

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	
1-Feb	492	487	448	443	23	23	963	953	129	4		0:00:14	1.04%	0:05:12	25	10	4	86.19%
2-Feb	412	410	426	421	16	15	854	846	56	3		0:00:09	0.94%	0:05:31	26	11	4	93.09%
3-Feb	408	405	311	308	13	12	732	725	108	3		0:00:18	0.96%	0:05:19	25	9	4	84.84%
6-Feb	548	534	425	404	28	25	1001	963	319	32		0:00:53	3.80%	0:05:37	24	7	4	64.94%
7-Feb	525	512	413	406	29	29	967	947	156	15		0:00:24	2.07%	0:04:56	26	9	4	82.32%
8-Feb	477	471	401	391	21	21	899	883	92	9		0:00:14	1.78%	0:05:14	28	9	4	88.77%
9-Feb	478	465	366	363	11	10	855	838	150	7		0:00:20	1.99%	0:05:24	27	9	4	81.64%
10-Feb	408	404	286	283	25	25	719	712	72	3		0:00:11	0.97%	0:05:38	30	9	4	89.57%
13-Feb	512	498	449	444	21	21	982	963	168	11		0:00:22	1.93%	0:06:12	20	9	4	81.77%
14-Feb	378	370	353	351	19	18	750	739	109	3		0:00:18	1.47%	0:05:44	21	9	4	85.07%
15-Feb	455	450	321	313	28	28	804	791	57	4		0:00:08	1.62%	0:05:26	21	9	4	92.41%
16-Feb	404	397	331	322	16	16	751	735	215	10		0:00:45	2.13%	0:06:14	19	9	4	70.04%
17-Feb	382	381	276	276	14	13	672	670	26	0		0:00:05	0.30%	0:06:19	28	11	4	96.13%
20-Feb	466	462	367	366	22	22	855	850	32	4		0:00:05	0.58%	0:05:38	25	8	6	95.79%
21-Feb	565	547	396	394	25	23	986	964	137	13		0:00:21	2.23%	0:05:39	26	9	6	84.79%
22-Feb	369	367	393	390	21	20	783	777	52	2		0:00:11	0.77%	0:05:41	26	8	6	93.10%
23-Feb	405	398	391	388	21	21	817	807	115	5		0:00:24	1.22%	0:05:41	23	9	6	85.31%
24-Feb	343	343	278	277	18	18	639	638	1	0		0:00:01	0.16%	0:05:47	32	10	6	99.84%
27-Feb	541	538	402	402	22	22	965	962	43	0		0:00:06	0.31%	0:05:22	27	9	4	95.54%
28-Feb	462	453	443	442	26	26	931	921	91	3		0:00:12	1.07%	0:05:28	24	9	4	89.90%
							0	0									4	
							0	0									4	
	9030	8892	7476	7384	419	408	16925	16684	2128	131		0:00:17	1.37%	0:05:36	25	9	4	86.65%

\* 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.

2/3/2023 MMIS and IABC down. Issue resolved by 9:25 AM.

2/16/2023 Issues with CenturyLink reported at 10:07 AM. Staff were kicked out of the phone systems. Issue resolved.