

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	Calls Abandoned After 30 Seconds
																for Training	Phones	Training		
1-Aug	1204	738	880	511	73	42	2157	1291	1120	866		0:14:18	40.15%	0:07:45	34	10	2	11.08%	798	
2-Aug	998	591	760	372	76	46	1834	1009	865	824		0:16:10	44.93%	0:07:45	32	10	2	11.07%	766	
3-Aug	965	677	731	438	62	52	1758	1167	1019	591		0:10:39	33.62%	0:07:25	31	9	2	12.97%	511	
4-Aug	836	606	720	408	57	46	1613	1060	913	553		0:11:37	34.28%	0:07:43	29	9	2	12.52%	498	
7-Aug	1250	636	914	376	60	30	2224	1042	936	1182		0:00:20	53.15%	0:07:46	27	9	3	8.77%	1093	
8-Aug	1248	676	957	529	77	43	2282	1248	901	1034		0:16:18	45.31%	0:07:36	26	9	4	19.06%	946	
9-Aug	1007	618	839	361	69	46	1915	1025	838	890		0:17:14	46.48%	0:07:26	26	9	4	13.00%	828	
10-Aug	837	736	792	391	53	43	1682	1170	841	509		0:08:16	30.26%	0:07:01	25	9	3	22.65%	460	
11-Aug	718	661	654	411	46	42	1418	1114	750	304		0:07:03	21.44%	0:06:54	29	10	3	25.67%	275	
14-Aug	1022	618	822	366	56	32	1900	1016	944	884		0:18:44	46.53%	0:07:09	28	10	3	6.84%	826	
15-Aug	880	758	843	483	59	46	1782	1287	978	495		0:08:19	27.78%	0:07:07	33	10	3	20.03%	447	
16-Aug	790	622	814	428	36	29	1640	1079	883	561		0:11:33	29.38%	0:07:32	33	9	3	15.18%	508	
17-Aug	733	675	716	470	32	27	1481	1172	798	309		0:06:42	20.86%	0:07:17	35	10	3	27.82%	271	
18-Aug	564	497	648	435	35	29	1247	961	692	286		0:05:18	20.56%	0:07:26	30	10	3	24.22%	253	
21-Aug	779	657	724	440	38	29	1541	1126	949	432		0:11:24	27.71%	0:07:11	29	10	4	13.04%	391	
22-Aug	783	620	656	381	50	35	1489	1036	810	453		0:11:53	30.42%	0:08:06	31	10	4	17.06%	425	
23-Aug	631	593	641	359	38	35	1310	987	572	323		0:08:57	24.66%	0:07:32	32	10	4	32.90%	307	
24-Aug	624	567	560	314	38	34	1222	915	623	304		0:09:33	24.88%	0:07:42	30	10	4	25.86%	283	
25-Aug	538	527	526	335	36	35	1100	897	480	203		0:08:21	18.45%	0:07:48	29	10	4	39.55%	185	
28-Aug	793	491	792	365	61	34	1646	890	753	754		0:21:26	45.81%	0:07:52	26	10	3	11.00%	712	
29-Aug	691	558	698	379	66	52	1455	989	791	466		0:11:52	32.03%	0:07:46	31	10	3	15.88%	433	
30-Aug	708	495	662	360	60	39	1430	894	707	536		0:16:32	37.48%	0:08:30	33	10	3	15.03%	508	
31-Aug	716	525	633	383	67	50	1416	958	797	458		0:12:30	32.34%	0:08:19	33	10	3	17.08%	416	
	19315	14142	16982	9295	1245	896	37542	24333	18960	13217		0:11:31	33.41%	0:07:36	30	10	3	14.29%	12140	

* 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.

- 8/7/2023 Issues reported with MMIS at 1:15 PM. Issues resolved by 2:25 PM.
- 8/8/2023 Issues reported with ELIAS and WISE at 12:20 PM. Issues resolved by 12:35 PM.
- 8/21/2023 Issues reported with MMIS at 10:25 AM. Issues resolved by 11:54 AM.
- 8/22/2023 Issues reported with MMIS at 10:23 AM. Issues resolved by 11:03 AM.