

	Member Calls Answered	Member Calls Received	DHS Contact Center Calls Answered	DHS Contact Center Calls Received	Calls Answered	Total Received	Calls Abandoned	Average Wait Time for call to be answered	Abandonment %	Avg Talk Time	Total staff Daily*	Staff in training	Service Level
2-Jul	876	1251	570	582	1446	2697	385	0:02:47	21.00%	0:04:34	20	0	38.19%
3-Jul	813	855	414	473	1388	2243	98	0:00:22	7.38%	0:05:23	20	0	76.20%
5-Jul	711	727	425	437	1164	1891	28	0:00:11	2.41%	0:05:02	18	0	86.94%
6-Jul	687	702	351	356	1104	1806	19	0:00:08	1.80%	0:04:02	20	0	95.09%
9-Jul	1369	1745	532	590	1888	3633	431	0:01:56	18.46%	0:04:42	20	0	28.61%
10-Jul	1163	1287	446	461	1643	2930	137	0:01:06	7.84%	0:04:05	21	0	47.03%
11-Jul	960	1163	423	428	1414	2577	208	0:01:37	13.07%	0:04:36	19	0	36.53%
12-Jul	921	992	380	429	1358	2350	117	0:00:33	8.23%	0:04:44	18	0	65.80%
13-Jul	856	894	329	329	1207	2101	38	0:00:18	3.11%	0:04:45	19	0	81.73%
16-Jul	1120	1238	454	472	1650	2888	134	0:01:00	7.84%	0:04:03	20	2	51.81%
17-Jul	929	966	440	458	1451	2417	54	0:00:24	3.79%	0:04:32	20	2	78.09%
18-Jul	865	895	420	449	1354	2249	54	0:00:19	4.02%	0:04:08	21	2	79.99%
19-Jul	756	779	342	351	1207	1986	32	0:00:12	2.83%	0:04:21	19	2	86.28%
20-Jul	663	676	321	327	1027	1703	19	0:00:08	1.89%	0:05:03	19	2	91.03%
23-Jul	886	952	397	436	1330	2282	101	0:00:35	7.28%	0:05:10	19	2	59.08%
24-Jul	770	845	390	399	1264	2109	84	0:00:47	6.75%	0:04:52	17	2	64.63%
25-Jul	717	725	358	365	1173	1898	15	0:00:09	1.38%	0:04:16	18	2	92.39%
26-Jul	722	735	382	394	1269	2004	25	0:00:16	2.21%	0:04:54	22	1	91.94%
27-Jul	607	621	343	344	957	1578	15	0:00:07	1.55%	0:04:23	20	1	96.79%
30-Jul	930	1001	493	513	1396	2397	91	0:00:36	6.01%	0:04:51	20	1	70.37%
31-Jul	716	901	445	509	1200	2101	247	0:01:24	17.52%	0:05:37	18	1	38.09%
	18037	19950	9807	10357	27844	30307	2449	0:00:43	7.00%	0:04:40			65.31%