

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-Sep	528	523	313	310	17	17	858	850	8		0:00:06	0.93%	0:05:48	25	11	4	94.52%	42
2-Sep	442	439	287	285	27	27	756	751	5		0:00:03	0.66%	0:05:09	23	11	4	96.38%	9
5-Sep							0	0							4			
6-Sep	649	633	392	380	62	61	1103	1074	29		0:00:08	2.63%	0:05:11	24	9	4	90.75%	82
7-Sep	595	574	370	366	49	48	1014	988	26		0:00:15	2.56%	0:05:05	23	10	4	87.87%	104
8-Sep	542	514	332	327	32	32	906	873	33		0:00:15	3.64%	0:04:49	22	11	4	86.87%	91
9-Sep	451	448	266	261	12	12	729	721	8		0:00:10	1.10%	0:05:05	22	11	4	93.28%	44
12-Sep	623	605	359	355	34	34	1016	994	22		0:00:08	2.17%	0:05:04	27	10	4	91.83%	66
13-Sep	499	492	354	351	17	17	870	860	10		0:00:09	1.15%	0:05:15	27	11	4	91.45%	69
14-Sep	440	435	295	292	18	18	753	745	8		0:00:04	1.06%	0:04:57	28	11	4	98.14%	11
15-Sep	387	386	294	293	25	25	706	704	2		0:00:03	0.28%	0:05:23	27	11	4	98.73%	8
16-Sep	358	355	248	248	20	20	626	623	3		0:00:03	0.48%	0:05:18	29	11	4	99.20%	5
19-Sep	581	470	362	354	31	31	974	855	119		0:00:21	12.22%	0:05:08	23	8	4	72.38%	159
20-Sep	462	452	319	317	31	31	812	800	12		0:00:07	1.48%	0:04:52	28	10	4	94.70%	36
21-Sep	430	426	319	317	21	21	770	764	6		0:00:05	0.78%	0:05:06	27	11	4	98.13%	10
22-Sep	380	377	268	267	26	26	674	670	4		0:00:06	0.59%	0:05:10	27	11	4	96.74%	21
23-Sep	353	348	233	232	18	18	604	598	6		0:00:04	0.99%	0:04:52	25	10	4	98.01%	9
26-Sep	548	522	319	315	32	31	899	868	31		0:00:09	3.45%	0:04:53	26	11	4	91.32%	52
27-Sep	480	464	331	330	21	21	832	815	17		0:00:08	2.04%	0:04:56	27	11	4	94.83%	31
28-Sep	442	427	296	290	27	27	765	744	21		0:00:06	2.75%	0:04:45	28	10	4	93.46%	36
29-Sep	430	429	263	262	11	11	704	702	2		0:00:03	0.28%	0:05:01	27	9	4	98.72%	9
30-Sep	455	451	257	253	32	32	744	736	8		0:00:05	1.08%	0:04:53	29	9	4	98.39%	10
															4			
	10075	9770	6477	6405	563	560	17115	16735	380		0:00:08	2.02%	0:05:05	26	10	4	92.50%	904

* 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.

- 9/9/2022 Issues reported with MMIS. Issues reported to Helpdesk at 2:55 PM.
- 9/16/2022 Issues reported with MMIS. Issues reported to Helpdesk at 12:50 PM.
- 9/21/2022 Issues reported with phone systems. Logged staff out of the phone for a few minutes.