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 Volume	Service Level
1-Jul	2912	1691	774	485	1269	579	4955	2755	2029		0:14:47	44.23%	0:04:51	37	10	0	4.66%
2-Jul	2239	1337	663	448	574	501	3476	2286	1062		0:10:50	34.16%	0:05:11	34	11	0	10.67%
3-Jul	1476	1158	462	417	415	406	2353	1981	286		0:03:33	15.73%	0:05:09	29	10	0	28.86%
5-Jul	1389	1010	414	365	276	261	2079	1636	358		0:06:01	21.18%	0:05:12	24	5	0	20.11%
8-Jul	2487	1058	655	343	439	420	3581	1821	1608		0:15:42	49.09%	0:05:26	25	10	6	12.93%
9-Jul	2069	1058	611	347	345	331	3025	1736	1125		0:13:26	42.42%	0:05:39	28	9	6	15.07%
10-Jul	1778	886	496	298	276	273	2550	1457	992		0:13:25	42.81%	0:05:21	26	10	6	15.69%
11-Jul	1480	864	447	303	212	210	2139	1377	697		0:11:16	35.49%	0:05:47	26	10	6	13.51%
12-Jul	1204	826	409	308	198	196	1811	1330	405		0:07:00	26.49%	0:05:44	26	10	6	19.05%
15-Jul	1848	924	503	259	291	283	2642	1466	1073		0:15:45	44.37%	0:05:33	26	10	6	13.25%
16-Jul	1594	1057	456	353	242	225	2292	1635	603		0:07:54	28.61%	0:05:28	27	11	6	13.57%
17-Jul	1343	1212	393	365	212	215	1948	1792	133		0:02:06	8.45%	0:05:20	29	11	6	42.34%
18-Jul	1176	1097	343	305	174	174	1693	1576	90		0:01:43	6.89%	0:05:07	30	11	6	51.45%
19-Jul	923	900	290	281	154	153	1367	1334	21		0:00:37	2.41%	0:05:12	28	9	6	74.03%
22-Jul	1441	1130	386	359	180	177	2007	1666	282		0:04:11	16.90%	0:05:09	27	9	6	27.50%
23-Jul	1167	935	369	340	165	164	1701	1439	217		0:03:41	15.01%	0:05:14	25	9	6	31.04%
24-Jul	1169	1084	308	290	138	138	1615	1512	79		0:01:51	6.34%	0:05:10	27	9	6	41.36%
25-Jul	1006	990	304	300	118	118	1428	1408	9		0:00:17	1.39%	0:04:59	33	9	6	82.70%
26-Jul	757	756	283	283	132	131	1172	1170	2		0:00:04	0.17%	0:04:41	32	9	4	95.90%
29-Jul	1227	1117	414	342	685	501	2326	1960	319		0:04:37	15.69%	0:05:10	32	8	4	24.38%
30-Jul	1052	989	371	361	383	375	1806	1725	60		0:01:06	4.47%	0:05:16	32	9	4	57.48%
31-Jul	1014	998	376	363	299	289	1689	1650	22		0:00:37	2.30%	0:04:46	31	10	4	70.40%
	32751	23077	9727	7515	7177	6120	49655	36712	11472		0:06:23	21.12%	0:05:15				

* 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.