

IME Call Center	Member Calls Answered	Member Calls Received	DHS Contact Center Calls Answered	DHS Contact Center Calls Received	Calls Answered	Total Calls Received	Calls Abandoned	Average Wait Time for call to be answered	Abandonment %	Avg Talk Time	Total staff Daily*	Staff in training	Service Level
4-Sep	868	1122	357	733	1225	1855	0:00:00	0:03:46	33.85%	0:07:02	17	0.00%	13.69%
5-Sep	633	1009	346	665	979	1674	0:00:00	0:04:34	41.52%	0:05:35	15	0.00%	13.50%
6-Sep	678	766	354	569	1032	1335	0:00:00	0:02:17	22.62%	0:06:16	18	0.00%	33.63%
7-Sep	609	818	271	583	880	1401	0:00:00	0:03:26	36.97%	0:06:41	15	0.00%	16.27%
10-Sep	769	1470	307	834	1076	2304	0:00:00	0:05:07	53.30%	0:07:06	17	0.00%	11.46%
11-Sep	736	1443	303	584	1039	2027	0:00:00	0:04:52	48.45%	0:05:24	17	0.00%	11.15%
12-Sep	1027	2264	385	576	1412	2840	0:00:00	0:04:47	50.28%	0:05:36	22	0.00%	11.94%
13-Sep	1001	1935	336	423	1337	2358	0:00:00	0:04:36	43.30%	0:06:01	24	0.00%	10.60%
14-Sep	720	1429	305	407	1128	2034	0:00:00	0:04:25	44.40%	0:04:54	20	0.00%	15.04%
17-Sep	825	1575	355	720	1236	2404	0:00:00	0:05:18	48.59%	0:05:10	21	200.00%	9.78%
18-Sep	749	1082	366	609	1168	1759	0:00:00	0:04:09	33.26%	0:05:19	22	400.00%	11.09%
19-Sep	663	914	323	498	1024	1479	0:00:00	0:03:31	30.70%	0:07:41	19	400.00%	12.85%
20-Sep	699	853	311	471	1038	1356	0:00:00	0:02:37	23.01%	0:07:28	20	400.00%	31.12%
21-Sep	644	710	308	405	982	1145	0:00:00	0:01:33	13.89%	0:05:57	22	400.00%	48.30%
24-Sep	784	1113	348	634	1154	1772	0:00:00	0:04:00	34.71%	0:06:24	25	0.00%	14.33%
25-Sep	647	879	315	525	978	1423	0:00:00	0:03:33	30.99%	0:06:23	23	0.00%	20.03%
26-Sep	666	866	351	456	1045	1352	0:00:00	0:03:10	22.56%	0:06:00	23	200.00%	22.86%
27-Sep	607	774	263	404	895	1206	0:00:00	0:04:07	25.70%	0:06:17	20	200.00%	26.37%
28-Sep	526	762	221	398	769	1189	0:00:00	0:04:50	35.16%	0:06:31	20	200.00%	17.41%
	13851	21784	6125	10494	20397	32913	0:00:00	0:03:56	35.43%	0:06:12			16.73%

\* 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.