

English Contact Center Data						
Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/7/2023	271,824	60,924	234,130	37,694	4,878	246
1/14/2023	272,001	67,183	224,072	47,929	6,210	313
1/21/2023	333,446	57,422	290,118	43,328	4,496	268
1/28/2023	411,536	63,144	355,300	56,236	6,193	344
2/4/2023	199,202	60,778	146,609	52,593	5,463	341
2/11/2023	172,762	56,283	119,912	52,850	4,672	333
2/18/2023	148,521	51,430	97,088	51,433	4,201	322
2/25/2023	164,125	48,504	123,738	40,387	3,754	257
3/4/2023	191,912	56,618	143,749	48,163	4,313	313
3/11/2023	199,237	54,795	154,342	44,895	4,033	296
3/18/2023	199,266	53,540	154,456	44,810	3,828	294
3/25/2023	203,803	54,306	157,774	46,029	3,806	292
4/1/2023	167,997	45,276	130,831	37,166	3,186	242
4/8/2023	214,793	55,217	170,072	44,721	3,959	291
4/15/2023	187,442	51,649	141,738	45,704	3,292	293
4/22/2023	161,021	48,932	114,089	46,932	3,255	292
4/29/2023	133,805	46,428	86,419	47,386	3,816	298
5/6/2023	149,679	48,435	103,241	46,438	4,115	290
5/13/2023	154,603	48,917	113,678	40,925	5,043	265
5/20/2023	138,736	49,939	96,293	42,443	4,734	280
5/27/2023	135,399	50,533	91,619	43,780	4,616	293
6/3/2023	105,565	43,990	66,742	38,823	4,199	257
6/10/2023	117,418	50,405	70,666	46,752	4,981	315
6/17/2023	103,733	47,827	55,949	47,784	4,406	314
6/24/2023	86,240	42,264	40,366	45,874	3,517	289
7/1/2023	194,930	68,436	141,383	53,547	6,957	332
7/8/2023	110,603	45,448	69,185	41,418	4,667	269
7/15/2023	128,475	52,264	77,109	51,366	5,244	330
7/22/2023	114,156	49,154	65,158	48,998	4,764	310
7/29/2023	112,496	48,090	64,368	48,128	4,668	303
8/5/2023	109,206	47,922	60,832	48,374	4,477	307
8/12/2023	108,809	51,473	61,419	47,390	5,675	297
8/19/2023	104,104	50,196	56,873	47,231	5,571	321
8/26/2023	108,991	51,382	62,757	46,234	5,690	310
9/2/2023	98,451	48,268	53,217	45,234	5,158	307
9/9/2023	89,166	39,913	52,429	36,737	4,204	224
9/16/2023	104,156	47,208	59,652	44,504	5,392	274
9/23/2023	86,610	42,879	42,962	43,648	4,516	266
9/30/2023	80,696	41,618	35,740	44,956	4,237	270
10/7/2023	95,862	43,623	55,477	40,385	4,727	250
10/14/2023	86,032	42,695	42,614	43,418	4,370	260
10/21/2023	102,259	46,055	59,673	42,586	5,222	257
10/28/2023	108,301	48,818	66,925	41,376	5,106	278
11/4/2023	110,676	45,106	71,942	38,734	4,548	238
11/11/2023	118,249	42,814	85,724	32,525	4,534	199
11/18/2023	187,439	55,663	149,563	37,876	5,671	236
11/25/2023	112,593	34,865	90,424	22,169	3,644	142
12/2/2023	203,682	59,285	164,183	39,499	5,983	249
12/9/2023	159,237	54,677	121,218	38,019	5,655	236
12/16/2023	141,815	51,317	104,112	37,703	5,325	240
12/23/2023	145,111	51,929	107,344	37,767	5,552	238
12/30/2023	102,229	40,684	72,438	29,791	4,129	194
Weekly Average	150,931	50,318	107,264	43,667	4,705	278
Grand Total	7,848,400	2,616,521	5,577,712	2,270,688	244,652	278

Note:

