

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-Oct	407	404	319	315	28	28	754	747	7		0:00:04	0.93%	0:05:02	26	9	7	97.48%	18
4-Oct	595	587	450	426	26	25	1071	1038	33		0:00:30	3.08%	0:05:41	28	10	7	79.74%	194
5-Oct	513	513	326	323	21	21	860	857	3		0:00:05	0.35%	0:05:09	28	10	7	96.63%	29
6-Oct	464	463	308	307	21	21	793	791	2		0:00:03	0.25%	0:05:15	28	11	7	97.86%	17
7-Oct	432	431	322	314	27	26	781	771	10		0:00:03	1.28%	0:04:49	29	10	7	97.95%	12
8-Oct	392	392	282	279	22	22	696	693	3		0:00:03	0.43%	0:04:53	25	10	7	98.99%	5
11-Oct	435	433	360	353	28	28	823	814	9		0:00:05	1.09%	0:05:24	27	11	7	95.99%	31
12-Oct	433	433	365	360	16	16	814	809	5		0:00:05	0.61%	0:04:29	27	11	7	96.81%	24
13-Oct	421	419	355	351	22	22	798	792	6		0:00:04	0.75%	0:05:04	28	11	7	95.74%	32
14-Oct	401	401	321	318	21	21	743	740	3		0:00:03	0.40%	0:05:06	29	10	7	97.71%	16
15-Oct	301	300	280	277	13	13	594	590	4		0:00:08	0.67%	0:05:05	25	8	7	93.43%	37
18-Oct	496	495	394	385	26	26	916	906	10		0:00:10	1.09%	0:05:01	27	10	7	93.34%	56
19-Oct	492	491	381	380	30	30	903	901	2		0:00:06	0.22%	0:04:35	28	10	7	95.90%	36
20-Oct	450	444	296	296	13	12	759	752	7		0:00:05	0.92%	0:05:27	26	10	7	96.18%	27
21-Oct	417	415	285	284	18	18	720	717	3		0:00:03	0.42%	0:04:44	30	10	7	98.75%	8
22-Oct	346	346	251	245	18	18	615	609	6		0:00:06	0.98%	0:05:18	26	10	7	97.72%	10
25-Oct	537	535	360	359	32	32	929	926	3		0:00:06	0.32%	0:04:50	26	11	7	95.91%	38
26-Oct	497	496	334	328	37	37	868	861	7		0:00:08	0.81%	0:04:24	27	11	7	92.51%	63
27-Oct	468	466	351	347	95	94	914	907	7		0:00:10	0.77%	0:04:48	26	11	7	95.19%	41
28-Oct	424	423	286	285	67	67	777	775	2		0:00:05	0.26%	0:04:51	29	11	7	97.94%	16
29-Oct	333	331	279	275	49	49	661	655	6		0:00:07	0.91%	0:05:21	28	10	7	95.61%	24
							0	0										
	9254	9218	6905	6807	630	626	16789	16651	138		0:00:07	0.79%	0:05:01	27	10	7	94.81%	734

* 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.