26J-20677

SERVICIOS PARA OPERAR EL CENTRO DE LLAMADAS DE LA LINEA DIRECTA PARA SITUACIONES DEL MALTRATO DE LA ADMINISTRACIÓN DE FAMILIAS Y NIÑOS (ADFAN) DEL GOBIERNO DE PUERTO RICO

Asunto: Contestaciones a preguntas de JEDI con mayor información.

Respuesta a la pregunta #4. y #27

Llamadas desde el volumen más alto hasta el menor en horarios de media hora.

02:30 PM-03:00 PM	3,500
01:30 PM-02:00 PM	3,404
02:00 PM-02:30 PM	3,401
03:00 PM-03:30 PM	3,242
01:00 PM-01:30 PM	3,157
10:30 AM-11:00 AM	3,139
11:00 AM-11:30 AM	3,110
10:00 AM-10:30 AM	3,031
03:30 PM-04:00 PM	2,943
09:30 AM-10:00 AM	2,919
11:30 AM-12:00 PM	2,882
09:00 AM-09:30 AM	2,709
04:00 PM-04:30 PM	2,443
12:30 PM-01:00 PM	2,338
12:00 PM-12:30 PM	2,334
08:30 AM-09:00 AM	2,305
04:30 PM-05:00 PM	2,039
05:00 PM-05:30 PM	1,659
08:00 AM-08:30 AM	1,637
05:30 PM-06:00 PM	1,441
06:00 PM-06:30 PM	1,275

06:30 PM-07:00 PM	1,169
07:00 PM-07:30 PM	1,075
07:30 PM-08:00 PM	1,071
08:00 PM-08:30 PM	928
08:30 PM-09:00 PM	890
09:00 PM-09:30 PM	860
09:30 PM-10:00 PM	778
07:30 AM-08:00 AM	769
10:00 PM-10:30 PM	679
10:30 PM-11:00 PM	656
11:00 PM-11:30 PM	590
11:30 PM-12:00 AM	533
07:00 AM-07:30 AM	500
12:00 AM-12:30 AM	479
12:30 AM-01:00 AM	395
01:00 AM-01:30 AM	326
02:00 AM-02:30 AM	287
01:30 AM-02:00 AM	262
06:30 AM-07:00 AM	247
02:30 AM-03:00 AM	219
03:00 AM-03:30 AM	216
03:30 AM-04:00 AM	201
06:00 AM-06:30 AM	187
04:00 AM-04:30 AM	183
05:30 AM-06:00 AM	145
05:00 AM-05:30 AM	140
04:30 AM-05:00 AM	136

Respuesta a la pregunta #8.

Volumen de llamadas outbound:

ADFAN Outbound,
07/01/2024 - 06/30/2025

Date	Outbound Calls	Outbound Calls Handled	Avg Outbound Talk Time	Avg Outbound Hold Time	Avg Outbound ACW Time	Avg Outbound Handle Time
2024-07-01	56	35	02:11	00:00	00:01	02:12
2024-07-02	47	33	04:15	00:04	00:02	04:21
2024-07-03	26	19	04:16	00:00	00:01	04:17
2024-07-04	37	23	04:52	00:14	00:02	05:07
2024-07-05	58	48	04:59	00:04	00:02	05:05
2024-07-06	31	26	04:46	00:00	00:01	04:47
2024-07-07	27	21	02:19	00:00	00:02	02:21
2024-07-08	32	29	03:17	00:00	00:01	03:18
2024-07-09	37	31	04:03	00:04	00:03	04:10
2024-07-10	49	36	03:53	00:10	00:03	04:06
2024-07-11	40	33	03:33	00:00	00:07	03:39
2024-07-12	46	36	04:53	00:00	00:02	04:55
2024-07-13	29	21	03:03	00:14	00:02	03:19
2024-07-14	18	13	04:20	00:09	00:05	04:34

2024-07-15	48	33	02:00	00:05	00:01	02:06
2024-07-16	32	26	05:39	00:00	00:03	05:42
2024-07-17	44	33	02:19	00:00	00:02	02:21
2024-07-18	49	33	03:28	00:04	00:05	03:37
2024-07-19	47	40	03:16	00:02	00:06	03:24
2024-07-20	41	27	02:02	00:00	00:03	02:05
2024-07-21	21	16	03:01	00:40	00:02	03:42
2024-07-22	37	32	03:09	00:00	00:02	03:11
2024-07-23	41	37	03:12	00:20	00:03	03:35
2024-07-24	25	21	02:40	00:00	00:03	02:43
2024-07-25	30	20	04:04	00:00	00:04	04:07
2024-07-26	34	24	03:01	00:02	00:03	03:06
2024-07-27	26	22	02:25	00:10	00:04	02:40
2024-07-28	24	18	02:58	00:07	00:04	03:08
2024-07-29	60	48	03:17	00:00	00:02	03:20
2024-07-30	86	61	03:08	00:00	00:03	03:11
2024-07-31	36	33	03:39	00:04	00:03	03:46
2024-08-01	55	40	02:16	00:02	00:02	02:20
2024-08-02	25	23	04:10	00:18	00:03	04:31

2024-08-03	39	30	04:50	00:05	00:01	04:56
2024-08-04	40	32	02:35	00:01	00:01	02:37
2024-08-05	36	31	03:36	00:15	00:01	03:53
2024-08-06	41	37	06:08	00:23	00:01	06:33
2024-08-07	50	35	01:55	00:00	00:02	01:57
2024-08-08	46	35	06:20	00:11	00:03	06:34
2024-08-09	46	37	04:13	00:06	00:02	04:21
2024-08-10	23	21	02:36	00:09	00:02	02:47
2024-08-11	40	22	03:25	00:06	00:03	03:33
2024-08-12	40	34	03:35	00:02	00:02	03:40
2024-08-13	37	29	03:08	00:00	00:02	03:10
2024-08-14	26	18	04:43	00:00	00:05	04:48
2024-08-15	66	52	03:38	00:12	00:05	03:55
2024-08-16	63	46	03:58	00:00	00:03	04:01
2024-08-17	52	40	04:18	00:03	00:01	04:22
2024-08-18	22	20	02:58	00:06	00:03	03:07
2024-08-19	44	30	03:14	00:00	00:02	03:17
2024-08-20	52	42	05:07	00:00	00:02	05:09
2024-08-21	46	30	02:17	00:23	00:02	02:42

