

IME Call Center	Member Calls Received	Member Calls Answered	DHS Contact Center Calls Received	DHS Contact Center Calls		Hawki Calls Received	Hawki Calls Answered	Total Calls Received	Total Calls Answered	Calls Abandoned	Line Capacity Time (Approximate)	Average Wait	Abandonment %	Avg Talk Time	*Total CSRs on Phones	Total Support Staff available for	Staff Openings / Active Hiring/	Service Level	
				Time for call answered	Phones							Training							
	1-Jan						0	0											
	770	761	355	354	169	167	1294	1282	4		0:00:13	0.92%	0:04:46	27	9	6	84.39%		
	608	605	312	309	188	184	1108	1098	6		0:00:13	0.90%	0:05:10	27	9	6	84.84%		
	918	893	443	408	226	219	1587	1520	46		0:00:56	4.21%	0:04:43	24	9	2	57.09%		
	744	736	336	326	177	174	1257	1236	12		0:00:14	1.51%	0:04:51	28	9	2	86.48%		
	861	846	314	309	208	208	1383	1363	10		0:00:23	1.44%	0:04:49	29	10	2	76.64%		
	750	746	278	274	215	211	1243	1231	7		0:00:13	0.96%	0:04:55	33	10	1	85.28%		
	619	612	195	189	135	132	949	933	3		0:00:20	1.68%	0:04:59	29	10	1	80.08%		
	887	872	357	351	152	151	1396	1374	13		0:00:28	1.56%	0:05:17	27	10	1	72.28%		
	708	698	302	296	146	146	1156	1140	7		0:00:19	1.38%	0:05:16	28	10	0	80.36%		
	701	693	284	279	171	166	1156	1138	10		0:00:20	1.55%	0:04:51	27	10	0	79.84%		
	633	629	260	258	151	151	1044	1038	3		0:00:13	0.57%	0:04:58	26	6	0	87.16%		
	347	345	159	158	91	91	597	594	0		0:00:10	0.50%	0:04:52	22	5	0	91.46%		
	20-Jan						0	0											
	807	803	325	324	143	141	1275	1268	4		0:00:13	0.55%	0:04:54	25	10	0	85.49%		
	646	642	277	276	106	106	1029	1024	2		0:00:09	0.48%	0:04:47	28	10	0	90.67%		
	520	514	254	250	76	76	850	840	2		0:00:09	1.17%	0:04:54	28	10	0	91.18%		
	510	508	232	230	91	91	833	829	1		0:00:03	0.48%	0:04:32	25	10	0	96.64%		
	904	887	434	428	167	164	1505	1479	15		0:00:22	1.72%	0:04:50	24	10	0	78.21%		
	779	771	348	345	119	119	1246	1235	8		0:00:12	0.88%	0:04:58	25	10	6	89.00%		
	827	819	375	370	139	137	1341	1326	7		0:00:14	1.11%	0:04:52	24	10	6	82.25%		
	791	787	351	350	137	137	1279	1274	2		0:00:13	0.39%	0:04:40	25	10	7	86.63%		
	701	696	340	340	155	154	1196	1190	2		0:00:09	0.50%	0:04:40	24	10	7	90.89%		
	15031	14863	6531	6424	3162	3125	24724	24412	164		0:00:16	1.16%	0:04:53	26	9	2	82.55%		

* 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.