- *01/02/23: New Year's Day Holiday Observed.
- *01/16/23: Martin Luther King, Jr. Day Holiday Observed.
- *01/16/23-02/16/23: Call volume increase attributed to robocalls.
- *02/20/23: Presidents' Day Holiday Observed.
- *03/31/23: Cesar Chavez Day Holiday Observed.
- *05/29/23: Memorial Day Holiday Observed.
- *05/31/23: Implementation of the "Other Language" line.
- *06/03/23 - 07/10/23: Unanswered calls were unavailable for the "Other" Language queue due to technical issues.
- *07/11/23: Technical issues with the "Other" Language queue resolved.
- *06/26/23: Implementation of the myEDD Technical Support Center.
- *07/04/23: Independence Day Observed.
- *09/04/23: Labor Day Observed.
- *11/10/23: Veterans Day Observed.
- *11/23/23 - 11/24/23: Thanksgiving Day Observed.
- *12/14/23: Addition of the myEDD Technical Support Center (TSC) Language Lines in Cantonese, Mandarin, and Vietnamese
- *12/25/23: Christmas Day Holiday Observed

Spanish Contact Center Data						
Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/7/2023	52,382	8,801	44,059	8,323	1,057	63
1/14/2023	59,752	10,685	48,756	10,996	1,160	80
1/21/2023	79,719	9,771	69,877	9,842	846	68
1/28/2023	120,636	11,080	108,210	12,426	1,475	85
2/4/2023	58,514	11,107	46,190	12,324	1,012	88
2/11/2023	63,973	11,109	51,905	12,068	1,018	85
2/18/2023	63,059	10,981	51,277	11,782	934	85
2/25/2023	57,405	9,688	47,687	9,718	926	69
3/4/2023	56,408	11,077	45,083	11,325	1,009	83
3/11/2023	52,230	10,460	41,737	10,493	1,026	76
3/18/2023	54,434	10,361	43,614	10,820	943	76
3/25/2023	50,067	10,069	39,385	10,682	1,051	75
4/1/2023	35,932	8,158	27,208	8,724	788	60
4/8/2023	50,201	9,656	40,357	9,844	871	69
4/15/2023	35,324	9,409	25,183	10,141	801	70
4/22/2023	31,703	9,323	21,188	10,515	778	72
4/29/2023	24,263	8,349	13,728	10,535	893	71
5/6/2023	27,618	8,276	17,636	9,982	1,015	66
5/13/2023	27,048	7,613	18,552	8,496	959	60
5/20/2023	27,258	7,942	18,407	8,851	1,014	63
5/27/2023	22,717	7,795	13,523	9,194	832	66
6/3/2023	13,036	6,248	5,467	7,569	748	54
6/10/2023	17,464	7,640	7,816	9,648	929	70
6/17/2023	15,224	6,904	6,077	9,147	912	66
6/24/2023	12,271	6,274	3,381	8,890	599	62
7/1/2023	28,064	9,048	18,383	9,681	1,197	72
7/8/2023	24,403	7,343	16,772	7,631	1,027	57
7/15/2023	21,336	8,032	11,206	10,130	1,071	74
7/22/2023	17,310	7,105	7,849	9,461	919	70
7/29/2023	17,758	6,932	8,146	9,612	833	69
8/5/2023	15,505	6,627	6,145	9,360	879	66
8/12/2023	16,058	6,810	6,577	9,481	948	68
8/19/2023	14,140	6,763	5,184	8,956	903	68
8/26/2023	13,284	6,595	4,764	8,520	919	64
9/2/2023	12,467	6,277	4,200	8,267	862	63
9/9/2023	11,656	5,244	4,918	6,738	752	46
9/16/2023	14,352	6,061	6,450	7,902	852	56
9/23/2023	10,709	5,604	2,889	7,820	728	55
9/30/2023	9,488	5,611	1,658	7,830	756	56
10/7/2023	12,547	5,737	5,039	7,508	1,032	56
10/14/2023	11,295	5,992	3,151	8,144	811	60
10/21/2023	13,067	6,705	4,222	8,845	930	67
10/28/2023	16,503	7,293	7,276	9,227	1,194	75
11/4/2023	20,713	6,973	12,293	8,420	1,261	67
11/11/2023	22,231	6,326	14,808	7,423	1,129	58
11/18/2023	40,727	8,561	30,719	10,008	1,468	79
11/25/2023	27,454	5,570	21,861	5,593	952	46
12/2/2023	55,275	10,126	44,655	10,620	1,597	81
12/9/2023	44,797	8,520	35,018	9,779	1,440	77
12/16/2023	38,312	8,533	28,367	9,945	1,418	76
12/23/2023	38,258	8,757	28,685	9,573	1,247	74
12/30/2023	23,225	6,880	15,497	7,728	908	61
Weekly Average	32,684	8,077	23,481	9,388	995	68
Grand Total	1,699,572	418,801	1,213,035	486,537	51,629	68