2024-08-22	53	38	03:44	00:00	00:02	03:46
2024-08-23	60	48	05:21	00:03	00:02	05:26
2024-08-24	33	20	04:18	00:00	00:02	04:19
2024-08-25	33	21	02:23	00:00	00:03	02:26
2024-08-26	73	56	02:59	00:07	00:01	03:07
2024-08-27	63	55	04:04	00:13	00:06	04:23
2024-08-28	46	40	03:26	00:00	00:02	03:28
2024-08-29	75	59	04:22	00:06	00:02	04:30
2024-08-30	107	85	07:51	00:09	00:02	08:02
2024-08-31	43	28	07:18	00:00	00:03	07:21
2024-09-01	29	24	04:11	00:00	00:04	04:15
2024-09-02	46	33	03:21	00:00	00:03	03:25
2024-09-03	61	47	05:23	00:07	00:02	05:32
2024-09-04	80	66	05:51	00:04	00:01	05:56
2024-09-05	93	80	03:46	00:01	00:02	03:49
2024-09-06	71	53	04:40	00:17	00:01	04:58
2024-09-07	42	34	03:52	00:00	00:02	03:54
2024-09-08	54	39	03:52	00:16	00:02	04:10
2024-09-09	69	47	06:56	00:40	00:02	07:39

2024-09-10	117	84	05:24	00:06	00:01	05:31
2024-09-11	133	108	03:59	00:05	00:03	04:08
2024-09-12	84	57	03:59	00:11	00:02	04:11
2024-09-13	77	61	04:50	00:01	00:02	04:53
2024-09-14	40	29	05:29	00:00	00:02	05:32
2024-09-15	30	24	03:20	00:00	00:01	03:21
2024-09-16	91	71	03:46	00:06	00:01	03:53
2024-09-17	134	124	05:19	00:05	00:02	05:26
2024-09-18	107	84	04:33	00:16	00:05	04:53
2024-09-19	78	62	04:54	00:06	00:04	05:04
2024-09-20	91	79	04:14	00:01	00:03	04:18
2024-09-21	33	25	02:31	00:00	00:02	02:33
2024-09-22	50	36	02:48	00:08	00:03	02:58
2024-09-23	73	62	04:02	00:07	00:03	04:11
2024-09-24	92	65	03:03	00:04	00:03	03:09
2024-09-25	115	101	05:25	00:01	00:04	05:30
2024-09-26	82	53	04:01	00:02	00:01	04:05
2024-09-27	112	73	02:49	00:03	00:05	02:57
2024-09-28	55	34	02:00	00:00	00:02	02:02

2024-09-29	33	21	03:18	00:01	00:03	03:22
2024-09-30	83	62	02:38	00:04	00:02	02:44
2024-10-01	43	33	03:49	00:14	00:01	04:03
2024-10-02	67	57	04:39	00:14	00:01	04:54
2024-10-03	85	69	04:14	00:06	00:03	04:23
2024-10-04	83	72	04:39	00:14	00:02	04:55
2024-10-05	57	38	02:49	00:00	00:16	03:05
2024-10-06	23	17	08:31	00:03	00:02	08:37
2024-10-07	71	51	04:53	00:00	00:01	04:53
2024-10-08	82	53	05:03	00:00	00:02	05:04
2024-10-09	55	43	04:02	00:05	00:02	04:10
2024-10-10	79	61	07:00	00:14	00:01	07:15
2024-10-11	105	83	04:36	00:06	00:02	04:45
2024-10-12	43	32	03:39	00:00	00:00	03:40
2024-10-13	41	28	01:40	00:00	00:02	01:41
2024-10-14	89	76	04:44	00:10	00:03	04:57
2024-10-15	86	72	02:48	00:02	00:00	02:50
2024-10-16	103	87	02:43	00:05	00:04	02:52
2024-10-17	44	37	03:35	00:03	00:02	03:40

2024-10-18	58	42	10:02	00:17	00:02	10:20
2024-10-19	53	34	03:11	00:06	00:01	03:18
2024-10-20	43	32	04:00	00:02	00:02	04:04
2024-10-21	69	54	04:59	00:10	00:04	05:13
2024-10-22	57	44	03:10	00:07	00:02	03:19
2024-10-23	98	78	05:42	00:07	00:02	05:51
2024-10-24	90	73	06:15	00:00	00:02	06:17
2024-10-25	89	75	05:03	00:04	00:07	05:14
2024-10-26	48	44	03:05	00:07	00:02	03:13
2024-10-27	32	28	01:51	00:00	00:01	01:52
2024-10-28	83	62	06:01	00:02	00:06	06:08
2024-10-29	78	61	06:06	00:17	00:01	06:25
2024-10-30	64	57	05:10	00:00	00:02	05:12
2024-10-31	53	44	04:41	00:12	00:02	04:55
2024-11-01	67	50	06:20	00:11	00:02	06:33
2024-11-02	28	21	01:05	00:00	00:02	01:07
2024-11-03	23	15	03:47	00:00	00:02	03:48
2024-11-04	69	53	04:48	00:02	00:02	04:52
2024-11-05	35	23	02:55	00:14	00:02	03:11

2024-11-06	51	39	04:56	00:02	00:01	05:00
2024-11-07	137	70	04:59	00:03	00:03	05:05
2024-11-08	67	62	05:44	00:02	00:01	05:47
2024-11-09	23	22	05:31	00:00	00:00	05:32
2024-11-10	20	16	01:43	00:02	00:01	01:46
2024-11-11	41	31	06:30	00:08	00:01	06:39
2024-11-12	76	67	06:39	00:07	00:04	06:50
2024-11-13	67	46	04:41	00:14	00:01	04:56
2024-11-14	63	53	05:05	00:13	00:20	05:39
2024-11-15	50	44	03:55	00:14	00:01	04:10
2024-11-16	36	29	04:22	00:00	00:01	04:23
2024-11-17	29	24	04:21	00:00	00:01	04:22
2024-11-18	60	51	04:16	00:18	00:02	04:36
2024-11-19	53	40	03:24	00:09	00:01	03:34
2024-11-20	46	33	04:21	00:12	00:03	04:36
2024-11-21	49	36	03:53	00:03	00:02	03:59
2024-11-22	39	30	03:48	00:00	00:02	03:50
2024-11-23	51	33	03:33	00:00	00:00	03:33
2024-11-24	35	26	02:29	00:08	00:00	02:37

2024-11-25	37	31	04:13	00:00	00:02	04:15
2024-11-26	49	41	04:55	00:18	00:02	05:14
2024-11-27	52	32	06:22	00:00	00:03	06:26
2024-11-28	20	17	07:07	00:00	00:03	07:10
2024-11-29	55	39	05:54	00:00	00:03	05:57
2024-11-30	26	15	02:36	00:00	00:03	02:39
2024-12-01	25	20	03:28	00:00	00:02	03:29
2024-12-02	47	37	04:40	00:00	00:02	04:42
2024-12-03	55	38	06:46	00:04	00:01	06:51
2024-12-04	64	51	04:41	00:12	00:01	04:55
2024-12-05	67	56	04:31	00:07	00:01	04:39
2024-12-06	41	32	05:57	00:10	00:00	06:07
2024-12-07	66	39	03:32	00:00	00:01	03:33
2024-12-08	23	16	07:06	00:00	00:04	07:10
2024-12-09	68	44	04:42	00:07	00:01	04:50
2024-12-10	66	57	06:37	00:12	00:01	06:50
2024-12-11	81	69	06:06	00:08	00:02	06:16
2024-12-12	83	64	05:35	00:07	00:01	05:44
2024-12-13	69	47	04:27	00:08	00:01	04:36

