IMPERATRIZ TELE SERVIÇOS

Cagece

RESUMO

RELÁTORIOS

DIARIO

HORA

ANUAL

TOTAL DE LIGAÇÕES RECEBIDAS	152.678
TOTAL DE LIGAÇÕES ATENDIDAS	149.253
TOTAL DE ABANDONO	2.485
TOTAL DE DESISTÊNCIA	940
% NÍVEL DE SERVIÇO 90/10	75,49%
% NÍVEL DE SERVIÇO 80/20	84,88%
% ABANDONO	1,63%
% DESISTÊNCIA	0,62%
% ATENDIDAS	97,76%
TEMPO MÉDIO DE ESPERA	00:00:14
TEMPO MÉDIO DE ATENDIMENTO	00:04:03

IMPERATRIZ TELE SERVIÇOS

VOLTAR

JANEIRO	CHAMADAS							Total								
	Recebidas	Atendidas		Abandonadas				TMA	Tempo Espera			Nível de Serviço				
		atendidas	%	Qtde. total	desistentes	abandonodas Real	%		TME	Máx espera	Qtd chamadas 20-6	Total Chamadas 90%	Qtd chamadas 7-19	Total Chamadas 80%	90%/10	80%/20
01/jan	848	845	99,65%	3	3	0	0,00%	00:03:53	00:00:00	00:02:17	104	100	741	740	96,15%	99,87%
02/jan	5.490	5.187	94,48%	303	60	243	4,68%	00:04:19	00:00:36	00:16:38	173	124	5.014	3.692	71,68%	73,63%
03/jan	6.521	6.247	95,80%	274	52	222	3,55%	00:04:22	00:00:26	00:08:22	247	171	6.000	4.677	69,23%	77,95%
04/jan	3.162	3.125	98,83%	37	16	21	0,67%	00:04:11	00:00:10	00:03:26	146	130	2.979	2.522	89,04%	84,66%
05/jan	1.014	970	95,66%	44	6	38	3,92%	00:04:01	00:00:20	00:07:18	101	89	869	767	88,12%	88,26%
06/jan	6.700	6.411	95,69%	289	54	235	3,67%	00:04:22	00:00:28	00:13:30	192	128	6.219	4.698	66,67%	75,54%
07/jan	6.589	6.401	97,15%	188	46	142	2,22%	00:04:16	00:00:18	00:13:01	246	147	6.155	5.240	59,76%	85,13%
08/jan	6.383	6.222	97,48%	161	51	110	1,77%	00:04:12	00:00:16	00:11:07	208	148	6.014	4.834	71,15%	80,38%
09/jan	6.215	6.144	98,86%	71	29	42	0,68%	00:04:13	00:00:08	00:08:28	236	182	5.908	5.219	77,12%	88,34%
10/jan	5.644	5.600	99,22%	44	14	30	0,54%	00:04:11	00:00:05	00:08:19	215	157	5.385	5.175	73,02%	96,10%
11/jan	2.652	2.645	99,74%	7	3	4	0,15%	00:03:55	00:00:01	00:02:45	120	107	2.525	2.482	89,17%	98,30%
12/jan	903	900	99,67%	3	1	2	0,22%	00:04:04	00:00:01	00:06:39	83	82	817	801	98,80%	98,04%
13/jan	7.016	6.856	97,72%	160	63	97	1,41%	00:04:06	00:00:17	00:10:08	252	175	6.604	5.121	69,44%	77,54%
14/jan	6.443	6.341	98,42%	102	39	63	0,99%	00:04:06	00:00:08	00:07:55	234	164	6.107	5.462	70,09%	89,44%
15/jan	5.840	5.762	98,66%	78	19	59	1,02%	00:04:07	00:00:07	00:13:29	200	135	5.562	5.328	67,50%	95,79%
16/jan	6.460	6.208	96,10%	252	76	176	2,84%	00:04:03	00:00:25	00:09:38	237	164	5.971	4.160	69,20%	69,67%
17/jan	6.282	6.205	98,77%	77	40	37	0,60%	00:04:02	00:00:08	00:09:10	208	140	5.997	5.245	67,31%	87,46%
18/jan	2.940	2.864	97,41%	76	22	54	1,89%	00:04:01	00:00:17	00:04:48	172	139	2.692	2.170	80,81%	80,61%
19/jan	933	927	99,36%	6	0	6	0,65%	00:03:50	00:00:05	00:17:04	123	102	804	801	82,93%	99,63%
20/jan	6.844	6.590	96,29%	254	71	183	2,78%	00:04:04	00:00:24	00:09:12	248	164	6.342	4.492	66,13%	70,83%
21/jan	7.471	7.002	93,72%	469	104	365	5,21%	00:04:06	00:00:40	00:03:46	330	269	6.672	4.149	81,52%	62,19%
22/jan	6.900	6.683	96,86%	217	71	146	2,18%	00:04:05	00:00:24	00:14:12	229	150	6.454	4.739	65,50%	73,43%
23/jan	6.335	6.302	99,48%	33	12	21	0,33%	00:03:59	00:00:04	00:06:06	208	144	6.094	5.813	69,23%	95,39%
24/jan	6.201	6.155	99,26%	46	33	13	0,21%	00:03:59	00:00:04	00:04:34	208	168	5.947	5.498	80,77%	92,45%
25/jan	2.988	2.908	97,32%	80	17	63	2,17%	00:03:48	00:00:25	00:03:55	132	98	2.776	1.862	74,24%	67,07%
26/jan	887	884	99,66%	3	1	2	0,23%	00:03:29	00:00:03	00:05:18	91	76	793	786	83,52%	99,12%
27/jan	6.260	6.201	99,06%	59	24	35	0,56%	00:03:56	00:00:06	00:07:43	199	170	6.002	5.496	85,43%	91,57%
28/jan	5.611	5.582	99,48%	29	4	25	0,45%	00:03:50	00:00:03	00:09:38	180	140	5.402	5.310	77,78%	98,30%
29/jan	6.008	5.952	99,1%	56	9	47	0,79%	00:03:46	00:00:04	00:16:53	216	173	5.736	5.638	80,09%	98,29%
30/jan	5.147	5.143	99,9%	4	0	4	0,08%	00:03:44	00:00:01	00:04:24	193	153	4.950	4.933	79,27%	99,66%
31/jan	3.991	3.991	100,0%	0	0	0	0,00%	00:03:29	00:00:00	00:00:39	164	161	3.827	3.827	98,17%	100,00%
TOTAL:	**152.678**	**149.253**	**97,8%**	**3.425**	**940**	**2.485**	**1,6%**	**00:04:03**	**00:00:14**	**00:17:04**	**5.895**	**4.450**	**143.358**	**121.677**	**75,5%**	**84,9%**

HORÁRIO	CHAMADAS			ABANDONO				TMA	TME	NIVEL DE SERVIÇO	
	ENTRANTE	ATENDIDAS	%	QTD	DESISTENTE	QTD REAL	%			QTD	%
0	176	159	90,34%	17	2	15	8,52%	00:05:27	00:00:43	139	87,42%
1	98	97	98,98%	1	0	1	1,02%	00:04:58	00:00:07	93	95,88%
2	35	35	100,00%	0	0	0	0,00%	00:05:04	00:00:12	30	85,71%
3	42	39	92,86%	3	2	1	2,38%	00:03:22	00:00:18	32	82,05%
4	49	46	93,88%	3	1	2	4,08%	00:03:22	00:00:29	35	76,09%
5	168	167	99,40%	1	0	1	0,60%	00:03:25	00:00:09	159	95,21%
6	1218	1202	98,69%	16	5	11	0,90%	00:03:25	00:00:07	1118	93,01%
7	5030	5014	99,68%	16	11	5	0,10%	00:03:30	00:00:03	4795	95,63%
8	13476	13452	99,82%	24	16	8	0,06%	00:04:01	00:00:01	13220	98,28%
9	17629	17389	98,64%	240	120	120	0,68%	00:03:25	00:00:10	14594	83,93%
10	18215	17506	96,11%	709	220	489	2,68%	00:04:05	00:00:27	12045	68,80%
11	16338	16098	98,53%	240	84	156	0,95%	00:03:59	00:00:11	13905	86,38%
12	12951	12930	99,84%	21	19	2	0,02%	00:04:03	00:00:01	12732	98,47%
13	11845	11728	99,01%	117	38	79	0,67%	00:04:08	00:00:08	10746	91,63%
14	11876	11686	98,40%	190	73	117	0,99%	00:04:07	00:00:10	10195	87,24%
15	12082	11624	96,21%	458	142	316	2,62%	00:04:07	00:00:25	8414	72,38%
16	11194	10546	94,21%	648	159	489	4,37%	00:04:07	00:00:39	6194	58,73%
17	7599	7573	99,66%	26	13	13	0,17%	00:04:12	00:00:04	7069	93,34%
18	4646	4641	99,89%	5	3	2	0,04%	00:04:11	00:00:00	4607	99,27%
19	3172	3171	99,97%	1	1	0	0,00%	00:04:13	00:00:00	3161	99,68%
20	2164	2002	92,51%	162	6	156	7,21%	00:04:16	00:00:37	1714	85,61%
21	1518	1103	72,66%	415	16	399	26,28%	00:04:39	00:02:39	393	35,63%
22	798	698	87,47%	100	6	94	11,78%	00:04:34	00:01:21	421	60,32%
23	359	347	96,66%	12	3	9	2,51%	00:04:58	00:00:13	316	91,07%
	152678	149253		3425	940	2485	1,63%				

