

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-Nov	561	560	427	426	36	36	1024	1022	2		0:00:09	0.20%	0:04:32	28	10	4	93.26%	69
2-Nov	459	459	424	417	42	42	925	918	7		0:00:08	0.76%	0:04:47	28	11	4	92.22%	67
3-Nov	492	490	366	361	24	24	882	875	6		0:00:06	0.68%	0:04:58	27	11	4	93.65%	55
4-Nov	470	468	392	385	43	43	905	896	9		0:00:10	0.99%	0:04:52	29	11	4	93.37%	58
5-Nov	372	371	381	377	28	28	781	776	5		0:00:06	0.64%	0:05:09	30	10	4	94.88%	39
8-Nov	611	608	520	511	36	36	1167	1155	12		0:00:07	1.03%	0:04:44	28	11	4	93.92%	70
9-Nov	503	502	419	411	34	34	956	947	9		0:00:03	0.94%	0:05:14	31	11	4	98.01%	18
10-Nov	469	469	397	396	21	21	887	886	1		0:00:03	0.11%	0:04:45	33	10	4	98.31%	14
11-Nov							0	0								4		
12-Nov	452	452	465	459	43	43	960	954	6		0:00:06	0.52%	0:05:12	32	9	4	95.42%	42
15-Nov	601	592	515	488	37	34	1153	1114	39		0:00:29	3.38%	0:04:58	27	10	4	78.84%	221
16-Nov	482	482	416	407	40	39	938	928	10		0:00:08	0.96%	0:04:55	31	11	4	94.14%	49
17-Nov	479	477	382	373	27	27	888	877	11		0:00:15	1.24%	0:05:09	29	10	4	91.10%	73
18-Nov	441	440	423	416	28	28	892	884	8		0:00:06	0.90%	0:04:41	29	11	4	95.63%	36
19-Nov	339	338	372	371	15	15	726	724	2		0:00:05	0.28%	0:05:09	26	11	4	96.97%	21
22-Nov	454	453	454	444	20	20	928	917	11		0:00:07	1.19%	0:04:32	27	11	4	93.00%	60
23-Nov	464	464	340	338	39	39	843	841	2		0:00:04	0.24%	0:04:54	28	11	4	97.15%	23
24-Nov	296	296	234	233	13	13	543	542	1		0:00:02	0.18%	0:04:29	28	8	4	99.08%	4
25-Nov							0	0								4		
26-Nov							0	0								4		
29-Nov	610	607	549	516	44	44	1203	1167	36		0:01:00	2.99%	0:04:28	26	9	4	67.91%	359
30-Nov	524	519	485	465	26	26	1035	1010	25		0:00:25	2.42%	0:04:38	26	9	4	80.58%	184
	9079	9047	7961	7794	596	592	17636	17433	202		0:00:12	1.03%	0:04:51	29	10	4	90.56%	1462

* 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.