2024-12-14	42	29	02:12	00:07	00:02	02:21
2024-12-15	48	35	03:41	00:02	00:01	03:44
2024-12-16	55	50	07:11	00:29	00:01	07:41
2024-12-17	60	54	07:14	00:00	00:01	07:16
2024-12-18	84	45	04:10	00:16	00:01	04:28
2024-12-19	40	21	04:02	00:06	00:00	04:08
2024-12-20	73	53	04:28	00:00	00:01	04:29
2024-12-21	23	17	03:44	00:01	00:01	03:46
2024-12-22	32	21	05:04	00:06	00:04	05:13
2024-12-23	42	31	03:43	00:04	00:01	03:47
2024-12-24	38	31	02:11	00:00	00:01	02:12
2024-12-25	30	18	03:53	00:00	00:00	03:53
2024-12-26	51	37	05:36	00:06	00:01	05:44
2024-12-27	45	25	03:46	00:03	00:02	03:50
2024-12-28	44	33	04:15	00:15	00:01	04:31
2024-12-29	42	35	02:54	00:00	00:01	02:54
2024-12-30	33	25	08:19	00:18	00:01	08:38
2024-12-31	23	23	02:36	00:02	00:02	02:39
2025-01-01	29	24	03:28	00:00	00:02	03:29

2025-01-02	33	22	03:23	00:00	00:03	03:26
2025-01-03	42	30	03:52	00:00	00:01	03:53
2025-01-04	13	11	03:10	00:07	00:00	03:17
2025-01-05	24	20	06:00	00:06	00:02	06:09
2025-01-06	60	41	03:06	00:07	00:02	03:15
2025-01-07	71	56	04:04	00:03	00:02	04:09
2025-01-08	89	64	03:44	00:01	00:05	03:51
2025-01-09	40	36	06:41	00:09	00:01	06:52
2025-01-10	36	25	08:12	00:05	00:01	08:18
2025-01-11	70	52	05:02	00:00	00:00	05:02
2025-01-12	33	24	02:58	00:07	00:01	03:05
2025-01-13	75	56	04:33	00:03	00:01	04:37
2025-01-14	36	31	03:54	00:13	00:02	04:08
2025-01-15	84	65	04:06	00:13	00:02	04:20
2025-01-16	69	61	05:41	00:18	00:01	05:59
2025-01-17	63	54	06:01	00:03	00:01	06:05
2025-01-18	44	28	02:55	00:00	00:00	02:55
2025-01-19	18	12	07:45	00:13	00:00	07:57
2025-01-20	50	35	04:36	00:06	00:01	04:43

2025-01-21	46	38	06:31	00:09	00:02	06:42
2025-01-22	78	60	02:40	00:01	00:01	02:42
2025-01-23	82	65	05:33	00:20	00:01	05:53
2025-01-24	112	83	03:35	00:00	00:01	03:36
2025-01-25	37	29	05:31	00:21	00:02	05:54
2025-01-26	39	24	04:44	00:07	00:02	04:54
2025-01-27	74	55	02:59	00:00	00:01	03:00
2025-01-28	87	71	07:24	00:03	00:02	07:29
2025-01-29	61	46	04:55	00:04	00:01	04:59
2025-01-30	95	83	07:09	00:14	00:01	07:23
2025-01-31	59	48	04:26	00:03	00:01	04:30
2025-02-01	55	37	05:44	00:09	00:01	05:55
2025-02-02	28	25	03:43	00:07	00:01	03:51
2025-02-03	80	60	05:43	00:13	00:01	05:57
2025-02-04	60	49	03:30	00:05	00:01	03:35
2025-02-05	54	40	10:02	00:27	00:02	10:31
2025-02-06	51	40	03:07	00:00	00:00	03:07
2025-02-07	129	107	05:55	00:02	00:04	06:01
2025-02-08	30	25	04:42	00:11	00:01	04:54

2025-02-09	65	37	03:41	00:00	00:00	03:41
2025-02-10	79	61	05:22	00:03	00:01	05:26
2025-02-11	105	82	05:12	00:08	00:01	05:22
2025-02-12	111	80	06:07	00:20	00:06	06:33
2025-02-13	60	50	03:42	00:07	00:01	03:50
2025-02-14	51	43	04:43	00:00	00:01	04:44
2025-02-15	29	20	05:02	00:00	00:03	05:05
2025-02-16	28	22	03:42	00:00	00:00	03:42
2025-02-17	48	41	05:23	00:00	00:00	05:23
2025-02-18	99	77	06:27	00:15	00:01	06:42
2025-02-19	102	70	06:04	00:03	00:03	06:11
2025-02-20	94	73	05:47	00:15	00:01	06:03
2025-02-21	71	47	02:59	00:00	00:01	02:59
2025-02-22	32	26	03:42	00:00	00:00	03:42
2025-02-23	26	20	03:21	00:00	00:02	03:24
2025-02-24	92	64	05:00	00:05	00:02	05:07
2025-02-25	71	56	05:43	00:00	00:01	05:44
2025-02-26	60	45	03:59	00:08	00:01	04:07
2025-02-27	94	55	07:34	00:13	00:01	07:48

2025-02-28	76	63	05:22	00:11	00:01	05:34
2025-03-01	63	37	04:11	00:04	00:01	04:17
2025-03-02	26	22	05:57	00:00	00:01	05:58
2025-03-03	45	32	06:03	00:00	00:01	06:04
2025-03-04	62	46	03:51	00:02	00:01	03:54
2025-03-05	93	64	05:54	00:04	00:01	05:59
2025-03-06	81	64	07:07	00:09	00:00	07:17
2025-03-07	94	72	05:28	00:03	00:01	05:33
2025-03-08	48	35	02:55	00:00	00:01	02:56
2025-03-09	44	36	02:59	00:03	00:01	03:04
2025-03-10	43	29	07:49	00:30	00:01	08:21
2025-03-11	74	66	07:49	00:12	00:01	08:02
2025-03-12	77	62	05:42	00:12	00:01	05:55
2025-03-13	35	35	05:54	00:00	00:01	05:55
2025-03-14	80	69	04:28	00:05	00:01	04:33
2025-03-15	33	21	03:28	00:00	00:00	03:28
2025-03-16	49	26	03:12	00:00	00:03	03:15
2025-03-17	41	36	04:45	00:00	00:01	04:46
2025-03-18	57	46	06:04	00:04	00:01	06:09

