

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	Total 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	Answered After 30 Seconds	Answered After 30 Seconds
2-Dec	1045	1033	494	487	199	197	1738	1717	9	0:00:19	1.20%	0:04:49	26	10	0	79.92%	340	61	
3-Dec	861	846	377	372	153	150	1391	1368	12	0:00:23	1.65%	0:04:50	27	10	3	75.20%	333	596	
4-Dec	723	719	324	319	191	186	1238	1224	6	0:00:15	1.13%	0:04:55	27	10	4	86.67%	159	360	
5-Dec	678	674	322	318	193	189	1193	1181	9	0:00:12	1.00%	0:05:01	29	10	4	89.44%	117	291	
6-Dec	693	688	304	300	150	150	1147	1138	3	0:00:10	0.78%	0:04:46	29	9	4	87.71%	138	488	
** 9-Dec	842	784	366	333	166	161	1374	1278	82	0:01:27	6.90%	0:05:03	23	4	4	50.00%	605	206	
10-Dec	735	730	367	362	146	144	1248	1236	5	0:00:13	0.96%	0:05:06	27	10	4	88.86%	134		
11-Dec	844	838	352	343	102	102	1298	1283	8	0:00:13	1.15%	0:04:50	29	10	4	86.59%	166	1133	
12-Dec	728	721	299	298	118	116	1145	1135	6	0:00:08	0.87%	0:05:13	30	10	4	89.96%	109	434	
** 13-Dec	636	632	280	280	79	78	995	990	1	0:00:09	0.40%	0:04:50	24	10	5	90.05%	98	386	
16-Dec	840	829	353	343	197	186	1390	1358	35	0:00:55	3.71%	0:05:11	26	9	5	54.96%	591	336	
17-Dec	629	629	330	330	117	117	1076	1076	0	0:00:04	0.00%	0:05:03	29	10	5	94.98%	54	145	
18-Dec	496	491	236	236	114	114	846	841	2	0:00:04	0.59%	0:05:09	27	10	6	96.46%	28	96	
19-Dec	561	553	252	251	104	104	917	908	6	0:00:10	0.97%	0:05:13	26	10	6	91.38%	73	130	
20-Dec	459	459	224	223	89	87	772	769	1	0:00:06	0.39%	0:05:12	24	10	6	94.95%	38	102	
23-Dec	545	542	242	239	88	87	875	868	3	0:00:06	0.80%	0:05:01	24	10	6	94.63%	44	58	
24-Dec	145	144	88	88	23	23	256	255	0	0:00:01	0.39%	0:04:47	28	9	7	100.00%	0	45	
25-Dec							0	0											28
26-Dec	439	439	232	231	62	62	733	732	1	0:00:02	0.14%	0:05:02	28	9	7	98.64%	9	5	
27-Dec	488	488	254	253	77	77	819	818	0	0:00:06	0.12%	0:05:12	23	9	7	94.26%	47		
30-Dec	786	783	378	373	123	121	1287	1277	4	0:00:10	0.77%	0:04:50	26	9	7	89.98%	125		
31-Dec	461	461	216	215	75	75	752	751	0	0:00:02	0.13%	0:04:34	26	9	7	98.80%	9		
							0	0											
	13634	13483	6290	6194	2566	2526	22490	22203	193	0:00:15	1.15%	0:04:59	27	9	5	84.84%	3217	4900	

* 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.

** Staff were evacuated from the building around 1:50 due to a possible gas leak, returned to the phones around 3:05. We were not able to shut down the phones during this time.

** Maintenance was being done on OnBase Server starting at 3:00. Upfront message put on letting callers know that of this and that we would have limited access to some information. If not an emergency to call us back next week.