VOLTAR

IMPERATRIZ
TELE SERVIÇOS

Cagece

RESUMO

RELÁTORIOS

DIARIO

HORA

ANUAL

TOTAL DE LIGAÇÕES RECEBIDAS	132.979
TOTAL DE LIGAÇÕES ATENDIDAS	131.525
TOTAL DE ABANDONO	916
TOTAL DE DESISTÊNCIA	538
% NÍVEL DE SERVIÇO 90/10	84,43%
% NÍVEL DE SERVIÇO 80/20	90,35%
% ABANDONO	0,69%
% DESISTÊNCIA	0,40%
% ATENDIDAS	98,91%
TEMPO MÉDIO DE ESPERA	00:00:07
TEMPO MÉDIO DE ATENDIMENTO	00:03:27

IMPERATRIZ TELE SERVIÇOS

VOLTAR

	CHAMADAS															
Fevereiro	Recebidas	Atendidas		Abandonadas				TMA	Tempo Espera		Nível de Serviço					
		atendidas	%	Qtde.	desistentes	abandonodas	%		TME	Máx espera	Qtd	Total	Qtd	Total	90%/10	80%/20
01/fev	2.548	2.536	99,53%	12	7	5	0,20%	00:03:25	00:00:02	00:04:03	126	113	2.410	2.352	89,68%	97,59%
02/fev	1.015	1.014	99,90%	1	1	0	0,00%	00:03:20	00:00:02	00:05:06	103	86	911	902	83,50%	99,01%
03/fev	6.877	6.811	99,04%	66	18	48	0,70%	00:03:31	00:00:07	00:10:55	263	180	6.548	6.167	68,44%	94,18%
04/fev	6.038	6.011	99,55%	27	3	24	0,40%	00:03:35	00:00:02	00:07:13	234	174	5.777	5.646	74,36%	97,73%
05/fev	5.873	5.834	99,34%	39	11	28	0,48%	00:03:28	00:00:02	00:06:34	275	219	5.559	5.512	79,64%	99,15%
06/fev	6.083	6.029	99,11%	54	17	37	0,61%	00:03:35	00:00:05	00:08:34	240	160	5.789	5.553	66,67%	95,92%
07/fev	6.132	6.116	99,74%	16	10	6	0,10%	00:03:32	00:00:02	00:03:04	257	201	5.859	5.662	78,21%	96,64%
08/fev	2.766	2.755	99,60%	11	5	6	0,22%	00:03:26	00:00:01	00:02:09	143	126	2.612	2.536	88,11%	97,09%
09/fev	855	845	98,83%	10	3	7	0,83%	00:03:23	00:00:06	00:06:44	98	70	747	742	71,43%	99,33%
10/fev	6.468	6.390	98,79%	78	30	48	0,75%	00:03:35	00:00:09	00:04:37	222	173	6.168	5.326	77,93%	86,35%
11/fev	6.433	6.388	99,30%	45	23	22	0,34%	00:03:32	00:00:05	00:03:46	268	205	6.120	5.643	76,49%	92,21%
12/fev	6.903	6.770	98,07%	133	33	100	1,48%	00:03:21	00:00:11	00:09:46	435	241	6.335	5.908	55,40%	93,26%
13/fev	5.310	5.299	99,79%	11	4	7	0,13%	00:03:32	00:00:01	00:04:07	220	197	5.079	4.998	89,55%	98,41%
14/fev	5.937	5.918	99,68%	19	16	3	0,05%	00:03:24	00:00:02	00:03:10	249	233	5.669	5.437	93,57%	95,91%
15/fev	2.430	2.423	99,71%	7	2	5	0,21%	00:03:12	00:00:01	00:03:28	121	104	2.302	2.285	85,95%	99,26%
16/fev	941	935	99,36%	6	2	4	0,43%	00:03:08	00:00:04	00:05:01	92	70	843	821	76,09%	97,39%
17/fev	7.309	7.033	96,22%	276	103	173	2,46%	00:03:23	00:00:23	00:03:37	254	240	6.779	4.462	94,49%	65,82%
18/fev	7.050	6.871	97,46%	179	64	115	1,67%	00:03:26	00:00:16	00:03:45	245	230	6.626	5.167	93,88%	77,98%
19/fev	6.470	6.389	98,75%	81	30	51	0,80%	00:03:27	00:00:09	00:03:47	275	257	6.114	5.267	93,45%	86,15%
20/fev	6.479	6.451	99,57%	28	12	16	0,25%	00:03:29	00:00:03	00:03:39	245	225	6.206	5.762	91,84%	92,85%
21/fev	6.255	6.151	98,34%	104	40	64	1,04%	00:03:34	00:00:11	00:03:19	301	280	5.850	4.679	93,02%	79,98%
22/fev	2.771	2.760	99,60%	11	7	4	0,14%	00:03:03	00:00:02	00:04:17	97	94	2.663	2.533	96,91%	95,12%
23/fev	743	741	99,73%	2	1	1	0,13%	00:03:12	00:00:01	00:02:03	50	49	691	673	98,00%	97,40%
24/fev	1.794	1.793	99,94%	1	1	0	0,00%	00:03:07	00:00:00	00:00:21	87	87	1.706	1.705	100,00%	99,94%
25/fev	1.175	1.175	100,00%	0	0	0	0,00%	00:03:15	00:00:00	00:01:11	76	75	1.099	1.097	98,68%	99,82%
26/fev	4.578	4.575	99,93%	3	2	1	0,02%	00:03:23	00:00:00	00:01:11	179	178	4.396	4.366	99,44%	99,32%
27/fev	6.174	6.092	98,67%	82	30	52	0,85%	00:03:32	00:00:10	00:02:37	265	258	5.827	4.982	97,36%	85,50%
28/fev	6.296	6.162	97,87%	134	57	77	1,25%	00:03:34	00:00:15	00:02:47	274	260	5.888	4.531	94,89%	76,95%
29/fev	3.276	3.258	99,5%	18	6	12	0,37%	00:03:06	00:00:05	00:03:02	178	173	3.080	2.818	97,19%	91,49%
TOTAL:	132.979	131.525	98,9%	1.454	538	916	0,7%	00:03:27	00:00:07	00:10:55	5.872	4.958	125.653	113.532	84%	90%

HORÁRIO	CHAMADAS			ABANDONO				TMA	TME	NIVEL DE SERVIÇO	
	ENTRANTE	ATENDIDAS	%	QTD	DESISTENTE	QTD REAL	%			QTD	%
0	147	142	96,60%	5	4	1	0,68%	00:03:23	00:00:09	132	92,96%
1	49	49	100,00%	0	0	0	0,00%	00:02:59	00:00:05	48	97,96%
2	50	48	96,00%	2	2	0	0,00%	00:03:49	00:00:05	44	91,67%
3	42	41	97,62%	1	1	0	0,00%	00:03:28	00:00:06	38	92,68%
4	48	44	91,67%	4	4	0	0,00%	00:03:28	00:00:05	40	90,91%
5	191	190	99,48%	1	1	0	0,00%	00:02:45	00:00:03	182	95,79%
6	1046	1035	98,95%	11	2	9	0,86%	00:02:52	00:00:05	967	93,43%
7	4365	4325	99,08%	40	7	33	0,76%	00:03:04	00:00:07	4000	92,49%
8	12377	12314	99,49%	63	20	43	0,35%	00:03:25	00:00:04	11782	95,68%
9	15314	15199	99,25%	115	38	77	0,50%	00:02:52	00:00:05	14292	94,03%
10	15119	14964	98,97%	155	75	80	0,53%	00:03:29	00:00:08	13027	87,06%
11	13760	13561	98,55%	199	79	120	0,87%	00:03:30	00:00:10	11715	86,39%
12	11304	11133	98,49%	171	75	96	0,85%	00:03:22	00:00:09	9576	86,01%
13	10602	10494	98,98%	108	49	59	0,56%	00:03:30	00:00:08	9167	87,35%
14	10156	10104	99,49%	52	34	18	0,18%	00:03:35	00:00:03	9497	93,99%
15	10333	10220	98,91%	113	66	47	0,45%	00:03:34	00:00:08	8876	86,85%
16	9539	9409	98,64%	130	45	85	0,89%	00:03:34	00:00:11	7719	82,04%
17	6889	6888	99,99%	1	1	0	0,00%	00:03:30	00:00:00	6874	99,80%
18	4174	4170	99,90%	4	2	2	0,05%	00:03:26	00:00:00	4153	99,59%
19	2876	2872	99,86%	4	2	2	0,07%	00:03:27	00:00:00	2854	99,37%
20	2092	2022	96,65%	70	9	61	2,92%	00:03:27	00:00:15	1860	91,99%
21	1409	1238	87,86%	171	13	158	11,21%	00:03:25	00:01:17	763	61,63%
22	759	735	96,84%	24	3	21	2,77%	00:03:14	00:00:20	592	80,54%
23	338	328	97,04%	10	6	4	1,18%	00:03:54	00:00:14	292	89,02%
	132979	131525		1454	538	916	0,69%				

