

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 Training	Service Level	Answered After 30 Seconds
	367	366	265	264	14	14	646	644	2		0:00:04	0.31%	0:05:50	26	10	4 98.30%	10
	557	547	377	363	30	30	964	940	24		0:00:29	2.49%	0:05:43	27	11	4 79.25%	185
	397	397	315	315	31	31	743	743	0		0:00:04	0.00%	0:05:38	24	11	4 97.98%	15
	437	436	304	302	20	20	761	758	3		0:00:05	0.39%	0:05:40	24	11	4 96.32%	27
	377	376	252	252	22	22	651	650	1		0:00:01	0.15%	0:05:50	27	11	4 99.69%	2
	310	310	209	209	10	10	529	529	0		0:00:01	0.00%	0:05:27	27	10	4 99.81%	1
	484	477	280	275	24	24	788	776	12		0:00:11	1.52%	0:05:30	25	11	4 90.74%	68
	387	387	288	287	23	23	698	697	1		0:00:03	0.14%	0:05:42	28	11	4 97.28%	18
	371	371	256	253	26	26	653	650	3		0:00:02	0.46%	0:05:09	26	11	4 99.69%	2
	350	350	273	270	26	26	649	646	3		0:00:07	0.46%	0:05:43	25	11	4 95.22%	28
	478	478	238	236	7	7	723	721	2		0:00:04	0.28%	0:03:51	24	10	4 98.34%	13
	456	451	326	323	15	15	797	789	8		0:00:12	1.00%	0:06:04	24	10	4 90.09%	75
	406	404	282	280	16	16	704	700	4		0:00:07	0.57%	0:05:45	25	9	4 95.60%	28
	409	408	262	258	23	23	694	689	5		0:00:15	0.72%	0:05:45	21	11	4 90.92%	60
	302	302	219	218	14	14	535	534	1		0:00:07	0.19%	0:05:35	23	11	4 95.33%	24
	285	284	213	211	13	13	511	508	3		0:00:13	0.59%	0:05:51	22	8	4 89.43%	53
	408	400	324	319	24	20	756	739	15		0:00:18	1.98%	0:05:32	24	10	3 86.77%	91
	399	398	325	319	22	22	746	739	7		0:00:07	0.94%	0:05:29	22	9	3 95.84%	28
	348	348	256	254	17	17	621	619	2		0:00:02	0.32%	0:05:07	24	11	3 98.87%	7
	376	375	241	236	20	20	637	631	4		0:00:04	0.94%	0:05:10	22	11	3 96.86%	16
	280	278	223	222	9	9	512	509	3		0:00:04	0.59%	0:06:15	25	9	3 97.85%	11
							0	0									
							0	0									
	8184	8143	5728	5666	406	402	14318	14211	103		0:00:08	0.67%	0:05:33	25	10	4 93.96%	762

* 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.

4/20/2022 Issues with the MMIS system. Issue reported to CORE Helpdesk at 8:55 AM. Issue resolved at 9:05 AM.