

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	Line Capacity (Approximate)	Average Wait Time for call to be answered	Abandonment %	Avg Talk Time	Total CSRs on Phones	Total Support Staff available for Training	Total Staff in Training	Service Level
1-Mar	896	885	427	408	1323	1293	26	Not Tracked	0:00:30	1.97%	0:05:26				85.64%
4-Mar	1281	1164	574	465	1855	1629	223	Not Tracked	0:02:58	12.02%	0:05:13				38.22%
5-Mar	1021	1012	455	444	1476	1456	20		0:00:30	1.36%	0:05:57	33	11	5	86.59%
6-Mar	1045	999	369	355	1414	1354	58		0:00:58	4.10%	0:05:35	30	10	5	69.80%
7-Mar	1142	1128	382	372	1524	1500	21		0:00:40	1.38%	0:05:49	34	10	3	84.91%
8-Mar	1099	1081	328	316	1427	1397	30		0:00:23	2.10%	0:05:24	32	10	3	82.76%
11-Mar	1426	1369	403	379	1829	1748	78		0:01:01	4.26%	0:05:32	30	11	5	58.99%
12-Mar	1169	1032	350	315	1519	1347	171		0:02:11	11.26%	0:05:29	31	10	5	49.31%
13-Mar	1061	1036	323	311	1384	1347	36		0:00:31	2.60%	0:05:24	30	10	5	79.84%
14-Mar	1072	1050	324	349	1421	1374	43		0:00:47	3.03%	0:05:31	28	10	5	73.12%
15-Mar	942	937	274	259	1216	1196	17		0:00:37	1.40%	0:05:15	32	10	5	92.85%
18-Mar	1283	1247	432	413	1715	1660	52		0:00:52	3.03%	0:05:46	34	10	9	73.67%
19-Mar	959	957	376	369	1335	1326	9		0:00:08	0.67%	0:06:02	35	11	9	94.01%
20-Mar	1088	1081	332	325	1420	1406	13		0:00:12	0.92%	0:06:02	38	11	9	93.66%
21-Mar	1076	1063	309	304	1385	1367	18		0:00:15	1.30%	0:05:31	34	11	9	89.46%
22-Mar	1096	1089	240	239	1336	1328	8		0:00:10	0.60%	0:05:08	36	11	12	95.58%
25-Mar	1788	1502	397	385	2185	1887	296		0:01:57	13.55%	0:05:37	34	11	12	29.43%
26-Mar	1363	1340	358	349	1721	1689	30		0:00:19	1.74%	0:05:06	42	11	12	86.23%
27-Mar	1334	1299	298	292	1632	1591	40		0:00:14	2.45%	0:04:23	49	11	12	83.09%
28-Mar	1443	1382	349	342	1792	1724	67		0:00:23	3.74%	0:05:16	38	11	12	73.27%
29-Mar	1508	1454	371	354	1879	1808	66		0:00:53	3.51%	0:05:17	37	10	12	61.89%
	25092	24107	7671	7345	32788	31427	1322		0:00:47	0:52:48	0:05:28				73.22%

***See note below

** See below

Total CSRs on Phones= CSR staff that are in the office and available to take phone calls during the specific date listed
 Total Support Staff on Phones= Member Services staff who assist with calls throughout the day during peak call times
 Total Staff in Training= Staff who are in their initial week(s) of employment and not taking calls independently

*** March 4th phones down for an hour that day. It was removing equipment from the server room for the move. This caused the outage. Calls backed up when we asked members to call us back later in the day due to this. Removal of this day changes the SL to 80.53% as of 3.26.19

**** March 27th State Wide tornado drill. Phones shut down during the drill.