VOLTAR

FILTRO DIA

data2

05/02/2020	06/02/2020
07/02/2020	08/02/2020
09/02/2020	10/02/2020
11/02/2020	12/02/2020
13/02/2020	14/02/2020
15/02/2020	16/02/2020
17/02/2020	18/02/2020
19/02/2020	20/02/2020
21/02/2020	22/02/2020
23/02/2020	24/02/2020
25/02/2020	26/02/2020
27/02/2020	28/02/2020
29/02/2020	

IMPERATRIZ TELE SERVIÇOS

Cagece

RESUMO

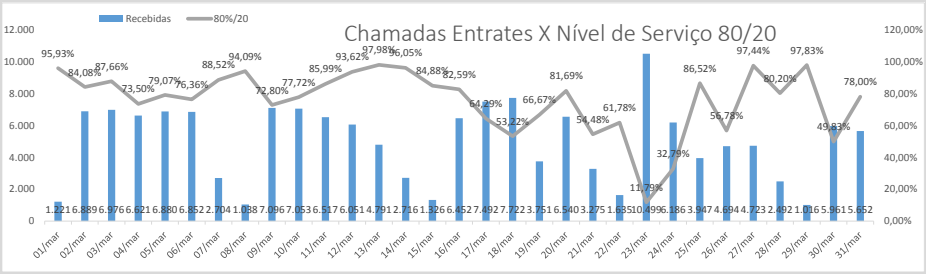
RELÁTORIOS

DIARIO

HORA

ANUAL

TOTAL DE LIGAÇÕES RECEBIDAS	156.768
TOTAL DE LIGAÇÕES ATENDIDAS	146.773
TOTAL DE ABANDONO	8.262
TOTAL DE DESISTÊNCIA	1.733
% NÍVEL DE SERVIÇO 90/10	89,09%
% NÍVEL DE SERVIÇO 80/20	73,66%
% ABANDONO	5,27%
% DESISTÊNCIA	1,11%
% ATENDIDAS	93,62%
TEMPO MÉDIO DE ESPERA	00:00:34
TEMPO MÉDIO DE ATENDIMENTO	00:03:32



IMPERATRIZ TELE SERVIÇOS

VOLTAR

Março	CHAMADAS														
	Recebidas	Atendidas		Abandonadas				TMA	Tempo Espera		Nível de Serviço				
		atendidas	%	Qtde. total	desistentes	abandonodas Real	%		TME	Máx espera	Qtd chamadas 20-6	Total Atendidas 90%/10	Qtd chamadas 7-19	Total Atendidas 80%/20	90%/10	80%/20
01/mar	1.221	1.208	98,94%	13	4	9	0,74%	00:03:01	00:00:04	00:04:33	103	83	1.105	1.060	80,58%	95,93%
02/mar	6.889	6.777	98,37%	112	51	61	0,89%	00:03:33	00:00:09	00:02:36	243	232	6.534	5.494	95,47%	84,08%
03/mar	6.976	6.898	98,88%	78	37	41	0,59%	00:03:33	00:00:06	00:03:49	235	228	6.663	5.841	97,02%	87,66%
04/mar	6.621	6.479	97,86%	142	55	87	1,31%	00:03:30	00:00:15	00:04:06	294	274	6.185	4.546	93,20%	73,50%
05/mar	6.880	6.721	97,69%	159	58	101	1,47%	00:03:30	00:00:15	00:03:50	260	252	6.461	5.109	96,92%	79,07%
06/mar	6.852	6.697	97,74%	155	64	91	1,33%	00:03:30	00:00:14	00:02:44	246	240	6.451	4.926	97,56%	76,36%
07/mar	2.704	2.662	98,45%	42	16	26	0,96%	00:03:21	00:00:09	00:03:36	109	96	2.553	2.260	88,07%	88,52%
08/mar	1.038	1.018	98,07%	20	5	15	1,45%	00:03:10	00:00:06	00:04:08	104	87	914	860	83,65%	94,09%
09/mar	7.096	6.899	97,22%	197	66	131	1,85%	00:03:20	00:00:18	00:02:49	253	224	6.646	4.838	88,54%	72,80%
10/mar	7.053	6.935	98,33%	118	53	65	0,92%	00:03:29	00:00:13	00:02:58	315	237	6.620	5.145	75,24%	77,72%
11/mar	6.517	6.372	97,78%	145	45	100	1,53%	00:03:30	00:00:13	00:06:43	327	213	6.045	5.198	65,14%	85,99%
12/mar	6.051	6.006	99,26%	45	25	20	0,33%	00:03:28	00:00:05	00:03:06	266	230	5.740	5.374	86,47%	93,62%
13/mar	4.791	4.777	99,71%	14	7	7	0,15%	00:03:27	00:00:00	00:00:48	176	176	4.601	4.508	100,00%	97,98%
14/mar	2.716	2.706	99,63%	10	7	3	0,11%	00:03:05	00:00:02	00:06:29	123	110	2.583	2.481	89,43%	96,05%
15/mar	1.326	1.286	96,98%	40	12	28	2,11%	00:02:58	00:00:13	00:04:24	109	101	1.177	999	92,66%	84,88%
16/mar	6.452	6.364	98,64%	88	49	39	0,60%	00:03:19	00:00:10	00:03:05	281	264	6.083	5.024	93,95%	82,59%
17/mar	7.492	7.163	95,61%	329	84	245	3,27%	00:03:19	00:00:29	00:03:59	350	308	6.813	4.380	88,00%	64,29%
18/mar	7.722	7.377	95,53%	345	114	231	2,99%	00:03:28	00:00:30	00:02:47	287	251	7.090	3.773	87,46%	53,22%
19/mar	3.751	3.445	91,84%	306	47	259	6,90%	00:03:08	00:00:48	00:08:23	172	92	3.273	2.182	53,49%	66,67%
20/mar	6.540	6.426	98,26%	114	48	66	1,01%	00:03:21	00:00:12	00:02:27	189	186	6.237	5.095	98,41%	81,69%
21/mar	3.275	2.938	89,71%	337	68	269	8,21%	00:03:25	00:00:57	00:06:58	89	83	2.849	1.552	93,26%	54,48%
22/mar	1.635	1.522	93,09%	113	28	85	5,20%	00:02:58	00:00:48	00:06:21	138	100	1.384	855	72,46%	61,78%
23/mar	10.499	5.054	48,14%	5.445	360	5.085	48,43%	00:03:44	00:03:56	00:14:12	263	254	4.791	565	96,58%	11,79%
24/mar	6.186	5.106	82,54%	1.080	154	926	14,97%	00:03:39	00:01:39	00:06:32	153	149	4.953	1.624	97,39%	32,79%
25/mar	3.947	3.899	98,78%	48	27	21	0,53%	00:03:36	00:00:07	00:05:23	168	161	3.731	3.228	95,83%	86,52%
26/mar	4.694	4.551	96,95%	143	59	84	1,85%	00:03:55	00:00:24	00:03:20	150	143	4.401	2.499	95,33%	56,78%
27/mar	4.723	4.706	99,64%	17	10	7	0,15%	00:04:02	00:00:01	00:02:13	169	167	4.537	4.421	98,82%	97,44%
28/mar	2.492	2.449	98,27%	43	16	27	1,10%	00:03:23	00:00:12	00:03:45	105	98	2.344	1.880	93,33%	80,20%
29/mar	1.016	1.001	98,5%	15	2	13	1,30%	00:03:05	00:00:04	00:06:31	78	63	923	903	80,77%	97,83%
30/mar	5.961	5.771	96,81%	190	100	90	1,56%	00:04:19	00:00:26	00:03:45	188	183	5.583	2.782	97,34%	49,83%
31/mar	5.652	5.560	98,4%	92	62	30	0,54%	00:04:25	00:00:10	00:03:12	224	209	5.336	4.162	93,30%	78,00%
TOTAL:	**156.768**	**146.773**	**93,6%**	**9.995**	**1.733**	**8.262**	**5,27%**	**00:03:32**	**00:00:34**	**00:14:12**	**6.167**	**5.494**	**140.606**	**103.564**	**89,09%**	**73,66%**
					1,11%											

