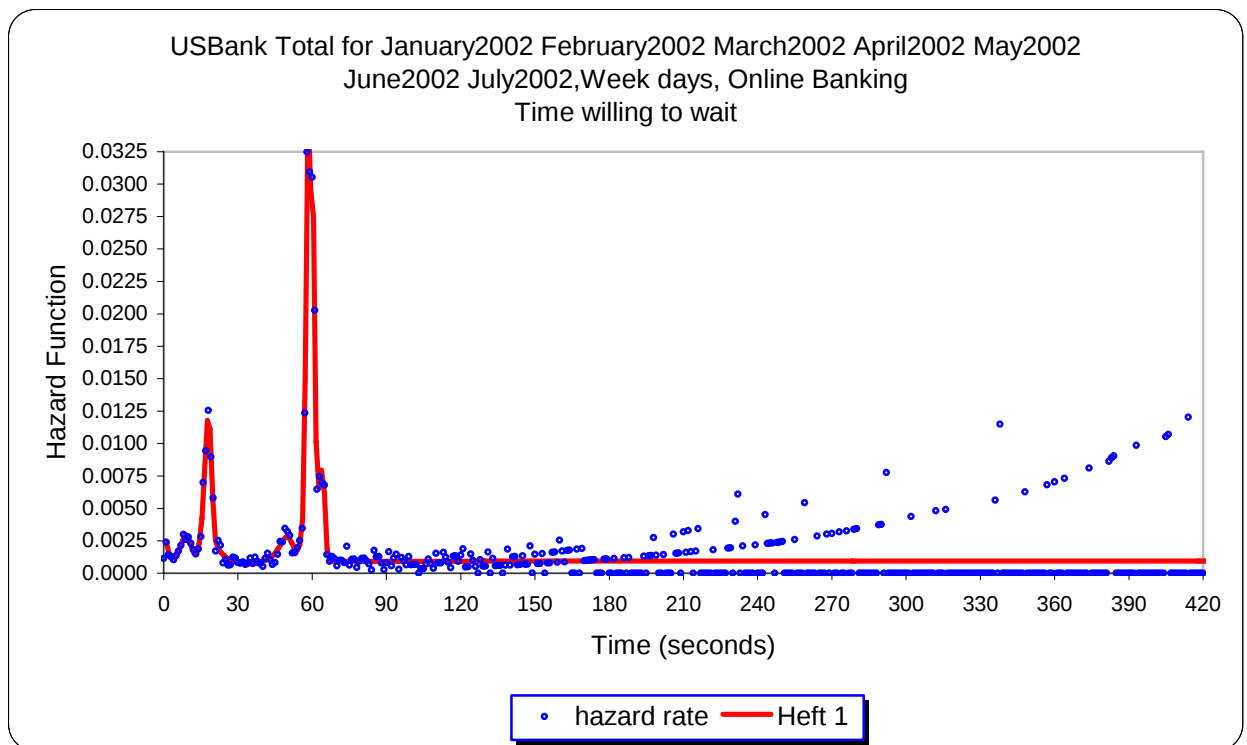
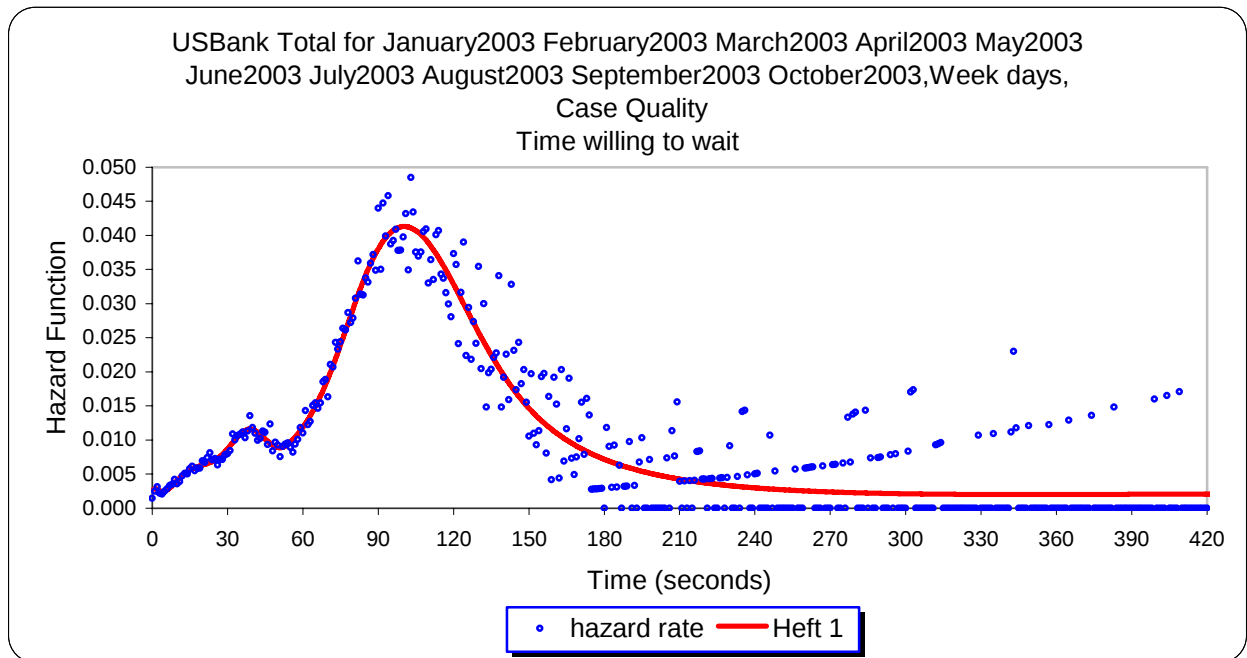


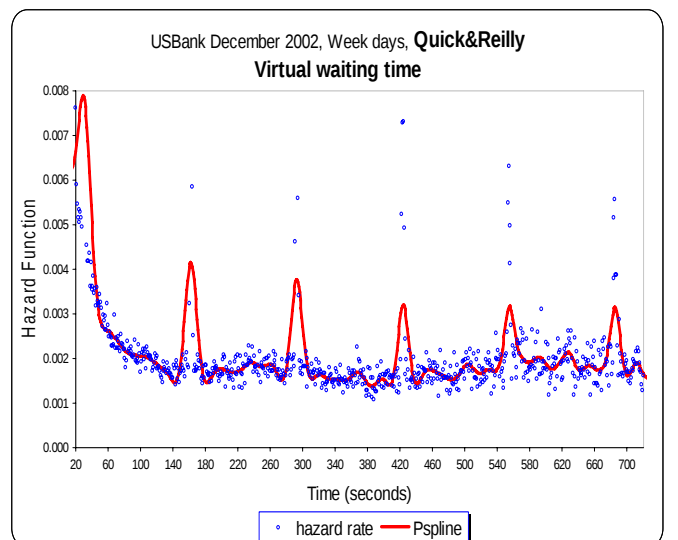
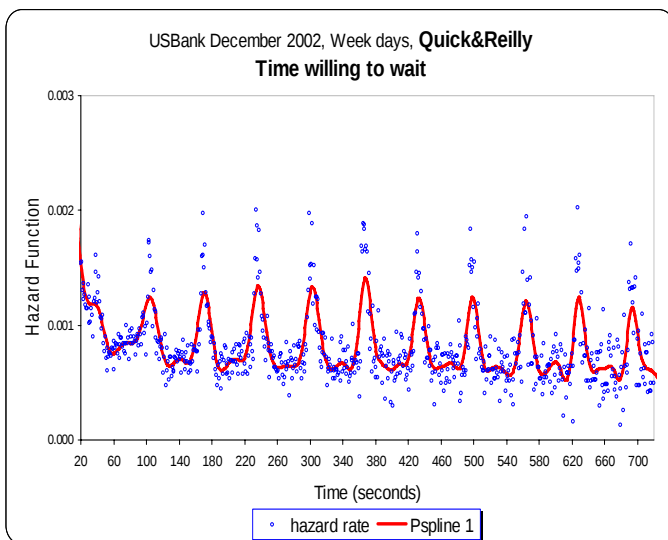
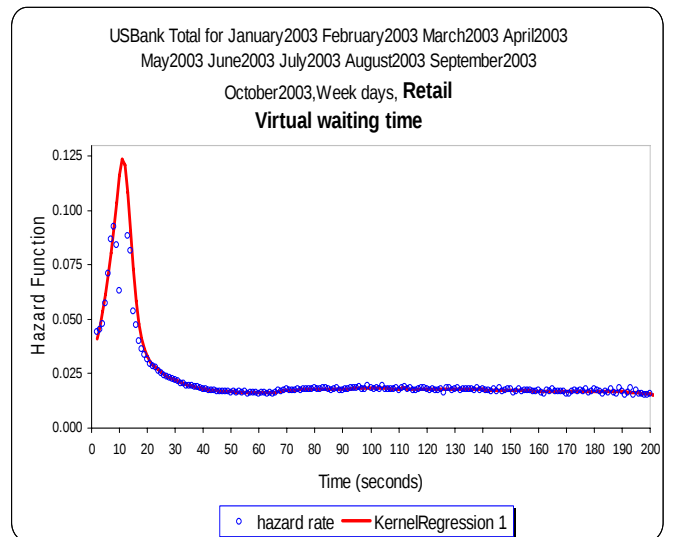
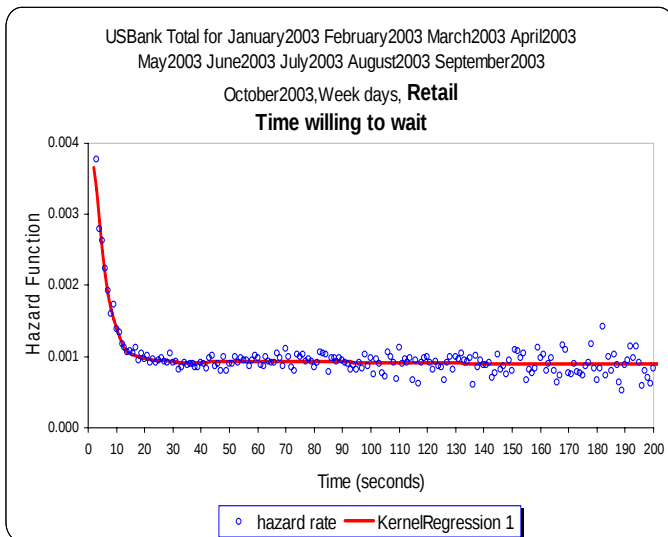
