

	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
IME Call Center	8573	8546	7015	6975	479	473	16067	15994	73	0:00:05	0.47%	0:05:17	29	10	4	96.38%	508	

* 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.