

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-Aug	535	532	330	326	15	15	880	873	7		0:00:11	0.80%	0:05:20	22	9	4	90.34%	82
2-Aug	406	404	323	320	22	22	751	746	5		0:00:07	0.67%	0:05:29	21	11	4	94.34%	35
3-Aug	401	401	295	294	25	25	721	720	1		0:00:06	0.14%	0:05:36	20	11	4	95.56%	31
4-Aug	344	342	274	272	18	18	636	632	4		0:00:04	0.63%	0:05:32	20	11	4	97.96%	12
5-Aug	314	314	242	241	19	19	575	574	1		0:00:04	0.17%	0:05:58	20	10	4	98.26%	10
8-Aug	506	488	301	298	28	25	835	811	24		0:00:49	2.87%	0:05:46	18	11	4	71.14%	219
9-Aug	396	392	281	278	26	26	703	696	7		0:00:10	1.00%	0:05:45	20	11	4	96.87%	18
10-Aug	331	320	285	282	14	14	630	616	14		0:00:06	2.22%	0:05:30	21	11	4	94.44%	23
11-Aug	343	342	277	273	11	11	631	626	5		0:00:03	0.79%	0:05:21	21	10	4	97.31%	15
12-Aug	288	288	230	227	11	11	529	526	3		0:00:04	0.57%	0:05:28	19	10	4	96.03%	19
15-Aug	401	392	331	327	20	20	752	739	13		0:00:12	1.73%	0:05:44	17	11	4	90.43%	64
16-Aug	409	399	285	279	19	18	713	696	17		0:00:14	2.38%	0:05:21	17	11	4	88.22%	75
17-Aug	331	326	245	242	18	18	594	586	8		0:00:04	1.35%	0:06:01	18	11	4	95.79%	20
18-Aug	388	378	251	250	17	17	656	645	11		0:00:05	1.68%	0:06:01	19	11	4	92.84%	37
19-Aug	350	345	227	226	13	13	590	584	6		0:00:03	1.02%	0:06:23	20	8	4	98.64%	5
22-Aug	559	510	317	312	14	14	890	836	54		0:00:32	6.07%	0:05:23	20	11	4	75.62%	171
23-Aug	472	469	317	315	22	21	811	805	6		0:00:05	0.74%	0:05:45	26	11	4	96.79%	24
24-Aug	462	461	277	276	24	24	763	761	2		0:00:03	0.26%	0:05:54	25	10	4	99.34%	5
25-Aug	440	437	292	292	18	18	750	747	3		0:00:03	0.40%	0:05:07	26	11	4	98.53%	11
26-Aug	444	442	257	255	12	12	713	709	4		0:00:06	0.56%	0:05:18	26	10	4	95.09%	33
29-Aug	600	586	347	344	20	20	967	950	17		0:00:08	1.76%	0:04:52	22	11	4	97.10%	60
30-Aug	555	548	323	317	19	19	897	884	13		0:00:09	1.45%	0:05:42	23	11	4	93.20%	52
31-Aug	495	494	304	304	33	33	832	831	1		0:00:03	0.12%	0:05:09	26	11	4	98.56%	12
	9770	9610	6611	6550	438	433	16819	16593	226		0:00:09	1.28%	0:05:35	21	11	4	92.51%	1033

\* 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.

8/8/2022 Staff reported issues with our phone system, CenturyLink. Several staff reported they were kicked off more than once. Issue reported to Service Desk at 11:00 AM.