2025-03-19	75	56	04:29	00:10	00:01	04:40
2025-03-20	47	44	05:50	00:03	00:00	05:54
2025-03-21	62	47	04:02	00:00	00:00	04:02
2025-03-22	33	26	03:58	00:00	00:01	03:59
2025-03-23	51	32	02:40	00:00	00:01	02:41
2025-03-24	56	47	04:31	00:00	00:01	04:31
2025-03-25	48	37	07:08	00:13	00:04	07:24
2025-03-26	99	75	05:25	00:06	00:00	05:32
2025-03-27	37	30	03:10	00:05	00:02	03:17
2025-03-28	102	71	04:44	00:13	00:01	04:58
2025-03-29	30	25	05:31	00:04	00:00	05:35
2025-03-30	83	65	02:45	00:00	00:00	02:46
2025-03-31	44	37	04:51	00:06	00:03	05:00
2025-04-01	72	58	05:53	00:04	00:01	05:58
2025-04-02	64	48	05:58	00:10	00:02	06:10
2025-04-03	81	58	03:01	00:11	00:07	03:18
2025-04-04	82	58	04:54	00:06	00:01	05:01
2025-04-05	39	35	02:55	00:00	00:00	02:56
2025-04-06	42	29	03:11	00:00	00:02	03:13

2025-04-07	59	49	03:56	00:18	00:01	04:16
2025-04-08	77	66	05:18	00:05	00:01	05:23
2025-04-09	75	55	05:08	00:13	00:02	05:23
2025-04-10	69	55	04:13	00:11	00:01	04:25
2025-04-11	76	58	04:02	00:17	00:01	04:21
2025-04-12	49	37	03:20	00:00	00:01	03:21
2025-04-13	50	39	04:52	00:18	00:02	05:12
2025-04-14	74	57	04:36	00:04	00:01	04:41
2025-04-15	51	43	04:05	00:05	00:01	04:11
2025-04-16	27	23	02:58	00:05	00:03	03:06
2025-04-17	56	35	04:23	00:00	00:01	04:24
2025-04-18	15	14	07:10	00:00	00:02	07:12
2025-04-19	30	20	04:09	00:00	00:00	04:09
2025-04-20	36	24	02:34	00:18	00:02	02:54
2025-04-21	65	56	04:40	00:11	00:01	04:51
2025-04-22	61	46	06:55	00:03	00:02	07:00
2025-04-23	53	43	05:31	00:00	00:01	05:32
2025-04-24	48	40	07:06	00:11	00:00	07:18
2025-04-25	84	70	07:05	00:20	00:01	07:26

2025-04-26	40	24	04:25	00:24	00:01	04:49
2025-04-27	35	18	03:39	00:00	00:02	03:41
2025-04-28	90	64	04:37	00:10	00:00	04:48
2025-04-29	51	45	05:46	00:06	00:01	05:52
2025-04-30	68	53	05:07	00:07	00:28	05:41
2025-05-01	54	41	06:22	00:00	00:01	06:23
2025-05-02	49	44	06:01	00:08	00:00	06:09
2025-05-03	32	29	05:53	00:18	00:01	06:13
2025-05-04	13	10	11:11	00:50	00:01	12:02
2025-05-05	29	24	07:15	00:08	00:00	07:23
2025-05-06	47	44	09:51	00:02	00:01	09:54
2025-05-07	61	53	03:22	00:12	00:01	03:34
2025-05-08	110	85	06:21	00:07	00:00	06:28
2025-05-09	52	39	06:10	00:07	00:01	06:18
2025-05-10	54	29	03:51	00:15	00:01	04:07
2025-05-11	37	24	03:16	00:00	00:00	03:16
2025-05-12	101	75	05:21	00:14	00:01	05:35
2025-05-13	93	73	04:52	00:06	00:01	04:59
2025-05-14	87	55	04:08	00:08	00:02	04:18

2025-05-15	62	58	05:07	00:04	00:01	05:12
2025-05-16	64	53	05:31	00:06	00:01	05:38
2025-05-17	42	31	02:55	00:08	00:02	03:04
2025-05-18	34	24	03:48	00:00	00:01	03:49
2025-05-19	40	33	06:17	00:00	00:00	06:18
2025-05-20	65	52	02:41	00:02	00:01	02:44
2025-05-21	38	29	04:05	00:00	00:01	04:07
2025-05-22	67	53	07:44	00:06	00:01	07:51
2025-05-23	44	35	02:22	00:00	00:02	02:24
2025-05-24	39	31	05:49	00:03	00:01	05:53
2025-05-25	41	31	03:47	00:00	00:01	03:48
2025-05-26	36	26	02:40	00:00	00:00	02:40
2025-05-27	46	41	06:31	00:08	00:02	06:41
2025-05-28	27	25	03:13	00:05	00:01	03:19
2025-05-29	44	31	04:40	00:17	00:00	04:58
2025-05-30	42	34	04:14	00:14	00:06	04:34
2025-05-31	33	24	04:04	00:10	00:44	04:57
2025-06-01	23	19	05:27	00:00	00:02	05:28
2025-06-02	50	42	04:37	00:16	00:00	04:53

2025-06-03	66	55	03:11	00:05	00:00	03:16
2025-06-04	43	41	10:06	00:35	00:01	10:42
2025-06-05	58	48	07:07	00:11	00:01	07:20
2025-06-06	78	62	06:55	00:21	00:01	07:17
2025-06-07	46	37	02:33	00:00	00:01	02:34
2025-06-08	48	37	03:56	00:03	00:00	03:59
2025-06-09	70	47	04:53	00:02	00:01	04:56
2025-06-10	45	28	02:53	00:00	00:02	02:55
2025-06-11	48	40	02:58	00:02	00:01	03:02
2025-06-12	58	38	04:40	00:14	00:02	04:55
2025-06-13	47	36	04:21	00:02	00:00	04:23
2025-06-14	40	25	06:07	00:00	00:01	06:08
2025-06-15	41	28	03:31	00:00	00:00	03:31
2025-06-16	42	37	06:12	00:02	00:01	06:15
2025-06-17	39	29	03:13	00:12	00:01	03:25
2025-06-18	63	54	05:28	00:00	00:01	05:28
2025-06-19	41	28	03:38	00:00	00:01	03:39
2025-06-20	61	53	04:00	00:10	00:02	04:11
2025-06-21	42	34	03:44	00:03	00:01	03:48

2025-06-22	45	34	04:13	00:04	00:01	04:17
2025-06-23	68	41	04:18	00:00	00:03	04:22
2025-06-24	56	44	02:15	00:09	00:02	02:25
2025-06-25	72	52	03:11	00:06	00:02	03:19
2025-06-26	34	32	05:38	00:07	00:02	05:47
2025-06-27	50	43	03:59	00:00	00:03	04:02
2025-06-28	45	30	04:38	00:00	00:02	04:39
2025-06-29	37	24	05:22	00:04	00:04	05:30
2025-06-30	45	36	05:28	00:03	00:05	05:36
	20,273	**15,543**	**04:42**	**00:06**	**00:02**	**04:51**

Respuesta: las razones o tipo de llamadas son; coordinación con agencias de respuesta rápida, coordinación con oficinas gubernamentales y servicios del Departamento de la Familia.