Note:

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- *05/31/23: Implementation of the "Other Language" line.
- *06/03/23 - 07/10/23: Unanswered calls were unavailable for the "Other" Language queue due to technical issues.
- *07/11/23: Technical issues with the "Other" Language queue resolved.
- *06/26/23: Implementation of the myEDD Technical Support Center.
- *07/04/23: Independence Day Observed.
- *09/04/23: Labor Day Observed.
- *11/10/23: Veterans Day Observed.
- *11/23/23 - 11/24/23: Thanksgiving Day Observed.
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- *12/25/23: Christmas Day Holiday Observed

Vietnamese Contact Center Data						
Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/7/2023	683	474	230	453	72	4
1/14/2023	729	524	190	539	101	5
1/21/2023	509	436	29	480	52	4
1/28/2023	587	444	120	467	53	4
2/4/2023	584	502	14	570	37	4
2/11/2023	547	461	7	540	32	4
2/18/2023	556	448	39	517	34	5
2/25/2023	581	494	19	562	55	4
3/4/2023	663	527	31	632	46	5
3/11/2023	630	519	27	603	55	5
3/18/2023	622	495	46	576	46	5
3/25/2023	583	489	49	534	38	4
4/1/2023	548	443	79	469	52	4
4/8/2023	794	626	103	691	107	6
4/15/2023	650	548	28	622	30	5
4/22/2023	637	523	21	616	39	5
4/29/2023	604	487	17	587	25	5
5/6/2023	592	477	34	558	54	5
5/13/2023	601	474	95	506	87	5
5/20/2023	523	439	77	446	64	4
5/27/2023	519	450	3	516	16	5
6/3/2023	463	420	3	460	29	4
6/10/2023	586	500	11	575	52	5
6/17/2023	517	450	3	514	17	4
6/24/2023	490	411	5	485	15	4
7/1/2023	713	588	31	682	77	5
7/8/2023	471	406	2	469	17	4
7/15/2023	587	503	2	585	35	5
7/22/2023	559	474	12	547	21	4
7/29/2023	572	465	5	567	32	4
8/5/2023	593	493	23	570	34	5
8/12/2023	570	475	8	562	30	4
8/19/2023	533	449	5	528	22	4
8/26/2023	521	432	4	517	27	4
9/2/2023	544	470	1	543	12	5
9/9/2023	486	422	12	474	30	4
9/16/2023	550	460	7	543	31	4
9/23/2023	502	417	7	495	25	4
9/30/2023	560	449	11	549	26	4
10/7/2023	503	419	9	494	24	4
10/14/2023	531	427	13	518	21	4
10/21/2023	546	461	2	544	30	4
10/28/2023	496	424	2	494	40	4
11/4/2023	496	421	14	482	55	4
11/11/2023	411	361	6	405	28	4
11/18/2023	628	509	11	617	47	5
11/25/2023	404	343	38	366	50	3
12/2/2023	550	440	64	486	52	4
12/9/2023	538	457	22	516	39	5
12/16/2023	473	420	25	448	52	4
12/23/2023	492	428	8	484	46	4
12/30/2023	396	356	8	388	23	3
Weekly Average	558	462	31	527	41	4
Grand Total	29,023	24,030	1,632	27,391	2,134	4

