

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	Abandoned Calls	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	
2-Oct	826	543	877	592	74	43	1777	1178	1048	599		0:13:45	33.71%	0:09:25	34	12	0	9.34%	563
3-Oct	698	532	715	496	53	42	1466	1070	891	396		0:10:12	27.01%	0:10:07	35	14	0	14.67%	360
4-Oct	668	561	657	533	33	24	1358	1118	800	240		0:06:22	17.67%	0:09:30	34	13	0	25.18%	216
5-Oct	576	537	552	512	45	41	1173	1090	536	83		0:02:19	7.08%	0:09:28	35	14	0	48.34%	70
6-Oct	474	412	438	416	26	21	938	849	489	89		0:03:40	9.49%	0:09:18	29	14	0	39.13%	82
9-Oct	621	581	668	546	46	42	1335	1169	772	166		0:04:44	12.43%	0:08:32	35	14	3	30.86%	151
10-Oct	655	599	642	509	36	32	1333	1140	787	193		0:05:12	14.48%	0:08:36	31	13	3	28.06%	172
11-Oct	560	448	546	513	41	29	1147	990	526	157		0:04:41	13.69%	0:09:31	32	13	4	41.33%	147
12-Oct	512	485	578	521	43	41	1133	1047	527	86		0:02:20	7.59%	0:09:01	34	13	4	47.66%	66
13-Oct	466	460	473	441	40	36	979	937	292	42		0:01:15	4.29%	0:08:45	32	14	5	66.91%	32
16-Oct	687	518	784	584	49	34	1520	1136	904	384		0:09:10	25.26%	0:08:47	33	13	5	17.30%	353
17-Oct	577	532	674	581	42	36	1293	1149	728	143		0:04:01	11.06%	0:08:33	34	14	4	33.95%	126
18-Oct	540	502	633	513	39	36	1212	1051	694	161		0:04:48	13.28%	0:08:33	32	14	3	31.68%	134
19-Oct	493	477	547	500	40	37	1080	1014	465	66		0:02:25	6.11%	0:08:50	34	14	0	51.76%	56
20-Oct	427	403	439	431	17	13	883	847	245	35		0:01:04	3.96%	0:09:26	31	14	0	68.86%	30
23-Oct	726	503	674	642	35	17	1435	1162	692	273		0:06:11	19.02%	0:08:27	33	14	2	34.43%	249
24-Oct	612	542	643	498	40	36	1295	1076	761	219		0:05:22	16.91%	0:08:35	31	14	6	26.41%	192
25-Oct	616	569	528	498	49	46	1193	1113	548	80		0:02:17	6.71%	0:08:31	34	14	6	48.28%	69
26-Oct	440	433	511	477	34	32	985	942	259	43		0:00:51	4.37%	0:08:09	34	14	4	70.76%	29
27-Oct	441	420	450	437	39	37	930	894	235	35		0:00:59	3.76%	0:07:59	33	14	17	72.26%	23
30-Oct	596	543	685	621	63	57	1344	1221	774	123		0:03:32	9.15%	0:08:17	33	14	16	35.49%	93
31-Oct	563	550	683	660	41	37	1287	1247	424	40		0:01:02	3.11%	0:07:59	34	14	29	65.03%	26
							0	0											
	12774	11150	13397	11521	925	769	27096	23440	13397	3653		0:04:22	12.28%	0:08:50	33	14	5	38.60%	3239

* 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.

10/18/2023 Issues reported with CenturyLink/Lumen kicking users out of the system at between 12:00 PM - 12:07 PM and 12:30 PM - 12:45 PM.
10/18/2023 Issues reported with MMIS at 1:00 PM. Issues resolved by 2:00 PM.