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
1-Sep	530	530	314	313	35	35	879	878	1		0:00:04	0.11%	0:05:14	25	11	4	96.59%	29
2-Sep	476	475	296	291	21	21	793	787	6		0:00:11	0.76%	0:05:24	26	11	4	88.90%	86
3-Sep	363	263	249	244	60	57	672	564	5		0:00:06	0.78%	0:04:45	24	10	4	95.68%	26
6-Sep							0	0										
7-Sep	629	626	356	344	47	46	1032	1016	16		0:00:13	1.55%	0:04:39	21	9	4	84.88%	148
8-Sep	567	547	641	550	42	41	1250	1138	112		0:01:51	8.96%	0:04:40	23	10	4	54.00%	497
9-Sep	499	491	366	355	18	17	883	863	20		0:00:13	2.27%	0:05:00	23	10	4	87.77%	100
10-Sep	457	445	363	341	38	35	858	821	37		0:00:27	4.31%	0:04:45	24	9	4	80.65%	144
13-Sep	625	608	510	464	34	34	1169	1106	63		0:00:58	5.39%	0:05:22	25	11	4	62.70%	398
14-Sep	494	494	367	363	39	37	900	894	6		0:00:08	0.67%	0:04:43	25	11	4	92.22%	68
15-Sep	514	503	388	362	27	24	929	889	40		0:00:41	4.31%	0:05:11	26	11	4	72.77%	227
16-Sep	476	476	360	355	29	29	865	860	5		0:00:14	0.58%	0:05:13	29	10	4	93.53%	53
17-Sep	373	373	296	293	19	19	688	685	3		0:00:04	0.44%	0:05:16	28	11	4	95.64%	29
20-Sep	519	519	402	396	28	28	949	943	6		0:00:04	0.63%	0:05:06	30	11	4	97.05%	25
21-Sep	473	472	341	339	36	35	850	846	4		0:00:04	0.47%	0:04:51	30	11	4	97.29%	21
22-Sep	463	460	356	351	38	38	857	849	8		0:00:07	0.96%	0:04:57	28	10	4	94.05%	50
23-Sep	452	451	320	315	17	17	789	783	6		0:00:02	0.76%	0:05:18	30	11	4	98.48%	11
24-Sep	337	336	300	299	18	18	655	653	2		0:00:03	0.31%	0:05:28	29	10	4	98.32%	11
27-Sep	593	592	402	397	33	32	1028	1021	7		0:00:07	0.68%	0:05:27	28	11	4	92.70%	72
28-Sep	525	523	332	330	29	29	886	882	4		0:00:04	0.45%	0:05:01	28	11	4	96.05%	35
29-Sep	475	475	331	330	30	30	836	835	1		0:00:02	0.12%	0:04:50	30	10	4	98.56%	11
30-Sep	482	481	298	297	14	14	794	792	2		0:00:02	0.25%	0:04:46	27	10	4	99.37%	4
	10322	10140	7588	7329	652	636	18562	18105	354		0:00:16	1.66%	0:05:03	27	10	4	87.08%	2045

* 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.

9/8/2021 Call volume picked up due to a generilized text message that went out from Amerigroup IA regarding possible upcoming enrollment/reviews.