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	Answered After 30 Seconds
1-Feb	430	430	377	375	35	35	842	840	2		0:00:03	0.24%	0:05:03	26	11	8	98.46%	12
2-Feb	497	497	298	296	30	30	825	823	2		0:00:05	0.24%	0:05:02	25	11	8	96.12%	31
3-Feb	422	421	306	304	17	17	745	742	3		0:00:03	0.40%	0:04:52	26	11	8	98.52%	11
4-Feb	401	401	249	249	21	21	671	671	0		0:00:02	0.00%	0:05:25	26	11	8	99.70%	2
5-Feb	369	368	239	237	29	29	637	634	3		0:00:02	0.47%	0:05:26	27	11	8	99.22%	5
8-Feb	579	578	328	325	39	39	946	942	4		0:00:06	0.42%	0:05:05	23	11	8	94.08%	55
9-Feb	505	504	291	290	27	26	823	820	3		0:00:03	0.36%	0:05:00	25	10	8	98.18%	14
10-Feb	466	465	290	289	52	52	808	806	2		0:00:03	0.25%	0:04:53	25	11	8	97.77%	18
11-Feb	455	455	301	299	26	26	782	780	2		0:00:03	0.26%	0:05:04	24	11	8	97.44%	18
12-Feb	366	366	258	258	18	18	642	642	0		0:00:02	0.00%	0:05:23	23	11	8	99.53%	3
15-Feb	379	378	250	249	25	25	654	652	2		0:00:01	0.31%	0:05:28	25	10	8	99.85%	0
16-Feb	454	454	269	269	27	27	750	750	0		0:00:02	0.00%	0:05:34	23	10	8	98.93%	8
17-Feb	430	430	288	288	40	40	758	758	0		0:00:02	0.00%	0:05:10	24	11	8	99.34%	5
18-Feb	439	434	254	253	30	30	723	717	6		0:00:03	0.83%	0:05:11	24	11	8	99.72%	2
19-Feb	351	350	228	228	26	25	605	603	2		0:00:02	0.33%	0:05:03	24	11	8	99.67%	2
22-Feb	499	498	297	295	43	43	839	836	3		0:00:02	0.36%	0:05:22	25	11	8	99.64%	1
23-Feb	434	433	292	292	38	37	764	762	2		0:00:01	0.26%	0:05:15	30	11	8	99.61%	1
24-Feb	380	380	265	265	25	25	670	670	0		0:00:01	0.00%	0:05:36	27	11	8	100.00%	0
25-Feb	415	415	285	284	30	30	730	729	1		0:00:01	0.14%	0:05:13	27	11	8	99.86%	1
26-Feb	389	388	278	278	20	20	687	686	1		0:00:01	0.15%	0:04:53	25	10	8	99.71%	2
							0	0								8		
							0	0								8		
							0	0								8		
	8660	8645	5643	5623	598	595	14901	14863	38		0:00:02	0.25%	0:05:12	25	11	8	98.46%	191

* 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.

2/1/2021 VPN connection issues reported by IT at 12:37PM. Issue resolved at around 1:40PM
2/17/2021 Several CSRs received a new phone starting at 9:30 AM and were taking calls by 11:30 AM.