IMPERATRIZ TELE SERVIÇOS

Volumetria separada de 01 a 17/03,

Março	CHAMADAS														
	Recebidas	Atendidas		Abandonadas				TMA	Tempo Espera		Nível de Serviço				
		atendidas	%	Qtde. total	desistentes	abandonodas Real	%		TME	Máx espera	Qtd chamadas 20-6	Total Atendidas 90%/10	Qtd chamadas 7-19	Total Atendidas 80%/20	90%/10	80%/20
01/mar	1.221	1.208	98,94%	13	4	9	0,74%	00:03:01	00:00:04	00:04:33	103	83	1.105	1.060	80,58%	95,93%
02/mar	6.889	6.777	98,37%	112	51	61	0,89%	00:03:33	00:00:09	00:02:36	243	232	6.534	5.494	95,47%	84,08%
03/mar	6.976	6.898	98,88%	78	37	41	0,59%	00:03:33	00:00:06	00:03:49	235	228	6.663	5.841	97,02%	87,66%
04/mar	6.621	6.479	97,86%	142	55	87	1,31%	00:03:30	00:00:15	00:04:06	294	274	6.185	4.546	93,20%	73,50%
05/mar	6.880	6.721	97,69%	159	58	101	1,47%	00:03:30	00:00:15	00:03:50	260	252	6.461	5.109	96,92%	79,07%
06/mar	6.852	6.697	97,74%	155	64	91	1,33%	00:03:30	00:00:14	00:02:44	246	240	6.451	4.926	97,56%	76,36%
07/mar	2.704	2.662	98,45%	42	16	26	0,96%	00:03:21	00:00:09	00:03:36	109	96	2.553	2.260	88,07%	88,52%
08/mar	1.038	1.018	98,07%	20	5	15	1,45%	00:03:10	00:00:06	00:04:08	104	87	914	860	83,65%	94,09%
09/mar	7.096	6.899	97,22%	197	66	131	1,85%	00:03:20	00:00:18	00:02:49	253	224	6.646	4.838	88,54%	72,80%
10/mar	7.053	6.935	98,33%	118	53	65	0,92%	00:03:29	00:00:13	00:02:58	315	237	6.620	5.145	75,24%	77,72%
11/mar	6.517	6.372	97,78%	145	45	100	1,53%	00:03:30	00:00:13	00:06:43	327	213	6.045	5.198	65,14%	85,99%
12/mar	6.051	6.006	99,26%	45	25	20	0,33%	00:03:28	00:00:05	00:03:06	266	230	5.740	5.374	86,47%	93,62%
13/mar	4.791	4.777	99,71%	14	7	7	0,15%	00:03:27	00:00:00	00:00:48	176	176	4.601	4.508	100,00%	97,98%
14/mar	2.716	2.706	99,63%	10	7	3	0,11%	00:03:05	00:00:02	00:06:29	123	110	2.583	2.481	89,43%	96,05%
15/mar	1.326	1.286	96,98%	40	12	28	2,11%	00:02:58	00:00:13	00:04:24	109	101	1.177	999	92,66%	84,88%
16/mar	6.452	6.364	98,64%	88	49	39	0,60%	00:03:19	00:00:10	00:03:05	281	264	6.083	5.024	93,95%	82,59%
17/mar	7.492	7.163	95,61%	329	84	245	3,27%	00:03:19	00:00:29	00:03:59	350	308	6.813	4.380	88,00%	64,29%
	88.675	**86.968**	**98,1%**	**1.707**	**638**	**1.069**	**1,21%**	**00:03:25**	**00:00:12**	**00:06:43**	**3.794**	**3.355**	**83.174**	**68.043**	**88,43%**	**81,81%**

Março	CHAMADAS														
	Recebidas	Atendidas		Abandonadas				TMA	Tempo Espera		Nível de Serviço				
		atendidas	%	Qtde. total	desistentes	abandonodas Real	%		TME	Máx espera	Qtd chamadas 20-6	Total Atendidas 90%/10	Qtd chamadas 7-19	Total Atendidas 80%/20	90%/10	80%/20
18/mar	7.722	7.377	95,53%	345	114	231	2,99%	00:03:28	00:00:30	00:02:47	287	251	7.090	3.773	87,46%	53,22%
19/mar	3.751	3.445	91,84%	306	47	259	6,90%	00:03:08	00:00:48	00:08:23	172	92	3.273	2.182	53,49%	66,67%
20/mar	6.540	6.426	98,26%	114	48	66	1,01%	00:03:21	00:00:12	00:02:27	189	186	6.237	5.095	98,41%	81,69%
21/mar	3.275	2.938	89,71%	337	68	269	8,21%	00:03:25	00:00:57	00:06:58	89	83	2.849	1.552	93,26%	54,48%
22/mar	1.635	1.522	93,09%	113	28	85	5,20%	00:02:58	00:00:48	00:06:21	138	100	1.384	855	72,46%	61,78%
23/mar	10.499	5.054	48,14%	5.445	360	5.085	48,43%	00:03:44	00:03:56	00:14:12	263	254	4.791	565	96,58%	11,79%
24/mar	6.186	5.106	82,54%	1.080	154	926	14,97%	00:03:39	00:01:39	00:06:32	153	149	4.953	1.624	97,39%	32,79%
25/mar	3.947	3.899	98,78%	48	27	21	0,53%	00:03:36	00:00:07	00:05:23	168	161	3.731	3.228	95,83%	86,52%
26/mar	4.694	4.551	96,95%	143	59	84	1,85%	00:03:55	00:00:24	00:03:20	150	143	4.401	2.499	95,33%	56,78%
27/mar	4.723	4.706	99,64%	17	10	7	0,15%	00:04:02	00:00:01	00:02:13	169	167	4.537	4.421	98,82%	97,44%
28/mar	2.492	2.449	98,27%	43	16	27	1,10%	00:03:23	00:00:12	00:03:45	105	98	2.344	1.880	93,33%	80,20%
29/mar	1.016	1.001	98,5%	15	2	13	1,30%	00:03:05	00:00:04	00:06:31	78	63	923	903	80,77%	97,83%
30/mar	5.961	5.771	96,81%	190	100	90	1,56%	00:04:19	00:00:26	00:03:45	188	183	5.583	2.782	97,34%	49,83%
31/mar	5.652	5.560	98,4%	92	62	30	0,54%	00:04:25	00:00:10	00:03:12	224	209	5.336	4.162	93,30%	78,00%
TOTAL:	**68.093**	**59.805**	**87,8%**	**8.288**	**1.095**	**7.193**	**10,56%**	**00:03:42**	**00:01:02**	**00:14:12**	**2.373**	**2.139**	**57.432**	**35.521**	**90,14%**	**61,85%**