Note:

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- *05/31/23: Implementation of the "Other Language" line.
- *06/03/23 - 07/10/23: Unanswered calls were unavailable for the "Other" Language queue due to technical issues.
- *07/11/23: Technical issues with the "Other" Language queue resolved.
- *06/26/23: Implementation of the myEDD Technical Support Center.
- *07/04/23: Independence Day Observed.
- *09/04/23: Labor Day Observed.
- *11/10/23: Veterans Day Observed.
- *11/23/23 - 11/24/23: Thanksgiving Day Observed.
- *12/14/23: Addition of the myEDD Technical Support Center (TSC) Language Lines in Cantonese, Mandarin, and Vietnamese
- *12/25/23: Christmas Day Holiday Observed

Cantonese Contact Center Data						
Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/7/2023	686	429	296	390	108	4
1/14/2023	705	466	245	460	107	4
1/21/2023	508	377	176	332	95	3
1/28/2023	615	417	266	349	103	3
2/4/2023	590	432	160	430	91	4
2/11/2023	612	448	180	432	92	4
2/18/2023	456	344	126	330	41	3
2/25/2023	428	318	104	324	53	3
3/4/2023	550	396	147	403	54	3
3/11/2023	519	388	99	420	63	3
3/18/2023	471	390	69	402	49	3
3/25/2023	516	386	112	404	65	3
4/1/2023	404	324	79	325	49	3
4/8/2023	667	499	147	520	90	4
4/15/2023	550	448	85	465	53	4
4/22/2023	428	365	32	396	34	3
4/29/2023	410	350	39	371	34	3
5/6/2023	454	343	80	374	51	3
5/13/2023	582	365	261	321	83	3
5/20/2023	498	329	199	299	70	3
5/27/2023	538	360	204	334	67	3
6/3/2023	950	363	671	279	109	3
6/10/2023	437	362	74	363	57	3
6/17/2023	478	365	106	372	63	3
6/24/2023	407	327	74	333	48	3
7/1/2023	530	368	147	383	68	4
7/8/2023	337	305	33	304	40	3
7/15/2023	398	301	72	326	53	3
7/22/2023	471	358	97	374	70	3
7/29/2023	405	332	50	355	58	3
8/5/2023	421	348	34	387	59	3
8/12/2023	379	319	46	333	36	3
8/19/2023	380	320	34	346	32	3
8/26/2023	373	303	23	350	36	3
9/2/2023	350	282	36	314	30	5
9/9/2023	321	261	31	290	25	2
9/16/2023	360	296	25	335	27	3
9/23/2023	279	247	10	269	12	2
9/30/2023	253	214	13	240	29	2
10/7/2023	419	295	92	327	43	3
10/14/2023	318	258	48	270	42	2
10/21/2023	471	296	163	308	71	3
10/28/2023	367	277	35	332	35	3
11/4/2023	348	280	28	320	30	3
11/11/2023	351	261	71	280	36	2
11/18/2023	429	322	87	342	47	3
11/25/2023	245	202	50	195	29	2
12/2/2023	461	372	48	413	46	3
12/9/2023	362	295	32	330	37	3
12/16/2023	438	357	81	357	33	3
12/23/2023	578	436	113	465	58	4
12/30/2023	327	269	27	300	22	3
Weekly Average	458	342	107	351	54	3
Grand Total	23,830	17,765	5,557	18,273	2,833	3

Note:

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- *01/16/23: Martin Luther King, Jr. Day Holiday Observed.
- *01/16/23-02/16/23: Call volume increase attributed to robocalls.
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- *12/14/23: Addition of the myEDD Technical Support Center (TSC) Language Lines in Cantonese, Mandarin, and Vietnamese
- *12/25/23: Christmas Day Holiday Observed

