

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		
2-May	447	443	345	341	25	25	817	809	8		0:00:15	0.98%	0:05:18	22	11	3	86.05%	109	
3-May	393	385	253	250	21	21	667	656	11		0:00:13	1.65%	0:05:44	23	11	3	90.55%	56	
4-May	352	351	239	236	16	16	607	603	4		0:00:06	0.66%	0:05:56	21	10	3	95.72%	24	
5-May	317	317	246	244	16	16	579	577	2		0:00:05	0.35%	0:05:38	22	10	3	97.06%	16	
6-May	261	261	197	194	17	17	475	472	3		0:00:07	0.63%	0:05:47	24	10	3	97.05%	12	
9-May	355	355	264	263	19	19	638	637	1		0:00:03	0.16%	0:05:25	24	11	3	98.43%	9	
10-May	341	341	263	259	24	24	628	624	4		0:00:05	0.64%	0:06:20	27	11	3	97.13%	14	
11-May	300	300	203	203	11	11	514	514	0		0:00:02	0.00%	0:05:29	24	11	3	99.22%	4	
12-May	305	304	191	190	17	17	513	511	2		0:00:03	0.39%	0:06:10	25	11	3	97.86%	11	
13-May	248	248	183	183	10	10	441	441	0		0:00:02	0.00%	0:06:02	27	11	3	99.09%	4	
16-May	357	357	290	289	16	16	663	662	1		0:00:05	0.15%	0:05:46	26	11	3	96.38%	24	
17-May	315	315	250	248	14	14	579	577	2		0:00:02	0.35%	0:05:21	27	11	3	98.96%	5	
18-May	373	373	241	241	22	22	636	636	0		0:00:05	0.00%	0:05:21	26	11	3	96.07%	25	
19-May	298	297	231	229	19	18	548	544	4		0:00:04	0.73%	0:05:12	23	10	3	97.81%	9	
20-May	257	255	173	172	22	21	452	448	4		0:00:08	0.88%	0:06:12	22	9	3	95.35%	20	
23-May	418	417	258	255	27	26	703	698	5		0:00:05	0.71%	0:05:41	24	11	3	96.85%	27	
24-May	357	357	284	284	27	27	668	668	0		0:00:02	0.00%	0:05:17	25	11	3	98.95%	7	
25-May	384	383	270	267	26	24	680	674	6		0:00:08	0.88%	0:05:48	25	11	3	95.59%	26	
26-May	303	300	241	241	22	22	566	563	3		0:00:03	0.53%	0:05:52	25	11	3	98.76%	6	
27-May	264	263	195	195	19	19	478	477	1		0:00:02	0.21%	0:05:21	20	10	3	98.12%	9	
30-May	0	0	0	0	0	0	0	0	0		0:00:00					3	0.00%	0	
31-May	401	401	310	308	29	29	740	738	2		0:00:04	0.27%	0:05:11	24	9	3	96.89%	22	
							0	0											
	7046	7023	5127	5092	419	414	12592	12529	63		0:00:05	0.48%	0:05:40	24	11	3	96.01%	439	

* 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.

5/2/2022 Issues reported with OnBase.

5/24/2022 Issues reported with MMIS.

5/26/2022 Issues reported with CenturyLink kicking staff off the phone's systems.