

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-Dec	516	512	422	407	36	36	974	955	19		0:00:17	1.95%	0:04:54	28	10	4	88.81%	95
2-Dec	511	509	424	415	43	42	978	966	12		0:00:13	1.23%	0:04:41	28	10	4	87.42%	117
3-Dec	410	409	375	364	32	32	817	805	12		0:00:15	1.47%	0:04:31	26	9	4	86.78%	100
6-Dec	616	609	434	409	34	34	1084	1052	32		0:00:34	2.95%	0:04:44	26	10	4	80.35%	192
7-Dec	504	503	420	412	44	44	968	959	9		0:00:23	0.93%	0:04:58	24	9	4	84.30%	146
8-Dec	468	467	400	397	25	25	893	889	4		0:00:13	0.45%	0:04:34	26	10	4	88.35%	103
9-Dec	413	413	347	340	36	36	796	789	7		0:00:11	0.88%	0:04:33	26	10	4	93.97%	46
10-Dec	355	355	313	309	24	24	692	688	4		0:00:11	0.58%	0:05:19	28	10	4	91.33%	58
13-Dec	544	536	511	457	49	47	1104	1040	64		0:01:00	5.80%	0:04:42	26	8	4	67.48%	310
14-Dec	450	450	420	413	33	33	903	896	7		0:00:13	0.78%	0:04:39	28	10	4	88.15%	101
15-Dec	368	367	385	381	25	25	778	773	5		0:00:09	0.64%	0:04:47	30	9	4	93.57%	47
16-Dec	338	337	311	296	20	20	669	653	16		0:00:27	2.39%	0:05:04	27	10	4	86.40%	81
17-Dec	310	309	269	254	27	27	606	590	16		0:00:53	2.64%	0:04:27	26	10	4	81.52%	98
20-Dec	444	442	409	398	35	34	888	874	14		0:00:15	1.58%	0:04:40	28	10	4	88.29%	95
21-Dec	367	367	293	290	26	26	686	683	3		0:00:08	0.44%	0:04:54	30	10	4	96.06%	25
22-Dec	317	317	281	279	14	14	612	610	2		0:00:06	0.33%	0:04:52	30	10	4	98.86%	6
23-Dec	190	190	186	186	10	10	386	386	0		0:00:06	0.00%	0:05:14	30	9	4	97.67%	9
24-Dec							0	0									4	
27-Dec	368	363	306	304	25	25	699	692	7		0:00:04	1.00%	0:05:14	29	8	4	96.71%	22
28-Dec	355	355	314	310	26	23	695	688	7		0:00:03	1.01%	0:04:56	30	9	4	97.27%	15
29-Dec	391	387	340	329	16	16	747	732	15		0:00:10	2.01%	0:05:39	30	9	4	91.03%	60
30-Dec	354	353	259	258	33	33	646	644	2		0:00:08	0.31%	0:05:08	30	9	4	92.88%	46
31-Dec							0	0										
	8589	8550	7419	7208	613	606	16621	16364	257		0:00:17	1.40%	0:04:53	28	9	4	87.79%	1772

* 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.