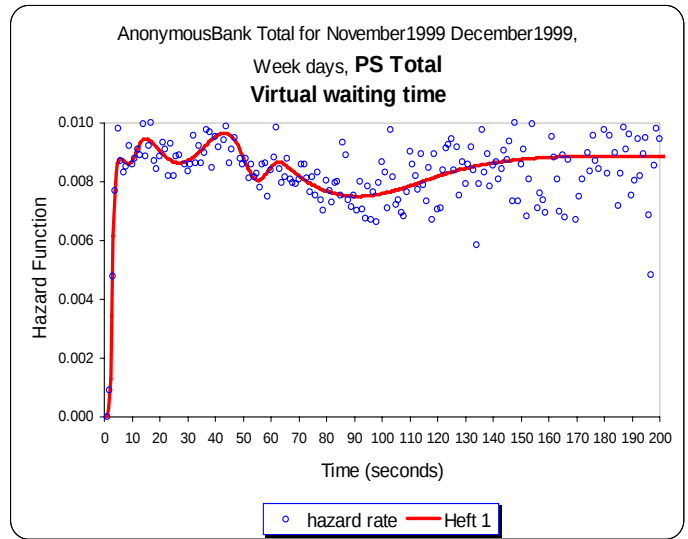
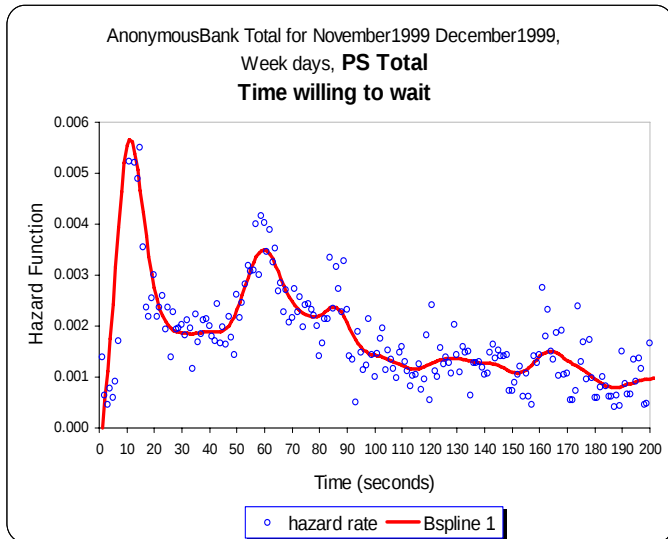
Hazard Rate Function (NW, NE)

Summary of the Number of Censored and Uncensored Values				
Failure Time: Unhandled Wait Time; Censored Time: Handled Wait Time				
group	Number of cases	Failed	Censored	Percent Censored
NW	14709	6886	7823	53.19
NE	19483	2397	17086	87.70



Hazard Rate Function (Case Quality, Online Banking)





Psychology + Protocols