Mandarin Contact Center Data						
Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/7/2023	468	279	256	212	54	3
1/14/2023	407	288	169	238	45	3
1/21/2023	422	238	257	165	31	2
1/28/2023	451	281	258	193	61	2
2/4/2023	364	265	137	227	44	3
2/11/2023	350	266	114	236	43	3
2/18/2023	394	242	193	201	30	2
2/25/2023	423	241	253	170	54	2
3/4/2023	424	268	198	226	52	2
3/11/2023	419	302	177	242	52	3
3/18/2023	365	252	153	212	47	2
3/25/2023	446	264	266	180	58	2
4/1/2023	353	240	193	160	44	2
4/8/2023	751	342	502	249	75	3
4/15/2023	444	268	227	217	64	3
4/22/2023	451	247	260	191	49	2
4/29/2023	484	268	298	186	60	2
5/6/2023	529	279	316	213	58	3
5/13/2023	555	292	354	201	74	3
5/20/2023	397	258	223	174	56	2
5/27/2023	454	246	291	163	53	2
6/3/2023	432	243	303	129	61	2
6/10/2023	336	264	121	215	58	2
6/17/2023	251	210	74	177	68	2
6/24/2023	274	201	103	171	37	2
7/1/2023	420	261	252	168	82	2
7/8/2023	309	201	154	155	65	2
7/15/2023	397	236	218	179	68	2
7/22/2023	331	218	155	176	58	2
7/29/2023	286	188	124	162	46	2
8/5/2023	264	212	58	206	43	3
8/12/2023	267	201	83	184	51	2
8/19/2023	281	215	93	188	54	2
8/26/2023	515	189	385	130	58	2
9/2/2023	262	191	98	164	53	2
9/9/2023	244	193	62	182	41	2
9/16/2023	257	207	71	186	29	2
9/23/2023	258	205	64	194	36	2
9/30/2023	341	169	182	159	37	2
10/7/2023	373	213	179	194	52	2
10/14/2023	265	185	106	159	44	2
10/21/2023	324	221	151	173	63	2
10/28/2023	277	200	119	158	37	2
11/4/2023	267	204	105	162	42	2
11/11/2023	238	161	122	116	30	1
11/18/2023	239	197	73	166	54	2
11/25/2023	219	159	107	112	40	1
12/2/2023	274	232	59	215	52	2
12/9/2023	254	205	79	175	38	2
12/16/2023	268	201	98	170	42	2
12/23/2023	231	207	41	190	27	2
12/30/2023	182	137	52	130	18	2
Weekly Average	356	230	173	183	50	2
Grand Total	18,487	11,952	8,986	9,501	2,588	2

Note:

- *01/02/23: New Year's Day Holiday Observed.
- *01/16/23: Martin Luther King, Jr. Day Holiday Observed.
- *01/16/23-02/16/23: Call volume increase attributed to robocalls.
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- *03/31/23: Cesar Chavez Day Holiday Observed.
- *05/29/23: Memorial Day Holiday Observed.
- *05/31/23: Implementation of the "Other Language" line.
- *06/03/23 - 07/10/23: Unanswered calls were unavailable for the "Other" Language queue due to technical issues.
- *07/11/23: Technical issues with the "Other" Language queue resolved.
- *06/26/23: Implementation of the myEDD Technical Support Center.
- *07/04/23: Independence Day Observed.
- *09/04/23: Labor Day Observed.
- *11/10/23: Veterans Day Observed.
- *11/23/23 - 11/24/23: Thanksgiving Day Observed.
- *12/14/23: Addition of the myEDD Technical Support Center (TSC) Language Lines in Cantonese, Mandarin, and Vietnamese
- *12/25/23: Christmas Day Holiday Observed

