

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	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	Abandoned After 30	
3-Apr	1542	1272	626	622	40	30	2208	1924	818	258		0:02:52	12.86%	0:04:37	33	9	7	51.27%	258
4-Apr	984	908	504	504	38	36	1526	1448	326	59		0:00:57	5.11%	0:04:46	33	9	7	74.77%	59
5-Apr	921	880	501	500	25	24	1447	1404	278	32		0:00:38	2.97%	0:04:44	34	9	7	78.58%	32
6-Apr	849	729	463	461	18	13	1330	1203	330	105		0:01:56	9.55%	0:04:54	34	9	7	67.29%	105
7-Apr	659	635	397	395	23	21	1079	1051	128	17		0:00:26	2.59%	0:04:40	33	9	7	86.56%	17
10-Apr	940	869	473	470	27	24	1440	1363	390	55		0:01:05	5.35%	0:05:23	35	8	6	69.10%	55
11-Apr	913	837	445	445	35	33	1393	1315	302	64		0:01:06	5.60%	0:05:10	42	9	7	73.73%	64
12-Apr	731	714	449	449	37	36	1217	1199	99	13		0:00:13	1.48%	0:05:21	44	8	5	90.80%	13
13-Apr	788	782	393	392	22	22	1203	1196	36	1		0:00:02	0.58%	0:05:00	43	8	3	96.92%	1
14-Apr	723	700	423	422	31	30	1177	1152	104	17		0:00:19	2.12%	0:05:15	47	8	4	89.72%	17
17-Apr	1035	998	551	541	38	37	1624	1576	310	22		0:00:25	2.96%	0:05:22	41	11	4	79.56%	22
18-Apr	827	812	530	529	30	27	1387	1368	205	14		0:00:20	1.37%	0:05:21	45	11	4	85.38%	14
19-Apr	714	647	479	479	25	23	1218	1149	181	62		0:01:03	5.67%	0:05:20	45	10	0	80.05%	62
20-Apr	620	613	398	398	19	19	1037	1030	64	3		0:00:10	0.68%	0:05:30	42	11	0	93.54%	64
21-Apr	574	558	379	379	23	20	976	957	104	11		0:00:15	1.95%	0:05:35	45	10	0	88.22%	104
24-Apr	760	746	498	495	33	33	1291	1274	134	6		0:00:14	1.32%	0:05:21	44	11	0	89.16%	134
25-Apr	667	656	511	510	34	33	1212	1199	40	10		0:00:08	1.07%	0:04:54	47	11	0	95.87%	40
26-Apr	599	595	463	462	22	22	1084	1079	51	3		0:00:06	0.46%	0:05:15	46	11	0	95.02%	3
27-Apr	539	538	395	395	33	33	967	966	33	0		0:00:05	0.10%	0:05:04	41	11	0	96.59%	0
28-Apr	486	482	365	365	40	40	891	887	7	0		0:00:02	0.45%	0:05:28	45	10	0	99.21%	0
							0	0											
							0	0											
							0	0											
	15871	14971	9243	9213	593	556	25707	24740	3940	752		0:00:37	3.21%	0:05:09	41	10	3	81.75%	1064

* 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.