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
	1-Oct	1077	1055	406	393	195	193	1678	1641	20		0:00:27	2.20%	0:05:17	32	10	0	76.34%
	2-Oct	879	864	335	327	157	155	1371	1346	18		0:00:28	1.82%	0:05:45	28	9	0	75.13%
	3-Oct	807	802	288	284	126	126	1221	1212	5		0:00:08	0.73%	0:05:26	27	9	0	93.37%
	4-Oct	740	735	272	267	156	155	1168	1157	3		0:00:07	0.85%	0:05:33	26	9	0	92.64%
	7-Oct	1227	1071	413	379	180	180	1820	1630	165		0:02:25	10.41%	0:05:24	29	9	0	39.62%
	8-Oct	1024	997	359	339	121	120	1504	1456	30		0:00:36	3.18%	0:05:30	27	9	0	70.74%
	9-Oct	945	939	328	321	153	152	1426	1412	4		0:00:07	0.70%	0:05:15	31	9	0	94.95%
	10-Oct	785	780	295	292	97	94	1177	1166	7		0:00:10	0.93%	0:05:36	29	10	0	93.37%
**	11-Oct	494	490	258	254	74	72	826	816	8		0:00:11	1.21%	0:05:36	27	10	0	88.62%
	14-Oct	1131	1101	332	325	138	132	1601	1558	27		0:00:32	2.65%	0:05:25	30	10	0	71.33%
	15-Oct	1110	1099	329	314	148	144	1587	1557	21		0:00:31	1.87%	0:05:36	31	10	0	72.84%
**	16-Oct	1056	1056	391	377	130	129	1577	1562	10		0:00:12	1.07%	0:04:46	33	10	0	90.87%
	17-Oct	807	803	276	266	140	139	1223	1208	7		0:00:10	1.22%	0:05:21	29	10	0	90.02%
	18-Oct	793	791	263	255	343	338	1399	1384	12		0:00:13	1.07%	0:05:01	32	9	0	87.85%
	21-Oct	1067	997	372	365	335	317	1774	1679	84		0:01:44	6.59%	0:05:40	28	10	0	41.43%
	22-Oct	926	906	366	335	208	201	1500	1442	41		0:00:58	3.86%	0:05:40	27	10	0	60.00%
	23-Oct	742	741	268	261	138	138	1148	1140	2		0:00:09	0.70%	0:05:15	29	10	0	92.16%
	24-Oct	742	741	296	296	146	146	1184	1183	0		0:00:02	0.08%	0:05:31	32	10	0	98.82%
	25-Oct	707	704	269	268	135	135	1111	1107	1		0:00:02	0.36%	0:04:57	27	10	0	98.74%
	28-Oct	972	971	382	380	179	179	1533	1530	2		0:00:04	0.19%	0:04:56	32	10	1	96.67%
	29-Oct	822	820	400	394	158	158	1380	1372	6		0:00:05	0.58%	0:05:01	33	10	2	95.94%
	30-Oct	774	773	324	323	128	128	1226	1224	1		0:00:02	0.16%	0:05:08	30	10	2	99.18%
	31-Oct	658	658	288	288	151	151	1097	1097	0		0:00:02	0.00%	0:05:09	30	10	2	98.63%
		20285	19894	7510	7303	3736	3682	31531	30879	474		0:00:25	1.84%	0:05:20				81.28%

* 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.

** 11-Oct The DHS and Member call center down from 11:00 to 12:50

** 16-Oct Phone issues with calls dropping. This was throughout the building as conference calls were dropping as well.

** 18-Oct Hawki cancelation of reoccurring premiums caused an uptick in calls on the Hawki line

** 21-Oct Hawki cancelation of reoccurring premiums caused an uptick in calls on the Hawki line

** 22-Oct Hawki showing a slight increase still over noraml due to calcelation of reoccurring payments