

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
	329	329	283	283	12	12	624	624	0		0:00:03	0.00%	0:04:37	25	11	4	99.04%	6
	288	288	204	204	27	26	519	518	1		0:00:01	0.19%	0:05:27	25	10	4	99.81%	1
	466	466	287	285	39	39	792	790	2		0:00:02	0.25%	0:04:46	24	9	4	98.99%	8
	414	414	289	286	30	30	733	730	3		0:00:03	0.41%	0:04:59	26	11	4	98.36%	10
	373	373	267	267	24	24	664	664	0		0:00:02	0.00%	0:05:01	26	11	4	99.70%	2
	374	372	226	225	23	23	623	620	3		0:00:03	0.48%	0:04:49	27	11	4	99.24%	4
	334	334	188	187	22	22	544	543	1		0:00:01	0.18%	0:05:05	26	10	4	99.63%	2
	466	465	332	329	37	37	835	831	4		0:00:02	0.48%	0:04:42	27	10	4	98.92%	9
	402	402	269	268	35	35	706	705	1		0:00:01	0.14%	0:05:15	28	8	4	100.00%	0
	439	438	235	235	28	27	702	700	2		0:00:01	0.28%	0:05:12	27	9	4	99.86%	1
	339	339	225	225	19	19	583	583	0		0:00:01	0.00%	0:05:00	26	10	4	100.00%	0
	334	334	220	220	23	23	577	577	0		0:00:02	0.00%	0:04:33	26	9	4	99.31%	4
	455	452	285	284	37	36	777	772	5		0:00:02	0.64%	0:05:31	22	9	4	98.33%	12
	391	391	258	257	26	26	675	674	1		0:00:04	0.15%	0:05:01	26	9	4	98.07%	13
	395	395	260	259	29	29	684	683	1		0:00:01	0.15%	0:05:01	27	10	4	100.00%	0
	339	339	255	254	26	26	620	619	1		0:00:02	0.16%	0:04:47	26	10	4	98.71%	8
	300	300	216	212	24	24	540	536	4		0:00:04	0.74%	0:04:59	23	10	4	98.33%	8
	454	452	301	295	21	21	776	768	8		0:00:08	1.03%	0:04:45	24	11	4	94.20%	44
	415	415	246	246	22	22	683	683	0		0:00:02	0.00%	0:04:29	24	10	4	99.56%	3
	312	312	236	234	20	19	568	565	3		0:00:02	0.53%	0:05:21	23	11	4	98.77%	5
	383	383	278	277	25	25	686	685	1		0:00:03	0.15%	0:04:43	24	11	4	98.69%	9
	318	318	235	230	25	25	578	573	4		0:00:03	0.69%	0:05:28	24	11	4	98.44%	8
							0	0										
	8320	8311	5595	5562	574	570	14489	14443	45		0:00:02	0.30%	0:04:59	25	10	4	98.61%	157

* 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.

4/23/2021 Issues with VPN reported at 10:25AM. Only one CSR reported issues logging in.