

IME Call Center	Member Calls Received	Member Calls Answered	DHS Contact Center Calls Received	DHS Contact Center Calls		Hawki Calls Received	Hawki Calls Answered	Total Calls Received	Calls Answered	Calls Abandoned	Line Capacity Time (Approximate)	Average Wait Time for call answered	Abandonment %	Avg Talk Time	Total CSRs on Phones	Total Support Staff available for Hiring	Staff Openings / Active Volume	Service Level
				Center Calls Answered	Center Calls Answered													
1-May	1018	962	333	329	-	-	1351	1291	67		0:00:07	2.19%	0:05:02	40	10	10	94.67%	
2-May	1003	950	341	331	-	-	1344	1281	4		0:00:09	3.10%	0:05:12	41	10	10	91.96%	
3-May	874	840	136	134	-	-	1010	974	2		0:00:07	1.47%	0:04:55	41	10	10	96.03%	
6-May	1403	1239	441	433	-	-	1844	1672	89		0:01:25	7.86%	0:04:40	39	10	10	54.06%	
7-May	1287	1240	391	387	-	-	1678	1627	13		0:00:16	2.12%	0:04:41	41	10	10	76.70%	
8-May	1124	1069	325	324	-	-	1449	1393	6		0:00:09	2.53%	0:04:36	37	10	10	92.75%	
9-May	1205	1154	337	332	-	-	1542	1486	12		0:00:12	2.76%	0:04:27	41	10	10	87.94%	
10-May	1041	996	269	268	-	-	1310	1264	2		0:00:12	1.64%	0:04:30	37	10	10	89.12%	
13-May	1426	1331	350	348	-	-	1776	1679	17		0:00:20	3.27%	0:04:48	42	10	10	83.33%	
14-May	1145	1051	356	350	-	-	1501	1401	40		0:00:49	4.77%	0:04:51	41	10	10	63.89%	
15-May	1187	1123	341	336	-	-	1528	1459	11		0:00:16	2.77%	0:04:55	45	10	10	87.11%	
16-May	883	880	246	243	-	-	1129	1123	3		0:00:05	0.53%	0:04:54	44	10	10	95.93%	
17-May	803	793	233	230	-	-	1036	1023	10		0:00:15	1.24%	0:05:05	38	10	10	88.22%	
20-May	1183	1161	348	347	316	314	1847	1822	14		0:00:23	1.34%	0:04:46	46	10	10	80.67%	
21-May	961	956	310	310	270	265	1541	1531	4		0:00:05	0.84%	0:04:43	53	10	10	96.11%	
22-May	1045	1041	310	310	239	238	1594	1589	2		0:00:03	0.31%	0:04:44	53	10	10	97.49%	
23-May	859	856	288	286	201	198	1348	1340	1		0:00:06	0.51%	0:05:04	51	10	10	96.14%	
24-May	797	793	265	264	171	171	1233	1228	5		0:00:03	0.48%	0:05:03	50	10	10	97.89%	
28-May	1235	1232	369	366	287	285	1891	1883	3		0:00:08	0.47%	0:04:49	47	10	10	92.81%	
29-May	994	987	327	326	274	272	1595	1585	4		0:00:05	0.74%	0:05:19	50	10	10	95.11%	
30-May	1131	1129	380	374	218	215	1729	1718	2		0:00:04	0.46%	0:04:35	52	7	10	95.14%	
31-May	1339	1316	353	348	235	232	1927	1896	7		0:00:12	1.58%	0:04:31	49	7	10	86.99%	
	23943	23099	7049	6976	2211	2190	33203	32265	318		0:00:15	1.95%	0:04:50				87.38%	

\* 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.