

IME Call Center	Member Calls Answered	Member Calls Received	DHS Contact Center		Calls Answered	Total Received	Average Wait Time for call		Abandonment %	Avg Talk Time	Total staff Daily*	Staff in training	Service Level
			DHS Contact Center Calls Answered	DHS Contact Center Calls Received			Calls to be answered	Calls Abandoned					
1-Oct	605	1452	294	697	920	2177	1255	0:09:31	57.65%	0:08:25	18	3	6.29%
2-Oct	575	1208	341	686	938	1924	986	0:07:37	51.25%	0:05:08	18	3	7.90%
3-Oct	681	1107	275	581	977	1722	743	0:07:26	43.15%	0:08:07	22	0	8.54%
4-Oct	611	1352	221	497	873	1990	1116	0:08:18	56.08%	0:05:48	20	0	9.30%
5-Oct	469	1389	225	450	765	2041	1275	0:07:22	62.47%	0:06:26	20	0	6.03%
8-Oct	648	1761	283	634	981	2570	1587	0:10:26	61.75%	0:07:45	23	3	5.06%
9-Oct	525	1662	324	595	931	2428	1495	0:07:51	61.57%	0:07:39	21	3	8.36%
10-Oct	585	1419	311	525	947	2060	1111	0:07:39	53.93%	0:07:30	21	3	8.83%
11-Oct	537	1178	268	458	870	1745	871	0:06:44	49.91%	0:05:47	21	4	9.17%
12-Oct	688	986	259	357	1008	1415	406	0:05:05	28.69%	0:05:52	22	4	17.24%
15-Oct	694	1464	316	591	1055	2173	1117	0:08:03	51.40%	0:05:42	21	4	5.48%
16-Oct	617	1104	322	520	983	1684	700	0:06:14	41.57%	0:05:26	21	4	11.64%
17-Oct	477	1037	255	480	763	1563	797	0:07:50	50.99%	0:09:12	19	4	10.49%
18-Oct	511	898	237	458	774	1395	619	0:08:05	44.37%	0:06:11	22	0	9.03%
19-Oct	522	733	257	403	790	1154	360	0:05:43	31.20%	0:06:34	21	0	19.41%
22-Oct	578	1017	308	574	907	1629	719	0:07:30	44.14%	0:08:51	22	1	10.25%
23-Oct	602	979	305	477	920	1471	551	0:05:46	37.46%	0:05:23	21	2	23.79%
24-Oct	529	814	311	414	848	1240	390	0:04:29	31.45%	0:07:11	20	2	16.94%
25-Oct	581	729	348	420	940	1163	220	0:04:05	18.92%	0:07:02	22	2	28.55%
26-Oct	625	657	322	420	957	1087	130	0:02:49	11.96%	0:05:51	22	2	47.19%
29-Oct	654	984	345	485	1008	1479	468	0:06:00	31.64%	0:06:13	20	6	12.71%
30-Oct	705	894	342	439	1058	1346	287	0:03:28	21.32%	0:07:13	20	6	22.51%
31-Oct	689	739	307	408	1001	1153	150	0:02:38	13.01%	0:05:36	23	5	45.71%
	13708	25563	6776	11569	21214	38609	17353	0:06:56	41.56%	0:06:50			13.16%