HORÁRIO	CHAMADAS			ABANDONO				TMA	TME	NIVEL DE SERVIÇO	
	ENTRANTE	ATENDIDAS	%	QTD	DESISTENTE	QTD REAL	%			QTD	%
0	155	152	98,06%	3	1	2	1,29%	00:03:24	00:00:07	147	96,71%
1	72	71	98,61%	1	1	0	0,00%	00:03:21	00:00:09	64	90,14%
2	50	50	100,00%	0	0	0	0,00%	00:03:19	00:00:06	45	90,00%
3	44	43	97,73%	1	1	0	0,00%	00:02:40	00:00:08	39	90,70%
4	80	75	93,75%	5	1	4	5,00%	00:02:40	00:00:14	63	84,00%
5	172	171	99,42%	1	1	0	0,00%	00:02:42	00:00:02	164	95,91%
6	1138	1134	99,65%	4	1	3	0,26%	00:02:43	00:00:04	1066	94,00%
7	4760	4633	97,33%	127	39	88	1,85%	00:03:07	00:00:13	4067	87,78%
8	14006	13239	94,52%	767	93	674	4,81%	00:03:24	00:00:24	11657	88,05%
9	17945	16599	92,50%	1346	193	1153	6,43%	00:02:43	00:00:37	12748	76,80%
10	18639	16674	89,46%	1965	298	1667	8,94%	00:03:38	00:00:55	10670	63,99%
11	17278	15444	89,39%	1834	277	1557	9,01%	00:03:37	00:00:58	9614	62,25%
12	13702	12488	91,14%	1214	188	1026	7,49%	00:03:33	00:00:48	8257	66,12%
13	12361	11901	96,28%	460	100	360	2,91%	00:03:34	00:00:21	9609	80,74%
14	12294	11713	95,27%	581	129	452	3,68%	00:03:38	00:00:26	8904	76,02%
15	12038	11452	95,13%	586	142	444	3,69%	00:03:39	00:00:34	7376	64,41%
16	11420	10608	92,89%	812	189	623	5,46%	00:03:40	00:00:44	5892	55,54%
17	7624	7583	99,46%	41	14	27	0,35%	00:03:31	00:00:04	7179	94,67%
18	4798	4753	99,06%	45	13	32	0,67%	00:03:30	00:00:06	4433	93,27%
19	3578	3519	98,35%	59	31	28	0,78%	00:03:36	00:00:07	3158	89,74%
20	2269	2203	97,09%	66	11	55	2,42%	00:03:34	00:00:15	1925	87,38%
21	1321	1282	97,05%	39	9	30	2,27%	00:03:29	00:00:14	1135	88,53%
22	694	661	95,24%	33	0	33	4,76%	00:03:37	00:00:24	545	82,45%
23	330	325	98,48%	5	1	4	1,21%	00:03:21	00:00:07	301	92,62%
	156768	146773		9995	1733	8262	5,27%				

VOLTAR

FILTRO DIA

data2

01/03/...	02/03/...
03/03/...	04/03/...
05/03/...	06/03/...
07/03/...	08/03/...
09/03/...	10/03/...
11/03/...	12/03/...
13/03/...	14/03/...
15/03/...	16/03/...
17/03/...	18/03/...
19/03/...	20/03/...
21/03/...	22/03/...
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29/03/...	30/03/...
31/03/...	

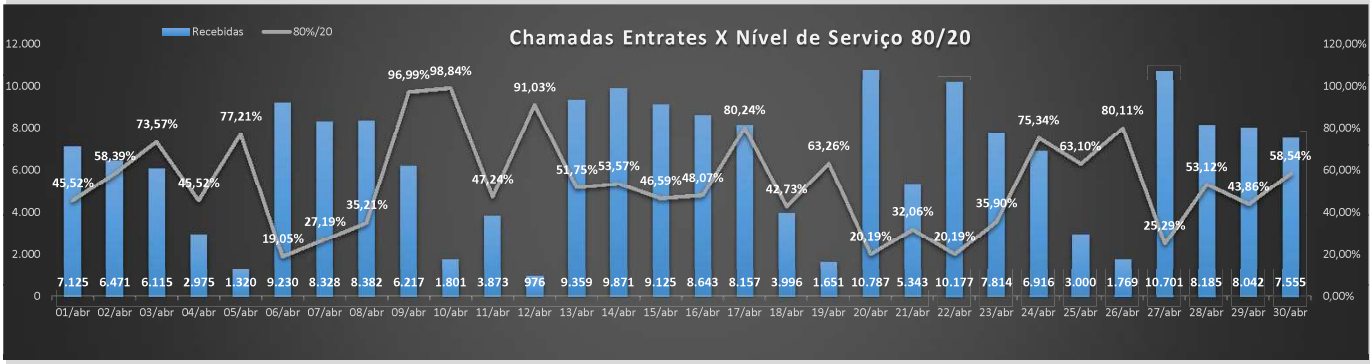
RESUMO

RELÁTORIOS

DIARIO

HORA

TOTAL DE LIGAÇÕES RECEBIDAS	193.904
TOTAL DE LIGAÇÕES ATENDIDAS	175.046
TOTAL DE ABANDONO	16.061
TOTAL DE DESISTÊNCIA	2.797
% NÍVEL DE SERVIÇO 90/10	58,61%
% NÍVEL DE SERVIÇO 80/20	48,31%
% ABANDONO	8,28%
% DESISTÊNCIA	1,44%
% ATENDIDAS	90,27%
TEMPO MÉDIO DE ESPERA	00:01:20
TEMPO MÉDIO DE ATENDIMENTO	00:04:07



	CHAMADAS															
Abril	Recebidas	Atendidas		Abandonadas				TMA	Tempo Espera		Nível de Serviço					
		atendidas	%	Qtde. total	desistentes	abandonodas Real	%		TME	Máx espera	Qtd chamadas 20-6	Total Chamadas 90%	Qtd chamadas 7-19	Total Chamadas 80%	90%/10	80%/20
01/abr	7.125	6.873	96,46%	252	117	135	1,89%	00:04:06	00:00:32	00:04:01	228	210	6.645	3.025	92,11%	45,52%
02/abr	6.471	6.344	98,04%	127	75	52	0,80%	00:04:08	00:00:19	00:04:00	226	205	6.118	3.572	90,71%	58,39%
03/abr	6.115	5.962	97,50%	153	59	94	1,54%	00:04:16	00:00:19	00:05:11	193	180	5.769	4.244	93,26%	73,57%
04/abr	2.975	2.740	92,10%	235	43	192	6,45%	00:03:46	00:01:05	00:08:26	82	61	2.658	1.210	74,39%	45,52%
05/abr	1.320	1.259	95,38%	61	14	47	3,56%	00:03:39	00:00:33	00:16:07	83	59	1.176	908	71,08%	77,21%
06/abr	9.230	6.672	72,29%	2.558	183	2.375	25,73%	00:04:30	00:03:19	00:10:43	201	176	6.471	1.233	87,56%	19,05%
07/abr	8.328	7.072	84,92%	1.256	147	1.109	13,32%	00:04:29	00:02:08	00:07:46	268	187	6.804	1.850	69,78%	27,19%
08/abr	8.382	7.412	88,43%	970	155	815	9,72%	00:04:15	00:01:35	00:06:21	295	251	7.117	2.506	85,08%	35,21%
09/abr	6.217	6.165	99,16%	52	19	33	0,53%	00:03:58	00:00:05	00:10:00	215	163	5.950	5.771	75,81%	96,99%
10/abr	1.801	1.787	99,22%	14	4	10	0,56%	00:03:48	00:00:06	00:11:06	151	115	1.636	1.617	76,16%	98,84%
11/abr	3.873	3.540	91,40%	333	55	278	7,18%	00:03:30	00:01:15	00:11:06	151	120	3.389	1.601	79,47%	47,24%
12/abr	976	966	98,98%	10	2	8	0,82%	00:03:39	00:00:08	00:03:04	96	80	870	792	83,33%	91,03%
13/abr	9.359	8.598	91,87%	761	146	615	6,57%	00:03:51	00:01:07	00:07:56	229	138	8.369	4.331	60,26%	51,75%
14/abr	9.871	9.247	93,68%	624	129	495	5,01%	00:03:40	00:02:11	00:10:24	314	73	8.933	4.785	23,25%	53,57%
15/abr	9.125	8.520	93,37%	605	136	469	5,14%	00:04:04	00:00:58	00:10:49	275	113	8.245	3.841	41,09%	46,59%
16/abr	8.643	7.921	91,65%	722	126	596	6,90%	00:04:08	00:01:08	00:16:11	238	102	7.683	3.693	42,86%	48,07%
17/abr	8.157	7.937	97,30%	220	54	166	2,04%	00:03:58	00:00:21	00:05:54	214	129	7.723	6.197	60,28%	80,24%
18/abr	3.996	3.422	85,64%	574	58	516	12,91%	00:04:05	00:01:59	00:14:28	167	95	3.255	1.391	56,89%	42,73%
19/abr	1.651	1.549	93,82%	102	14	88	5,33%	00:03:36	00:00:46	00:07:28	109	80	1.440	911	73,39%	63,26%
20/abr	10.787	9.482	87,90%	1.305	199	1.106	10,25%	00:03:51	00:01:48	00:19:14	246	94	9.236	1.865	38,21%	20,19%
21/abr	5.343	4.753	88,96%	590	87	503	9,41%	00:03:33	00:01:38	00:10:09	181	123	4.572	1.466	67,96%	32,06%
22/abr	10.177	8.308	81,64%	1.869	201	1.668	16,39%	00:04:04	00:02:39	00:09:35	214	85	8.094	1.634	39,72%	20,19%
23/abr	7.814	7.227	92,49%	587	126	461	5,90%	00:04:26	00:01:10	00:07:25	197	92	7.030	2.524	46,70%	35,90%
24/abr	6.916	6.484	93,75%	432	61	371	5,36%	00:04:18	00:00:47	00:11:09	165	78	6.319	4.761	47,27%	75,34%
25/abr	3.000	2.824	94,13%	176	37	139	4,63%	00:04:06	00:00:46	00:05:30	106	98	2.718	1.715	92,45%	63,10%
26/abr	1.769	1.671	94,46%	98	17	81	4,85%	00:03:13	00:00:48	00:08:08	379	64	1.292	1.035	16,89%	80,11%
27/abr	10.701	8.342	77,96%	2.359	210	2.149	25,76%	00:04:17	00:02:50	00:16:05	393	108	7.949	2.010	27,48%	25,29%
28/abr	8.185	7.593	92,77%	592	91	501	6,60%	00:04:33	00:01:02	00:09:37	245	140	7.348	3.903	57,14%	53,12%
29/abr	8.042	7.285	90,6%	757	135	622	8,54%	00:04:45	00:01:19	00:06:53	228	133	7.057	3.095	58,33%	43,86%
30/abr	7.555	7.091	93,86%	464	97	367	5,18%	00:04:20	00:00:53	00:08:12	178	121	6.913	4.047	67,98%	58,54%
TOTAL:	**193.904**	**175.046**	**90,3%**	**18.858**	**2.797**	**16.061**	**8,28%**	**00:04:07**	**00:01:20**	**00:19:14**	**6.267**	**3.673**	**168.779**	**81.533**	**58,61%**	**48,31%**
					1,44%											

