

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 Received	Calls Answered	Calls Abandoned	Line Capacity Time (Approximate)	Average Wait Time for call to be answered	Abandonment %	Avg Talk Time	*Total CSRs on Phones	Total Support Staff available for Phones	Staff Openings / Active Hiring/ Training	Service Level	Answered After 30 Seconds	Answered After 30 Seconds
				Center Calls	Answered															
1-Apr	431	430	335	333	77	77	843	840	1		0:00:08	0.35%	0:05:38	25	9	2	95.61%	36	754	
2-Apr	434	433	305	303	84	84	823	820	0		0:00:03	0.35%	0:05:24	26	10	2	98.54%	12	212	
3-Apr	366	366	311	309	113	113	790	788	0		0:00:04	0.24%	0:05:31	26	11	2	97.34%	21	235	
6-Apr	485	484	351	334	94	93	930	911	9		0:00:30	1.98%	0:05:15	23	11	2	86.13%	120	194	
7-Apr	408	408	342	341	69	69	819	818	1		0:00:05	0.12%	0:05:33	24	11	2	96.09%	31	264	
8-Apr	323	323	262	261	58	58	643	642	0		0:00:03	0.15%	0:05:29	25	11	2	98.29%	11	1207	
9-Apr	385	384	256	256	49	49	690	689	0		0:00:02	0.14%	0:06:09	26	11	2	99.57%	3	6	
10-Apr	324	324	223	223	49	49	596	596	0		0:00:02	0.00%	0:05:40	24	10	2	99.50%	3	30	
13-Apr	524	522	302	301	51	51	877	874	1		0:00:02	0.33%	0:05:23	27	11	2	99.66%	2	51	
14-Apr	419	417	259	259	48	48	726	724	0		0:00:03	0.26%	0:05:31	27	11	2	98.35%	12	8	
15-Apr	135	134	247	247	12	12	394	393	0		0:00:02	0.22%	0:05:33	28	11	2	98.73%	5	18	
16-Apr	374	372	248	246	33	33	655	651	0		0:00:02	0.44%	0:05:24	28	11	2	99.69%	2	143	
17-Apr	368	365	212	212	41	41	621	618	0		0:00:02	0.46%	0:05:32	28	10	3	99.19%	5	45	
20-Apr	410	407	294	293	51	51	755	751	1		0:00:02	0.51%	0:05:29	25	9	3	98.94%	7	24	
21-Apr	378	375	266	266	35	35	679	676	0		0:00:03	0.42%	0:05:49	25	11	3	98.67%	9	37	
22-Apr	298	296	241	240	31	31	570	567	0		0:00:03	0.50%	0:05:46	20	10	3	98.60%	8	86	
23-Apr	323	322	250	250	24	24	597	596	0		0:00:06	0.16%	0:05:40	24	10	3	97.15%	17	67	
24-Apr	287	287	224	224	27	27	538	538	0		0:00:03	0.00%	0:05:19	26	10	3	98.70%	7	12	
27-Apr	404	403	266	265	53	52	723	720	0		0:00:03	0.39%	0:05:20	25	10	3	98.48%	11	55	
28-Apr	338	337	201	200	46	46	585	583	0		0:00:02	0.32%	0:05:22	27	10	3	99.32%	4	98	
29-Apr	331	330	229	229	44	44	604	603	0		0:00:02	0.16%	0:05:54	27	10	3	99.67%	2		
30-Apr	362	362	235	235	27	27	624	624	0		0:00:03	0.00%	0:05:55	26	11	3	98.72%	8		
							0	0												
	8107	8081	5859	5827	1116	1114	15082	15022	13		0:00:04	0.34%	0:05:34	26	10	2	97.69%	336	3546	

* 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.