

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-Jun	287	287	391	389	13	13	691	689	2		0:00:04	0.29%	0:04:54	20	10	9	97.25%	19
2-Jun							0	0						18	11	9		
3-Jun	327	327	289	286	24	21	640	634	6		0:00:07	0.94%	0:05:27	19	11	9	94.06%	32
4-Jun	372	371	289	285	20	20	681	676	5		0:00:04	0.73%	0:05:44	20	10	9	97.65%	16
7-Jun	545	544	353	346	30	30	928	920	8		0:00:08	0.86%	0:05:09	20	10	9	91.06%	79
8-Jun	467	466	280	278	32	32	779	776	3		0:00:03	0.39%	0:05:15	20	10	9	97.82%	16
9-Jun	439	438	265	264	16	16	720	718	2		0:00:03	0.28%	0:04:35	21	10	9	98.19%	12
10-Jun	492	491	235	234	26	26	753	751	2		0:00:02	0.27%	0:05:13	22	9	9	98.94%	7
11-Jun	378	375	246	246	18	18	642	639	3		0:00:02	0.47%	0:05:18	22	8	9	99.53%	3
14-Jun	533	530	298	294	27	27	858	851	7		0:00:04	0.82%	0:05:10	20	8	9	95.80%	34
15-Jun	522	520	287	280	29	29	838	829	9		0:00:06	1.07%	0:04:48	19	11	9	94.27%	45
16-Jun	455	451	227	227	19	17	701	695	6		0:00:02	0.86%	0:05:18	21	11	9	99.14%	5
17-Jun	490	408	276	232	19	15	785	655	130		0:00:04	16.56%	0:04:56	19	10	9	80.76%	32
18-Jun	314	313	204	204	20	20	538	537	1		0:00:03	0.19%	0:04:59	18	7	9	98.14%	10
21-Jun	463	463	274	273	25	25	762	761	1		0:00:10	0.13%	0:05:04	20	8	9	98.82%	9
22-Jun	422	421	240	239	23	23	685	683	2		0:00:02	0.29%	0:05:02	20	10	9	99.85%	1
23-Jun	376	376	256	256	22	22	654	654	0		0:00:02	0.00%	0:05:01	21	11	9	99.39%	4
24-Jun	377	377	218	217	13	13	608	607	1		0:00:01	0.16%	0:05:00	19	11	9	100.00%	0
25-Jun	319	319	219	217	19	19	557	555	2		0:00:03	0.36%	0:05:03	18	11	9	98.74%	7
28-Jun	446	446	313	311	30	30	789	787	2		0:00:04	0.25%	0:04:49	19	11	9	96.32%	29
29-Jun	411	408	292	286	27	27	730	721	9		0:00:06	1.23%	0:04:53	20	11	9	96.16%	23
30-Jun	470	467	261	256	22	22	753	745	8		0:00:06	1.06%	0:05:26	19	11	9	94.56%	41
							0	0										
	8905	8798	5713	5620	474	465	15092	14883	209		0:00:04	1.30%	0:05:06	20	10	9	95.81%	424

\* 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.

6/1/2021 Hawki line not receiving calls properly. Issue reported over to ICN.

6/3/2021 Daily calls stat reports not showing accurate totals for DHS CC, Hawki, and Member Services.

6/4/2021 Daily call center stats reports are still not showing accurate totals for DHS Contact Center, Hawki, and Member Services for 6/2/2021.

6/17/2021 Call Center experienced issues with call abandonment even though reps were available. Issue reported to ICN.