HORÁRIO	CHAMADAS			ABANDONO				TMA	TME	NIVEL DE SERVIÇO	
	ENTRANTE	ATENDIDAS	%	QTD	DESISTENTE	QTD REAL	%			QTD	%
0	193	180	93,26%	13	2	11	5,70%	00:04:30	00:00:46	135	75,00%
1	85	76	89,41%	9	2	7	8,24%	00:04:22	00:00:32	58	76,32%
2	64	61	95,31%	3	0	3	4,69%	00:04:21	00:00:41	44	72,13%
3	39	37	94,87%	2	2	0	0,00%	00:03:08	00:00:15	26	70,27%
4	40	39	97,50%	1	1	0	0,00%	00:03:08	00:00:17	29	74,36%
5	177	159	89,83%	18	2	16	9,04%	00:02:50	00:00:28	127	79,87%
6	1009	830	82,26%	179	5	174	17,24%	00:03:14	00:01:45	699	84,22%
7	4399	3976	90,38%	423	40	383	8,71%	00:03:24	00:01:01	3022	76,01%
8	14485	13907	96,01%	578	103	475	3,28%	00:03:49	00:00:31	11284	81,14%
9	20512	18525	90,31%	1987	312	1675	8,17%	00:03:14	00:01:14	8880	47,94%
10	24419	20946	85,78%	3473	524	2949	12,08%	00:04:10	00:01:56	4644	22,17%
11	22877	19770	86,42%	3107	461	2646	11,57%	00:04:15	00:01:56	4958	25,08%
12	17908	16335	91,22%	1573	264	1309	7,31%	00:04:03	00:01:15	7048	43,15%
13	16522	15827	95,79%	695	153	542	3,28%	00:04:13	00:00:41	10439	65,96%
14	16435	15397	93,68%	1038	209	829	5,04%	00:04:21	00:00:55	8362	54,31%
15	16157	14758	91,34%	1399	253	1146	7,09%	00:04:12	00:01:14	6508	44,10%
16	14760	11698	79,25%	3062	280	2782	18,85%	00:04:09	00:02:48	2694	23,03%
17	9149	8857	96,81%	292	71	221	2,42%	00:04:09	00:00:36	6465	72,99%
18	5216	5123	98,22%	93	19	74	1,42%	00:03:55	00:00:14	4473	87,31%
19	3803	3660	96,24%	143	25	118	3,10%	00:03:56	00:00:34	2756	75,30%
20	2683	2275	84,79%	408	30	378	14,09%	00:03:57	00:01:59	1166	51,25%
21	1726	1465	84,88%	261	23	238	13,79%	00:04:00	00:01:51	641	43,75%
22	842	789	93,71%	53	7	46	5,46%	00:03:31	00:00:59	505	64,01%
23	404	356	88,12%	48	9	39	9,65%	00:04:44	00:01:09	243	68,26%
	193904	175046		18858	2797	16061	8,28%				

FILTRO DIA

data2

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13/04...	14/04...
15/04...	16/04...
17/04...	18/04...
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29/04...	30/04...

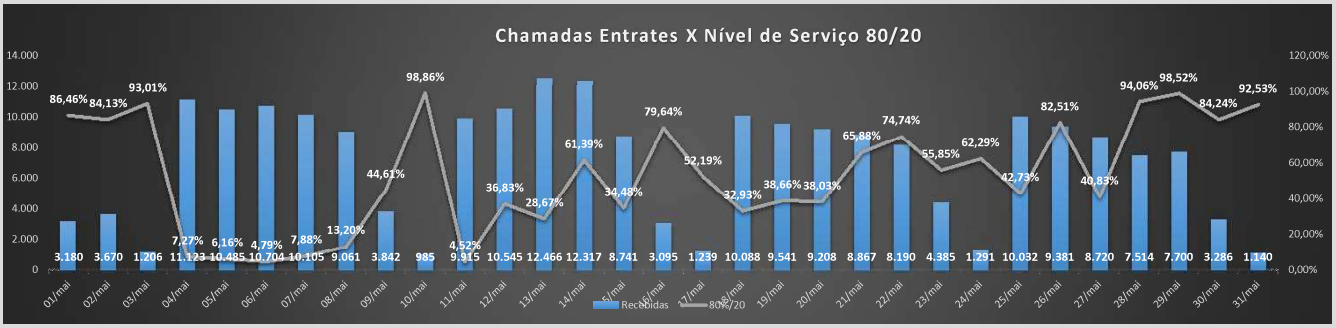
RESUMO

RELÁTORIOS

DIARIO

HORA

TOTAL DE LIGAÇÕES RECEBIDAS	222.022
TOTAL DE LIGAÇÕES ATENDIDAS	185.628
TOTAL DE ABANDONO	31.749
TOTAL DE DESISTÊNCIA	4.645
% NÍVEL DE SERVIÇO 90/10	59,70%
% NÍVEL DE SERVIÇO 80/20	46,42%
% ABANDONO	14,30%
% DESISTÊNCIA	2,09%
% ATENDIDAS	83,61%
TEMPO MÉDIO DE ESPERA	00:02:13
TEMPO MÉDIO DE ATENDIMENTO	00:04:04



