

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	Average Wait Time	Abandonment %	Avg Talk Time	*Total CSRs on Phones	Total Support Staff		Service Level	Answered After 30 Seconds
										Time (Approximate)	for call to be answered				available for Training	Phones		
1-Nov	473	460	367	359	29	29	869	848	21		0:00:12	2.42%	0:04:57	25	11	4	91.14%	63
2-Nov	464	459	338	334	22	22	824	815	9		0:00:07	1.09%	0:05:05	29	10	4	96.12%	26
3-Nov	440	432	355	351	7	7	802	790	12		0:00:08	1.50%	0:04:50	26	11	4	93.39%	46
4-Nov	372	367	249	247	28	28	649	642	7		0:00:08	1.08%	0:05:08	26	9	4	95.99%	21
7-Nov	587	569	471	447	35	34	1093	1050	43		0:00:08	3.93%	0:04:49	28	11	4	92.31%	52
8-Nov	480	469	377	357	23	22	880	848	32		0:00:15	3.64%	0:04:57	26	11	4	83.36%	99
9-Nov	467	460	398	368	22	22	887	850	37		0:00:08	4.17%	0:05:02	26	11	4	91.66%	46
10-Nov	378	372	319	316	16	16	713	704	9		0:00:05	1.26%	0:04:55	26	10	4	97.34%	14
11-Nov							0	0								4		
14-Nov	600	579	468	443	38	38	1106	1060	46		0:00:15	4.16%	0:05:00	28	11	4	83.54%	143
15-Nov	533	522	398	375	28	26	959	923	36		0:00:19	3.75%	0:05:12	24	11	4	82.06%	145
16-Nov	428	417	369	339	26	25	823	781	42		0:00:44	5.10%	0:05:20	25	11	4	78.86%	146
17-Nov	389	375	372	343	17	17	778	735	43		0:00:20	5.53%	0:05:12	24	10	4	84.83%	85
18-Nov	411	393	357	330	20	18	788	741	47		0:00:26	5.96%	0:04:43	21	10	4	78.68%	129
21-Nov	515	485	401	337	18	18	934	840	94		0:00:27	10.06%	0:05:07	25	10	4	75.91%	138
22-Nov	420	418	348	325	15	15	783	758	25		0:00:12	3.19%	0:05:09	23	9	4	89.91%	59
23-Nov	221	221	221	220	14	14	456	455	1		0:00:05	0.22%	0:04:26	21	10	4	98.25%	8
24-Nov							0	0								4		
25-Nov							0	0								4		
28-Nov	562	504	564	496	45	43	1171	1043	128		0:01:31	10.93%	0:05:11	22	11	4	44.92%	544
29-Nov	492	476	428	388	18	18	938	882	56		0:00:21	5.97%	0:05:06	23	11	4	79.74%	139
30-Nov	489	487	447	438	23	23	959	948	11		0:00:09	1.15%	0:04:40	27	11	4	92.39%	66
	8721	8465	7247	6813	444	435	16412	15713	699		0:00:19	3.95%	0:04:59	25	10	4	83.74%	1969

\* 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.