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
3-Jun	768	767	736	714	113	112	1617	1593	145	24	0:00:07	0:00:14	0:00:11	0:00:11	0.13%	2.99%	0.88%	1.48%	0:06:25	60	53	2	13	89.80%	20
4-Jun	638	635	683	673	108	107	1429	1415	99	14	0:00:03	0:00:13	0:00:03	0:00:08	0.47%	1.46%	0.93%	0.98%	0:07:08	60	54	2	13	92.44%	9
5-Jun	568	567	589	577	138	137	1295	1281	37	14	0:00:02	0:00:09	0:00:03	0:00:05	0.18%	2.04%	0.72%	1.08%	0:06:50	60	52	2	13	96.91%	3
6-Jun	461	459	494	490	73	73	1028	1022	7	6	0:00:01	0:00:03	0:00:02	0:00:02	0.43%	0.81%	0.00%	0.58%	0:06:52	60	54	2	13	99.03%	3
7-Jun	411	410	514	511	71	71	996	992	6	4	0:00:02	0:00:01	0:00:01	0:00:02	0.24%	0.58%	0.00%	0.40%	0:07:23	60	58	2	13	99.30%	1
10-Jun	624	624	708	700	62	62	1394	1386	42	8	0:00:04	0:00:06	0:00:01	0:00:05	0.00%	1.13%	0.00%	0.57%	0:06:35	60	54	0	13	96.63%	5
11-Jun	533	533	617	614	64	64	1214	1211	14	3	0:00:01	0:00:07	0:00:01	0:00:04	0.00%	0.49%	0.00%	0.25%	0:06:32	60	56	0	13	98.68%	2
12-Jun	489	486	549	536	63	63	1101	1085	10	16	0:00:04	0:00:06	0:00:01	0:00:03	0.61%	2.37%	0.00%	1.45%	0:07:02	60	56	0	13	98.27%	9
13-Jun	432	431	457	454	84	84	973	969	9	4	0:00:01	0:00:06	0:00:02	0:00:03	0.23%	0.66%	0.00%	0.41%	0:06:51	60	55	0	13	98.87%	2
14-Jun	453	453	438	434	105	105	996	992	12	4	0:00:01	0:00:06	0:00:01	0:00:03	0.00%	0.91%	0.00%	0.40%	0:06:58	60	55	0	13	98.49%	3
17-Jun	601	598	613	611	74	74	1288	1283	32	5	0:00:03	0:00:09	0:00:01	0:00:06	0.50%	0.33%	0.00%	0.39%	0:06:17	59	52	0	13	97.28%	3
18-Jun	562	558	702	679	59	58	1323	1295	27	28	0:00:03	0:00:04	0:00:01	0:00:04	0.71%	3.28%	1.69%	2.12%	0:06:30	59	55	0	13	96.45%	20
19-Jun	401	401	460	446	47	46	908	893	16	15	0:00:03	0:00:06	0:00:02	0:00:04	0.00%	3.04%	2.13%	1.65%	0:06:56	59	56	0	13	96.81%	13
20-Jun	493	491	487	480	48	48	1028	1019	8	9	0:00:02	0:00:02	0:00:01	0:00:02	0.41%	1.44%	0.00%	0.88%	0:06:46	58	56	0	13	98.54%	7
21-Jun	399	399	578	573	48	48	1025	1020	19	5	0:00:02	0:00:06	0:00:02	0:00:04	0.00%	0.87%	0.00%	0.49%	0:07:07	57	51	0	13	98.05%	1
24-Jun	610	603	750	728	46	46	1406	1377	47	29	0:00:03	0:00:11	0:00:02	0:00:07	1.15%	2.93%	0.00%	2.06%	0:06:57	56	50	0	13	95.02%	23
25-Jun	540	537	665	659	49	49	1254	1245	28	9	0:00:03	0:00:06	0:00:01	0:00:04	0.56%	0.90%	0.00%	0.72%	0:05:50	56	51	0	13	97.37%	5
26-Jun	518	516	599	599	45	45	1162	1160	16	2	0:00:02	0:00:00	0:00:01	0:00:03	0.39%	0.00%	0.00%	0.17%	0:06:36	56	52	0	13	98.45%	2
27-Jun	426	426	525	524	47	47	998	997	10	1	0:00:03	0:00:03	0:00:01	0:00:03	0.00%	0.19%	0.00%	0.10%	0:06:39	56	54	0	13	99.00%	0
28-Jun	430	429	508	507	46	46	984	982	16	2	0:00:02	0:00:03	0:00:04	0:00:03	0.23%	0.20%	0.00%	0.20%	0:06:23	56	52	0	13	98.27%	1
							0	0																	
							0	0																	
							0	0																	
	10357	10323	11672	11509	1390	1385	23419	23217	600	202				0:00:04				0.82%	0:06:44	58.6		1	13	96.87%	132

* 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

Date	Notes
6/3/2024	Issues reported with OnBase. Issue escalated to CORE Helpdesk
6/4/2024	Windows Updates. Automatic updates installed in CSR's computers.
6/5/2024	Windows Updates. Automatic updates installed in CSR's computers.
6/6/2024	Windows Updates. Automatic updates installed in CSR's computers.
6/7/2024	Windows Updates. Automatic updates installed in CSR's computers.
6/14/2024	Issues reported with Lumen logging staff out.
6/17/2024	Issues reported with slowness of several systems at 9:45 AM. Issue resolved by 12:15 PM.
6/20/2024	Issues reported with WISE at 9:45 AM. Issues resolved by 10:05 AM.
6/25/2024	Issues reported with OnBase at 12:20 PM due to issue with File Share Server. Issues resolved by 2:50 PM.