

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	Total 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/ Training	Staff Openings / Active	Service Level
				to be answered														
	741	739	310	307	249	248	1300	1294	4		0:00:07	0.46%	0:05:03	29	10	1	95.00%	
	1200	1167	460	454	370	363	2030	1984	21		0:00:33	2.26%	0:04:53	28	10	1	69.61%	
	973	956	381	371	317	316	1671	1643	12		0:00:19	1.67%	0:04:46	28	10	1	77.74%	
	942	926	393	383	243	242	1578	1551	16		0:00:20	1.70%	0:05:03	28	10	1	80.54%	
	992	968	394	380	290	278	1676	1626	26		0:00:34	2.97%	0:05:11	28	10	1	69.33%	
	1020	1012	343	336	254	252	1617	1600	8		0:00:11	1.05%	0:04:58	26	8	1	86.77%	
	11-Nov																	
	1369	1315	542	501	308	303	2219	2119	67		0:01:26	4.49%	0:05:01	27	10	1	45.92%	
**	1045	1031	394	386	205	200	1644	1617	13		0:00:27	1.63%	0:05:24	28	10	3	72.81%	
	900	888	335	317	229	222	1464	1427	24		0:00:32	2.51%	0:05:14	26	10	2	71.99%	
	919	913	378	350	216	215	1513	1478	25		0:00:37	2.30%	0:05:07	26	10	2	76.14%	
**	1098	1096	465	452	204	203	1767	1751	7		0:00:10	0.85%	0:05:24	29	10	2	91.40%	
	833	828	407	399	141	140	1381	1367	5		0:00:08	1.01%	0:05:27	29	10	2	92.69%	
	797	796	355	351	123	122	1275	1269	4		0:00:11	0.47%	0:05:23	30	10	2	89.57%	
	762	758	340	339	106	106	1208	1203	1		0:00:08	0.41%	0:05:05	29	10	2	91.47%	
	662	661	308	305	142	136	1112	1102	6		0:00:08	0.72%	0:05:11	30	10	0	94.24%	
	919	918	410	409	146	143	1475	1470	3		0:00:03	0.34%	0:04:53	29	10	0	96.75%	
	583	583	246	246	90	88	919	917	1		0:00:03	0.22%	0:05:27	28	10	0	96.84%	
	450	450	232	232	86	86	768	768	0		0:00:02	0.00%	0:04:56	26	10	0	99.35%	
	28-Nov																	
	29-Nov																	
							0	0										
							0	0										
							0	0										
							0	0										
	16205	16005	6693	6518	3719	3663	26617	26186	243		0:00:20	1.39%	0:05:08				80.68%	

* 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.