

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-Aug	503	455	590	565	60	52	1153	1072	435	81	0:02:38	0:01:17	0:03:09	0:01:57	10.00%	4.00%	13.00%	7.00%	0:07:58	32	38	0	13	56.11%	71
2-Aug	475	405	602	580	88	72	1165	1057	470	108	0:04:16	0:00:58	0:04:01	0:02:26	14.74%	3.65%	18.18%	9.27%	0:08:14	33	38	0	13	51.93%	90
5-Aug	746	524	862	683	151	108	1759	1315	1044	444	0:08:39	0:06:42	0:09:36	0:07:50	29.76%	20.77%	28.48%	25.24%	0:08:03	32	38	0	13	17.96%	399
6-Aug	651	522	774	659	87	72	1512	1253	886	259	0:05:16	0:04:11	0:04:30	0:04:39	19.82%	14.86%	17.24%	17.13%	0:08:17	35	38	0	13	26.79%	221
7-Aug	592	451	668	588	61	37	1321	1076	631	245	0:06:54	0:02:51	0:07:00	0:04:41	23.82%	11.98%	39.34%	18.55%	0:08:18	32	36	0	13	36.26%	211
8-Aug	581	497	655	602	62	58	1298	1157	602	141	0:04:03	0:01:49	0:04:27	0:02:54	14.46%	8.09%	6.45%	10.86%	0:08:05	32	36	0	13	44.38%	120
9-Aug	464	455	502	467	63	63	1029	985	297	44	0:00:20	0:01:42	0:00:30	0:00:59	1.94%	6.97%	0.00%	4.28%	0:07:56	31	35	0	13	66.22%	30
12-Aug	779	570	792	574	125	93	1696	1237	1033	459	0:07:44	0:09:35	0:07:45	0:08:36	26.83%	27.53%	25.60%	27.06%	0:07:39	30	35	0	13	14.92%	410
13-Aug	634	576	767	572	99	90	1500	1238	776	262	0:02:09	0:09:01	0:01:53	0:05:18	9.15%	25.42%	9.09%	17.47%	0:07:27	29	35	0	13	32.80%	232
14-Aug	691	573	683	522	81	65	1455	1160	775	295	0:03:39	0:08:17	0:03:15	0:05:43	17.08%	23.57%	19.75%	20.27%	0:08:15	31	33	0	13	28.87%	260
15-Aug	586	557	522	478	59	57	1167	1092	458	74	0:01:01	0:01:46	0:01:06	0:01:21	4.94%	8.24%	3.39%	6.34%	0:07:40	29	33	0	13	56.30%	52
16-Aug	504	444	577	479	52	45	1133	968	650	165	0:02:40	0:04:40	0:04:00	0:03:43	11.90%	16.98%	13.46%	14.56%	0:08:38	27	33	0	13	30.71%	135
19-Aug	727	627	764	574	78	62	1569	1263	932	306	0:04:14	0:07:50	0:04:52	0:05:54	13.76%	24.87%	20.51%	19.50%	0:07:43	30	33	0	13	23.52%	268
20-Aug	642	586	698	547	59	54	1399	1187	746	211	0:01:43	0:06:59	0:01:33	0:04:08	8.72%	21.49%	8.47%	15.08%	0:07:55	29	32	0	13	33.10%	190
21-Aug	582	513	571	475	49	41	1202	1029	763	173	0:03:24	0:05:21	0:04:05	0:04:20	11.86%	16.81%	16.33%	14.39%	0:08:26	25	32	0	13	24.38%	146
22-Aug	548	492	692	587	55	51	1295	1130	624	165	0:01:58	0:04:05	0:02:03	0:03:04	10.22%	15.17%	7.27%	12.74%	0:07:54	29	32	0	13	40.46%	147
23-Aug	514	497	520	442	29	28	1063	967	318	96	0:00:24	0:05:00	0:00:25	0:02:30	3.31%	15.00%	3.45%	9.03%	0:07:29	28	32	0	13	62.28%	83
26-Aug	671	617	790	593	49	44	1510	1254	769	256	0:01:30	0:06:37	0:01:24	0:03:55	8.05%	24.94%	10.20%	16.95%	0:08:07	28	32	0	13	34.30%	223
27-Aug	601	540	555	459	39	39	1195	1038	761	157	0:02:59	0:04:10	0:02:38	0:03:29	10.15%	17.30%	0.00%	13.14%	0:08:17	28	32	0	13	25.94%	124
28-Aug	470	463	587	515	42	40	1099	1018	334	81	0:00:13	0:02:34	0:00:20	0:01:25	1.49%	12.27%	4.76%	7.37%	0:07:28	30	32	0	13	63.60%	66
29-Aug	477	457	499	466	49	46	1025	969	255	56	0:00:29	0:01:03	0:00:26	0:00:45	4.19%	6.61%	6.12%	5.46%	0:07:29	29	32	0	13	70.73%	45
30-Aug	462	447	467	442	59	58	988	947	251	41	0:00:34	0:00:57	0:00:28	0:00:45	3.25%	5.35%	1.69%	4.15%	0:08:15	31	32	0	13	71.26%	33
							0	0																13	
	12900	11268	14137	11869	1496	1275	28533	24412	13810	4119				0:03:39				13.45%	0:07:59	30		0	13	39.14%	3556

* 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

8/14/2024 Issues reported with MMIS at 2:05 PM. Issues resolved by 2:55 PM.

8/16/2024 Issues reported with MMIS at 12:20 PM. Issues resolved by 1:05 PM.

8/22/2024 Issues reported with OnBase at 2:10 PM. Issues resolved by 4:35 PM. An external date table is corrupted and we are working on getting it fixed at this moment. Whent done we will Iconfirm and let you know.