

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 Time for call answered	Abandonment %	Avg Talk Time	*Total CSRs on Phones	Total Support Staff available for Hiring/	Staff Openings / Active Training	Service Level
				Center Calls	Answered													
	1178	1146	537	516	220	209	1935	1871	38		0:00:51	3.29%	0:04:47	23	8	7	59.07%	
	1022	1013	451	447	230	226	1703	1686	10		0:00:12	0.99%	0:04:18	24	9	7	86.96%	
	915	909	381	379	211	208	1507	1496	9		0:00:16	0.73%	0:04:39	25	10	7	83.81%	
	857	851	357	354	270	263	1484	1468	9		0:00:12	1.07%	0:04:44	26	10	7	86.32%	
	822	812	344	340	232	231	1398	1383	12		0:00:19	1.28%	0:04:52	25	10	7	80.26%	
	1208	1147	489	453	277	255	1974	1855	79		0:01:35	5.95%	0:04:33	17	10	7	34.85%	
	929	922	448	444	210	208	1587	1574	6		0:00:09	0.81%	0:04:50	24	10	7	88.78%	
	841	839	363	363	175	174	1379	1376	0		0:00:03	0.22%	0:05:00	24	10	7	97.82%	
	780	777	340	339	144	142	1264	1258	2		0:00:04	0.47%	0:04:53	25	8	7	95.81%	
	669	668	292	292	127	127	1088	1087	0		0:00:02	0.09%	0:04:41	28	10	0	99.26%	
	843	842	399	399	124	124	1366	1365	0		0:00:02	0.07%	0:04:42	30	9	0	98.68%	
	870	869	541	538	142	140	1553	1547	4		0:00:09	0.39%	0:04:42	26	10	0	90.53%	
	802	798	445	445	137	133	1384	1376	4		0:00:04	0.58%	0:04:57	28	10	0	96.46%	
	725	723	388	388	105	105	1218	1216	0		0:00:02	0.16%	0:04:48	28	10	0	98.03%	
	605	604	326	324	116	116	1047	1044	1		0:00:04	0.28%	0:05:10	27	9	0	96.37%	
	914	912	462	461	126	125	1502	1498	0		0:00:05	0.26%	0:04:43	27	10	0	94.27%	
	719	717	385	383	113	111	1217	1211	0		0:00:05	0.49%	0:04:40	27	10	0	94.49%	
	696	694	338	337	106	104	1140	1135	2		0:00:02	0.44%	0:04:36	25	10	0	96.77%	
	715	711	334	332	122	122	1171	1165	2		0:00:06	0.51%	0:05:00	28	10	0	95.13%	
	660	660	299	291	118	116	1077	1067	7		0:00:10	0.92%	0:05:04	25	10	0	90.25%	
							0	0										
							0	0										
							0	0										
	16770	16614	7919	7825	3305	3239	27994	27678	185		0:00:14	0.95%	0:04:47	26	10	3	86.67%	

\* 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.