

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 Calls Received	Calls Answered	Calls Abandoned	Line Capacity Time (Approximate)	Average Wait Time for call	Abandonment %	Avg Talk Time	Total CSRs on Phones	Total Support Staff available for Hiring	Staff Openings / Active Volume	Service Level
				to be answered														
	971	952	396	353	288	284	1655	1589	515		0:00:54	3.91%	0:05:15	32	11	4	65.86%	
	845	829	391	376	248	245	1484	1450	25		0:00:41	2.28%	0:04:19	31	9	4	73.79%	
	1203	954	442	402	305	300	1950	1656	266		0:04:42	14.95%	0:05:12	28	9	4	26.21%	
	978	962	409	387	291	279	1678	1628	33		0:00:42	2.97%	0:05:04	35	11	0	70.38%	
*	333	331	137	135	54	54	524	520	4		0:00:15	1.33%	0:04:56	32	11	0	87.98%	
	1334	1249	475	410	244	227	2053	1886	124		0:01:56	8.05%	0:05:08	33	11	0	44.91%	
	1038	1007	326	268	178	171	1542	1446	75		0:01:22	6.19%	0:05:07	28	11	0	59.74%	
	1411	1323	430	410	256	248	2097	1981	86		0:01:23	5.51%	0:04:52	33	11	0	47.78%	
	1144	1136	377	323	233	230	1754	1689	51		0:00:50	3.70%	0:04:44	36	10	0	79.76%	
	1062	1049	356	342	182	182	1600	1573	16		0:00:28	1.68%	0:05:08	35	11	0	78.50%	
	1049	1045	295	290	130	129	1474	1464	5		0:00:07	0.68%	0:04:59	35	11	0	95.18%	
	805	802	316	313	127	127	1248	1242	2		0:00:05	0.48%	0:05:06	34	10	0	95.91%	
	1215	1170	396	367	167	164	1778	1701	49		0:00:55	4.32%	0:05:20	31	11	0	58.04%	
	945	938	319	315	127	127	1391	1380	8		0:00:15	1.06%	0:05:10	32	10	0	86.56%	
	865	857	327	322	101	99	1293	1278	8		0:00:15	1.08%	0:05:20	34	10	0	86.08%	
	800	800	331	325	122	122	1253	1247	2		0:00:08	0.48%	0:05:06	35	10	0	93.70%	
*	539	538	211	206	78	78	828	822	1		0:00:05	0.72%	0:05:23	33	10	3	96.98%	
	1072	1045	350	338	302	267	1724	1650	52		0:01:02	4.27%	0:05:13	36	10	3	67.34%	
	930	927	343	340	246	245	1519	1512	7		0:00:10	0.46%	0:04:57	36	10	3	91.77%	
	816	801	315	311	189	189	1320	1301	15		0:00:18	1.44%	0:05:06	34	11	2	86.34%	
	839	837	324	315	163	162	1326	1314	5		0:00:08	0.90%	0:05:20	35	11	2	93.89%	
	677	675	287	277	182	181	1146	1133	6		0:00:16	1.31%	0:05:19	34	11	2	88.92%	
	20871	20227	7553	7125	4213	4110	32637	31462	1355		0:00:46	3.08%	0:05:06				72.70%	

* 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.

8/7/2019 Power outage at 11:22.. Building closed at 1:45 and staff sent home.

8/23/2019 Phone system down from 10:00 to 12:35