IME Call Center	Member Calls Received	Member Calls Answered	DHS Contact Center Calls Received	DHS Contact Center Calls Answered	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
1-May	297	294	166	165	47	44	510	503	3		0:00:07	1.25%	0:06:12	24	11	3	95.88%	18	754
4-May	436	435	237	236	48	48	721	719	0		0:00:03	0.26%	0:05:27	24	11	3	97.78%	16	212
5-May	318	318	229	229	52	51	599	598	0		0:00:02	0.16%	0:06:03	26	11	3	99.83%	1	235
6-May	373	369	203	203	44	43	620	615	0		0:00:02	0.76%	0:05:54	28	11	4	100.00%	0	194
7-May	360	357	208	206	33	32	601	595	1		0:00:04	0.80%	0:05:10	26	11	4	98.50%	8	264
8-May	298	296	161	160	26	26	485	482	0		0:00:02	0.60%	0:05:20	27	11	4	100.00%	0	1207
11-May	453	451	227	227	52	52	732	730	0		0:00:03	0.25%	0:05:30	25	10	4	99.04%	7	6
12-May	392	392	225	225	41	41	658	658	0		0:00:02	0.00%	0:05:41	25	10	4	99.70%	2	30
13-May	333	331	209	209	33	33	575	573	0		0:00:02	0.34%	0:05:33	26	10	4	99.83%	1	51
14-May	376	376	209	209	34	34	619	619	0		0:00:02	0.00%	0:04:52	27	10	4	99.84%	1	8
15-May	287	287	180	180	25	25	492	492	0		0:00:02	0.00%	0:04:55	26	10	4	100.00%	0	18
18-May	483	480	244	242	45	45	772	767	2		0:00:04	0.62%	0:05:41	25	10	4	97.28%	19	143
19-May	398	397	228	228	33	33	659	658	0		0:00:02	0.15%	0:04:46	26	11	4	100.00%	0	45
20-May	323	323	202	202	37	36	562	561	0		0:00:02	0.17%	0:05:23	25	11	4	99.11%	5	24
21-May	359	359	192	192	37	37	588	588	0		0:00:02	0.00%	0:05:04	27	11	4	100.00%	0	37
22-May	305	304	176	175	23	23	504	502	0		0:00:02	0.38%	0:06:13	26	10	4	99.60%	2	86
26-May	432	432	278	276	51	51	761	759	0		0:00:02	0.25%	0:05:06	27	11	4	99.47%	4	67
27-May	434	434	214	214	45	45	693	693	0		0:00:02	0.00%	0:05:16	25	11	4	100.00%	0	12
28-May	370	369	227	226	44	44	641	639	0		0:00:02	0.29%	0:04:45	26	11	4	100.00%	0	55
29-May	364	361	205	204	48	48	617	613	0		0:00:02	0.61%	0:05:35	25	11	4	99.19%	5	98
							0	0											
							0	0											
							0	0											
	7391	7365	4220	4208	798	791	12409	12364	6		0:00:03	0.34%	0:05:25	26	11	4	99.23%	89	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.