

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-Mar	367	365	345	344	22	22	734	731	3		0:00:04	0.14%	0:05:07	23	11	4	97.68%	16
2-Mar	461	460	350	348	36	36	847	844	3		0:00:06	0.35%	0:05:13	24	11	4	96.46%	29
3-Mar	360	360	286	286	23	23	669	669	0		0:00:02	0.00%	0:05:25	26	11	4	99.55%	3
4-Mar	355	354	268	266	28	28	651	648	3		0:00:01	0.46%	0:05:28	28	11	4	100.00%	0
5-Mar	416	414	238	237	22	22	676	673	3		0:00:02	0.44%	0:05:08	27	11	4	99.85%	1
8-Mar	482	482	332	332	31	31	845	845	0		0:00:02	0.00%	0:04:59	27	11	4	99.53%	4
9-Mar	457	457	354	353	36	36	847	846	1		0:00:02	0.12%	0:05:14	28	11	4	99.53%	4
10-Mar	413	413	247	246	29	29	689	688	1		0:00:01	0.15%	0:05:01	27	11	4	99.71%	2
11-Mar	404	404	287	285	18	18	709	707	2		0:00:03	0.28%	0:05:15	27	11	4	98.59%	10
12-Mar	372	372	219	219	29	29	620	620	0		0:00:01	0.00%	0:05:20	26	10	4	99.84%	1
15-Mar	485	483	276	275	14	14	775	772	3		0:00:02	0.39%	0:04:35	23	11	4	99.74%	2
16-Mar	415	414	259	259	26	26	700	699	1		0:00:04	0.14%	0:04:43	25	11	4	98.14%	13
17-Mar	362	362	229	226	22	22	613	610	3		0:00:04	0.49%	0:05:07	27	10	4	97.06%	16
18-Mar	397	397	247	247	20	20	664	664	0		0:00:02	0.00%	0:04:56	25	9	4	99.55%	3
19-Mar	304	302	236	234	17	17	557	553	4		0:00:02	0.72%	0:04:52	26	9	4	98.74%	6
22-Mar	475	475	266	265	27	27	768	767	1		0:00:02	0.13%	0:04:52	27	10	4	99.61%	3
23-Mar	407	406	232	232	23	22	662	660	2		0:00:02	0.30%	0:05:24	27	10	4	99.24%	5
24-Mar	436	435	257	256	22	22	715	713	2		0:00:02	0.28%	0:05:15	28	9	4	99.58%	3
25-Mar	403	403	257	255	26	26	686	684	2		0:00:02	0.29%	0:04:58	27	9	4	99.27%	4
26-Mar	404	404	218	218	20	20	642	642	0		0:00:02	0.00%	0:05:34	27	8	4	99.53%	3
29-Mar	481	481	294	293	29	29	804	803	1		0:00:02	0.12%	0:05:03	28	10	4	99.25%	5
30-Mar	406	406	274	273	28	28	708	707	1		0:00:02	0.14%	0:05:04	26	10	4	99.15%	6
31-Mar	470	470	294	291	24	24	788	785	3		0:00:04	0.38%	0:04:55	26	10	4	97.84%	16
	9532	9519	6265	6240	572	571	16369	16330	39		0:00:02	0.23%	0:05:06	26	10	4	98.81%	155

* 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.

- 3/2/2021 4 CSRs reported issues with VPN at 11:30 AM. Issues resolved by 11:45 AM.
- 3/15/2021 VPN issues reported at 10:30 AM. Issues resolved by 10:46 AM.
- 3/22/2021 OnBase issues reported at 4:25 PM.