

2.1.1

Quarterly Report

July 2023—Sep 2023

Heart of Florida United Way

Orange, Osceola and Seminole Counties



211 Calls

Offered
27,767

2 Minute and 23 Seconds
ASA
Average Speed of Answer

Answered
22,471

7 minutes and 53 Seconds
AHT
Average Handle Time



211 Electronics

Chat
1085

Text
5821

E-mail
100



All Contacts by County

Orange
12,776

Osceola
2871

Seminole
2943

Other 3877

Contacts from 211 Line from other areas or declined providing zip code

PROVIDED BY



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