Korean Contact Center Data						
Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/7/2023	154	80	53	101	32	1
1/14/2023	83	61	5	78	4	1
1/21/2023	92	63	22	70	1	1
1/28/2023	87	69	13	74	4	1
2/4/2023	97	71	3	94	4	1
2/11/2023	73	57	9	64	1	1
2/18/2023	89	60	12	77	9	1
2/25/2023	68	54	5	63	1	1
3/4/2023	98	60	33	65	1	1
3/11/2023	82	61	8	74	7	1
3/18/2023	80	65	8	72	5	1
3/25/2023	111	69	14	97	5	1
4/1/2023	64	41	3	61	2	1
4/8/2023	110	75	23	87	12	1
4/15/2023	87	62	13	74	3	1
4/22/2023	82	50	21	61	7	1
4/29/2023	101	62	27	74	13	1
5/6/2023	95	59	50	45	16	1
5/13/2023	172	64	131	41	27	1
5/20/2023	113	74	58	55	16	1
5/27/2023	81	49	32	49	6	1
6/3/2023	108	55	65	43	16	1
6/10/2023	120	67	55	65	15	1
6/17/2023	82	62	18	64	6	1
6/24/2023	66	46	19	47	4	1
7/1/2023	105	69	32	73	13	1
7/8/2023	93	58	35	58	14	1
7/15/2023	103	58	36	67	13	1
7/22/2023	91	58	40	51	11	1
7/29/2023	96	65	39	57	8	1
8/5/2023	90	59	32	58	13	1
8/12/2023	84	67	21	63	11	1
8/19/2023	71	53	25	46	7	1
8/26/2023	144	63	78	66	10	1
9/2/2023	74	61	20	54	10	1
9/9/2023	63	59	11	52	11	1
9/16/2023	96	72	17	79	17	1
9/23/2023	88	64	30	58	12	1
9/30/2023	121	94	66	55	25	1
10/7/2023	99	101	36	63	15	1
10/14/2023	78	102	9	69	17	1
10/21/2023	108	116	26	82	27	1
10/28/2023	153	120	70	83	24	1
11/4/2023	217	125	143	74	27	1
11/11/2023	150	108	68	82	21	1
11/18/2023	142	150	27	115	37	1
11/25/2023	152	116	103	49	12	1
12/2/2023	199	174	106	93	28	1
12/9/2023	114	102	49	65	17	1
12/16/2023	105	60	51	54	16	1
12/23/2023	124	60	66	58	9	1
12/30/2023	67	46	37	30	5	1
Weekly Average	104	73	38	66	12	1
Grand Total	5,422	3,816	1,973	3,449	647	1

Note:

- *01/02/23: New Year's Day Holiday Observed.
- *01/16/23: Martin Luther King, Jr. Day Holiday Observed.
- *01/16/23-02/16/23: Call volume increase attributed to robocalls.
- *02/20/23: Presidents' Day Holiday Observed.
- *03/31/23: Cesar Chavez Day Holiday Observed.
- *05/29/23: Memorial Day Holiday Observed.
- *05/31/23: Implementation of the "Other Language" line.
- *06/03/23 - 07/10/23: Unanswered calls were unavailable for the "Other" Language queue due to technical issues.
- *07/11/23: Technical issues with the "Other" Language queue resolved.
- *06/26/23: Implementation of the myEDD Technical Support Center.
- *07/04/23: Independence Day Observed.
- *09/04/23: Labor Day Observed.
- *11/10/23: Veterans Day Observed.
- *11/23/23 - 11/24/23: Thanksgiving Day Observed.
- *12/14/23: Addition of the myEDD Technical Support Center (TSC) Language Lines in Cantonese, Mandarin, and Vietnamese
- *12/25/23: Christmas Day Holiday Observed