Respuesta a la pregunta #41

	Agosto 2025	Septiembre 2025	Octubre 2025	Noviembre 2025	Diciembre 2025	Enero 2026	Febrero 2026	Marzo 2026	Abril 2026	Mayo 2026	Junio 2026	Julio 2026
Total de llamadas recibidas	5,858	7,404	6,604	5,036	5,356	6,149	7,153	7,518	6,601	5,785	5,162	5,679

Respuesta: Se puede proveer por el momento, un promedio de llamadas diarias de 210 aproximadamente, según el cálculo de los últimos 12 meses.

Respuesta a la pregunta 44.

ADFAN Outbound,
07/01/2024 - 06/30/2025

Date	Outbound Calls	Outbound Calls Handled	Avg Outbound Talk Time	Avg Outbound Hold Time	Avg Outbound ACW Time	Avg Outbound Handle Time
2024-07-01	56	35	02:11	00:00	00:01	02:12
2024-07-02	47	33	04:15	00:04	00:02	04:21
2024-07-03	26	19	04:16	00:00	00:01	04:17
2024-07-04	37	23	04:52	00:14	00:02	05:07
2024-07-05	58	48	04:59	00:04	00:02	05:05
2024-07-06	31	26	04:46	00:00	00:01	04:47
2024-07-07	27	21	02:19	00:00	00:02	02:21

2024-07-08	32	29	03:17	00:00	00:01	03:18
2024-07-09	37	31	04:03	00:04	00:03	04:10
2024-07-10	49	36	03:53	00:10	00:03	04:06
2024-07-11	40	33	03:33	00:00	00:07	03:39
2024-07-12	46	36	04:53	00:00	00:02	04:55
2024-07-13	29	21	03:03	00:14	00:02	03:19
2024-07-14	18	13	04:20	00:09	00:05	04:34
2024-07-15	48	33	02:00	00:05	00:01	02:06
2024-07-16	32	26	05:39	00:00	00:03	05:42
2024-07-17	44	33	02:19	00:00	00:02	02:21
2024-07-18	49	33	03:28	00:04	00:05	03:37
2024-07-19	47	40	03:16	00:02	00:06	03:24
2024-07-20	41	27	02:02	00:00	00:03	02:05
2024-07-21	21	16	03:01	00:40	00:02	03:42
2024-07-22	37	32	03:09	00:00	00:02	03:11
2024-07-23	41	37	03:12	00:20	00:03	03:35
2024-07-24	25	21	02:40	00:00	00:03	02:43
2024-07-25	30	20	04:04	00:00	00:04	04:07
2024-07-26	34	24	03:01	00:02	00:03	03:06

2024-07-27	26	22	02:25	00:10	00:04	02:40
2024-07-28	24	18	02:58	00:07	00:04	03:08
2024-07-29	60	48	03:17	00:00	00:02	03:20
2024-07-30	86	61	03:08	00:00	00:03	03:11
2024-07-31	36	33	03:39	00:04	00:03	03:46
2024-08-01	55	40	02:16	00:02	00:02	02:20
2024-08-02	25	23	04:10	00:18	00:03	04:31
2024-08-03	39	30	04:50	00:05	00:01	04:56
2024-08-04	40	32	02:35	00:01	00:01	02:37
2024-08-05	36	31	03:36	00:15	00:01	03:53
2024-08-06	41	37	06:08	00:23	00:01	06:33
2024-08-07	50	35	01:55	00:00	00:02	01:57
2024-08-08	46	35	06:20	00:11	00:03	06:34
2024-08-09	46	37	04:13	00:06	00:02	04:21
2024-08-10	23	21	02:36	00:09	00:02	02:47
2024-08-11	40	22	03:25	00:06	00:03	03:33
2024-08-12	40	34	03:35	00:02	00:02	03:40
2024-08-13	37	29	03:08	00:00	00:02	03:10
2024-08-14	26	18	04:43	00:00	00:05	04:48

2024-08-15	66	52	03:38	00:12	00:05	03:55
2024-08-16	63	46	03:58	00:00	00:03	04:01
2024-08-17	52	40	04:18	00:03	00:01	04:22
2024-08-18	22	20	02:58	00:06	00:03	03:07
2024-08-19	44	30	03:14	00:00	00:02	03:17
2024-08-20	52	42	05:07	00:00	00:02	05:09
2024-08-21	46	30	02:17	00:23	00:02	02:42
2024-08-22	53	38	03:44	00:00	00:02	03:46
2024-08-23	60	48	05:21	00:03	00:02	05:26
2024-08-24	33	20	04:18	00:00	00:02	04:19
2024-08-25	33	21	02:23	00:00	00:03	02:26
2024-08-26	73	56	02:59	00:07	00:01	03:07
2024-08-27	63	55	04:04	00:13	00:06	04:23
2024-08-28	46	40	03:26	00:00	00:02	03:28
2024-08-29	75	59	04:22	00:06	00:02	04:30
2024-08-30	107	85	07:51	00:09	00:02	08:02
2024-08-31	43	28	07:18	00:00	00:03	07:21
2024-09-01	29	24	04:11	00:00	00:04	04:15
2024-09-02	46	33	03:21	00:00	00:03	03:25

2024-09-03	61	47	05:23	00:07	00:02	05:32
2024-09-04	80	66	05:51	00:04	00:01	05:56
2024-09-05	93	80	03:46	00:01	00:02	03:49
2024-09-06	71	53	04:40	00:17	00:01	04:58
2024-09-07	42	34	03:52	00:00	00:02	03:54
2024-09-08	54	39	03:52	00:16	00:02	04:10
2024-09-09	69	47	06:56	00:40	00:02	07:39
2024-09-10	117	84	05:24	00:06	00:01	05:31
2024-09-11	133	108	03:59	00:05	00:03	04:08
2024-09-12	84	57	03:59	00:11	00:02	04:11
2024-09-13	77	61	04:50	00:01	00:02	04:53
2024-09-14	40	29	05:29	00:00	00:02	05:32
2024-09-15	30	24	03:20	00:00	00:01	03:21
2024-09-16	91	71	03:46	00:06	00:01	03:53
2024-09-17	134	124	05:19	00:05	00:02	05:26
2024-09-18	107	84	04:33	00:16	00:05	04:53
2024-09-19	78	62	04:54	00:06	00:04	05:04
2024-09-20	91	79	04:14	00:01	00:03	04:18
2024-09-21	33	25	02:31	00:00	00:02	02:33

2024-09-22	50	36	02:48	00:08	00:03	02:58
2024-09-23	73	62	04:02	00:07	00:03	04:11
2024-09-24	92	65	03:03	00:04	00:03	03:09
2024-09-25	115	101	05:25	00:01	00:04	05:30
2024-09-26	82	53	04:01	00:02	00:01	04:05
2024-09-27	112	73	02:49	00:03	00:05	02:57
2024-09-28	55	34	02:00	00:00	00:02	02:02
2024-09-29	33	21	03:18	00:01	00:03	03:22
2024-09-30	83	62	02:38	00:04	00:02	02:44
2024-10-01	43	33	03:49	00:14	00:01	04:03
2024-10-02	67	57	04:39	00:14	00:01	04:54
2024-10-03	85	69	04:14	00:06	00:03	04:23
2024-10-04	83	72	04:39	00:14	00:02	04:55
2024-10-05	57	38	02:49	00:00	00:16	03:05
2024-10-06	23	17	08:31	00:03	00:02	08:37
2024-10-07	71	51	04:53	00:00	00:01	04:53
2024-10-08	82	53	05:03	00:00	00:02	05:04
2024-10-09	55	43	04:02	00:05	00:02	04:10
2024-10-10	79	61	07:00	00:14	00:01	07:15

