

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-Dec	468	467	386	371	25	24	879	862	17		0:00:07	1.93%	0:04:53	27	10	4	94.08%	39
2-Dec	469	456	363	338	23	22	855	816	39		0:00:39	4.56%	0:04:54	24	10	4	78.36%	155
5-Dec	625	591	481	442	35	32	1141	1065	76		0:02:13	6.66%	0:05:16	22	9	4	40.93%	616
6-Dec	523	515	475	446	20	19	1018	980	38		0:00:50	3.73%	0:05:30	22	11	4	74.17%	237
7-Dec	506	492	397	371	15	15	918	878	40		0:00:21	4.36%	0:04:48	24	11	4	82.68%	129
8-Dec	388	388	369	363	19	19	776	770	6		0:00:10	0.77%	0:04:50	23	11	4	93.56%	49
9-Dec	382	382	323	321	22	22	727	725	2		0:00:05	0.28%	0:04:49	24	10	4	95.19%	34
12-Dec	480	479	429	420	25	25	934	924	10		0:00:09	1.07%	0:04:58	26	10	4	90.36%	84
13-Dec	455	451	382	375	22	22	859	848	11		0:00:20	1.28%	0:05:14	23	11	4	86.96%	103
14-Dec	393	393	419	406	34	34	846	833	13		0:00:14	1.54%	0:04:57	25	10	4	89.36%	84
15-Dec	410	410	366	358	32	32	808	800	8		0:00:10	0.99%	0:05:07	26	10	4	92.45%	53
16-Dec	323	321	293	292	18	18	634	631	3		0:00:03	0.47%	0:05:19	26	10	4	98.26%	11
19-Dec	435	435	340	328	14	14	789	777	12		0:00:21	1.52%	0:05:34	25	10	4	89.19%	73
20-Dec	353	353	272	269	14	14	639	636	3		0:00:04	0.47%	0:05:30	26	11	4	97.50%	16
21-Dec	271	269	241	235	17	17	529	521	8		0:00:07	1.51%	0:05:47	23	11	4	96.20%	24
22-Dec	205	203	191	189	8	8	404	400	4		0:00:04	0.99%	0:05:05	24	11	4	98.27%	7
23-Dec	130	130	96	96	11	11	237	237	0		0:00:02	0.00%	0:05:51	25	10	4	99.58%	1
26-Dec							0	0	0									
27-Dec	416	413	395	381	22	22	833	816	17		0:00:21	2.04%	0:05:08	27	11	4	84.99%	114
28-Dec	400	399	342	330	19	19	761	748	13		0:00:23	1.71%	0:04:56	27	11	4	88.57%	80
29-Dec	350	348	337	332	18	18	705	698	7		0:00:15	0.99%	0:04:59	27	10	4	89.22%	72
30-Dec	300	300	323	319	20	20	643	639	4		0:00:09	0.62%	0:05:04	27	9	4	94.09%	35
	8282	8195	7220	6982	433	427	15935	15604	331		0:00:20	1.79%	0:05:10	25	10	4	85.27%	2016

* 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.

12/20/2022 Issues obtaining daily call center stats.

12/21/2022 Issues reported with MMIS. Reported to ICN.