

**Mississippi Hunt and Fish Calls by Department, Month and Year - 01.01.21 - 01.31.23**

Department	Department	Month	Year	Presented	Answered	Abandoned	Avg Ans Time	Avg ACD Time	Avg Abd Time	Max Delay	Total Talk Time
License Sales	License Sales	Jan	2021	142	121	21	00:02:49	00:06:17	00:04:03	00:21:58	45,683
	License Sales	Feb	2021	748	661	87	00:01:09	00:05:46	00:03:57	00:24:04	229,646
	License Sales	Mar	2021	3,163	2,088	1,075	00:05:08	00:06:06	00:05:28	00:40:38	764,384
	License Sales	Apr	2021	2,087	885	1,202	00:11:19	00:05:51	00:11:37	01:20:29	311,300
	License Sales	May	2021	1,891	777	1,114	00:12:33	00:06:36	00:11:36	01:35:25	308,403
	License Sales	Jun	2021	2,121	753	1,368	00:13:43	00:06:14	00:12:44	01:27:41	282,410
	License Sales	Jul	2021	1,310	961	349	00:04:48	00:05:42	00:08:25	01:08:30	329,320
	License Sales	Aug	2021	1,390	1,207	183	00:01:49	00:06:09	00:04:58	00:44:11	445,504
	License Sales	Sep	2021	1,937	1,703	234	00:01:50	00:06:01	00:05:09	00:33:56	614,858
	License Sales	Oct	2021	1,591	1,472	119	00:01:28	00:05:37	00:05:17	00:39:37	496,858
	License Sales	Nov	2021	1,591	1,472	119	00:01:28	00:05:37	00:05:17	00:39:37	496,858
	License Sales	Dec	2021	2,218	2,034	184	00:01:25	00:06:23	00:05:39	00:37:07	778,980
	License Sales	Jan	2022	1,693	1,510	183	00:01:55	00:06:10	00:06:03	00:37:23	551,424
	License Sales	Feb	2022	884	856	28	00:00:43	00:06:09	00:03:54	00:25:02	312,890
	License Sales	Mar	2022	2,074	1,970	104	00:00:50	00:06:28	00:05:34	00:34:54	754,737
	License Sales	Apr	2022	1,853	1,662	191	00:01:39	00:05:47	00:04:45	00:32:55	570,377
	License Sales	May	2022	1,732	1,663	69	00:00:50	00:05:26	00:01:49	00:19:33	535,306
	License Sales	Jun	2022	1,670	1,531	139	00:01:28	00:05:34	00:03:36	00:26:01	503,247
	License Sales	Jul	2022	1,113	1,027	86	00:01:31	00:05:17	00:03:13	00:20:23	320,734
	License Sales	Aug	2022	1,113	1,043	70	00:01:04	00:05:28	00:03:23	00:29:53	336,068
	License Sales	Sep	2022	1,618	1,502	116	00:01:12	00:05:45	00:04:02	00:32:23	509,349
	License Sales	Oct	2022	1,185	1,149	36	00:00:28	00:05:51	00:02:33	00:12:03	397,635
	License Sales	Nov	2022	2,107	2,065	42	00:00:24	00:06:09	00:01:54	00:15:05	749,910
	License Sales	Dec	2022	1,725	1,622	103	00:00:50	00:06:27	00:03:20	00:28:29	626,151
	License Sales	Jan	2023	1,281	1,203	78	00:01:51	00:05:45	00:05:13	00:43:27	392,406

Department	Department	Month	Year	Presented	Answered	Abandoned	Avg Ans Time	Avg ACD Time	Avg Abd Time	Max Delay	Total Talk Time
	Consumer Support	Jan	2021	5	4	1	00:00:37	00:01:44	00:01:38	00:01:49	417