Tagalog Contact Center Data						
Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/7/2023	134	104	16	118	12	2
1/14/2023	177	113	19	158	17	2
1/21/2023	145	93	23	122	6	2
1/28/2023	158	111	40	118	21	2
2/4/2023	168	112	37	131	20	1
2/11/2023	122	109	19	103	25	1
2/18/2023	95	80	6	89	4	1
2/25/2023	115	84	12	103	4	1
3/4/2023	148	91	24	124	4	2
3/11/2023	132	96	16	116	12	1
3/18/2023	121	108	48	73	32	1
3/25/2023	179	110	81	98	20	1
4/1/2023	93	75	8	85	3	1
4/8/2023	153	124	9	144	12	2
4/15/2023	148	109	32	116	17	1
4/22/2023	149	114	13	136	20	2
4/29/2023	150	106	36	114	14	1
5/6/2023	215	148	74	141	23	2
5/13/2023	134	93	32	102	19	1
5/20/2023	183	116	62	121	27	1
5/27/2023	152	115	32	120	17	2
6/3/2023	172	119	41	131	28	2
6/10/2023	167	116	18	149	17	2
6/17/2023	147	128	14	133	37	2
6/24/2023	150	120	31	119	20	2
7/1/2023	319	205	50	269	51	2
7/8/2023	169	134	10	159	26	2
7/15/2023	161	142	6	155	30	2
7/22/2023	152	139	14	138	41	2
7/29/2023	165	134	22	143	29	2
8/5/2023	152	126	24	128	26	2
8/12/2023	145	117	13	132	16	2
8/19/2023	125	104	3	122	10	2
8/26/2023	159	114	31	128	17	2
9/2/2023	129	111	11	118	23	2
9/9/2023	91	93	11	80	21	1
9/16/2023	123	103	33	90	23	1
9/23/2023	147	117	40	107	28	1
9/30/2023	149	158	62	87	30	1
10/7/2023	190	186	69	121	30	2
10/14/2023	176	180	67	109	41	1
10/21/2023	149	187	11	138	36	2
10/28/2023	175	212	2	173	13	2
11/4/2023	148	186	8	140	30	2
11/11/2023	186	226	4	182	27	2
11/18/2023	243	322	21	222	42	2
11/25/2023	185	204	30	155	23	2
12/2/2023	232	304	11	221	43	2
12/9/2023	188	213	12	176	34	2
12/16/2023	147	125	14	133	13	2
12/23/2023	142	116	5	137	16	2
12/30/2023	105	94	1	104	11	1
Weekly Average	157	136	26	131	22	2
Grand Total	8,159	7,046	1,328	6,831	1,161	2

Note:

*01/02/23: New Year's Day Holiday Observed.
 *01/16/23: Martin Luther King, Jr. Day Holiday Observed.
 *01/16/23-02/16/23: Call volume increase attributed to robocalls.
 *02/20/23: Presidents' Day Holiday Observed.
 *03/31/23: Cesar Chavez Day Holiday Observed.
 *05/29/23: Memorial Day Holiday Observed.
 *05/31/23: Implementation of the "Other Language" line.
 *06/03/23 - 07/10/23: Unanswered calls were unavailable for the "Other" Language queue due to technical issues.
 *07/11/23: Technical issues with the "Other" Language queue resolved.
 *06/26/23: Implementation of the myEDD Technical Support Center.
 *07/04/23: Independence Day Observed.
 *09/04/23: Labor Day Observed.
 *11/10/23: Veterans Day Observed.
 *11/23/23 - 11/24/23: Thanksgiving Day Observed.
 *12/14/23: Addition of the myEDD Technical Support Center (TSC) Language Lines in Cantonese, Mandarin, and Vietnamese
 *12/25/23: Christmas Day Holiday Observed

