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
	3-Sep	1150	1144	454	447	229	229	1833	1820	3		0:00:07	0.71%	0:04:46	36	10	2	91.82%
	4-Sep	946	923	360	350	195	194	1501	1467	20		0:00:20	2.26%	0:05:02	34	11	2	85.34%
	5-Sep	884	879	367	354	183	182	1434	1415	9		0:00:10	1.32%	0:05:25	35	11	2	92.40%
	6-Sep	828	823	331	324	168	168	1327	1315	7		0:00:12	0.90%	0:05:19	35	11	2	89.90%
	9-Sep	1146	1059	395	352	197	195	1738	1606	97		0:01:44	7.58%	0:05:22	32	11	1	41.89%
	10-Sep	1014	987	359	347	145	145	1518	1479	20		0:00:33	2.56%	0:05:45	31	11	1	73.06%
	11-Sep	1056	1012	401	390	131	131	1588	1533	55		0:00:36	3.45%	0:04:59	36	11	1	76.45%
	12-Sep	956	950	309	307	90	89	1355	1346	5		0:00:14	0.66%	0:04:54	36	11	0	89.59%
*	13-Sep	864	862	239	237	95	95	1198	1194	0		0:00:04	0.33%	0:04:52	34	11	0	96.66%
	16-Sep	1112	1097	375	361	115	113	1602	1571	22		0:00:34	1.93%	0:05:39	31	11	0	75.22%
	17-Sep	1023	1016	308	295	104	104	1435	1415	10		0:00:12	1.39%	0:05:22	35	11	0	90.31%
	18-Sep	865	859	315	304	221	216	1401	1379	16		0:00:15	1.56%	0:05:14	36	10	0	86.08%
*	19-Sep	766	720	263	234	137	130	1166	1084	61		0:00:07	5.46%	0:04:59	35	10	0	92.54%
	20-Sep	731	731	266	264	141	140	1138	1135	33		0:00:04	0.26%	0:04:55	32	10	0	97.10%
	23-Sep	975	969	344	335	136	136	1455	1440	9		0:00:20	1.03%	0:05:08	32	11	0	82.34%
	24-Sep	838	835	338	330	126	126	1302	1291	4		0:00:13	0.84%	0:05:32	33	11	0	87.63%
	25-Sep	832	827	330	318	236	224	1398	1369	22		0:00:25	2.07%	0:05:11	32	11	0	85.69%
	26-Sep	752	740	269	257	232	229	1253	1226	19		0:00:22	2.14%	0:05:32	34	11	0	86.83%
	27-Sep	694	652	270	258	214	212	1178	1122	51		0:00:43	4.73%	0:05:23	32	11	0	84.72%
	30-Sep	1208	1174	426	413	270	262	1904	1849	33		0:00:40	2.87%	0:05:12	32	11	0	70.38%
		18640	18259	6719	6477	3365	3320	28724	28056	496		0:00:24	2.20%	0:05:14				82.55%

* 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.

9.13.19 Planned Elias outage

9.19.19 Phone issue. Calls were coming in but no being sent to staff started at 11:30 ended at 2:10