



TEXAS

Health and Human Services

Exhibit P, Managed Services Staff Metrics

Exhibit P, Managed Service Staff Metrics

These performance metrics are used to assess staff compliance with HHSC standards and policies, ensuring that service quality and operational effectiveness are consistently maintained.

KPI	Group	Performance Target
Abandonment Rate	All Groups	≤10%
Customer Satisfaction (CSAT)	All Groups	≥4.75
Average Handle Time (AHT)	DFPS	<9 minutes 30 seconds
Average Speed of Answer (ASA)	DFPS	≥80% of calls within 3 minutes
First Call Resolution (FCR)	DFPS	≥60%
Average Handle Time (AHT)	Enterprise	≤8 minutes 30 seconds
Average Speed of Answer (ASA)	Enterprise	≥80% of calls within 3 minutes
First Call Resolution (FCR)	Enterprise	≥65%
Average Handle Time (AHT)	TIERS	≤8 minutes
Average Speed of Answer (ASA)	TIERS	≥75% of calls within 3 minutes
First Call Resolution (FCR)	TIERS	≥45%