IME Call Center	Member Calls Received	Member Calls Answered	HHS Contact Center Calls Received	HHS Contact Center Calls Answered	Hawki Calls Received	Hawki Calls Answered	Total Received	Calls Answered	Overall Calls Answered After 30 Seconds	Overall Calls Abandoned	Average Wait Time for Member Calls	Average Wait Time for HHS Contact Center Calls	Average Wait Time for Hawki Calls	Overall Average Wait Time for call to be answered	Abandonment % Member	Abandonment % HHS Contact Center	Abandonment % Hawki Calls	Overall 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-Feb	687	666	748	738	129	122	1564	1526	162	38	0:01:01	0:00:03	0:01:02	0:00:33	3.06%	1.34%	5.43%	2.43%	0:06:51	59	63	0	16	87.92%	27
2-Feb	575	571	590	589	191	189	1356	1349	82	7	0:00:13	0:00:03	0:00:13	0:00:09	0.70%	0.17%	1.05%	0.52%	0:06:46	56	63	0	16	93.81%	2
5-Feb	836	812	919	919	296	289	2051	2020	270	31	0:00:26	0:00:02	0:00:41	0:00:17	2.87%	0.00%	2.36%	1.51%	0:06:22	58	63	0	16	85.81%	21
6-Feb	737	723	829	827	208	204	1774	1754	209	20	0:00:27	0:00:02	0:00:35	0:00:17	1.90%	0.24%	1.92%	1.13%	0:06:44	60	63	0	16	87.37%	15
7-Feb	694	683	728	727	117	115	1539	1525	169	14	0:00:21	0:00:04	0:00:16	0:00:13	1.59%	0.14%	3.06%	0.91%	0:06:44	59	63	0	16	88.56%	7
8-Feb	600	597	740	740	105	105	1445	1442	55	3	0:00:07	0:00:02	0:00:12	0:00:04	0.50%	0.00%	0.00%	0.21%	0:06:47	55	63	0	16	96.12%	1
9-Feb	542	535	600	599	152	151	1294	1285	75	9	0:00:10	0:00:02	0:00:13	0:00:06	1.29%	0.17%	0.66%	0.70%	0:06:46	54	62	0	16	93.74%	6
12-Feb	720	713	798	796	169	168	1687	1677	147	10	0:00:13	0:00:02	0:00:13	0:00:08	0.97%	0.25%	0.59%	0.59%	0:06:28	55	62	0	16	90.99%	5
13-Feb	647	642	725	723	137	137	1509	1502	45	7	0:00:05	0:00:03	0:00:04	0:00:04	0.77%	0.28%	0.00%	0.46%	0:06:25	54	62	0	16	96.69%	5
14-Feb	550	549	561	558	84	84	1195	1191	22	4	0:00:03	0:00:02	0:00:03	0:00:03	0.18%	0.53%	0.33%	0.33%	0:06:26	55	62	0	16	98.16%	0
15-Feb	579	577	639	638	89	89	1307	1304	42	3	0:00:05	0:00:02	0:00:01	0:00:04	0.35%	0.16%	0.00%	0.23%	0:06:47	55	62	0	16	96.56%	3
16-Feb	521	518	615	612	94	93	1230	1223	63	7	0:00:07	0:00:03	0:00:13	0:00:06	0.58%	0.49%	1.06%	0.57%	0:06:47	54	59	0	16	94.55%	4
19-Feb	508	508	615	613	78	78	1201	1199	37	2	0:00:06	0:00:03	0:00:04	0:00:05	0.00%	0.33%	0.00%	0.17%	0:06:44	49	59	0	16	96.84%	1
20-Feb	673	662	676	674	117	117	1466	1453	90	13	0:00:14	0:00:02	0:00:12	0:00:08	1.63%	0.30%	0.00%	0.89%	0:06:00	54	59	0	16	93.25%	9
21-Feb	565	561	603	602	83	80	1251	1243	50	8	0:00:07	0:00:01	0:00:12	0:00:05	0.71%	0.17%	3.61%	0.64%	0:06:18	53	59	0	16	95.44%	7
22-Feb	553	549	675	673	89	87	1317	1309	36	8	0:00:03	0:00:01	0:00:09	0:00:03	0.72%	0.30%	2.25%	0.61%	0:06:21	50	59	0	16	97.27%	0
23-Feb	476	475	570	569	78	78	1124	1122	2	2	0:00:01	0:00:01	0:00:03	0:00:01	0.21%	0.18%	0.00%	0.18%	0:06:57	52	59	0	16	99.82%	0
26-Feb	645	640	715	714	98	97	1458	1451	108	8	0:00:14	0:00:02	0:00:11	0:00:08	0.78%	0.14%	1.02%	0.48%	0:06:44	48	59	0	16	92.11%	3
27-Feb	543	541	807	799	94	94	1444	1434	18	10	0:00:02	0:00:03	0:00:01	0:00:02	0.37%	0.99%	0.00%	0.69%	0:06:20	54	59	0	16	98.61%	2
28-Feb	592	592	775	773	119	119	1486	1484	30	2	0:00:05	0:00:02	0:00:04	0:00:03	0.00%	0.26%	0.00%	0.13%	0:06:26	55	59	0	16	97.98%	0
29-Feb	633	626	677	676	116	116	1426	1418	86	8	0:00:12	0:00:02	0:00:19	0:00:08	1.11%	0.15%	0.00%	0.56%	0:05:59	57	57	0	16	93.69%	4
							0	0																	
							0	0																	
	12876	12740	14605	14559	2643	2612	30124	29911	1798	213				0:00:08				0.66%	0:06:33	54.57143		0	16	93.63%	122

* 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 toal 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

2/14/2024	Issues reported with WISE.
2/22/2024	Issues reported with WISE.
2/26/2024	Issues reported with WISE.
2/27/2024	Issues reported with WISE at 8:58 AM. Issues resolved by 10:17 AM.