

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 for Training	Service Level	Calls Abandoned After 30 Seconds	
1-Jun	786	779	711	431	39	39	1536	1249	98	3		0:00:09	0.52%	0:04:49	41	12	2	93.42%	3
2-Jun	710	705	465	465	46	45	1221	1215	71	4		0:00:06	0.49%	0:04:54	40	12	2	93.86%	4
5-Jun	821	806	597	595	44	44	1462	1445	142	6		0:00:12	1.16%	0:05:05	40	13	2	89.88%	6
6-Jun	673	672	482	481	50	50	1205	1203	25	1		0:00:03	0.17%	0:04:56	38	13	2	97.84%	1
7-Jun	639	637	524	521	28	28	1191	1186	26	1		0:00:03	0.42%	0:04:56	40	13	2	97.73%	1
8-Jun	613	611	504	503	30	30	1147	1144	26	0		0:00:03	0.26%	0:05:06	41	13	2	97.73%	0
9-Jun	559	559	456	455	34	34	1049	1048	7	0		0:00:02	0.10%	0:04:57	39	13	0	99.33%	0
12-Jun	883	826	689	689	46	43	1618	1558	381	39		0:00:36	3.71%	0:04:51	39	13	0	74.04%	39
13-Jun	750	749	575	573	34	34	1359	1356	85	3		0:00:03	0.22%	0:05:19	42	13	0	93.52%	3
14-Jun	742	721	616	604	48	46	1406	1371	167	17		0:00:18	2.49%	0:05:32	42	13	0	86.91%	17
15-Jun	727	724	661	652	41	40	1429	1416	101	6		0:00:09	0.91%	0:05:23	40	13	0	92.51%	6
16-Jun	564	559	477	475	34	34	1075	1068	74	7		0:00:10	0.65%	0:05:39	40	13	0	92.65%	5
19-Jun	637	635	542	539	26	26	1205	1200	67	5		0:00:09	0.41%	0:05:42	42	13	2	94.02%	2
20-Jun	684	681	553	548	29	28	1266	1257	59	9		0:00:08	0.71%	0:06:04	43	13	2	94.63%	5
21-Jun	903	896	775	768	89	89	1767	1753	50	14		0:00:04	0.79%	0:04:50	43	13	2	96.94%	4
22-Jun	953	945	978	975	67	67	1998	1987	23	11		0:00:03	0.55%	0:03:56	41	13	2	98.45%	8
23-Jun	575	563	588	584	29	28	1192	1175	73	17		0:00:03	1.43%	0:06:04	43	13	2	92.70%	14
26-Jun	729	706	558	557	41	41	1328	1304	255	24		0:00:26	1.81%	0:06:10	39	13	2	79.67%	15
27-Jun	724	706	713	678	45	44	1482	1428	465	54		0:00:47	3.64%	0:06:14	40	13	2	67.00%	24
28-Jun	893	833	631	614	56	50	1580	1497	445	83		0:01:13	5.25%	0:05:41	42	13	0	66.58%	63
29-Jun	835	678	667	626	53	45	1555	1349	601	206		0:02:42	13.25%	0:06:24	39	13	0	49.39%	186
30-Jun	986	780	686	653	76	62	1748	1495	775	253		0:04:10	14.47%	0:06:28	34	13	0	42.62%	228
							0	0											
	16386	15771	13448	12986	985	947	30819	29704	4016	763		0:00:32	2.43%	0:05:25	40	13	1	84.49%	634

* 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.

6/21/2022 Issues reported with phone systems. Issues reported to ICN and CenturyLink. Issues resolved at 1:05 PM.
6/22/2023 Issues reported with MMIS. Issues resolved shortly after.