2024-10-11	105	83	04:36	00:06	00:02	04:45
2024-10-12	43	32	03:39	00:00	00:00	03:40
2024-10-13	41	28	01:40	00:00	00:02	01:41
2024-10-14	89	76	04:44	00:10	00:03	04:57
2024-10-15	86	72	02:48	00:02	00:00	02:50
2024-10-16	103	87	02:43	00:05	00:04	02:52
2024-10-17	44	37	03:35	00:03	00:02	03:40
2024-10-18	58	42	10:02	00:17	00:02	10:20
2024-10-19	53	34	03:11	00:06	00:01	03:18
2024-10-20	43	32	04:00	00:02	00:02	04:04
2024-10-21	69	54	04:59	00:10	00:04	05:13
2024-10-22	57	44	03:10	00:07	00:02	03:19
2024-10-23	98	78	05:42	00:07	00:02	05:51
2024-10-24	90	73	06:15	00:00	00:02	06:17
2024-10-25	89	75	05:03	00:04	00:07	05:14
2024-10-26	48	44	03:05	00:07	00:02	03:13
2024-10-27	32	28	01:51	00:00	00:01	01:52
2024-10-28	83	62	06:01	00:02	00:06	06:08
2024-10-29	78	61	06:06	00:17	00:01	06:25

2024-10-30	64	57	05:10	00:00	00:02	05:12
2024-10-31	53	44	04:41	00:12	00:02	04:55
2024-11-01	67	50	06:20	00:11	00:02	06:33
2024-11-02	28	21	01:05	00:00	00:02	01:07
2024-11-03	23	15	03:47	00:00	00:02	03:48
2024-11-04	69	53	04:48	00:02	00:02	04:52
2024-11-05	35	23	02:55	00:14	00:02	03:11
2024-11-06	51	39	04:56	00:02	00:01	05:00
2024-11-07	137	70	04:59	00:03	00:03	05:05
2024-11-08	67	62	05:44	00:02	00:01	05:47
2024-11-09	23	22	05:31	00:00	00:00	05:32
2024-11-10	20	16	01:43	00:02	00:01	01:46
2024-11-11	41	31	06:30	00:08	00:01	06:39
2024-11-12	76	67	06:39	00:07	00:04	06:50
2024-11-13	67	46	04:41	00:14	00:01	04:56
2024-11-14	63	53	05:05	00:13	00:20	05:39
2024-11-15	50	44	03:55	00:14	00:01	04:10
2024-11-16	36	29	04:22	00:00	00:01	04:23
2024-11-17	29	24	04:21	00:00	00:01	04:22

2024-11-18	60	51	04:16	00:18	00:02	04:36
2024-11-19	53	40	03:24	00:09	00:01	03:34
2024-11-20	46	33	04:21	00:12	00:03	04:36
2024-11-21	49	36	03:53	00:03	00:02	03:59
2024-11-22	39	30	03:48	00:00	00:02	03:50
2024-11-23	51	33	03:33	00:00	00:00	03:33
2024-11-24	35	26	02:29	00:08	00:00	02:37
2024-11-25	37	31	04:13	00:00	00:02	04:15
2024-11-26	49	41	04:55	00:18	00:02	05:14
2024-11-27	52	32	06:22	00:00	00:03	06:26
2024-11-28	20	17	07:07	00:00	00:03	07:10
2024-11-29	55	39	05:54	00:00	00:03	05:57
2024-11-30	26	15	02:36	00:00	00:03	02:39
2024-12-01	25	20	03:28	00:00	00:02	03:29
2024-12-02	47	37	04:40	00:00	00:02	04:42
2024-12-03	55	38	06:46	00:04	00:01	06:51
2024-12-04	64	51	04:41	00:12	00:01	04:55
2024-12-05	67	56	04:31	00:07	00:01	04:39
2024-12-06	41	32	05:57	00:10	00:00	06:07

2024-12-07	66	39	03:32	00:00	00:01	03:33
2024-12-08	23	16	07:06	00:00	00:04	07:10
2024-12-09	68	44	04:42	00:07	00:01	04:50
2024-12-10	66	57	06:37	00:12	00:01	06:50
2024-12-11	81	69	06:06	00:08	00:02	06:16
2024-12-12	83	64	05:35	00:07	00:01	05:44
2024-12-13	69	47	04:27	00:08	00:01	04:36
2024-12-14	42	29	02:12	00:07	00:02	02:21
2024-12-15	48	35	03:41	00:02	00:01	03:44
2024-12-16	55	50	07:11	00:29	00:01	07:41
2024-12-17	60	54	07:14	00:00	00:01	07:16
2024-12-18	84	45	04:10	00:16	00:01	04:28
2024-12-19	40	21	04:02	00:06	00:00	04:08
2024-12-20	73	53	04:28	00:00	00:01	04:29
2024-12-21	23	17	03:44	00:01	00:01	03:46
2024-12-22	32	21	05:04	00:06	00:04	05:13
2024-12-23	42	31	03:43	00:04	00:01	03:47
2024-12-24	38	31	02:11	00:00	00:01	02:12
2024-12-25	30	18	03:53	00:00	00:00	03:53

2024-12-26	51	37	05:36	00:06	00:01	05:44
2024-12-27	45	25	03:46	00:03	00:02	03:50
2024-12-28	44	33	04:15	00:15	00:01	04:31
2024-12-29	42	35	02:54	00:00	00:01	02:54
2024-12-30	33	25	08:19	00:18	00:01	08:38
2024-12-31	23	23	02:36	00:02	00:02	02:39
2025-01-01	29	24	03:28	00:00	00:02	03:29
2025-01-02	33	22	03:23	00:00	00:03	03:26
2025-01-03	42	30	03:52	00:00	00:01	03:53
2025-01-04	13	11	03:10	00:07	00:00	03:17
2025-01-05	24	20	06:00	00:06	00:02	06:09
2025-01-06	60	41	03:06	00:07	00:02	03:15
2025-01-07	71	56	04:04	00:03	00:02	04:09
2025-01-08	89	64	03:44	00:01	00:05	03:51
2025-01-09	40	36	06:41	00:09	00:01	06:52
2025-01-10	36	25	08:12	00:05	00:01	08:18
2025-01-11	70	52	05:02	00:00	00:00	05:02
2025-01-12	33	24	02:58	00:07	00:01	03:05
2025-01-13	75	56	04:33	00:03	00:01	04:37