## Attachment E: MS HF Call Volume 2021-Jan 2023

Consumer Support	Consumer Support	Feb	2021	111	110	1	00:00:40	00:02:34	00:01:53	00:08:03	16,950
	Consumer Support	Mar	2021	246	222	24	00:00:48	00:02:44	00:03:36	00:14:21	36,456
	Consumer Support	Apr	2021	197	161	36	00:02:25	00:02:13	00:05:14	00:19:53	21,520
	Consumer Support	May	2021	176	134	42	00:05:23	00:02:58	00:06:22	00:38:39	23,935
	Consumer Support	Jun	2021	185	156	29	00:03:19	00:02:49	00:05:04	00:23:48	26,443
	Consumer Support	Jul	2021	138	121	17	00:02:18	00:03:19	00:03:46	00:23:30	24,237
	Consumer Support	Aug	2021	121	117	4	00:01:23	00:02:58	00:01:18	00:15:52	20,900
	Consumer Support	Sep	2021	248	232	16	00:01:02	00:03:03	00:03:21	00:15:40	42,562
	Consumer Support	Oct	2021	195	189	6	00:01:16	00:03:10	00:05:22	00:16:44	35,933
	Consumer Support	Nov	2021	195	189	6	00:01:16	00:03:10	00:05:22	00:16:44	35,933
	Consumer Support	Dec	2021	288	281	7	00:00:37	00:02:55	00:09:01	00:20:47	49,330
	Consumer Support	Jan	2022	171	166	5	00:00:30	00:02:45	00:02:55	00:07:30	26,501
	Consumer Support	Feb	2022	145	145	-	00:00:29	00:02:35		00:11:53	21,756
	Consumer Support	Mar	2022	249	243	6	00:00:24	00:03:01	00:02:42	00:11:48	42,887
	Consumer Support	Apr	2022	184	173	11	00:00:51	00:02:43	00:02:23	00:10:41	27,402
	Consumer Support	May	2022	247	228	19	00:01:49	00:02:23	00:04:46	00:19:04	31,536
	Consumer Support	Jun	2022	212	187	25	00:02:20	00:02:57	00:04:21	00:17:22	32,042
	Consumer Support	Jul	2022	129	117	12	00:01:22	00:02:50	00:02:58	00:22:43	19,326
	Consumer Support	Aug	2022	125	123	2	00:00:43	00:02:58	00:02:20	00:08:43	21,484
	Consumer Support	Sep	2022	158	145	13	00:01:35	00:02:31	00:05:52	00:21:56	21,315
	Consumer Support	Oct	2022	141	137	4	00:01:11	00:02:25	00:07:07	00:21:30	19,435
	Consumer Support	Nov	2022	205	197	8	00:01:04	00:02:35	00:03:25	00:17:19	29,691
	Consumer Support	Dec	2022	159	152	7	00:00:44	00:03:45	00:03:19	00:10:35	33,761
	Consumer Support	Jan	2023	99	99	-	00:00:44	00:03:15		00:08:41	19,000

Department	Department	Month	Year	Presented	Answered	Abandoned	Avg Ans Time	Avg ACD Time	Avg Abd Time	Max Delay	Total Talk Time
	Help Desk	Jan	2021	24	23	1	00:00:15	00:13:58	00:10:04	00:10:04	19,279
	Help Desk	Feb	2021	126	123	3	00:00:36	00:11:47	00:08:43	00:17:22	86,983
	Help Desk	Mar	2021	482	434	48	00:00:41	00:08:18	00:03:43	00:15:09	216,380
	Help Desk	Apr	2021	471	434	37	00:00:55	00:07:51	00:04:54	00:27:49	204,254
	Help Desk	May	2021	438	363	75	00:02:00	00:08:04	00:05:39	00:23:36	176,078
	Help Desk	Jun	2021	405	358	47	00:01:01	00:09:26	00:05:24	00:23:56	203,061
	Help Desk	Jul	2021	400	393	7	00:00:24	00:09:39	00:07:55	00:26:48	227,679

## Attachment E: MS HF Call Volume 2021-Jan 2023

Help Desk	Help Desk	Aug	2021	239	235	3	00:00:11	00:08:43	00:05:17	00:08:11	123,194
	Help Desk	Sep	2021	366	363	3	00:00:26	00:08:09	00:02:16	00:14:27	177,794
	Help Desk	Oct	2021	274	273	1	00:00:21	00:07:59	00:05:23	00:14:05	130,755
	Help Desk	Nov	2021	274	273	1	00:00:21	00:07:59	00:05:23	00:14:05	130,755
	Help Desk	Dec	2021	306	297	9	00:00:16	00:09:36	00:03:28	00:10:37	171,053
	Help Desk	Jan	2022	115	115	-	00:00:11	00:07:53		00:01:28	47,305
	Help Desk	Feb	2022	166	165	1	00:00:11	00:08:56	00:06:20	00:06:20	74,979
	Help Desk	Mar	2022	379	375	4	00:00:19	00:08:07	00:00:38	00:27:04	164,327
	Help Desk	Apr	2022	467	458	9	00:00:20	00:07:28	00:01:54	00:16:10	180,857
	Help Desk	May	2022	519	472	47	00:00:43	00:07:49	00:04:28	00:20:17	182,486
	Help Desk	Jun	2022	508	466	42	00:00:48	00:08:26	00:03:33	00:22:33	199,844
	Help Desk	Jul	2022	378	364	14	00:00:27	00:08:35	00:02:13	00:10:21	158,563
	Help Desk	Aug	2022	335	333	2	00:00:17	00:09:04	00:04:36	00:18:12	158,902
	Help Desk	Sep	2022	474	452	22	00:00:36	00:09:09	00:03:58	00:22:38	186,660
	Help Desk	Oct	2022	317	313	4	00:00:21	00:07:56	00:05:19	00:13:06	133,155
	Help Desk	Nov	2022	475	463	12	00:00:24	00:07:52	00:04:31	00:15:29	183,127
	Help Desk	Dec	2022	289	285	4	00:00:13	00:07:47	00:05:45	00:17:39	112,704
	Help Desk	Jan	2023	183	177	6	00:00:24	00:07:28	00:03:47	00:11:32	68,402