

IME Call Center	Member Calls Received	Member Calls Answered	DHS Contact Center Calls Received	DHS Contact Center Calls		Total Received	Calls Answered	Calls Abandoned	Line Capacity Time (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 ****
				Center Calls Answered	Total											
	2593	2050	457	393	3050	2443	602		0:02:54	19.74%	0:05:29	46	10	0	16.26%	
	1909	1744	411	378	2320	2122	197		0:01:43	8.49%	0:05:09	44	10	0	41.90%	***See note below
**	1474	1444	386	380	1860	1824	36		0:00:35	1.94%	0:05:51	49	10	0	71.94%	
**	1359	1307	393	370	1752	1677	73		0:00:50	4.17%	0:06:09	45	10	0	59.65%	
**	1123	1082	336	328	1459	1410	47		0:00:32	3.22%	0:05:53	42	10	0	71.69%	
	1547	1491	385	366	1932	1857	73		0:00:46	3.78%	0:05:56	44	10	0	62.47%	
	2506	1896	1056	756	3562	2652	908		0:04:07	23.18%	0:05:17	25	10	0	23.92%	
	2750	2078	986	710	3736	2788	948		0:06:26	24.43%	0:05:27	25	10	0	16.05%	
	2624	2176	704	588	3328	2764	564		0:03:43	16.38%	0:05:23	25	10	0	28.49%	
	3768	2416	1006	706	4774	3122	1652		0:09:03	33.35%	0:05:38	27	10	0	7.46%	
	2370	2294	800	770	3170	3064	106		0:00:31	2.99%	0:05:33	45	10	0	76.28%	
	2268	2196	844	812	3112	3008	104		0:00:19	3.03%	0:05:31	45	10	0	90.49%	
	2210	2148	752	726	2962	2874	88		0:00:16	2.61%	0:05:35	45	10	0	83.12%	
	1542	1498	504	502	2046	2000	46		0:00:06	1.35%	0:05:52	47	10	0	95.41%	
	2060	1912	760	742	2820	2654	166		0:00:55	5.29%	0:04:42	40	10	0	65.39%	
	1912	1880	672	668	2584	2548	36		0:00:08	20.41%	0:04:57	48	10	0	98.22%	
	1804	1722	656	646	2460	2368	92		0:00:24	2.93%	0:05:03	45	10	0	87.07%	
	1712	1678	708	682	2420	2360	60		0:00:10	1.69%	0:05:05	45	10	0	95.79%	** See below
	1488	1458	731	722	2219	2180	39		0:00:11	1.65%	0:05:28	42	10	0	96.17%	
	2228	2140	1194	1173	3422	3313	109		0:00:21	2.78%	0:05:14	40	10	0	83.03%	
	1856	1796	1158	1146	3014	2942	72		0:00:11	1.87%	0:05:14	40	10	0	93.70%	
	43103	38406	14899	13564	58002	51970	6018		0:01:38	8.82%	0:05:27					76.94%

844 812

* This includes all staff that were taking calls at some point in the day. There may be staff that came in late, or left early.

** Corrections due to a manual report pulling error. Automated reporting was down from 4/3/2019 on.

*** Abandonment Percentage does not include calls Abandoned Inviting from GI2 Reporting software. Working with ICN Reporting Team to problem-solve this issue.

**** Monthly Service Level figured manually due to:

Cutover from previous phone system software (Reporting no longer available)