

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	
1-Jul	285	284	172	172	12	12	469	468	1		0:00:02	0.21%	0:05:49	22	7	4	99.79%	1
4-Jul							0	0								4		
5-Jul	413	405	315	275	34	33	762	713	49		0:00:19	6.43%	0:05:24	20	7	4	80.71%	104
6-Jul	403	398	324	302	24	24	751	724	27		0:00:18	3.60%	0:05:54	19	10	4	84.82%	93
7-Jul	373	366	266	256	12	11	651	633	18		0:00:32	2.76%	0:06:02	17	11	4	76.65%	141
8-Jul	297	295	275	264	11	11	583	570	13		0:00:12	2.23%	0:06:10	18	11	4	91.08%	44
11-Jul	499	487	315	310	35	34	849	831	18		0:00:31	2.12%	0:05:35	18	10	4	78.33%	173
12-Jul	384	384	278	277	24	24	686	685	1		0:00:05	0.15%	0:05:30	21	11	4	96.79%	21
13-Jul	341	341	261	257	24	24	626	622	4		0:00:07	0.64%	0:05:14	20	11	4	95.85%	23
14-Jul	335	335	247	246	22	22	604	603	1		0:00:09	0.17%	0:06:09	21	11	4	93.87%	36
15-Jul	289	287	242	241	14	14	545	542	3		0:00:06	0.55%	0:05:36	21	11	4	96.70%	16
18-Jul	443	443	320	319	35	35	798	797	1		0:00:04	0.13%	0:04:53	21	9	4	97.12%	22
19-Jul	347	347	268	268	22	22	637	637	0		0:00:06	0.00%	0:05:37	21	9	4	97.02%	19
20-Jul	391	391	253	252	25	25	669	668	1		0:00:04	0.15%	0:05:26	22	9	4	97.31%	18
21-Jul	339	337	230	230	19	19	588	586	2		0:00:02	0.34%	0:05:33	23	11	4	99.15%	5
22-Jul	280	279	182	182	20	20	482	481	1		0:00:02	0.21%	0:05:37	23	11	4	99.79%	1
25-Jul	395	394	308	304	14	14	717	712	5		0:00:05	0.70%	0:05:52	20	10	4	96.09%	26
26-Jul	366	366	285	278	20	20	671	664	7		0:00:06	1.04%	0:05:30	22	10	4	97.02%	18
27-Jul	323	321	247	245	16	16	586	582	4		0:00:02	0.68%	0:05:36	22	10	4	98.98%	5
28-Jul	310	310	261	261	21	19	592	590	2		0:00:03	0.34%	0:05:37	23	11	4	98.14%	10
29-Jul	269	269	229	229	15	15	513	513	0		0:00:02	0.00%	0:05:53	23	9	4	99.61%	2
							0	0								4		
							0	0										
	7082	7039	5278	5168	419	414	12779	12621	158		0:00:09	1.12%	0:05:39	21	10	4	92.68%	778

* 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.

- 7/5/2022 Issues reported with internet provider Mediacom at around 1:00 PM. Staff kept getting kicked out of IME's systems.
- 7/6/2022 Staff continued to report issues with their internet provider, Mediacom.
- 7/7/2022 Staff continued to report issues with their internet provider, Mediacom.