

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	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
2-Aug	598	583	332	309	36	35	966	927	39	0:00:44	4.04%	0:05:07	19	11	9	64.18%	321
3-Aug	509	504	313	302	36	36	858	842	15	0:00:18	1.75%	0:05:09	21	11	9	84.50%	123
4-Aug	440	439	283	271	33	33	756	743	11	0:00:21	1.46%	0:05:13	22	11	9	85.58%	102
5-Aug	463	463	257	251	24	24	744	738	6	0:00:10	0.81%	0:04:54	24	11	9	94.09%	42
6-Aug	342	342	265	258	25	25	632	625	7	0:00:04	1.11%	0:04:57	23	11	9	96.36%	20
9-Aug	580	571	348	317	38	35	966	923	42	0:00:45	4.35%	0:04:57	22	11	9	67.91%	284
10-Aug	508	504	348	338	28	28	884	870	14	0:00:12	1.58%	0:04:59	23	11	9	87.44%	105
11-Aug	459	458	297	289	31	31	787	778	8	0:00:12	1.02%	0:04:59	24	11	9	89.45%	79
12-Aug	450	449	283	277	19	19	752	745	7	0:00:17	0.93%	0:05:04	25	11	7	91.62%	59
13-Aug	340	340	260	259	21	21	621	620	1	0:00:07	0.16%	0:05:03	25	10	7	96.62%	20
16-Aug	530	526	360	338	34	34	924	898	26	0:00:25	2.81%	0:05:17	23	10	7	76.95%	195
17-Aug	433	432	339	330	23	22	795	784	10	0:00:12	1.26%	0:05:12	26	11	7	91.07%	65
18-Aug	481	481	297	293	26	26	804	800	4	0:00:08	0.50%	0:05:17	26	10	7	93.78%	49
19-Aug	473	472	247	244	22	22	742	738	4	0:00:04	0.54%	0:05:07	27	10	7	95.69%	29
20-Aug	355	353	230	226	47	47	632	626	6	0:00:07	0.95%	0:05:10	27	9	7	96.04%	24
23-Aug	879	838	422	394	61	59	1362	1291	71	0:01:15	5.21%	0:04:35	25	8	7	52.13%	603
24-Aug	701	697	327	326	30	30	1058	1053	5	0:00:12	0.47%	0:04:49	27	9	7	89.32%	111
25-Aug	636	633	324	315	35	35	995	983	12	0:00:08	1.21%	0:05:13	25	9	7	92.96%	67
26-Aug	588	587	294	290	27	26	909	903	6	0:00:05	0.66%	0:04:51	25	9	7	96.48%	30
27-Aug	466	454	287	251	23	20	776	725	51	0:01:02	6.57%	0:04:57	21	10	7	65.75%	229
30-Aug	657	651	421	408	46	46	1124	1105	19	0:00:16	1.69%	0:05:04	26	11	7	86.21%	147
31-Aug	599	598	345	336	48	47	992	981	11	0:00:12	1.11%	0:04:55	24	11	7	91.13%	83
							0	0									
	11487	11375	6879	6622	713	701	19079	18698	375	0:00:20	1.83%	0:05:02	24	10	8	83.43%	2787

* 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.

9/1/2021 Call Center Stats totals not showing the correct totals for calls received and handled from 8/31/2021
9/1/2021 Call Center reports totals corrected.