

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-Jul	451	450	244	240	21	21	716	711	5		0:00:02	0.70%	0:04:35	20	10	9	98.60%	10
2-Jul	368	367	252	251	20	20	640	638	2		0:00:02	0.31%	0:04:47	18	9	9	98.91%	7
5-Jul							0	0								9		
6-Jul	609	605	328	323	33	33	970	961	9		0:00:10	0.93%	0:04:52	17	10	9	88.66%	105
7-Jul	482	480	302	297	31	31	815	808	7		0:00:04	0.86%	0:04:52	18	11	9	96.20%	27
8-Jul	455	454	267	256	24	24	746	734	12		0:00:05	1.61%	0:04:55	18	11	9	94.77%	29
9-Jul	342	342	235	235	24	24	601	601	0		0:00:03	0.00%	0:04:42	19	10	9	98.00%	12
12-Jul	532	527	363	348	32	32	927	907	20		0:00:15	2.16%	0:05:01	17	11	9	83.50%	140
13-Jul	459	455	308	302	27	27	794	784	10		0:00:08	1.26%	0:04:52	17	11	9	92.07%	58
14-Jul	518	517	291	286	21	21	830	824	6		0:00:07	0.72%	0:05:07	18	11	9	91.81%	68
15-Jul	461	460	296	291	24	24	781	775	6		0:00:09	0.77%	0:05:00	17	10	9	92.32%	56
16-Jul	379	379	278	277	21	21	678	677	1		0:00:06	0.15%	0:05:20	17	10	9	93.07%	47
19-Jul	555	551	305	298	30	30	890	879	11		0:00:29	1.24%	0:05:22	16	8	9	77.30%	196
20-Jul	459	454	243	237	24	24	726	715	11		0:00:19	1.52%	0:05:14	16	9	9	85.40%	104
21-Jul	413	409	260	248	28	28	701	685	16		0:00:15	2.28%	0:05:17	17	9	9	87.45%	79
22-Jul	417	414	255	238	28	28	700	680	20		0:00:45	2.86%	0:05:26	16	11	9	72.00%	182
23-Jul	299	299	214	204	17	17	530	520	10		0:00:13	1.89%	0:05:14	16	10	9	93.58%	25
26-Jul	570	544	344	295	30	29	944	868	76		0:01:56	8.05%	0:05:26	14	11	9	38.35%	522
27-Jul	454	445	309	285	24	23	787	753	34		0:00:55	4.32%	0:05:19	16	11	9	65.31%	252
28-Jul	454	440	270	256	31	30	755	726	29		0:00:38	3.84%	0:05:19	18	10	9	71.26%	197
29-Jul	414	411	261	251	37	37	712	699	13		0:00:17	1.83%	0:05:05	18	10	9	84.13%	105
30-Jul	324	324	202	199	17	17	543	540	3		0:00:04	0.55%	0:05:19	18	10	9	96.50%	16
							0	0										
	9415	9327	5827	5617	544	541	15786	15485	301		0:00:20	1.80%	0:05:06	17	10	9	83.92%	2237

* 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.

7/19/2021 IME Member Services started assisting with P-EBT calls.