

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 Calls Received	Total 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-Mar	578	569	613	613	141	141	1332	1323	69	9	0:00:11	0:00:01	0:00:11	0:00:07	1.56%	0.00%	0.00%	0.68%	0:06:15	54	58	0	16	94.52%	4
4-Mar	775	770	817	816	183	181	1775	1767	138	8	0:00:14	0:00:03	0:00:15	0:00:09	0.65%	0.12%	1.09%	0.45%	0:06:01	54	58	0	16	91.83%	7
5-Mar	758	752	767	765	170	169	1695	1686	97	9	0:00:08	0:00:04	0:00:13	0:00:06	0.79%	0.26%	0.59%	0.53%	0:06:04	51	58	0	16	93.86%	7
6-Mar	654	648	729	729	122	122	1505	1499	53	6	0:00:07	0:00:02	0:00:08	0:00:05	0.92%	0.00%	0.00%	0.40%	0:06:20	52	58	0	16	96.28%	3
7-Mar	612	607	681	675	116	115	1409	1397	84	12	0:00:13	0:00:02	0:00:13	0:00:07	0.82%	0.88%	0.86%	0.85%	0:06:11	50	58	0	16	93.68%	5
8-Mar	544	544	530	527	81	81	1155	1152	17	3	0:00:03	0:00:01	0:00:08	0:00:03	0.00%	0.57%	0.00%	0.26%	0:06:09	53	58	0	16	98.53%	0
11-Mar	626	625	799	792	89	89	1514	1506	65	7	0:00:01	0:00:08	0:00:04	0:00:05	0.16%	0.75%	0.00%	0.46%	0:05:54	53	57	10	16	95.38%	5
12-Mar	494	475	635	596	60	59	1189	1130	74	23	0:00:02	0:00:12	0:00:04	0:00:08	0.81%	2.83%	1.67%	1.93%	0:06:14	49	57	10	16	92.43%	16
13-Mar	602	601	596	592	137	137	1335	1330	58	5	0:00:02	0:00:09	0:00:04	0:00:06	0.17%	0.67%	0.00%	0.37%	0:05:57	50	57	10	16	95.43%	3
14-Mar	512	512	638	637	91	91	1241	1240	24	1	0:00:01	0:00:04	0:00:01	0:00:03	0.00%	0.16%	0.00%	0.08%	0:06:19	51	57	10	16	98.07%	0
15-Mar	471	470	607	581	78	77	1156	1128	99	28	0:00:02	0:00:34	0:00:02	0:00:18	0.21%	4.28%	1.28%	2.42%	0:06:33	46	55	10	15	89.53%	22
18-Mar	646	643	871	707	95	95	1612	1445	558	167	0:00:04	0:06:00	0:00:02	0:02:58	0.46%	18.83%	0.00%	10.36%	0:06:16	46	55	8	15	57.01%	135
19-Mar	607	606	655	628	85	85	1347	1319	182	28	0:00:02	0:00:58	0:00:01	0:00:29	0.16%	4.12%	0.00%	2.08%	0:06:34	46	55	8	15	85.08%	19
20-Mar	519	518	618	610	60	60	1197	1188	52	9	0:00:03	0:00:13	0:00:01	0:00:08	0.19%	1.29%	0.00%	0.75%	0:07:01	48	55	8	15	95.57%	1
21-Mar	494	494	620	618	62	62	1176	1174	13	2	0:00:01	0:00:04	0:00:01	0:00:02	0.00%	0.32%	0.00%	0.17%	0:06:27	47	55	8	14	98.89%	0
22-Mar	391	390	531	528	56	56	978	974	1	4	0:00:01	0:00:01	0:00:01	0:00:01	0.26%	0.56%	0.00%	0.41%	0:06:51	47	55	0	14	99.80%	1
25-Mar	605	605	780	744	64	64	1449	1413	185	36	0:00:01	0:00:49	0:00:01	0:00:27	0.00%	4.62%	0.00%	2.48%	0:06:33	47	62	8	14	85.30%	28
26-Mar	530	530	689	681	70	70	1289	1281	117	8	0:00:01	0:00:19	0:00:01	0:00:11	0.00%	1.16%	0.00%	0.62%	0:06:10	52	62	8	16	90.61%	4
27-Mar	499	497	613	601	54	54	1166	1152	33	14	0:00:02	0:00:05	0:00:01	0:00:03	0.40%	1.96%	0.00%	1.20%	0:06:25	55	62	8	16	96.83%	4
28-Mar	450	450	603	592	76	76	1129	1118	12	11	0:00:02	0:00:02	0:00:03	0:00:02	0.00%	1.82%	0.00%	0.97%	0:06:08	53	62	8	16	98.76%	2
29-Mar	428	428	499	491	80	80	1007	999	23	8	0:00:02	0:00:05	0:00:02	0:00:04	0.00%	1.60%	0.00%	0.79%	0:06:26	53	62	8	16	97.72%	0
							0	0																	
							0	0																	
	11795	11734	13891	13523	1970	1964	27656	27221	1954	398				0:00:16				1.35%	0:06:19	50.33333		6	16	91.97%	266

\* 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

3/5/2024	Issues reported with WISE and ELIAS systems.
3/6/2024	Issues reported with WISE systems.
3/12/2024	Issues reported with phone systems Lumen logging staff out at around 10:20 AM. Issues resolved by 11:30 AM.
3/25/2024	Issues reported with WISE and ELIAS systems at 11:00 AM. Issues resolved by 1:00 PM.