2025-01-14	36	31	03:54	00:13	00:02	04:08
2025-01-15	84	65	04:06	00:13	00:02	04:20
2025-01-16	69	61	05:41	00:18	00:01	05:59
2025-01-17	63	54	06:01	00:03	00:01	06:05
2025-01-18	44	28	02:55	00:00	00:00	02:55
2025-01-19	18	12	07:45	00:13	00:00	07:57
2025-01-20	50	35	04:36	00:06	00:01	04:43
2025-01-21	46	38	06:31	00:09	00:02	06:42
2025-01-22	78	60	02:40	00:01	00:01	02:42
2025-01-23	82	65	05:33	00:20	00:01	05:53
2025-01-24	112	83	03:35	00:00	00:01	03:36
2025-01-25	37	29	05:31	00:21	00:02	05:54
2025-01-26	39	24	04:44	00:07	00:02	04:54
2025-01-27	74	55	02:59	00:00	00:01	03:00
2025-01-28	87	71	07:24	00:03	00:02	07:29
2025-01-29	61	46	04:55	00:04	00:01	04:59
2025-01-30	95	83	07:09	00:14	00:01	07:23
2025-01-31	59	48	04:26	00:03	00:01	04:30
2025-02-01	55	37	05:44	00:09	00:01	05:55

2025-02-02	28	25	03:43	00:07	00:01	03:51
2025-02-03	80	60	05:43	00:13	00:01	05:57
2025-02-04	60	49	03:30	00:05	00:01	03:35
2025-02-05	54	40	10:02	00:27	00:02	10:31
2025-02-06	51	40	03:07	00:00	00:00	03:07
2025-02-07	129	107	05:55	00:02	00:04	06:01
2025-02-08	30	25	04:42	00:11	00:01	04:54
2025-02-09	65	37	03:41	00:00	00:00	03:41
2025-02-10	79	61	05:22	00:03	00:01	05:26
2025-02-11	105	82	05:12	00:08	00:01	05:22
2025-02-12	111	80	06:07	00:20	00:06	06:33
2025-02-13	60	50	03:42	00:07	00:01	03:50
2025-02-14	51	43	04:43	00:00	00:01	04:44
2025-02-15	29	20	05:02	00:00	00:03	05:05
2025-02-16	28	22	03:42	00:00	00:00	03:42
2025-02-17	48	41	05:23	00:00	00:00	05:23
2025-02-18	99	77	06:27	00:15	00:01	06:42
2025-02-19	102	70	06:04	00:03	00:03	06:11
2025-02-20	94	73	05:47	00:15	00:01	06:03

2025-02-21	71	47	02:59	00:00	00:01	02:59
2025-02-22	32	26	03:42	00:00	00:00	03:42
2025-02-23	26	20	03:21	00:00	00:02	03:24
2025-02-24	92	64	05:00	00:05	00:02	05:07
2025-02-25	71	56	05:43	00:00	00:01	05:44
2025-02-26	60	45	03:59	00:08	00:01	04:07
2025-02-27	94	55	07:34	00:13	00:01	07:48
2025-02-28	76	63	05:22	00:11	00:01	05:34
2025-03-01	63	37	04:11	00:04	00:01	04:17
2025-03-02	26	22	05:57	00:00	00:01	05:58
2025-03-03	45	32	06:03	00:00	00:01	06:04
2025-03-04	62	46	03:51	00:02	00:01	03:54
2025-03-05	93	64	05:54	00:04	00:01	05:59
2025-03-06	81	64	07:07	00:09	00:00	07:17
2025-03-07	94	72	05:28	00:03	00:01	05:33
2025-03-08	48	35	02:55	00:00	00:01	02:56
2025-03-09	44	36	02:59	00:03	00:01	03:04
2025-03-10	43	29	07:49	00:30	00:01	08:21
2025-03-11	74	66	07:49	00:12	00:01	08:02

2025-03-12	77	62	05:42	00:12	00:01	05:55
2025-03-13	35	35	05:54	00:00	00:01	05:55
2025-03-14	80	69	04:28	00:05	00:01	04:33
2025-03-15	33	21	03:28	00:00	00:00	03:28
2025-03-16	49	26	03:12	00:00	00:03	03:15
2025-03-17	41	36	04:45	00:00	00:01	04:46
2025-03-18	57	46	06:04	00:04	00:01	06:09
2025-03-19	75	56	04:29	00:10	00:01	04:40
2025-03-20	47	44	05:50	00:03	00:00	05:54
2025-03-21	62	47	04:02	00:00	00:00	04:02
2025-03-22	33	26	03:58	00:00	00:01	03:59
2025-03-23	51	32	02:40	00:00	00:01	02:41
2025-03-24	56	47	04:31	00:00	00:01	04:31
2025-03-25	48	37	07:08	00:13	00:04	07:24
2025-03-26	99	75	05:25	00:06	00:00	05:32
2025-03-27	37	30	03:10	00:05	00:02	03:17
2025-03-28	102	71	04:44	00:13	00:01	04:58
2025-03-29	30	25	05:31	00:04	00:00	05:35
2025-03-30	83	65	02:45	00:00	00:00	02:46

2025-03-31	44	37	04:51	00:06	00:03	05:00
2025-04-01	72	58	05:53	00:04	00:01	05:58
2025-04-02	64	48	05:58	00:10	00:02	06:10
2025-04-03	81	58	03:01	00:11	00:07	03:18
2025-04-04	82	58	04:54	00:06	00:01	05:01
2025-04-05	39	35	02:55	00:00	00:00	02:56
2025-04-06	42	29	03:11	00:00	00:02	03:13
2025-04-07	59	49	03:56	00:18	00:01	04:16
2025-04-08	77	66	05:18	00:05	00:01	05:23
2025-04-09	75	55	05:08	00:13	00:02	05:23
2025-04-10	69	55	04:13	00:11	00:01	04:25
2025-04-11	76	58	04:02	00:17	00:01	04:21
2025-04-12	49	37	03:20	00:00	00:01	03:21
2025-04-13	50	39	04:52	00:18	00:02	05:12
2025-04-14	74	57	04:36	00:04	00:01	04:41
2025-04-15	51	43	04:05	00:05	00:01	04:11
2025-04-16	27	23	02:58	00:05	00:03	03:06
2025-04-17	56	35	04:23	00:00	00:01	04:24
2025-04-18	15	14	07:10	00:00	00:02	07:12

2025-04-19	30	20	04:09	00:00	00:00	04:09
2025-04-20	36	24	02:34	00:18	00:02	02:54
2025-04-21	65	56	04:40	00:11	00:01	04:51
2025-04-22	61	46	06:55	00:03	00:02	07:00
2025-04-23	53	43	05:31	00:00	00:01	05:32
2025-04-24	48	40	07:06	00:11	00:00	07:18
2025-04-25	84	70	07:05	00:20	00:01	07:26
2025-04-26	40	24	04:25	00:24	00:01	04:49
2025-04-27	35	18	03:39	00:00	00:02	03:41
2025-04-28	90	64	04:37	00:10	00:00	04:48
2025-04-29	51	45	05:46	00:06	00:01	05:52
2025-04-30	68	53	05:07	00:07	00:28	05:41
2025-05-01	54	41	06:22	00:00	00:01	06:23
2025-05-02	49	44	06:01	00:08	00:00	06:09
2025-05-03	32	29	05:53	00:18	00:01	06:13
2025-05-04	13	10	11:11	00:50	00:01	12:02
2025-05-05	29	24	07:15	00:08	00:00	07:23
2025-05-06	47	44	09:51	00:02	00:01	09:54
2025-05-07	61	53	03:22	00:12	00:01	03:34

