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
3-May	392	392	309	297	31	31	732	720	12		0:00:08	1.64%	0:04:45	22	11	9	91.94%	49
4-May	401	399	277	273	25	25	703	697	6		0:00:04	0.85%	0:04:58	21	11	9	96.44%	24
5-May	335	335	236	233	27	27	598	595	3		0:00:03	0.50%	0:05:05	23	10	9	97.99%	10
6-May	271	271	265	262	25	23	561	556	5		0:00:01	0.89%	0:05:32	22	10	9	93.58%	32
7-May	269	269	229	226	13	13	511	508	3		0:00:08	0.59%	0:05:38	20	10	9	95.89%	19
10-May	382	381	317	314	34	34	733	729	4		0:00:03	0.55%	0:05:04	23	11	9	98.23%	12
11-May	359	359	305	300	25	25	689	684	5		0:00:05	0.73%	0:05:21	23	11	9	96.52%	24
12-May	348	347	255	254	19	19	622	620	2		0:00:03	0.32%	0:05:21	22	11	9	98.07%	12
13-May	364	363	486	481	21	21	871	865	6		0:00:04	0.69%	0:04:30	22	10	9	96.56%	28
14-May	270	270	415	410	23	23	708	703	5		0:00:05	0.71%	0:04:24	20	10	9	96.19%	25
17-May	406	406	502	495	28	28	936	929	7		0:00:08	0.75%	0:04:53	22	10	9	93.91%	54
18-May	380	380	381	372	18	17	779	769	10		0:00:05	1.28%	0:05:03	22	11	9	95.64%	31
19-May	326	325	405	400	26	26	757	751	6		0:00:04	0.79%	0:05:15	22	11	9	98.02%	13
20-May	328	328	324	319	24	24	676	671	5		0:00:05	0.74%	0:05:24	20	11	9	96.45%	21
21-May	322	321	314	310	12	12	648	643	5		0:00:05	0.77%	0:05:22	20	9	9	96.14%	25
24-May	369	369	340	338	30	30	739	737	2		0:00:04	0.27%	0:04:52	22	10	9	97.70%	17
25-May	346	346	337	335	28	28	711	709	2		0:00:03	0.28%	0:05:00	22	11	9	98.31%	11
26-May	350	350	353	353	17	17	720	720	0		0:00:04	0.00%	0:05:37	20	11	9	96.39%	26
27-May	308	308	310	309	15	15	633	632	1		0:00:05	0.16%	0:04:39	21	11	9	97.63%	15
28-May	232	232	252	252	26	26	510	510	0		0:00:02	0.00%	0:05:27	20	10	9	99.41%	3
31-May	0	0	0	0	0	0	0	0	0		0:00:00					9	0.00%	
							0	0	0							9		
							0	0										
	6758	6751	6612	6533	467	464	13837	13748	89		0:00:04	0.63%	0:05:06	21	11	9	96.10%	451

* 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.