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 Received	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 Phones	Training	Service Level	Answered After 30 Seconds
3-Oct	503	503	367	365	16	16	886	884	2		0:00:04	0.23%	0:04:48	27	10	4	97.29%	23
4-Oct	443	441	313	307	21	21	777	769	8		0:00:05	1.03%	0:04:55	30	10	4	98.33%	11
5-Oct	447	445	293	288	21	21	761	754	7		0:00:06	0.92%	0:04:47	28	11	4	97.77%	15
6-Oct	358	355	288	287	13	13	659	655	4		0:00:03	0.61%	0:05:01	27	11	4	98.48%	10
7-Oct	313	312	275	274	12	12	600	598	2		0:00:06	0.33%	0:04:45	26	11	4	97.50%	14
10-Oct	427	416	346	341	34	33	807	790	17		0:00:17	2.11%	0:05:26	24	11	4	89.59%	76
11-Oct	464	462	349	345	26	26	839	833	6		0:00:05	0.72%	0:04:49	27	11	4	97.02%	22
12-Oct	405	401	324	324	26	26	755	751	4		0:00:03	0.53%	0:04:46	26	10	4	97.75%	16
13-Oct	403	403	343	339	19	19	765	761	4		0:00:05	0.52%	0:04:43	23	10	4	96.08%	29
14-Oct	359	357	294	292	15	15	668	664	4		0:00:04	0.60%	0:04:57	26	9	4	97.46%	16
17-Oct	528	519	401	391	31	31	960	941	19		0:00:06	1.98%	0:04:43	29	10	4	94.58%	36
18-Oct	462	455	342	342	19	19	823	816	7		0:00:05	0.85%	0:04:55	27	10	4	97.57%	15
19-Oct	427	421	319	314	24	24	770	759	11		0:00:06	1.43%	0:04:53	27	10	4	97.01%	16
20-Oct	402	400	310	307	16	15	728	722	6		0:00:08	0.82%	0:04:22	28	11	4	95.19%	32
21-Oct	319	315	237	230	17	17	573	562	11		0:00:11	1.92%	0:05:16	24	11	4	93.19%	31
24-Oct	445	440	352	348	23	23	820	811	9		0:00:05	1.10%	0:04:36	29	11	4	98.54%	10
25-Oct	456	452	302	301	24	24	782	777	5		0:00:05	0.64%	0:05:01	28	11	4	97.57%	16
26-Oct	471	461	318	311	22	22	811	794	17		0:00:08	2.10%	0:05:17	28	11	4	96.05%	21
27-Oct	370	366	308	306	18	18	696	690	6		0:00:05	0.86%	0:04:58	27	10	4	97.70%	14
28-Oct	364	361	259	258	12	12	635	631	4		0:00:06	0.63%	0:05:29	30	9	4	98.74%	8
31-Oct	473	464	369	362	18	18	860	844	16		0:00:09	1.86%	0:04:45	28	10	4	93.14%	50
							0	0								4		
	8839	8749	6709	6632	427	425	15975	15806	169		0:00:06	1.04%	0:04:55	27	10	4	95.93%	481

* 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.

10/12/2022	Issues reported with VPN. Some staff were unable to log in. Issue reported to the DHS Service Helpdesk. Staff required to go to Hoover to have VPN reinstalled.
10/13/2022	Issues reported with VPN. Some staff were unable to log in. Issue reported to the DHS Service Helpdesk. Staff required to go to Hoover to have VPN reinstalled.
10/25/2022	Internet provider Mediacom reported an internet outage.