

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	Staff Openings / Active Hiring/ Training	Service Level	Answered After 30 Seconds	Answered After 30 Seconds
1-Jun	422	420	228	227	53	53	703	700	0		0:00:02	0.40%	0:05:02	25	9	4	100.00%	0	754
2-Jun	376	376	219	217	44	44	639	637	0		0:00:03	0.30%	0:05:19	25	10	4	99.37%	4	212
3-Jun	376	376	222	222	42	42	640	640	0		0:00:02	0.00%	0:05:06	26	11	4	99.69%	2	235
4-Jun	386	385	198	198	49	49	633	632	0		0:00:02	0.15%	0:05:21	26	11	4	99.84%	1	194
5-Jun	372	371	165	164	37	37	574	572	0		0:00:02	0.33%	0:05:38	25	11	4	100.00%	0	264
8-Jun	476	476	266	265	55	55	797	796	0		0:00:03	0.12%	0:05:05	23	11	4	99.25%	6	1207
9-Jun	429	428	233	230	49	49	711	707	2		0:00:03	0.52%	0:04:49	26	10	4	98.73%	7	6
10-Jun	433	432	209	208	47	47	689	687	0		0:00:02	0.27%	0:05:14	26	11	4	99.27%	5	30
11-Jun	377	377	200	199	35	35	612	611	0		0:00:02	0.15%	0:06:00	24	11	4	99.35%	4	51
12-Jun	350	350	174	174	29	29	553	553	0		0:00:02	0.00%	0:05:39	23	10	4	100.00%	0	8
15-Jun	501	499	238	236	43	43	782	778	0		0:00:04	0.48%	0:04:51	22	10	4	96.55%	27	18
16-Jun	449	449	226	226	53	53	728	728	0		0:00:03	0.00%	0:04:57	23	11	4	98.90%	8	143
17-Jun	420	420	189	188	53	52	662	660	1		0:00:03	0.28%	0:05:06	23	11	4	97.73%	14	45
18-Jun	367	366	205	203	42	42	614	611	0		0:00:02	0.46%	0:04:27	23	11	4	99.84%	1	24
19-Jun	326	325	187	187	39	39	552	551	0		0:00:02	0.17%	0:05:06	24	11	4	100.00%	0	37
22-Jun	542	539	244	244	46	46	832	829	0		0:00:03	0.34%	0:05:03	24	11	4	97.96%	17	86
23-Jun	456	455	203	203	44	44	703	702	0		0:00:02	0.13%	0:04:44	25	10	4	99.57%	3	67
24-Jun	421	418	181	181	33	33	635	632	0		0:00:02	0.44%	0:05:19	25	10	4	99.84%	1	12
25-Jun	433	432	212	212	42	42	687	686	0		0:00:02	0.14%	0:04:46	24	11	4	99.71%	2	55
26-Jun	354	353	185	184	39	39	578	576	0		0:00:02	0.33%	0:04:57	25	11	4	100.00%	0	98
29-Jun	583	581	277	276	70	70	930	927	0		0:00:04	0.30%	0:04:51	24	11	4	97.74%	21	
30-Jun	490	490	274	272	50	50	814	812	1		0:00:03	0.23%	0:04:35	25	10	4	99.14%	6	
							0	0											
	9339	9318	4735	4716	994	993	15068	15027	4		0:00:02	0.25%	0:05:05	24	11	4	99.12%	129	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.