

	Member Calls Received	Member Calls Answered	HHS Contact Center Calls Received	HHS Contact Center Calls Answered	Hawki Calls Received	Hawki Calls Answered	Total Received	Overall Calls Answered	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	
1-Jul	641	510	772	540	100	69	1513	1119	865	394	0:07:35	0:10:32	0:06:33	0:08:56	20.44%	30.05%	31.00%	26.04%	0:08:31	26	30	0	13	19.43%
2-Jul	701	549	708	600	89	63	1498	1212	862	286	0:08:07	0:04:12	0:07:52	0:06:10	21.68%	15.25%	29.21%	19.09%	0:08:23	29	30	0	13	25.70%
3-Jul	576	530	637	551	88	81	1301	1162	723	139	0:02:17	0:03:20	0:02:43	0:02:49	7.99%	13.50%	7.95%	10.68%	0:07:51	28	30	0	13	35.97%
4-Jul							0	0																
5-Jul	337	327	475	442	105	100	917	869	251	48	0:00:23	0:00:57	0:00:03	0:00:41	2.97%	6.95%	4.76%	5.23%	0:07:34	26	30	0	13	69.03%
8-Jul	729	563	848	628	129	95	1706	1286	1022	420	0:07:44	0:09:17	0:07:20	0:08:27	22.77%	25.94%	26.36%	24.62%	0:07:49	29	30	0	13	17.64%
9-Jul	653	580	785	694	75	67	1513	1341	863	172	0:02:40	0:03:09	0:02:25	0:02:54	11.18%	11.59%	10.67%	11.37%	0:07:55	30	30	0	13	33.97%
10-Jul	544	500	615	564	72	66	1231	1130	654	101	0:01:37	0:02:37	0:01:36	0:02:07	8.09%	8.29%	8.33%	8.20%	0:08:40	30	30	0	13	40.13%
11-Jul	496	444	559	543	101	79	1156	1066	410	90	0:03:31	0:00:38	0:03:11	0:02:01	10.48%	2.86%	21.78%	7.79%	0:08:13	29	30	0	13	57.87%
12-Jul	439	378	510	495	122	90	1071	963	320	108	0:04:55	0:00:32	0:04:30	0:02:38	13.90%	2.94%	26.23%	10.08%	0:08:20	29	30	0	13	61.25%
15-Jul	631	500	681	632	99	80	1411	1212	727	199	0:06:52	0:01:36	0:07:01	0:04:08	20.76%	7.20%	19.19%	14.10%	0:07:29	36	37	6	13	36.29%
16-Jul	564	486	655	644	63	52	1282	1182	483	100	0:04:55	0:00:30	0:05:02	0:02:31	13.83%	1.68%	17.46%	7.80%	0:08:07	34	37	0	13	55.85%
17-Jul	520	497	645	590	62	60	1227	1147	441	79	0:01:19	0:02:06	0:00:50	0:01:42	4.42%	8.37%	3.23%	6.44%	0:07:49	36	37	0	13	58.19%
18-Jul	454	453	585	560	62	62	1101	1075	190	26	0:00:02	0:00:55	0:00:05	0:00:30	0.22%	4.27%	0.00%	2.36%	0:07:32	36	37	0	13	81.29%
19-Jul	234	234	307	300	37	37	578	571	67	7	0:00:08	0:00:32	0:00:18	0:00:21	0.00%	2.28%	0.00%	1.21%	0:07:12	37	37	0	13	87.54%
22-Jul	575	547	739	681	64	61	1378	1289	572	89	0:01:27	0:01:44	0:01:35	0:01:36	4.87%	7.85%	4.69%	6.46%	0:07:36	34	37	1	13	53.85%
23-Jul	501	484	534	532	43	43	1078	1059	209	19	0:00:48	0:00:11	0:00:34	0:00:28	3.39%	0.37%	0.00%	1.76%	0:07:11	35	38	0	13	79.59%
24-Jul	437	432	521	519	45	45	1003	996	65	7	0:00:10	0:00:04	0:00:15	0:00:07	1.14%	0.38%	0.00%	0.70%	0:07:01	35	38	0	13	93.32%
25-Jul	408	404	536	531	38	38	982	973	52	9	0:00:08	0:00:05	0:00:22	0:00:07	0.98%	0.93%	0.00%	0.92%	0:07:44	36	38	0	13	94.30%
26-Jul	350	349	443	438	41	38	834	825	53	9	0:00:06	0:00:09	0:00:25	0:00:14	0.29%	1.13%	7.32%	1.08%	0:08:38	36	38	0	13	92.93%
29-Jul	590	538	693	672	79	68	1362	1278	541	84	0:02:55	0:00:44	0:02:09	0:01:44	8.81%	3.03%	13.92%	6.17%	0:07:26	34	38	0	13	55.36%
30-Jul	499	495	610	537	49	49	1158	1081	292	77	0:00:07	0:02:31	0:00:09	0:01:19	0.80%	11.97%	0.00%	6.65%	0:06:44	36	38	0	13	69.26%
31-Jul	462	450	614	589	43	38	1119	1077	278	27	0:00:50	0:00:48	0:01:10	0:00:49	3.00%	4.00%	12.00%	4.00%	0:06:56	37	38	0	13	72.74%
	11341	10250	13472	12282	1606	1381	26419	23913	9940	2490			0:02:23				8.31%	0:07:46	32.63636		0	13	54.37%	

7/1/2024	Call center staff went down to 30 CSRs total.
7/5/2024	Issues with WISE system at 9:35 AM.
7/8/2024	Issues with WISE system reported.
7/15/2024	Issues with MMIS reported at 11:55 AM. Issues resolved by 12:30 PM.
7/16/2024	Issues reported with WISE at 12:45 PM. Issues resolved by 1:47 PM.
7/19/2024	Global Microsoft outage. Call Center staff impacted.
7/23/2024	Issues with IMPA and WISE reported at 12:38 PM. Issues resolved by 1:48 PM.
7.31.24	Hawki Line down till 12 and then fixed