2025-05-08	110	85	06:21	00:07	00:00	06:28
2025-05-09	52	39	06:10	00:07	00:01	06:18
2025-05-10	54	29	03:51	00:15	00:01	04:07
2025-05-11	37	24	03:16	00:00	00:00	03:16
2025-05-12	101	75	05:21	00:14	00:01	05:35
2025-05-13	93	73	04:52	00:06	00:01	04:59
2025-05-14	87	55	04:08	00:08	00:02	04:18
2025-05-15	62	58	05:07	00:04	00:01	05:12
2025-05-16	64	53	05:31	00:06	00:01	05:38
2025-05-17	42	31	02:55	00:08	00:02	03:04
2025-05-18	34	24	03:48	00:00	00:01	03:49
2025-05-19	40	33	06:17	00:00	00:00	06:18
2025-05-20	65	52	02:41	00:02	00:01	02:44
2025-05-21	38	29	04:05	00:00	00:01	04:07
2025-05-22	67	53	07:44	00:06	00:01	07:51
2025-05-23	44	35	02:22	00:00	00:02	02:24
2025-05-24	39	31	05:49	00:03	00:01	05:53
2025-05-25	41	31	03:47	00:00	00:01	03:48
2025-05-26	36	26	02:40	00:00	00:00	02:40

2025-05-27	46	41	06:31	00:08	00:02	06:41
2025-05-28	27	25	03:13	00:05	00:01	03:19
2025-05-29	44	31	04:40	00:17	00:00	04:58
2025-05-30	42	34	04:14	00:14	00:06	04:34
2025-05-31	33	24	04:04	00:10	00:44	04:57
2025-06-01	23	19	05:27	00:00	00:02	05:28
2025-06-02	50	42	04:37	00:16	00:00	04:53
2025-06-03	66	55	03:11	00:05	00:00	03:16
2025-06-04	43	41	10:06	00:35	00:01	10:42
2025-06-05	58	48	07:07	00:11	00:01	07:20
2025-06-06	78	62	06:55	00:21	00:01	07:17
2025-06-07	46	37	02:33	00:00	00:01	02:34
2025-06-08	48	37	03:56	00:03	00:00	03:59
2025-06-09	70	47	04:53	00:02	00:01	04:56
2025-06-10	45	28	02:53	00:00	00:02	02:55
2025-06-11	48	40	02:58	00:02	00:01	03:02
2025-06-12	58	38	04:40	00:14	00:02	04:55
2025-06-13	47	36	04:21	00:02	00:00	04:23
2025-06-14	40	25	06:07	00:00	00:01	06:08

2025-06-15	41	28	03:31	00:00	00:00	03:31
2025-06-16	42	37	06:12	00:02	00:01	06:15
2025-06-17	39	29	03:13	00:12	00:01	03:25
2025-06-18	63	54	05:28	00:00	00:01	05:28
2025-06-19	41	28	03:38	00:00	00:01	03:39
2025-06-20	61	53	04:00	00:10	00:02	04:11
2025-06-21	42	34	03:44	00:03	00:01	03:48
2025-06-22	45	34	04:13	00:04	00:01	04:17
2025-06-23	68	41	04:18	00:00	00:03	04:22
2025-06-24	56	44	02:15	00:09	00:02	02:25
2025-06-25	72	52	03:11	00:06	00:02	03:19
2025-06-26	34	32	05:38	00:07	00:02	05:47
2025-06-27	50	43	03:59	00:00	00:03	04:02
2025-06-28	45	30	04:38	00:00	00:02	04:39
2025-06-29	37	24	05:22	00:04	00:04	05:30
2025-06-30	45	36	05:28	00:03	00:05	05:36
	20,273	**15,543**	**04:42**	**00:06**	**00:02**	**04:51**

Respuesta: Pregunta #46.

	Agosto 2025	Sept 2025	Octubre 2025	Noviembre 2025	Diciembre 2025	Enero 2026	Feb 2026	Marzo 2026	Abril 2026	Mayo 2026	junio	julio	Promedios
% llamadas abandonadas	4%	7%	6%	3%	5%	5%	8%	4%	4%	2%	2%	3%	4%
Nivel de servicio	89%	84%	87%	94%	85%	85%	79%	88%	90%	96%	96%	95%	89%
AVG Hold Time	0:39	0:35	0:42	0:38	0:37	0:37	0:35	0:35	0:40	0:41	0:37	0:35	0:37
Tiempo promedio en que la llamada espera (ASA)	0:22	0:42	0:32	0:15	0:41	0:41	1:04	0:34	0:25	0:12	0:10	0:11	0:29
Tiempo promedio de habla (AVG Handle Time)	13:37	13:12	13:46	13:24	12:48	12:48	12:16	12:03	13:04	12:55	11:52	10:43	12:42

Respuesta a la pregunta #47.

Referidos de menores, adultos y personas de edad avanzada

Distribución de llamadas por mes en los últimos doce meses

Cantidad de llamadas que se convierten en referido (adultos)	1,533	1,452	1,431	1,126	1,507	1,507	1,483	1,543	1,504	1,485	1,558	1,539
Cantidad de llamadas que se convierten en referido (menores)	1,496	2,153	2,005	1,550	1,641	1,641	1,867	2,004	1,827	1,452	1,114	1,106
Total de llamadas que se convierten en referidos en general	3,029	3,605	3,436	2,676	3,148	3,148	3,350	3,547	3,331	2,937	2,672	2,645

Cantidad de Alertas y emergencias sociales en los últimos 12 meses. Las orientaciones son manejadas por la Línea de Orientación y Apoyo Familiar

	Alertas	
Año	**Mes**	**Cantidad**
2025	Agosto	132
2025	Septiembre	148
2025	Octubre	107
2025	Noviembre	109
2025	Diciembre	110
Subtotal		**606**
2026	enero	93
2026	febrero	109
2026	marzo	137
2026	abril	118
2026	mayo	147
2026	junio	134
2026	julio	85
Subtotal		**823**
Total		**1429**

	Emergencia Social	
Año	**Mes**	**Cantidad**
2025	Agosto	71
2025	Septiembre	63
2025	Octubre	60
2025	Noviembre	50
2025	Diciembre	47
Subtotal		**291**
2026	enero	49
2026	febrero	63
2026	marzo	83
2026	abril	59
2026	mayo	59
2026	junio	57
2026	julio	70
Subtotal		**440**
Total		**731**