IMPERATRIZ TELE SERVIÇOS

VOLTAR

Maio	CHAMADAS							TMA	Tempo Espera		Nível de Serviço					
	Recebidas	Atendidas		Abandonadas												
		atendidas	%	Qtde. total	desistentes	abandonodas Real	%		TME	Máx espera	Qtd chamadas 20-6	Total Atendidas 90%	Qtd chamadas 7-19	Total Atendidas 80%	90%/10	80%/20
01/mai	3.180	3.137	98,65%	43	22	21	0,66%	00:04:02	00:00:09	00:07:14	130	120	3.007	2.600	92,31%	86,46%
02/mai	3.670	3.583	97,63%	87	23	64	1,74%	00:03:34	00:00:17	00:05:27	173	134	3.410	2.869	77,46%	84,13%
03/mai	1.206	1.194	99,00%	12	2	10	0,83%	00:03:43	00:00:07	00:11:15	78	50	1.116	1.038	64,10%	93,01%
04/mai	11.123	7.391	66,45%	3.732	283	3.449	31,01%	00:04:52	00:04:27	00:13:25	229	72	7.162	521	31,44%	7,27%
05/mai	10.485	7.201	68,68%	3.284	308	2.976	28,38%	00:04:53	00:04:08	00:15:47	223	106	6.978	430	47,53%	6,16%
06/mai	10.704	6.609	61,74%	4.095	289	3.806	35,56%	00:04:53	00:05:27	00:17:56	306	108	6.303	302	35,29%	4,79%
07/mai	10.105	7.169	70,95%	2.936	248	2.688	26,60%	00:04:32	00:04:10	00:11:24	280	113	6.889	543	40,36%	7,88%
08/mai	9.061	6.943	76,63%	2.118	220	1.898	20,95%	00:04:30	00:03:28	00:10:32	261	153	6.682	882	58,62%	13,20%
09/mai	3.842	3.168	82,46%	674	63	611	15,90%	00:04:00	00:02:31	00:10:10	146	133	3.022	1.348	91,10%	44,61%
10/mai	985	973	98,78%	12	3	9	0,91%	00:03:05	00:00:05	00:08:43	94	82	879	869	87,23%	98,86%
11/mai	9.915	7.246	73,08%	2.669	317	2.352	23,72%	00:04:40	00:03:56	00:15:32	237	119	7.009	317	50,21%	4,52%
12/mai	10.545	8.709	82,59%	1.836	252	1.584	15,02%	00:03:33	00:02:18	00:16:58	261	107	8.448	3.111	41,00%	36,83%
13/mai	12.466	9.341	74,93%	3.125	334	2.791	22,39%	00:03:41	00:03:18	00:25:14	453	129	8.888	2.548	28,48%	28,67%
14/mai	12.317	10.289	83,53%	2.028	193	1.835	14,90%	00:02:32	00:02:18	00:18:12	323	236	9.966	6.118	73,07%	61,39%
15/mai	8.741	7.464	85,39%	1.277	214	1.063	12,16%	00:04:22	00:01:59	00:08:51	274	119	7.190	2.479	43,43%	34,48%
16/mai	3.095	3.010	97,25%	85	19	66	2,13%	00:03:50	00:00:21	00:04:39	127	121	2.883	2.296	95,28%	79,64%
17/mai	1.239	1.047	84,50%	192	23	169	13,64%	00:03:45	00:01:57	00:13:47	87	81	960	501	93,10%	52,19%
18/mai	10.088	8.079	80,09%	2.009	284	1.725	17,10%	00:04:10	00:02:35	00:14:39	216	68	7.863	2.589	31,48%	32,93%
19/mai	9.541	8.280	86,78%	1.261	254	1.007	10,55%	00:04:09	00:01:44	00:18:13	221	96	8.059	3.116	43,44%	38,66%
20/mai	9.208	8.105	88,02%	1.103	233	870	9,45%	00:04:02	00:01:35	00:12:06	285	121	7.820	2.974	42,46%	38,03%
21/mai	8.867	8.312	93,74%	555	180	375	4,23%	00:04:19	00:00:45	00:11:16	244	118	8.068	5.315	48,36%	65,88%
22/mai	8.190	7.979	97,42%	211	131	80	0,98%	00:04:24	00:00:13	00:02:41	187	163	7.792	5.824	87,17%	74,74%
23/mai	4.385	3.837	87,50%	548	64	484	11,04%	00:03:27	00:01:33	00:07:38	199	183	3.638	2.032	91,96%	55,85%
24/mai	1.291	1.176	91,09%	115	12	103	7,98%	00:03:43	00:01:10	00:13:51	94	85	1.082	674	90,43%	62,29%
25/mai	10.032	8.898	88,70%	1.134	258	876	8,73%	00:04:24	00:01:18	00:07:54	243	149	8.655	3.698	61,32%	42,73%
26/mai	9.381	9.117	97,19%	264	97	167	1,83%	00:04:07	00:00:21	00:10:24	256	156	8.861	7.311	60,94%	82,51%
27/mai	8.720	7.925	90,88%	795	193	602	7,60%	00:03:51	00:01:09	00:08:58	260	208	7.665	3.130	80,00%	40,83%
28/mai	7.514	7.444	99,07%	70	60	10	0,13%	00:03:41	00:00:03	00:02:32	243	236	7.201	6.773	97,12%	94,06%
29/mai	7.700	7.652	99,4%	48	45	3	0,04%	00:04:04	00:00:01	00:06:18	146	142	7.506	7.395	97,26%	98,52%
30/mai	3.286	3.237	98,51%	49	17	32	0,99%	00:03:27	00:00:12	00:03:13	115	100	3.122	2.630	86,96%	84,24%
31/mai	1.140	1.113	97,63%	27	4	23	2,07%	00:03:09	00:00:16	00:11:12	123	81	990	916	65,85%	92,53%
TOTAL:	**222.022**	**185.628**	**83,6%**	**36.394**	**4.645**	**31.749**	**14,30%**	**00:04:04**	**00:02:13**	**00:25:14**	**6.514**	**3.889**	**179.114**	**83.149**	**59,70%**	**46,42%**

2,09%

HORÁRIO	CHAMADAS			ABANDONO				TMA	TME	NIVEL DE SERVIÇO	
	ENTRANTE	ATENDIDAS	%	QTD	DESISTENTE	QTD REAL	%			QTD	%
0	231	209	90,48%	22	9	13	5,63%	00:03:51	00:00:28	176	84,21%
1	108	95	87,96%	13	7	6	5,56%	00:03:53	00:00:21	79	83,16%
2	75	72	96,00%	3	2	1	1,33%	00:03:17	00:00:07	64	88,89%
3	82	73	89,02%	9	1	8	9,76%	00:02:01	00:01:09	59	80,82%
4	99	93	93,94%	6	0	6	6,06%	00:02:01	00:00:18	82	88,17%
5	180	178	98,89%	2	0	2	1,11%	00:02:42	00:00:03	172	96,63%
6	977	965	98,77%	12	1	11	1,13%	00:02:52	00:00:04	911	94,40%
7	4954	4768	96,25%	186	42	144	2,91%	00:03:24	00:00:22	3915	82,11%
8	16254	14612	89,90%	1642	262	1380	8,49%	00:03:43	00:01:09	8500	58,17%
9	24594	20511	83,40%	4083	595	3488	14,18%	00:02:52	00:02:06	8626	42,06%
10	26606	21069	79,19%	5537	727	4810	18,08%	00:04:08	00:02:50	6591	31,28%
11	24974	19697	78,87%	5277	676	4601	18,42%	00:04:13	00:02:52	6069	30,81%
12	19825	16952	85,51%	2873	377	2496	12,59%	00:04:18	00:02:00	8314	49,04%
13	18734	16707	89,18%	2027	245	1782	9,51%	00:04:16	00:01:31	11224	67,18%
14	18860	16601	88,02%	2259	324	1935	10,26%	00:04:15	00:01:34	9839	59,27%
15	18802	14757	78,49%	4045	508	3537	18,81%	00:04:15	00:02:53	4818	32,65%
16	18065	13595	75,26%	4470	517	3953	21,88%	00:04:09	00:03:34	3083	22,68%
17	11379	10119	88,93%	1260	177	1083	9,52%	00:03:55	00:01:46	5333	52,70%
18	6209	5835	93,98%	374	48	326	5,25%	00:03:54	00:00:50	4186	71,74%
19	4538	3891	85,74%	647	55	592	13,05%	00:03:45	00:01:44	2651	68,13%
20	3166	2142	67,66%	1024	36	988	31,21%	00:03:45	00:04:32	893	41,69%
21	1938	1434	73,99%	504	18	486	25,08%	00:04:08	00:04:00	526	36,68%
22	921	829	90,01%	92	6	86	9,34%	00:04:07	00:01:46	577	69,60%
23	451	424	94,01%	27	12	15	3,33%	00:04:05	00:00:25	350	82,55%
	222022	185628		36394	4645	31749	14,30%				

VOLTAR

FILTRO DIA

data2

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09/05/2020	10/05/2020
11/05/2020	12/05/2020
13/05/2020	14/05/2020
15/05/2020	16/05/2020
17/05/2020	18/05/2020
19/05/2020	20/05/2020
21/05/2020	22/05/2020
23/05/2020	24/05/2020
25/05/2020	26/05/2020
27/05/2020	28/05/2020
29/05/2020	30/05/2020
31/05/2020	

RESUMO

RELÁTORIOS

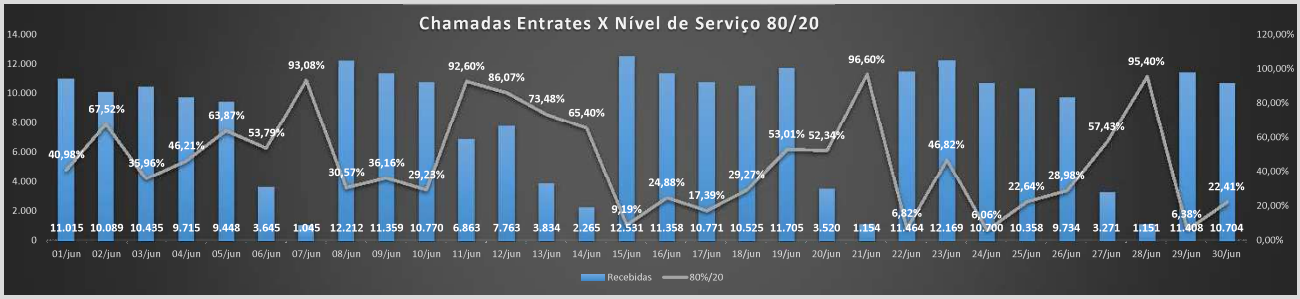
DIARIO

HORA

TOTAL DE LIGAÇÕES RECEBIDAS	252.981
TOTAL DE LIGAÇÕES ATENDIDAS	215.923
TOTAL DE ABANDONO	31.262
TOTAL DE DESISTÊNCIA	5.796
% NÍVEL DE SERVIÇO 90/10	50,73%
% NÍVEL DE SERVIÇO 80/20	38,41%
% ABANDONO	12,36%
% DESISTÊNCIA	2,29%
% ATENDIDAS	85,35%
TEMPO MÉDIO DE ESPERA	00:01:56
TEMPO MÉDIO DE ATENDIMENTO	00:04:13

