

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 Answered After 30 Seconds	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		Service Level
																Phones	Training	
1-Mar	385	383	323	323	12	12	720	718	14	0		0:00:03	0.28%	0:05:42	27	9	7	98.06%
2-Mar	398	397	311	310	16	13	725	720	8	0		0:00:02	0.28%	0:05:15	26	9	7	98.90%
3-Mar	392	389	376	376	14	14	782	779	8	0		0:00:02	0.38%	0:05:01	28	9	6	98.98%
6-Mar	611	584	447	444	18	16	1076	1044	308	19		0:00:43	2.97%	0:05:04	23	9	6	69.61%
7-Mar	582	566	403	402	33	32	1018	1000	153	9		0:00:20	1.77%	0:05:26	26	9	6	84.09%
8-Mar	413	410	329	329	17	16	759	755	31	2		0:00:06	0.40%	0:05:47	26	9	6	95.65%
9-Mar	378	378	321	320	19	19	718	717	8	0		0:00:02	0.14%	0:05:17	25	9	6	98.89%
10-Mar	339	338	266	266	12	12	617	616	8	0		0:00:02	0.16%	0:05:29	25	9	3	98.70%
13-Mar	487	472	404	404	20	19	911	895	127	11		0:00:19	1.76%	0:05:15	26	9	3	84.85%
14-Mar	475	472	428	427	24	22	927	921	40	3		0:00:06	0.65%	0:05:09	35	9	3	95.36%
15-Mar	553	522	404	402	23	22	980	946	193	25		0:00:42	3.47%	0:05:08	32	9	3	77.76%
16-Mar	536	528	360	360	25	24	921	912	100	5		0:00:18	0.98%	0:05:40	36	9	2	88.60%
17-Mar	435	435	337	337	24	24	796	796	8	0		0:00:02	0.00%	0:05:20	33	9	2	98.99%
20-Mar	564	555	446	445	13	13	1023	1013	94	4		0:00:10	0.98%	0:05:09	33	9	5	90.42%
21-Mar	638	604	494	491	22	20	1154	1115	224	27		0:00:38	3.38%	0:04:58	34	9	5	78.25%
22-Mar	714	627	685	663	96	96	1495	1386	505	94		0:01:23	7.29%	0:05:16	34	9	5	59.93%
23-Mar	501	483	452	449	73	72	1026	1004	142	15		0:00:25	2.14%	0:05:13	33	9	5	84.70%
24-Mar	452	448	391	390	63	60	906	898	32	3		0:00:04	0.88%	0:05:12	37	9	5	96.14%
27-Mar	1233	1124	560	556	61	59	1854	1739	754	79		0:01:25	6.20%	0:05:14	35	9	4	55.07%
28-Mar	785	776	473	473	49	49	1307	1298	108	4		0:00:08	0.69%	0:05:11	35	9	3	91.43%
29-Mar	687	684	467	467	22	22	1176	1173	31	3		0:00:03	0.26%	0:05:08	35	9	3	97.11%
30-Mar	1142	1063	463	461	41	39	1646	1563	334	57		0:00:35	5.04%	0:04:44	36	9	2	76.25%
31-Mar	1102	1056	437	436	35	33	1574	1525	360	24		0:00:33	3.11%	0:04:32	33	9	2	75.60%
	13802	13294	9577	9531	732	708	24111	23533	3590	384		0:00:21	1.88%	0:05:13	31	9	4	83.52%

\* 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.

- 3/14/2023 Issues reported with Hawk-I systems. Issue resolved by 2:20 PM.
- 3/20/2023 Issues reported with MMIS.
- 3/31/2023 Issues reported with WISE. Issues resolved by 9:50 AM.