

Member Calls Answered	DHS Contact		Hawki		Total Received	Calls Answered	Calls Abandoned	Line Capacity Time (Approximate)	Average	Abando ment %	Avg Talk Time	*Total CSRs on Phones	Total	Staff	Service Level	Answered After 30 Seconds	Answered After 30 Seconds	Answered After 30 Seconds
	Center Calls Received	DHS Contact Center Calls Answered	Hawki Calls Received	Hawki Calls Answered					Wait Time for call to be answere d				Support Staff available for Phones	Openings/ Active Hiring/ Training				
947	410	410	181	180	1540	1537	0		0:00:03	0.19%	0:04:30	28	9	0	96.82%	49	754	754
790	417	413	154	153	1363	1356	2		0:00:04	0.51%	0:04:57	28	9	0	95.60%	58	212	212
775	331	324	173	168	1280	1267	8		0:00:14	1.01%	0:04:39	26	10	2	90.47%	114	235	235
777	302	300	252	248	1332	1325	3		0:00:04	0.52%	0:04:25	28	10	2	96.10%	49	194	194
667	300	298	216	214	1185	1179	3		0:00:05	0.50%	0:04:40	28	10	2	94.68%	60	264	264
969	361	357	187	183	1526	1509	10		0:00:15	1.11%	0:04:48	23	9	2	82.04%	264	1207	1207
955	353	349	151	145	1472	1449	12		0:00:23	1.53%	0:04:35	24	10	2	81.05%	267	6	6
721	323	315	155	150	1201	1186	8		0:00:10	1.22%	0:04:48	27	10	2	91.17%	98	30	30
702	335	324	115	110	1156	1136	10		0:00:23	1.71%	0:05:04	24	10	2	81.14%	208	51	51
614	254	249	171	157	1049	1020	22		0:00:25	2.63%	0:04:49	19	10	2	78.55%	203	8	8
793	324	296	105	100	1238	1189	32		0:00:40	3.86%	0:04:46	20	10	2	66.96%	377	18	18
594	296	290	103	101	1008	985	14		0:00:32	2.25%	0:04:56	19	10	2	70.93%	279	143	143
495	294	288	102	95	908	878	20		0:00:46	3.07%	0:05:05	18	10	2	71.81%	236	45	45
439	282	274	63	59	787	772	6		0:00:21	1.82%	0:05:11	22	10	2	89.71%	75	24	24
383	300	260	70	63	794	706	77		0:02:39	10.86%	0:05:10	12	2	2	41.31%	77	37	37
567	395	300	106	92	1211	959	204		0:05:02	20.29%	0:04:46	18	3	2	16.43%	808	86	86
510	328	324	76	76	915	910	3		0:00:09	0.53%	0:05:06	20	6	2	91.58%	74	67	67
490	370	365	73	73	938	928	5		0:00:23	1.04%	0:05:10	19	6	2	84.86%	137	12	12
477	361	345	75	72	915	894	11		0:00:17	2.23%	0:05:14	20	10	2	87.54%	103	55	55
457	295	295	89	87	843	839	2		0:00:06	0.46%	0:05:16	21	10	2	95.02%	40	98	98
524	394	383	97	94	1019	1001	12		0:00:15	1.71%	0:05:33	23	10	2	87.63%	114		
434	364	358	108	104	908	896	5		0:00:10	1.28%	0:05:34	22	10	2	91.96%	68		
					0	0												
14080	7389	7117	2822	2724	24588	23921	469		0:00:37	2.74%	0:04:57	22	9	2	82.81%	3758	3546	3546