

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-Dec	569	554	605	603	195	190	1369	1347	148	22		0:00:16	1.61%	0:07:26	62	73	0	17	88.24%	13
4-Dec	856	814	861	853	337	298	2054	1965	573	89		0:01:03	4.33%	0:07:19	62	67	0	17	68.70%	70
5-Dec	737	704	777	772	334	312	1848	1788	420	60		0:00:40	3.25%	0:07:34	65	67	0	17	74.03%	42
6-Dec	427	422	451	449	128	128	1006	999	62	7		0:00:11	0.70%	0:07:23	59	67	0	17	93.34%	5
7-Dec	619	614	647	647	118	116	1384	1377	110	7		0:00:16	0.51%	0:07:47	59	67	0	17	91.84%	3
8-Dec	491	491	527	527	136	136	1154	1154	10	0		0:00:02	0.00%	0:07:19	52	65	0	17	99.13%	0
11-Dec	733	731	745	743	124	121	1602	1595	95	7		0:00:09	0.44%	0:07:12	56	65	4	17	93.82%	4
12-Dec	647	643	700	699	85	84	1432	1426	73	6		0:00:06	0.42%	0:07:14	54	63	5	17	94.76%	2
13-Dec	619	614	615	615	185	181	1419	1410	141	9		0:00:13	0.63%	0:06:53	57	63	5	17	89.57%	7
14-Dec	507	507	621	621	260	256	1388	1384	48	4		0:00:06	0.29%	0:06:59	60	63	5	17	96.25%	4
15-Dec	459	459	560	560	236	235	1255	1254	38	1		0:00:05	0.08%	0:07:03	56	63	5	17	96.97%	0
18-Dec	654	649	690	688	177	176	1521	1513	130	8		0:00:09	0.53%	0:06:49	59	63	5	17	91.26%	3
19-Dec	587	586	784	771	143	143	1514	1500	69	14		0:00:04	0.92%	0:06:45	59	63	5	17	95.11%	5
20-Dec	485	485	630	627	100	100	1215	1212	6	3		0:00:01	0.25%	0:06:38	61	62	0	17	99.42%	1
21-Dec	413	413	456	452	83	83	952	948	8	4		0:00:03	0.42%	0:07:03	59	62	0	17	99.16%	0
22-Dec	332	332	420	420	68	68	820	820	1	0		0:00:01	0.00%	0:06:53	55	62	0	17	99.88%	0
25-Dec							0	0												
26-Dec	381	381	485	485	89	89	955	955	5	0		0:00:02	0.00%	0:06:48	56	62	0	17	99.48%	0
27-Dec	553	552	722	719	95	94	1370	1365	15	5		0:00:02	0.36%	0:07:05	59	61	0	17	98.69%	3
28-Dec	552	552	623	622	87	87	1262	1261	6	1		0:00:01	0.08%	0:06:41	56	60	0	17	99.52%	0
29-Dec	503	502	585	582	134	134	1222	1218	9	4		0:00:02	0.33%	0:06:42	55	59	0	17	99.02%	3
							0	0												
							0	0												
	11124	11005	12504	12455	3114	3031	26742	26491	1967	251		0:00:11	0.76%	0:07:05	58.05		2	17	92.03%	165

* 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