

### Filters

Responsible State/Territory  
Kansas

Date Range  
All values

Timezone  
Local

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.

**36,322**  
Routed In-State

**32,075**  
Answered In-State

**88.3%**  
In-State Answer Rate

**9.5%**  
In-State Abandoned Rate

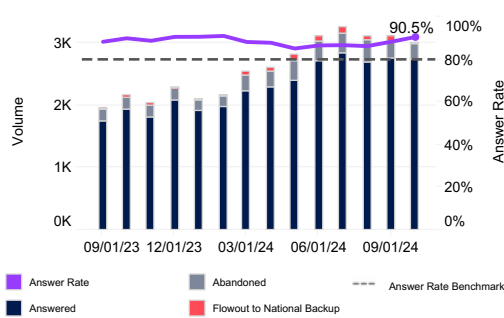
**763**  
Flowout to National Backup

**22.2 sec**  
State Speed to Answer

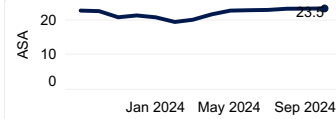
**14.4 min**  
State Avg. Talk Time

### Routed Call Volume and Outcomes

Monthly



### State Average Speed to Answer

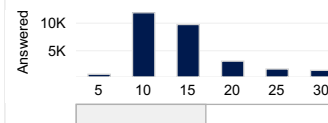


### Volume Answered by Center

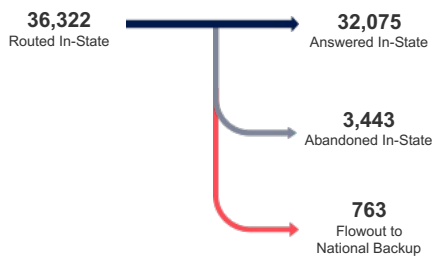
<a href="#">COMCARE of Sedgwick ..</a>	3,750
<a href="#">HeadQuarters Kansas</a>	19,909
<a href="#">HealthSource Integrated ..</a>	1,333
<a href="#">Johnson County Crisis Line</a>	3,498
<a href="#">Wyandot Center for Com..</a>	3,582

### State Service Level

How many calls were answered within the given amount of time (seconds)?



### Understanding In-State Call Flow



### Averages Over Time

Routed

Hourly Heatmap

Hour	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
0	281	312	266	253	290	274	290
1	258	265	288	264	278	301	294
2	226	250	272	222	272	231	310
3	239	195	184	193	215	213	232
4	202	182	149	182	212	176	177
5	183	145	127	111	135	155	180
6	125	109	132	102	122	128	160
7	108	82	109	83	115	83	126
8	112	104	95	101	91	89	108
9	109	112	109	124	110	119	120