

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	Total Calls Answered	Calls Abandoned	Line Capacity Time (Approximate)	Average Wait	Abandonment %	Avg Talk Time	Total CSRs on Phones	Total Support Staff available for Hiring	Staff Openings / Active Volume	Service Level
				to be answered														
3-Jun	2595	2194	590	522	383	380	3568	3096	371		0:02:54	14.18%	0:04:24	45	10	0	26.96%	
4-Jun	1916	1872	503	486	376	370	2795	2728	38		0:00:33	2.34%	0:04:29	49	11	0	77.10%	
5-Jun	1598	1594	445	441	384	380	2427	2415	6		0:00:11	0.49%	0:04:32	50	11	0	94.73%	
6-Jun	1418	1414	366	366	583	532	2367	2312	38		0:00:32	2.30%	0:04:31	52	11	0	86.99%	
7-Jun	1187	1182	367	364	422	402	1976	1948	12		0:00:20	1.40%	0:04:48	48	9	0	88.26%	
10-Jun	1860	1771	426	406	404	388	2690	2565	83		0:00:52	4.44%	0:04:35	45	11	0	64.20%	
11-Jun	1528	1523	451	445	352	342	2331	2310	9		0:00:11	0.89%	0:04:38	47	11	0	90.18%	
12-Jun	2210	1905	423	389	279	277	2912	2571	276		0:02:39	11.27%	0:04:36	45	10	0	41.52%	
13-Jun	1974	1923	373	367	234	232	2581	2522	38		0:00:32	2.22%	0:04:30	47	11	0	67.03%	
14-Jun	1689	1676	333	331	292	281	2314	2288	10		0:00:14	1.10%	0:04:31	47	11	0	84.62%	
17-Jun	2276	1750	460	387	480	429	3216	2566	520		0:04:38	19.16%	0:04:51	37	11	0	19.65%	
18-Jun	2077	1782	462	419	382	354	2921	2555	275		0:03:05	12.25%	0:04:45	42	11	0	32.90%	
19-Jun	1605	1402	368	346	576	438	2549	2186	287		0:03:22	13.77%	0:05:06	42	11	0	36.52%	
20-Jun	1282	1277	352	339	461	425	2095	2041	22		0:00:26	2.52%	0:04:44	41	11	0	80.43%	
21-Jun	1163	1160	332	326	296	291	1791	1777	7		0:00:11	0.78%	0:04:59	40	11	0	89.39%	
24-Jun	1665	1446	445	389	355	348	2465	2183	220		0:02:50	11.29%	0:04:48	40	10	0	36.59%	
25-Jun	1568	1450	377	348	291	288	2236	2086	117		0:01:56	6.63%	0:04:57	39	10	0	40.79%	
26-Jun	1550	1473	393	364	224	219	2167	2056	913		0:00:52	5.60%	0:05:01	39	11	0	54.41%	
27-Jun	1193	982	321	265	176	174	1690	1421	218		0:04:36	15.73%	0:04:52	39	10	0	25.00%	
28-Jun	1624	1525	378	363	262	259	2264	2147	84		0:01:07	5.04%	0:04:53	39	10	0	60.24%	
	33978	31301	8165	7663	7212	6809	49355	45773	3544		0:01:36	6.67%	0:04:44				59.14%	

* 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.