

	Member Calls Answered	Member Calls Received	Provider Calls Answered	Provider 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	524	654	1400	1905	503	0:02:47	26.40%	0:04:34	20	0	13.02%
3-Jul	813	855	575	586	1388	1441	53	0:00:22	3.68%	0:05:23	20	0	75.78%
5-Jul	711	727	453	461	1164	1188	24	0:00:11	2.02%	0:05:02	18	0	85.10%
6-Jul	687	702	417	421	1104	1123	18	0:00:08	1.60%	0:04:02	20	0	94.57%
9-Jul	1369	1745	519	580	1888	2325	435	0:01:56	18.71%	0:04:42	20	0	17.63%
10-Jul	1163	1287	480	522	1643	1809	164	0:01:06	9.07%	0:04:05	21	0	35.21%
11-Jul	960	1163	454	487	1414	1650	236	0:01:37	14.30%	0:04:36	19	0	21.70%
12-Jul	921	992	437	460	1358	1452	93	0:00:33	6.40%	0:04:44	18	0	64.81%
13-Jul	856	894	351	362	1207	1256	49	0:00:18	3.90%	0:04:45	19	0	76.27%
16-Jul	1120	1238	530	571	1650	1809	159	0:01:00	8.79%	0:04:03	20	2	39.69%
17-Jul	929	966	522	547	1451	1513	62	0:00:24	4.10%	0:04:32	20	2	75.41%
18-Jul	865	895	489	499	1354	1394	38	0:00:19	2.73%	0:04:08	21	2	77.33%
19-Jul	756	779	451	463	1207	1242	35	0:00:12	2.82%	0:04:21	19	2	84.94%
20-Jul	663	676	364	370	1027	1046	19	0:00:08	1.82%	0:05:03	19	2	89.48%
23-Jul	886	952	444	470	1330	1422	90	0:00:35	6.33%	0:05:10	19	2	51.62%
24-Jul	770	845	494	522	1264	1367	103	0:00:47	7.53%	0:04:52	17	2	54.94%
25-Jul	717	725	456	462	1173	1187	14	0:00:09	1.18%	0:04:16	18	2	90.23%
26-Jul	722	735	547	566	1269	1301	32	0:00:16	2.46%	0:04:54	22	1	88.78%
27-Jul	607	621	350	356	957	977	20	0:00:07	2.05%	0:04:23	20	1	93.14%
30-Jul	930	1001	466	491	1396	1492	96	0:00:36	6.43%	0:04:51	20	1	64.68%
31-Jul	716	901	484	507	1200	1408	206	0:01:24	14.63%	0:05:37	18	1	41.41%
	18037	19950	9807	10357	27844	30307	2449	0:00:43	7.00%	0:04:40			58.75%