

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	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 CSR's present daily	**Total CSR staff	***New Staff in Training	**** Total Support Staff	Service Level	Calls Abandoned After 30 Seconds
1-Nov	581	542	643	603	54	46	1278	1191	524	87		0:01:57	6.81%	0:08:21	35		29	14	53.44%	71
2-Nov	613	477	703	650	64	43	1380	1170	638	210		0:04:55	15.22%	0:09:10	36		28	14	39.86%	192
3-Nov	573	546	646	616	42	40	1261	1202	393	59		0:01:33	4.68%	0:08:00	36		25	14	64.16%	48
6-Nov	795	552	804	797	87	41	1686	1390	580	296		0:05:42	17.56%	0:08:24	33		25	14	49.17%	277
7-Nov	701	582	677	675	51	39	1429	1296	491	133		0:02:55	9.31%	0:08:56	45		11	14	57.03%	123
8-Nov	612	579	643	638	34	30	1289	1247	316	42		0:00:56	3.26%	0:08:50	44		10	14	73.16%	30
9-Nov	555	536	540	540	46	44	1141	1120	197	21		0:00:32	1.84%	0:09:01	51		10	14	81.16%	18
10-Nov							0	0											0.00%	
13-Nov	777	589	746	738	70	53	1593	1380	590	213		0:04:38	13.37%	0:08:40	57		4	16	50.66%	196
14-Nov	695	619	681	670	61	54	1437	1343	462	94		0:01:42	6.54%	0:08:32	47		3	16	62.84%	72
15-Nov	616	577	629	628	44	42	1289	1247	307	42		0:00:56	3.26%	0:08:19	58	77	11	17	73.70%	32
16-Nov	506	496	598	598	30	30	1134	1124	97	10		0:00:16	0.80%	0:08:21	58	76	11	17	91.01%	5
17-Nov	436	416	527	526	28	26	991	968	139	23		0:00:35	2.32%	0:08:27	65	75	11	17	84.36%	16
20-Nov	604	585	650	648	163	155	1417	1388	217	29		0:00:27	2.05%	0:07:30	65	75	11	17	83.35%	19
21-Nov	507	497	536	536	171	163	1214	1196	156	18		0:00:24	1.48%	0:07:58	67	75	9	17	86.00%	14
22-Nov	333	333	368	367	101	101	802	801	5	1		0:00:02	0.12%	0:08:02	63	75	0	17	99.25%	1
23-Nov							0	0											0.00%	
24-Nov							0	0											0.00%	
27-Nov	745	697	832	836	164	154	1741	1687	534	64		0:00:15	3.68%	0:07:48	65	74	0	17	66.51%	49
28-Nov	627	607	712	711	143	135	1482	1453	236	29		0:00:30	1.96%	0:07:41	66	74	0	17	82.86%	18
29-Nov	576	533	636	633	170	154	1382	1320	385	62		0:01:17	4.49%	0:07:49	61	74	0	17	68.60%	49
30-Nov	605	579	555	554	181	170	1341	1303	211	38		0:00:23	2.83%	0:07:53	60	74	0	17	82.03%	30
							0	0												
	11457	10342	12126	11964	1704	1520	25287	23826	6478	1471		0:01:34	5.35%	0:08:18	53.26316		10	16	69.40%	1260

* 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.

** This is the total number of CSRs - does not include Support staff.

*** This is the total number of new CSRs in training - These are also included in the Overall CSR Staff.

**** This is the total number of Support staff including Supervisors, Team Leads, ESR's, Admin, and QA/Trainers