

IME Call Center

	Member Calls Received	Member Calls Answered	DHS Contact Center Calls Received	DHS Contact Center Calls Answered	Total Received	Calls Answered	Calls Abandoned	Average Wait Time for call to be answered	Abandonment %	Avg Talk Time	Service Level
1-Feb	882	815	492	429	1374	1244	124	0:01:36	9.02%	0:06:09	48.40%
4-Feb	1146	997	738	571	1884	1568	314	0:02:53	16.67%	0:05:53	28.61%
5-Feb	950	860	617	511	1567	1371	196	0:02:38	12.51%	0:05:56	33.69%
6-Feb	1125	894	607	469	1732	1363	368	0:03:16	21.25%	0:05:13	27.77%
7-Feb	1085	776	525	445	1610	1221	388	0:03:22	24.10%	0:06:27	21.74%
8-Feb	1056	944	540	458	1596	1402	192	0:01:58	12.03%	0:05:52	39.22%
11-Feb	1553	1043	743	401	2296	1444	849	0:05:54	36.98%	0:06:11	8.36%
12-Feb	1402	1022	655	492	2057	1514	542	0:03:27	26.35%	0:05:36	15.41%
13-Feb	1363	1007	643	513	2006	1520	484	0:03:27	24.13%	0:05:12	23.98%
14-Feb	1781	1393	568	473	2349	1866	482	0:02:35	20.52%	0:04:35	25.46%
15-Feb	1300	1153	617	445	1917	1598	313	0:02:37	16.33%	0:05:42	36.20%
18-Feb	1201	1002	625	463	1826	1465	359	0:03:00	19.66%	0:05:05	26.89%
19-Feb	1231	1143	675	525	1906	1668	234	0:02:20	12.28%	0:05:49	37.88%
20-Feb	1097	913	643	528	1740	1441	299	0:02:58	17.18%	0:05:32	25.80%
21-Feb	909	969	593	541	1562	1450	111	0:01:16	7.11%	0:04:59	54.48%
22-Feb	919	809	453	439	1372	1248	122	0:01:04	8.89%	0:05:17	50.58%
25-Feb	1093	958	655	494	1748	1452	295	0:03:01	16.88%	0:05:35	31.69%
26-Feb	1011	950	578	465	1589	1415	169	0:01:39	10.64%	0:06:17	51.60%
27-Feb	919	885	579	475	1498	1360	135	0:01:33	9.01%	0:06:31	62.22%
28-Feb	883	875	516	485	1399	1360	39	0:00:38	2.79%	0:05:57	81.77%
	22906	19408	12062	9622	35028	28970	6015	0:02:43	16.22%	0:05:38	34.62%