

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	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			Service Level	Abandoned After 30
																for Phones	Training			
1-May	834	765	506	504	62	55	1402	1324	354	63		0:01:08	5.42%	0:05:24	43	11	0	70.26%	63	
2-May	747	740	528	519	41	41	1316	1300	87	0		0:00:06	0.61%	0:05:39	44	11	0	93.39%	0	
3-May	639	633	416	408	37	37	1092	1078	95	3		0:00:14	0.82%	0:05:15	43	12	0	91.03%	3	
4-May	554	549	328	328	34	34	916	911	15	1		0:00:02	0.55%	0:05:25	44	12	0	98.25%	1	
5-May	523	504	353	352	29	27	905	883	93	15		0:00:18	2.32%	0:05:01	41	10	0	88.07%	15	
8-May	681	674	478	476	28	27	1187	1177	101	6		0:00:11	0.84%	0:05:10	42	10	5	90.99%	6	
9-May	641	627	437	421	28	28	1106	1076	82	8		0:00:12	1.54%	0:05:18	38	10	5	91.86%	8	
10-May	642	623	427	426	31	30	1100	1079	124	15		0:00:28	1.91%	0:05:17	44	10	5	87.36%	15	
11-May	604	600	411	410	25	24	1040	1034	40	5		0:00:04	0.48%	0:05:16	46	10	5	95.67%	5	
12-May	524	521	380	372	28	28	932	921	35	7		0:00:05	1.18%	0:05:16	41	11	5	95.49%	7	
15-May	790	755	579	579	49	48	1418	1382	204	30		0:00:34	2.54%	0:04:58	38	11	5	83.50%	30	
16-May	750	742	473	473	34	34	1257	1249	70	2		0:00:05	0.64%	0:04:58	40	11	2	92.95%	2	
17-May	756	737	478	477	43	41	1277	1255	134	9		0:00:12	1.72%	0:05:19	41	11	2	88.80%	9	
18-May	720	705	420	420	32	32	1172	1157	68	1		0:00:06	1.28%	0:04:59	41	11	2	94.11%	1	
19-May	426	421	396	395	17	17	839	833	2	1		0:00:02	0.72%	0:05:25	41	11	2	99.64%	1	
22-May	535	533	518	514	32	32	1085	1079	29	1		0:00:04	0.55%	0:05:26	41	11	2	97.24%	1	
23-May	479	477	463	463	29	29	971	969	5	0		0:00:02	0.21%	0:05:20	39	12	2	99.49%	0	
24-May	409	407	431	431	19	19	859	857	9	0		0:00:02	0.23%	0:05:15	38	12	0	98.95%	0	
25-May	382	382	350	350	18	18	750	750	3	0		0:00:02	0.00%	0:04:35	38	12	0	99.60%	0	
26-May	314	314	368	361	22	22	704	697	1	0		0:00:01	0.00%	0:05:17	40	12	0	99.86%	0	
29-May	0	0	0	0	0	0	0	0							0	0	0			
30-May	554	547	552	550	53	52	1159	1149	75	4		0:00:07	0.78%	0:04:53	36	12	0	93.18%	4	
31-May	639	636	603	600	41	40	1283	1276	60	2		0:00:05	0.55%	0:04:45	40	12	2	95.17%	2	
	13143	12892	9895	9829	732	715	23770	23436	1686	173		0:00:11	1.13%	0:05:11	39	11	2	92.18%	173	

* 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.

5/22/2023 System issues reported with MMIS system. Issues resolved shortly after.