

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
3-Jan	568	566	439	418	45	43	1052	1027	25		0:00:23	2.38%	0:04:47	29	10	4	84.03%	158
4-Jan	531	527	403	397	54	52	988	976	12		0:00:14	1.21%	0:04:37	30	10	4	89.27%	98
5-Jan	517	516	382	375	33	33	932	924	8		0:00:16	0.86%	0:05:19	30	10	4	89.59%	94
6-Jan	468	447	354	341	35	35	857	823	34		0:00:49	3.97%	0:05:10	29	10	4	70.36%	227
7-Jan	420	419	352	346	25	25	797	790	7		0:00:05	0.88%	0:05:10	30	9	4	95.73%	29
10-Jan	644	634	411	395	34	34	1089	1063	26		0:00:34	2.39%	0:05:21	28	10	4	72.54%	285
11-Jan	523	512	368	353	39	38	930	903	27		0:00:23	2.90%	0:05:44	29	9	4	77.85%	185
12-Jan	459	455	402	362	36	36	897	853	44		0:01:25	4.91%	0:05:31	24	10	4	62.99%	301
13-Jan	432	429	395	372	25	23	852	824	28		0:00:29	3.29%	0:05:30	26	10	4	77.11%	176
14-Jan	329	325	312	298	24	24	665	647	18		0:00:35	2.71%	0:05:32	28	9	4	80.90%	113
17-Jan							0	0									4	
18-Jan	586	583	522	497	49	47	1157	1127	30		0:00:26	2.59%	0:05:07	29	10	4	79.86%	210
19-Jan	505	499	411	403	26	26	942	928	14		0:00:14	1.49%	0:05:24	30	10	4	88.85%	98
20-Jan	530	525	353	348	21	21	904	894	10		0:00:09	1.11%	0:05:39	28	10	4	90.93%	77
21-Jan	435	433	311	308	22	22	768	763	5		0:00:05	0.65%	0:04:59	26	10	4	95.83%	31
24-Jan	581	565	444	417	41	38	1066	1020	46		0:00:48	4.32%	0:05:36	28	10	4	68.29%	302
25-Jan	496	493	406	395	36	36	938	924	14		0:00:27	1.49%	0:04:54	28	10	4	84.65%	139
26-Jan	468	467	367	363	30	30	865	860	5		0:00:07	0.58%	0:05:36	30	10	4	91.79%	68
27-Jan	466	458	359	353	27	26	852	837	15		0:00:23	1.76%	0:06:07	29	10	4	81.22%	152
28-Jan	396	394	283	282	18	18	697	694	3		0:00:05	0.43%	0:05:54	31	10	4	95.55%	30
31-Jan	526	522	476	473	31	31	1033	1026	7		0:00:06	0.68%	0:04:50	29	9	4	93.22%	68
							0	0										
	9880	9769	7750	7496	651	638	18281	17903	378		0:00:24	2.03%	0:05:20	29	10	4	82.39%	2841

* 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.

1/19/2022 Multiple CSRs got kicked out of the phone systems. Issue reported to ICN Service Desk at 8:45 AM.