



**Filters**

**Responsible State**  
Kansas

**Timezone**  
Local

**Date Range**  
All values

Modality		Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24
Call	<b>Routed</b>	1,965	2,157	2,032	2,287	2,103	2,164	2,537	2,604	2,821	3,132	3,265	3,123	3,113	3,019
	<b>Answered</b>	1,735	1,940	1,804	2,072	1,906	1,970	2,238	2,287	2,402	2,712	2,831	2,694	2,751	2,733
	<b>Answer Rate</b>	88.3%	89.9%	88.8%	90.6%	90.6%	91.0%	88.2%	87.8%	85.1%	86.6%	86.7%	86.3%	88.4%	90.5%
	<b>Abandon Rate</b>	10.3%	8.8%	9.9%	8.5%	8.7%	8.2%	9.3%	9.7%	10.7%	9.9%	9.8%	11.1%	8.9%	8.2%
	<b>Abandoned</b>	202	190	202	195	183	177	236	252	301	311	321	348	276	249
	<b>Flowout to National Backup</b>	27	27	26	20	13	17	61	65	116	109	113	79	84	35
	<b>Flowout to Backup rate</b>	1.4%	1.3%	1.2%	0.9%	0.6%	0.8%	2.4%	2.5%	4.1%	2.8%	3.4%	2.5%	2.7%	1.2%
	<b>State ASA (sec)</b>	22.9	22.7	20.9	21.5	20.9	19.6	20.2	21.8	22.9	23.0	23.1	23.4	23.4	23.5
	<b>Avg Talk Time (min)</b>	14.0	15.0	13.3	13.5	14.3	14.4	13.2	13.1	14.5	14.7	14.2	15.2	15.6	15.2
	Chat	<b>Routed</b>	410	284	261	262	279	320	304	277	313	315	224	364	498
<b>Answered</b>		135	126	141	107	174	238	210	201	231	236	166	223	300	344
<b>Answer Rate</b>		32.9%	44.4%	54.0%	40.8%	62.4%	74.4%	69.1%	72.6%	73.8%	74.9%	74.1%	61.3%	60.2%	52.0%
<b>Abandon Rate</b>		0.0%	0.4%	0.4%	0.0%	0.4%	0.9%	0.7%	0.4%	1.6%	0.6%	0.4%	1.1%	0.4%	0.5%
<b>Abandoned</b>		0	1	1	0	1	3	2	1	5	2	1	4	2	3
<b>Flowout to National B..</b>		275	157	119	155	104	79	92	75	77	77	57	137	196	314
<b>Flowout to Backup rate</b>		67.1%	55.3%	45.6%	59.2%	37.3%	24.7%	30.3%	27.1%	24.6%	24.4%	25.4%	37.6%	39.4%	47.5%
<b>State ASA (sec)</b>		19.5	17.5	18.9	18.6	18.8	17.4	17.6	17.6	17.3	15.9	18.3	19.4	19.4	20.5
<b>Avg Talk Time (min)</b>		32.6	37.7	41.0	29.8	34.0	27.4	38.5	27.5	26.8	27.1	32.0	30.3	25.0	36.3
Text		<b>Routed</b>	624	608	637	641	675	534	714	955	865	1,053	1,070	950	995
	<b>Answered</b>	219	265	275	265	346	375	503	625	628	636	677	532	539	483
	<b>Answer Rate</b>	35.1%	43.6%	43.2%	41.3%	51.3%	70.2%	70.4%	65.4%	72.6%	60.4%	63.3%	56.0%	54.2%	49.4%
	<b>Abandon Rate</b>	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%
	<b>Abandoned</b>	1	0	0	0	0	0	1	0	0	0	1	0	1	0
	<b>Flowout to National Backup</b>	404	343	362	376	329	159	210	330	237	417	392	418	455	494
	<b>Flowout to Backup rate</b>	64.7%	56.4%	56.8%	58.7%	48.7%	29.8%	29.4%	34.6%	27.4%	39.6%	36.6%	44.0%	45.7%	50.6%
	<b>State ASA (sec)</b>	19.2	17.3	18.9	18.1	19.9	18.3	19.3	18.5	17.7	17.9	18.3	21.3	20.7	19.9
	<b>Avg Talk Time (min)</b>	49.8	46.0	54.9	61.5	58.0	48.6	47.6	44.6	42.6	41.5	42.8	43.1	39.8	42.3