

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	Total 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-Jan							0	0												
2-Jan	854	851	921	908	210	209	1985	1968	358	17		0:00:20	0.86%	0:06:23	52	62	0	17	81.61%	7
3-Jan	730	727	900	897	166	166	1796	1790	103	6		0:00:06	0.33%	0:06:40	58	62	0	17	94.10%	3
4-Jan	684	683	787	785	164	164	1635	1632	43	3		0:00:03	0.18%	0:06:34	57	62	0	17	97.37%	0
5-Jan	614	613	685	675	238	236	1537	1524	15	13		0:00:04	0.85%	0:06:15	56	62	0	17	98.96%	1
8-Jan	714	712	790	776	136	135	1640	1623	71	17		0:00:05	1.04%	0:06:41	54	62	0	17	95.06%	10
9-Jan	567	567	636	633	80	80	1283	1280	8	3		0:00:03	0.23%	0:06:55	55	62	0	17	99.38%	0
10-Jan	655	655	703	703	78	78	1436	1436	22	0		0:00:03	0.00%	0:06:45	54	62	4	17	98.47%	0
11-Jan	533	531	604	602	75	75	1212	1208	5	4		0:00:02	0.33%	0:07:05	57	62	4	17	99.50%	1
12-Jan	282	281	437	435	44	44	763	760	2	3		0:00:03	0.39%	0:07:27	57	62	4	17	99.74%	0
15-Jan							0	0												
16-Jan	838	824	1192	1122	176	176	2206	2122	754	84		0:01:00	3.81%	0:07:04	53	61	4	17	63.24%	57
17-Jan	739	739	723	720	170	170	1632	1629	74	3		0:00:05	0.18%	0:06:44	55	61	4	16	95.40%	1
18-Jan	579	571	673	669	130	130	1382	1370	18	12		0:00:04	0.87%	0:06:35	59	63	0	16	98.19%	7
19-Jan	564	562	568	566	114	112	1246	1240	23	6		0:00:03	0.48%	0:07:11	59	63	0	16	98.15%	0
22-Jan	785	782	812	801	102	102	1699	1685	152	14		0:00:10	0.82%	0:06:54	54	63	0	16	90.64%	7
23-Jan	637	637	716	713	106	106	1459	1456	23	3		0:00:04	0.21%	0:06:52	60	63	0	16	98.42%	0
24-Jan	620	619	693	689	85	85	1398	1393	43	5		0:00:05	0.36%	0:06:47	59	63	0	16	96.78%	2
25-Jan	571	570	618	615	94	94	1283	1279	37	4		0:00:04	0.31%	0:07:04	56	63	0	16	97.04%	1
26-Jan	534	534	585	580	87	87	1206	1201	16	5		0:00:03	0.41%	0:07:05	54	63	0	16	98.67%	0
29-Jan	757	751	866	856	130	123	1753	1730	297	23		0:00:21	1.31%	0:07:06	58	63	0	16	82.20%	15
30-Jan	692	691	884	875	104	104	1680	1670	184	10		0:00:14	0.60%	0:07:12	55	63	0	16	88.81%	4
31-Jan	662	636	781	755	109	103	1552	1494	364	58		0:00:46	3.74%	0:07:02	54	63	0	14	73.71%	44
	13611	13536	15574	15375	2598	2579	31783	31490	2612	293		0:00:11	0.82%	0:06:52	56		1	16	91.28%	160

* 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