

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-Mar	483	480	382	377	23	23	888	880	8		0:00:07	0.90%	0:05:33	27	11	4	93.24%	55
2-Mar	417	417	296	295	22	22	735	734	1		0:00:03	0.14%	0:05:03	26	11	4	97.41%	19
3-Mar	364	363	367	367	18	18	749	748	1		0:00:02	0.13%	0:05:18	30	11	4	99.33%	5
4-Mar	332	332	250	250	23	23	605	605	0		0:00:01	0.00%	0:05:08	30	10	4	99.67%	2
7-Mar	457	455	435	430	30	30	922	915	7		0:00:05	0.76%	0:05:20	27	10	4	96.53%	32
8-Mar	428	427	378	371	26	26	832	824	8		0:00:05	0.96%	0:05:15	28	11	4	97.12%	19
9-Mar	402	402	309	306	22	22	733	730	3		0:00:03	0.41%	0:05:17	27	10	4	98.77%	6
10-Mar	383	381	302	301	26	26	711	708	3		0:00:03	0.42%	0:05:18	29	10	4	98.31%	10
11-Mar	339	339	238	238	25	25	602	602	0		0:00:01	0.00%	0:05:53	30	10	4	99.83%	1
14-Mar	457	457	332	332	21	21	810	810	0		0:00:01	0.00%	0:05:01	31	11	4	99.75%	2
15-Mar	359	358	279	279	23	23	661	660	1		0:00:02	0.15%	0:05:35	28	11	4	99.24%	5
16-Mar	338	338	268	268	25	25	631	631	0		0:00:01	0.00%	0:05:35	30	10	4	99.68%	2
17-Mar	316	316	242	242	14	14	572	572	0		0:00:02	0.00%	0:05:44	31	10	4	99.65%	2
18-Mar	298	297	221	220	25	25	544	542	2		0:00:02	0.37%	0:06:01	27	9	4	98.90%	6
21-Mar	496	495	340	339	24	24	860	858	2		0:00:03	0.23%	0:05:33	29	10	4	97.79%	18
22-Mar	462	457	298	298	25	25	785	780	5		0:00:05	0.64%	0:05:34	30	11	4	96.05%	29
23-Mar	402	402	339	338	31	31	772	771	1		0:00:02	0.13%	0:05:22	30	11	4	98.83%	7
24-Mar	409	409	297	295	20	20	726	724	2		0:00:04	0.28%	0:05:43	28	11	4	97.38%	19
25-Mar	332	332	336	330	17	17	685	679	6		0:00:10	0.88%	0:05:51	28	11	4	90.07%	64
28-Mar	475	474	364	359	28	28	867	861	6		0:00:14	0.69%	0:05:51	24	11	4	83.35%	97
29-Mar	431	426	279	279	19	19	729	724	5		0:00:06	0.69%	0:06:02	25	11	4	96.57%	23
30-Mar	485	479	313	310	18	18	816	807	9		0:00:18	1.10%	0:06:11	24	10	4	85.29%	114
31-Mar	400	400	282	280	23	23	705	703	2		0:00:02	0.28%	0:05:55	29	11	4	99.29%	5
	9265	9236	7147	7104	528	528	16940	16868	72		0:00:04	0.40%	0:05:34	28	11	4	96.38%	542

* 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.

3/14/2022 Application issues reported to the DHS Core Helpdesk