Armenian Contact Center Data						
Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/7/2023	29	29	1	28	5	1
1/14/2023	62	48	7	55	3	1
1/21/2023	95	42	14	81	7	1
1/28/2023	71	43	6	65	5	1
2/4/2023	92	55	1	91	1	1
2/11/2023	62	40	1	61	2	1
2/18/2023	42	32	0	42	1	1
2/25/2023	54	36	1	53	3	1
3/4/2023	78	48	1	77	1	1
3/11/2023	58	40	1	57	8	1
3/18/2023	56	49	1	55	12	1
3/25/2023	61	51	1	60	12	1
4/1/2023	68	42	17	51	1	1
4/8/2023	60	47	5	55	7	1
4/15/2023	43	40	3	40	11	1
4/22/2023	57	41	1	56	5	1
4/29/2023	72	44	5	67	11	1
5/6/2023	57	47	2	55	10	1
5/13/2023	65	56	10	55	20	1
5/20/2023	74	66	9	65	25	1
5/27/2023	98	72	10	88	14	1
6/3/2023	53	57	0	53	10	1
6/10/2023	49	28	5	44	6	1
6/17/2023	70	47	7	63	10	1
6/24/2023	52	35	3	49	8	1
7/1/2023	65	52	14	51	14	1
7/8/2023	85	66	10	75	17	1
7/15/2023	105	85	25	80	19	1
7/22/2023	89	64	24	65	15	1
7/29/2023	164	75	127	37	32	1
8/5/2023	145	72	80	65	20	1
8/12/2023	85	65	28	57	12	1
8/19/2023	72	48	31	41	9	1
8/26/2023	70	38	38	32	15	1
9/2/2023	49	38	19	30	9	1
9/9/2023	54	31	30	24	6	1
9/16/2023	68	30	31	37	5	1
9/23/2023	113	50	78	35	17	1
9/30/2023	78	89	41	37	18	1
10/7/2023	74	94	32	42	16	1
10/14/2023	61	88	30	31	16	1
10/21/2023	128	113	89	39	13	1
10/28/2023	79	112	39	40	31	1
11/4/2023	54	97	13	41	24	1
11/11/2023	71	108	24	47	19	1
11/18/2023	88	145	42	46	31	1
11/25/2023	60	90	30	30	25	1
12/2/2023	102	182	41	61	43	1
12/9/2023	90	87	37	53	22	1
12/16/2023	28	25	9	19	10	1
12/23/2023	63	46	21	42	10	1
12/30/2023	40	29	17	23	5	1
Weekly Average	72	61	21	51	13	1
Grand Total	3,758	3,154	1,112	2,646	671	1

Note:

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- *01/16/23: Martin Luther King, Jr. Day Holiday Observed.
- *01/16/23-02/16/23: Call volume increase attributed to robocalls.
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"Other" Language						
Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/7/2023						
1/14/2023						
1/21/2023						
1/28/2023						
2/4/2023						
2/11/2023						
2/18/2023						
2/25/2023						
3/4/2023						
3/11/2023						
3/18/2023						
3/25/2023						
4/1/2023						
4/8/2023						
4/15/2023						
4/22/2023						
4/29/2023						
5/6/2023						
5/13/2023						
5/20/2023						
5/27/2023						
6/3/2023	423	402	0	423	51	2
6/10/2023	688	636	0	688	106	4
6/17/2023	689	625	0	689	115	4
6/24/2023	591	568	0	591	126	4
7/1/2023	1,065	966	0	1,065	217	5
7/8/2023	630	611	0	630	125	4
7/15/2023	808	691	115	693	222	4
7/22/2023	955	673	228	727	131	6
7/29/2023	910	652	204	706	157	4
8/5/2023	820	657	73	747	113	4
8/12/2023	861	674	74	787	144	4
8/19/2023	847	697	62	785	140	4
8/26/2023	919	706	46	873	100	4
9/2/2023	794	628	124	670	112	4
9/9/2023	585	530	19	566	109	3
9/16/2023	882	690	112	770	151	4
9/23/2023	678	552	33	645	105	3
9/30/2023	672	544	29	643	101	3
10/7/2023	748	583	116	632	185	3
10/14/2023	654	571	10	644	123	3
10/21/2023	796	639	68	728	132	4
10/28/2023	874	1,047	31	843	161	7
11/4/2023	972	702	165	807	135	3
11/11/2023	858	692	30	828	89	3
11/18/2023	1,437	990	189	1,248	137	4
11/25/2023	1,134	653	322	812	100	2
12/2/2023	1,677	1,175	242	1,435	249	5
12/9/2023	1,455	966	212	1,243	200	4
12/16/2023	1,333	964	81	1,252	210	4
12/23/2023	1,639	934	514	1,125	200	5
12/30/2023	743	596	16	727	132	3
Weekly Average	908	710	100	807	141	4
Grand Total	28,137	22,014	3,115	25,022	4,378	4

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