

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	
	380	380	276	271	28	28	684	679	5		0:00:09	0.73%	0:05:54	23	9	4	94.44%	36
	353	352	254	254	19	19	626	625	1		0:00:03	0.16%	0:05:27	24	9	4	97.28%	17
	239	239	211	207	15	15	465	461	4		0:00:04	0.86%	0:06:11	22	9	4	97.85%	9
	449	447	375	370	14	14	838	831	7		0:00:19	0.84%	0:05:47	21	10	4	85.92%	111
	369	369	286	284	18	18	673	671	2		0:00:09	0.30%	0:05:49	22	11	4	96.14%	25
	315	315	278	277	19	19	612	611	1		0:00:02	0.16%	0:05:17	21	9	4	98.86%	7
	330	330	238	232	18	18	586	580	6		0:00:19	1.02%	0:05:23	22	9	4	92.49%	41
	296	296	225	222	23	23	544	541	3		0:00:07	0.55%	0:05:37	19	9	4	95.59%	23
	392	392	299	293	17	17	708	702	6		0:00:13	0.85%	0:05:18	18	9	4	90.68%	63
	318	317	309	302	13	13	640	632	8		0:00:08	1.25%	0:05:24	21	10	4	94.06%	34
	342	338	242	239	13	13	597	590	7		0:00:04	1.17%	0:05:50	20	10	4	95.64%	22
	323	323	226	225	21	21	570	569	1		0:00:09	0.18%	0:05:25	21	10	4	96.32%	20
	269	268	203	202	12	12	484	482	2		0:00:04	0.41%	0:06:21	19	10	4	96.90%	15
	346	345	269	268	15	15	630	628	2		0:00:05	0.32%	0:05:22	21	10	4	97.62%	14
	352	351	305	304	20	20	677	675	2		0:00:04	0.30%	0:05:46	23	11	4	97.78%	15
	300	300	266	260	22	22	588	582	6		0:00:06	1.02%	0:05:22	25	11	4	94.56%	30
	285	285	219	218	19	19	523	522	1		0:00:05	0.19%	0:05:32	25	11	4	97.90%	10
	277	276	204	204	18	18	499	498	1		0:00:01	0.20%	0:05:43	24	9	4	99.80%	1
	395	394	300	298	20	19	715	711	4		0:00:04	0.56%	0:05:28	23	11	4	97.06%	18
	361	361	248	245	23	23	632	629	3		0:00:02	0.47%	0:05:38	24	10	4	98.89%	6
	331	331	288	284	16	16	635	631	4		0:00:15	0.63%	0:05:34	23	11	4	91.97%	49
	350	348	238	236	23	23	611	607	4		0:00:03	0.65%	0:05:21	22	10	4	97.38%	13
							0	0										
	7372	7357	5759	5695	406	405	13537	13457	80		0:00:07	0.58%	0:05:37	22	10	4	95.13%	579

* 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.

6/22/2022 Issues with phone systems throughout the day. Multiple CSRs were disconnected throughout the day.