

IME Call Center	Member Calls Answered	Member Calls Received	DHS Contact Center		Calls Answered	Total Received	Calls Abandoned	Average Wait Time for call		Avg Talk Time	Total staff Daily*	Staff in training	Service Level
			DHS Contact Center Calls Answered	DHS Contact Center Calls Received				to be answered	Abandonment %				
1-Nov	737	838	348	543	1098	1396	293	0:03:59	20.99%	0:07:36	23	4	31.95%
2-Nov	635	763	347	504	993	1281	285	0:03:55	22.25%	0:05:56	21	4	27.95%
5-Nov	816	1007	425	650	1253	1669	415	0:03:59	24.87%	0:05:57	23	6	12.10%
6-Nov	792	905	406	547	1217	1474	253	0:03:01	17.16%	0:06:17	22	7	29.85%
7-Nov	798	1409	367	484	1257	2056	798	0:05:12	38.81%	0:06:08	25	8	17.17%
8-Nov	723	1429	343	501	1168	2119	949	0:05:34	44.79%	0:06:03	22	8	8.64%
9-Nov	788	1202	270	400	1141	1732	590	0:05:12	34.06%	0:08:43	23	8	10.16%
13-Nov	957	1555	489	874	1549	2585	1031	0:07:06	39.88%	0:06:33	28	6	5.07%
14-Nov	989	1158	476	609	1529	1837	305	0:03:26	16.60%	0:05:54	29	6	26.78%
15-Nov	913	1015	355	467	1312	1529	216	0:03:23	14.13%	0:06:52	29	2	29.76%
16-Nov	749	801	304	460	1078	1287	208	0:03:29	16.16%	0:06:32	27	2	43.98%
19-Nov	1015	1129	381	727	1418	1882	458	0:04:23	24.34%	0:06:43	29	2	25.66%
20-Nov	751	920	382	506	1152	1446	290	0:03:51	20.06%	0:06:33	28	2	20.54%
21-Nov	587	596	326	352	927	962	34	0:00:49	3.53%	0:08:15	29	2	80.87%
26-Nov	1013	1221	557	772	1592	2019	421	0:03:53	20.85%	0:06:04	29	2	17.09%
27-Nov	887	944	449	560	1357	1526	169	0:01:45	11.07%	0:06:14	30	0	44.63%
28-Nov	743	764	438	504	1201	1288	86	0:02:05	6.68%	0:07:40	30	0	68.17%
29-Nov	849	930	467	549	1343	1512	159	0:02:04	10.52%	0:07:10	28	0	38.56%
30-Nov	773	823	402	504	1199	1354	155	0:02:01	11.45%	0:06:59	27	0	47.64%
	15515	19409	7532	10513	23784	30954	7115	0:03:38	20.96%	0:06:45			26.60%