

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	Total 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	
3-Jul	1285	641	854	819	72	46	2211	1506	866	705		0:09:19	31.89%	0:06:49	33	9	0	31.57%	647
4-Jul							0	0											
5-Jul	1470	882	1072	988	72	56	2614	1926	1173	687		0:07:15	38.92%	0:06:11	40	9	0	28.84%	626
6-Jul	1374	910	928	873	69	58	2371	1841	1135	503		0:06:43	21.46%	0:06:33	40	11	0	33.36%	446
7-Jul	1042	754	873	787	56	37	1971	1578	939	393		0:05:31	19.94%	0:06:40	38	12	0	34.70%	348
10-Jul	1402	860	1186	1005	107	73	2695	1938	1100	757		0:07:52	28.09%	0:06:50	35	11	3	7.59%	691
11-Jul	1137	795	1118	929	79	56	2334	1780	1242	553		0:07:19	23.69%	0:07:01	35	9	3	25.32%	501
12-Jul	1089	819	1064	851	59	44	2212	1714	1071	498		0:05:10	22.51%	0:06:54	36	9	3	32.10%	431
13-Jul	970	773	777	564	46	41	1793	1378	1051	415		0:05:06	23.15%	0:06:53	38	9	3	18.24%	368
14-Jul	988	761	866	666	40	33	1894	1460	944	434		0:05:43	22.91%	0:07:55	32	9	0	30.10%	380
17-Jul	1236	706	912	652	68	37	2216	1395	1126	821		0:12:26	37.05%	0:07:11	29	9	0	15.12%	755
18-Jul	1045	694	857	612	65	44	1967	1350	1031	617		0:07:36	31.37%	0:07:04	28	9	0	19.52%	552
19-Jul	1023	982	815	787	43	43	1881	1812	961	640		0:11:13	32.50%	0:07:24	34	10	0	18.55%	571
20-Jul	927	894	755	732	30	29	1712	1655	975	440		0:07:53	25.70%	0:07:33	32	11	0	20.68%	383
21-Jul	809	706	639	519	37	32	1485	1257	914	228		0:05:14	15.35%	0:07:18	35	12	0	26.40%	179
24-Jul	1085	626	847	511	73	41	2005	1178	1094	827		0:14:04	41.25%	0:07:39	31	11	0	7.08%	769
25-Jul	1087	838	851	590	60	46	1998	1474	1046	524		0:06:36	26.23%	0:06:54	38	11	0	24.87%	455
26-Jul	891	607	760	470	58	33	1709	1110	961	599		0:11:08	35.05%	0:07:33	32	8	2	8.72%	543
27-Jul	911	695	1164	1118	42	33	2117	1846	758	271		0:03:00	12.80%	0:07:15	30	9	2	53.94%	217
28-Jul	880	624	903	754	61	37	1844	1415	755	429		0:06:25	23.26%	0:07:42	29	11	2	35.79%	386
31-Jul	1118	653	853	481	66	51	2037	1185	1072	852		0:15:35	41.83%	0:07:23	30	12	2	9.57%	770
							0	0											
							0	0											
	21769	15220	18094	14708	1203	870	41066	30798	20214	11193		0:08:03	27.75%	0:07:08	34	10	1	23.52%	10018

* 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.

- 7/3/2023 High call volume due to new MCO going live as of 7/1/2023. Low attendance.
- 7/5/2023 High call volume due to new MCO going live as of 7/1/2023.
- 7/10/2023 Issues reported with phones at 2:05 PM. Issues resolved by 2:20 PM.
- 7/21/2023 Issues reported at with WISE and IMPA systems at 9:28 AM. Issues resolved by 10:28 AM.
- 7/25/2023 Issues reported with phones at 10:37 AM. Issues resolved.