

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-Sep	610	498	492	379	47	37	1149	914	755	235		0:07:26	20.45%	0:08:52	32	9	0	15.58%	215
4-Sep							0	0											
5-Sep	879	535	724	408	83	54	1686	997	878	689		0:19:20	40.87%	0:09:08	30	11	0	7.06%	689
6-Sep	832	505	706	397	51	30	1589	932	805	657		0:18:18	41.35%	0:09:25	31	11	3	10.82%	612
7-Sep	745	515	732	353	60	43	1537	911	826	626		0:19:00	40.73%	0:08:54	28	11	3	8.07%	587
8-Sep	647	397	650	350	28	16	1325	763	692	562		0:19:24	42.42%	0:09:39	27	11	3	7.55%	533
11-Sep	774	560	752	347	21	50	1547	957	886	641		0:17:47	40.11%	0:08:56	31	10	3	3.62%	605
12-Sep	766	559	686	354	57	32	1509	945	809	564		0:16:34	37.38%	0:08:26	30	11	3	11.46%	527
13-Sep	716	542	711	404	61	36	1488	982	867	506		0:15:57	34.01%	0:08:35	30	11	3	9.34%	482
14-Sep	628	474	613	371	35	25	1276	870	775	406		0:12:48	31.82%	0:09:19	29	11	3	9.33%	382
15-Sep	573	494	484	379	31	28	1088	901	651	187		0:07:20	17.19%	0:08:59	30	12	3	24.54%	170
18-Sep	757	523	654	425	33	21	1444	969	827	475		0:14:01	32.89%	0:09:03	29	13	0	1.52%	453
19-Sep	628	466	631	387	34	30	1293	883	705	410		0:11:58	31.71%	0:09:30	28	14	0	16.32%	377
20-Sep	686	526	668	414	26	18	1380	958	757	422		0:11:00	30.58%	0:07:52	31	14	0	16.81%	391
21-Sep	564	444	555	394	45	34	1164	872	736	292		0:09:54	25.09%	0:09:24	27	14	7	13.66%	269
22-Sep	474	359	511	353	32	23	1017	735	636	282		0:11:24	27.73%	0:10:10	27	14	8	12.59%	253
25-Sep	757	483	710	311	66	37	1533	831	746	702		0:22:58	45.79%	0:08:11	25	14	8	7.76%	668
26-Sep	673	523	652	416	45	32	1370	971	842	399		0:12:12	29.12%	0:08:45	27	14	10	11.82%	366
27-Sep	619	454	627	419	44	34	1290	907	755	383		0:11:37	29.69%	0:08:45	24	12	11	14.19%	352
28-Sep	581	451	628	434	65	49	1274	934	715	340		0:08:33	26.69%	0:09:25	37	14	0	19.54%	310
29-Sep	544	488	558	432	62	51	1164	971	619	193		0:06:40	16.58%	0:10:00	30	14	0	31.62%	177
							0	0											
							0	0											
	13453	9796	12744	7727	926	680	27123	18203	15282	8971		0:13:43	32.11%	0:09:04	29	12	3	12.62%	8418

* 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.

9/12/2023 Issues reported with MMIS at 1:56 PM and 3:16 PM. Issues resolved by 3:25 PM.
9/19/2023 Issues reported with MMIS at 2:16 PM. Issues resolved by 2:40 PM.