

IME Call Center	Member	Member	DHS Contact	DHS	Calls		Total Received
	Calls	Calls	Center Calls	Contact	Center	Center	
	Answered	Received	Answered	Center	Received	Received	
3-Dec	989	1272	579		766	1591	2067
4-Dec	1012	1140	512		627	1540	1786
5-Dec	845	893	518		566	1393	1490
6-Dec	849	884	453		550	1313	1445
7-Dec	834	994	408		484	1297	1542
10-Dec	1203	1653	521		753	1853	2573
11-Dec	1117	1382	515		675	1737	2191
12-Dec	1013	1051	501		661	1597	1803
13-Dec	884	927	427		515	1380	1513
14-Dec	857	889	471		505	1387	1453
17-Dec	981	1160	479		666	1503	1875
18-Dec	829	840	443		451	1303	1322
19-Dec	789	808	440		471	1256	1307
20-Dec	664	670	404		419	1083	1104
21-Dec	552	556	340		358	906	928
24-Dec	150	151	108		108	261	262
26-Dec	634	637	386		415	1031	1063
27-Dec	710	714	388		488	1112	1136
28-Dec	722	737	412		445	1134	1182
31-Dec	486	489	312		328	810	829
	16120	17847	8617		10251	25487	28871

\* This includes all staff that were taking calls at some point in the day. There may be staff that came in late, o

<b>Calls Abandoned</b>	<b>Average Wait Time for call to be answered</b>	<b>Abandonment %</b>	<b>Avg Talk Time</b>	<b>Total staff Daily*</b>	<b>Staff in training</b>	<b>Service Level</b>
469	0:03:35	22.69%	0:07:42	29	0	18.14%
237	0:02:06	13.27%	0:07:01	29	2	31.58%
92	0:01:06	6.17%	0:06:40	29	3	57.25%
131	0:01:25	9.07%	0:07:29	29	3	64.15%
245	0:02:46	15.89%	0:06:56	26	3	26.01%
715	0:04:20	27.79%	0:06:30	29	3	9.02%
444	0:03:28	20.26%	0:06:18	28	3	17.43%
203	0:02:42	11.26%	0:06:29	28	3	46.09%
124	0:01:49	8.20%	0:07:04	28	2	60.15%
65	0:00:40	4.47%	0:05:38	28	1	71.92%
371	0:03:41	19.79%	0:05:56	25	0	23.84%
19	0:00:20	1.44%	0:05:24	30	1	89.11%
48	0:00:37	3.67%	0:06:21	28	1	71.23%
19	0:00:33	1.72%	0:06:09	29	1	88.77%
20	0:00:26	2.16%	0:07:00	30	1	89.66%
1	0:00:07	0.38%	0:07:56	27	1	98.47%
29	0:00:28	2.73%	0:06:06	30	0	85.89%
21	0:00:25	1.85%	0:05:56	29	0	89.44%
42	0:01:34	3.55%	0:06:09	27	0	73.86%
17	0:00:18	2.05%	0:06:00	27	0	91.68%
3312	0:01:37	8.92%	0:06:32			50.94%

or left early.