

Filters

Responsible State/Territory
Kansas

Date Range
All values

Timezone
Local

Modality
All

Answer Rate Benchmark
80%

In-State Volume and Handling

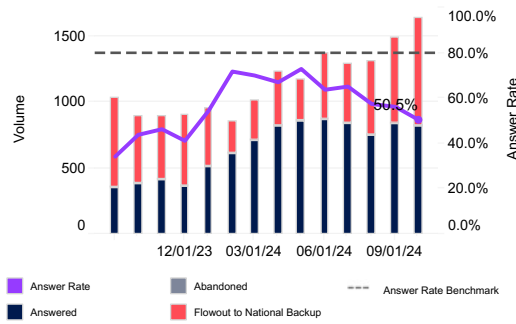
Selected Date Range

Data Includes records through 10/31/2024 and may continue to refresh up to 5 days after last date.

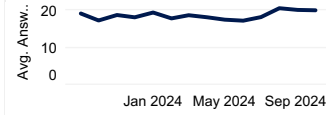
16,070 Routed In-State	9,200 Answered In-State	57.2% In-State Answer Rate	0.2% In-State Abandoned Rate	6,840 Flowout to National Backup	18.8 sec State Avg. Speed to Answer	41.3 min State Avg. Talk Time
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Routed Chat/Text Volume and Outcomes

Monthly



State Avg. Speed to Answer

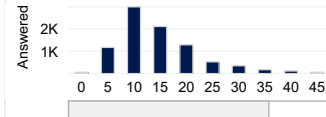


Volume Answered by Center

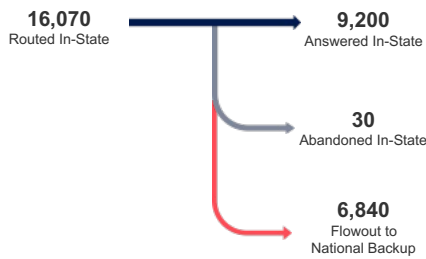
HeadQuarters Kansas	9,199
HealthSource Integrated Solutions	1

State Service Level

How many chats/texts were answered within the given amount of time (seconds)?



Understanding In-State Chat/Text Flow



Averages Over Time

Routed

Hourly Heatmap

Hour	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
0	175	152	189	226	228	203	171
1	153	135	133	196	207	161	149
2	111	105	116	130	151	117	128
3	91	73	84	104	136	110	102
4	54	43	26	78	77	68	79
5	39	26	24	39	47	31	48
6	26	19	15	32	38	37	43
7	25	12	16	21	24	29	24
8	11	13	25	11	15	21	19
9	12	33	32	27	24	25	25