

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 Calls 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	Staff Openings/Active Hiring/Training	Service Level	Answered After 30 Seconds
1-Jan	0	0	0	0	0	0	0	0								4		
4-Jan	547	547	362	356	42	42	951	945	6		0:00:06	0.63%	0:04:29	24	10	4	95.48%	38
5-Jan	547	547	287	285	35	35	869	866	3		0:00:07	0.35%	0:05:10	22	11	4	95.05%	41
6-Jan	510	509	271	271	38	38	819	818	1		0:00:03	0.12%	0:04:54	25	10	4	97.80%	18
7-Jan	505	504	247	246	33	33	785	783	2		0:00:04	0.25%	0:04:35	24	11	4	98.34%	11
8-Jan	490	489	283	279	24	24	797	792	5		0:00:03	0.63%	0:04:47	24	11	4	98.24%	13
11-Jan	562	562	381	379	38	36	981	977	4		0:00:03	0.41%	0:04:47	24	11	4	97.35%	24
12-Jan	536	535	298	298	34	34	868	867	1		0:00:02	0.12%	0:04:39	25	11	4	99.08%	8
13-Jan	498	496	276	273	30	30	804	799	5		0:00:05	0.62%	0:04:31	25	11	4	95.65%	32
14-Jan	447	446	276	276	17	17	740	739	1		0:00:02	0.14%	0:04:52	26	11	4	99.46%	4
15-Jan	427	426	231	225	31	30	689	681	8		0:00:07	1.16%	0:05:20	25	11	6	95.21%	28
18-Jan							0	0								6		
19-Jan	706	705	380	378	39	39	1125	1122	3		0:00:05	0.27%	0:04:55	26	11	6	96.44%	40
20-Jan	563	562	308	306	22	22	893	890	3		0:00:02	0.34%	0:04:58	25	11	6	99.55%	4
21-Jan	546	544	332	332	38	38	916	914	2		0:00:04	0.22%	0:04:49	25	11	6	97.71%	19
22-Jan	462	461	274	273	24	24	760	758	2		0:00:02	0.26%	0:05:07	26	11	6	99.47%	6
25-Jan	460	459	296	294	28	28	784	781	3		0:00:04	0.38%	0:05:09	22	11	6	96.94%	23
26-Jan	414	414	278	277	51	51	743	742	1		0:00:03	0.13%	0:05:31	24	11	6	97.71%	17
27-Jan	431	431	287	282	32	32	750	745	5		0:00:03	0.67%	0:04:59	24	11	6	97.87%	11
28-Jan	478	478	315	313	33	33	826	824	2		0:00:03	0.24%	0:05:13	27	9	6	98.06%	15
29-Jan	417	417	339	338	29	29	785	784	1		0:00:02	0.13%	0:04:50	27	9	6	99.49%	4
							0	0								6		
							0	0								6		
	9546	9532	5721	5681	618	615	15885	15827	58		0:00:04	0.37%	0:04:56	25	11	5	97.39%	356

* 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.

1/4/2021 Daily Call Center stats became available for 12/15/2020 - 12/31/2020

1/13/2021 Some CSR staff have been kicked out from the call software at around 10:20AM. Staff were able to log back onto the phone software starting at 10:40 AM.