

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	Calls Answered	Calls Answered After 30 Seconds	Abandoned Calls	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
2-Jan							0	0		0							4
3-Jan	697	655	520	432	47	45	1264	1132	571	111		0:02:37	10.44%	0:05:32	28	10	4 46.04%
4-Jan	564	556	436	426	23	23	1023	1005	222	6		0:00:29	1.76%	0:05:18	28	11	4 77.71%
5-Jan	483	476	441	421	36	35	960	932	232	17		0:00:56	2.92%	0:05:32	28	11	4 74.06%
6-Jan	470	470	331	318	17	15	818	803	152	10		0:00:30	1.83%	0:05:24	27	11	4 80.20%
9-Jan	623	606	449	413	25	24	1097	1043	430	32		0:01:06	4.92%	0:05:23	27	11	4 57.89%
10-Jan	547	533	424	403	25	24	996	960	338	26		0:01:06	3.61%	0:05:35	27	11	4 63.45%
11-Jan	463	461	377	373	31	31	871	865	152	3		0:00:22	0.69%	0:05:25	27	11	4 82.20%
12-Jan	465	464	393	386	20	20	878	870	72	3		0:00:10	0.91%	0:05:17	29	11	4 91.46%
13-Jan	402	398	345	332	23	22	770	752	92	12		0:00:29	2.34%	0:05:07	26	11	4 86.49%
16-Jan							0	0									4
17-Jan	610	593	466	455	18	18	1094	1066	226	13		0:00:29	2.56%	0:05:18	26	11	4 78.15%
18-Jan	517	513	392	375	15	13	924	901	185	18		0:00:26	2.49%	0:05:45	24	11	4 78.03%
19-Jan	390	389	389	384	13	13	792	786	52	2		0:00:10	0.76%	0:05:25	27	10	4 93.18%
20-Jan	371	367	337	335	27	27	735	729	64	5		0:00:11	0.82%	0:05:28	25	8	4 90.61%
23-Jan	577	570	431	425	25	25	1033	1020	165	3		0:00:19	1.26%	0:05:08	26	9	4 83.74%
24-Jan	499	497	363	359	17	17	879	873	23	1		0:00:04	0.68%	0:05:18	29	9	4 97.27%
25-Jan	446	439	347	347	11	9	804	795	35	8		0:00:06	1.12%	0:05:24	29	9	4 94.65%
26-Jan	453	449	348	346	28	27	829	822	74	2		0:00:11	0.84%	0:05:13	26	9	4 90.38%
27-Jan	414	413	343	342	23	23	780	778	20	0		0:00:04	0.26%	0:05:24	30	9	4 97.44%
30-Jan	526	517	473	472	28	28	1027	1017	90	4		0:00:07	0.97%	0:05:18	26	11	4 90.85%
31-Jan	510	508	472	447	24	24	1006	979	184	17		0:00:36	2.68%	0:05:40	23	11	4 80.02%
	10027	9874	8077	7791	476	463	18580	18128	3379	293		0:00:31	2.19%	0:05:24	27	10	4 80.24%

* 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.

1/4/2023 Issues reported with WISE, IMPA, IABC.

1/17/2023 Issues with MMIS reported 11:53 to 1:25