

Service Center OE: November 1-12

	2023	2022
Calls Offered	10768	11015
Calls Handled	10583	8561
Calls Abandoned	185	2454
Average Speed of Answer	16 Seconds	398 Seconds
Average Handle Time	16:54	15:55
Service Level	99.86%	48.07%

Medical Assistant Site OE: November 1-12

	2023	2022
Calls Offered	2104	2069
Calls Handled	1873	1761
Calls Abandoned	177	308
Average Speed of Answer	183 Seconds	188 Seconds
Average Handle Time	19:37	18:48
Service Level	74.90%	72.57%

MA Applications

October – 99.35%

November – 100%