IMPERATRIZ TELE SERVIÇOS

Cagece



IMPERATRIZ TELE SERVIÇOS

VOLTAR

Maio	CHAMADAS							TMA	Tempo Espera		Nível de Serviço					
	Recebidas	Atendidas		Abandonadas												
		atendidas	%	Qtde. total	desistentes	abandonodas Real	%		TME	Máx espera	Qtd Atendida 20-6	Total Atendida 90%	Qtd atendida 7-19	Total Atendida 80%	90%/10	80%/20
01/jun	11.015	9.674	87,83%	1.341	206	1.135	10,30%	00:04:20	00:01:32	00:16:06	266	91	9.408	3.855	34,21%	40,98%
02/jun	10.089	9.514	94,30%	575	138	437	4,33%	00:04:17	00:00:38	00:10:40	307	170	9.207	6.217	55,37%	67,52%
03/jun	10.435	9.339	89,50%	1.096	219	877	8,40%	00:04:18	00:01:22	00:11:29	264	87	9.075	3.263	32,95%	35,96%
04/jun	9.715	8.989	92,53%	726	181	545	5,61%	00:04:15	00:01:00	00:07:43	247	113	8.742	4.040	45,75%	46,21%
05/jun	9.448	8.941	94,63%	507	132	375	3,97%	00:04:08	00:00:43	00:06:00	269	147	8.672	5.539	54,65%	63,87%
06/jun	3.645	3.311	90,84%	334	48	286	7,85%	00:03:47	00:01:06	00:06:49	134	128	3.177	1.709	95,52%	53,79%
07/jun	1.045	1.034	98,95%	11	4	7	0,67%	00:03:41	00:00:08	00:05:34	95	70	939	874	73,68%	93,08%
08/jun	12.212	9.605	78,65%	2.607	389	2.218	18,16%	00:04:04	00:02:35	00:10:42	296	126	9.309	2.846	42,57%	30,57%
09/jun	11.359	9.549	84,07%	1.810	346	1.464	12,89%	00:04:07	00:01:56	00:09:43	301	149	9.248	3.344	49,50%	36,16%
10/jun	10.770	9.129	84,76%	1.641	292	1.349	12,53%	00:04:13	00:02:03	00:10:59	268	92	8.861	2.590	34,33%	29,23%
11/jun	6.863	6.798	99,05%	65	29	36	0,52%	00:04:12	00:00:07	00:05:56	189	108	6.609	6.120	57,14%	92,60%
12/jun	7.763	7.630	98,29%	133	47	86	1,11%	00:04:00	00:00:13	00:07:05	207	185	7.423	6.389	89,37%	86,07%
13/jun	3.834	3.550	92,59%	284	30	254	6,62%	00:03:26	00:00:59	00:17:19	304	141	3.246	2.385	46,38%	73,48%
14/jun	2.265	2.067	91,26%	198	52	146	6,45%	00:02:47	00:00:54	00:10:14	229	136	1.838	1.202	59,39%	65,40%
15/jun	12.531	9.165	73,14%	3.366	536	2.830	22,58%	00:04:15	00:02:54	00:11:12	263	110	8.902	818	41,83%	9,19%
16/jun	11.358	9.315	82,01%	2.043	330	1.713	15,08%	00:04:20	00:02:19	00:11:46	282	103	9.033	2.247	36,52%	24,88%
17/jun	10.771	8.807	81,77%	1.964	323	1.641	15,24%	00:04:21	00:02:32	00:07:56	285	128	8.522	1.482	44,91%	17,39%
18/jun	10.525	9.002	85,53%	1.523	238	1.285	12,21%	00:04:11	00:02:01	00:12:03	270	99	8.732	2.556	36,67%	29,27%
19/jun	11.705	9.760	83,38%	1.945	201	1.744	14,90%	00:03:02	00:02:14	00:10:21	215	116	9.545	5.060	53,95%	53,01%
20/jun	3.520	3.190	90,63%	330	43	287	8,15%	00:03:56	00:01:16	00:07:00	162	133	3.028	1.585	82,10%	52,34%
21/jun	1.154	1.143	99,05%	11	4	7	0,61%	00:03:40	00:00:06	00:08:55	114	92	1.029	994	80,70%	96,60%
22/jun	11.464	8.721	76,07%	2.743	346	2.397	20,91%	00:04:46	00:03:27	00:16:21	226	102	8.495	579	45,13%	6,82%
23/jun	12.169	10.508	86,35%	1.661	281	1.380	11,34%	00:03:41	00:01:58	00:12:22	345	127	10.163	4.758	36,81%	46,82%
24/jun	10.700	8.580	80,19%	2.120	243	1.877	17,54%	00:04:57	00:03:01	00:09:37	299	115	8.281	502	38,46%	6,06%
25/jun	10.358	8.697	83,96%	1.661	214	1.447	13,97%	00:04:42	00:02:12	00:11:42	266	143	8.431	1.909	53,76%	22,64%
26/jun	9.734	8.123	83,45%	1.611	233	1.378	16,96%	00:04:18	00:02:24	00:12:32	282	149	7.841	2.272	52,84%	28,98%
27/jun	3.271	3.018	92,27%	253	58	195	6,46%	00:04:02	00:01:03	00:05:44	131	126	2.887	1.658	96,18%	57,43%
28/jun	1.151	1.131	98,26%	20	4	16	1,41%	00:03:27	00:00:08	00:08:58	153	127	978	933	83,01%	95,40%
29/jun	11.408	8.871	77,8%	2.537	335	2.202	24,82%	00:04:47	00:03:00	00:12:02	279	135	8.592	548	48,39%	6,38%
30/jun	10.704	8.762	81,86%	1.942	294	1.648	18,81%	00:04:50	00:02:30	00:21:44	249	103	8.513	1.908	41,37%	22,41%
TOTAL:	**252.981**	**215.923**	**85,4%**	**37.058**	**5.796**	**31.262**	**12,36%**	**00:04:13**	**00:01:56**	**00:21:44**	**7.197**	**3.651**	**208.726**	**80.182**	**50,73%**	**38,41%**
					2,29%											

HORÁRIO	CHAMADAS			ABANDONO				TMA	TME	NIVEL DE SERVIÇO	
	ENTRANTE	ATENDIDAS	%	QTD	DESISTENTE	QTD REAL	%			QTD	%
0	203	201	99,01%	2	1	1	0,49%	00:03:23	00:00:13	177	88,06%
1	126	115	91,27%	11	1	10	7,94%	00:02:55	00:00:39	89	77,39%
2	52	49	94,23%	3	2	1	1,92%	00:02:18	00:00:11	42	85,71%
3	61	54	88,52%	7	1	6	9,84%	00:02:36	00:00:32	50	92,59%
4	67	64	95,52%	3	0	3	4,48%	00:02:36	00:00:16	56	87,50%
5	155	152	98,06%	3	0	3	1,94%	00:02:59	00:00:03	139	91,45%
6	1147	1106	96,43%	41	6	35	3,05%	00:03:02	00:00:15	954	86,26%
7	5368	4930	91,84%	438	73	365	6,80%	00:03:30	00:00:50	3239	65,70%
8	20016	17711	88,48%	2305	420	1885	9,42%	00:04:02	00:01:23	7637	43,12%
9	29301	25540	87,16%	3761	754	3007	10,26%	00:03:02	00:01:42	8410	32,93%
10	30588	25446	83,19%	5142	923	4219	13,79%	00:04:15	00:02:11	5476	21,52%
11	28582	24113	84,36%	4469	854	3615	12,65%	00:04:24	00:02:08	4607	19,11%
12	22510	19930	88,54%	2580	455	2125	9,44%	00:04:25	00:01:30	8716	43,73%
13	21446	20498	95,58%	948	269	679	3,17%	00:04:12	00:00:36	13844	67,54%
14	21336	19281	90,37%	2055	459	1596	7,48%	00:04:17	00:01:10	10266	53,24%
15	21656	16063	74,17%	5593	694	4899	22,62%	00:04:21	00:03:15	3266	20,33%
16	20338	13970	68,69%	6368	563	5805	28,54%	00:04:23	00:04:30	1114	7,97%
17	11929	10346	86,73%	1583	205	1378	11,55%	00:04:17	00:02:11	4108	39,71%
18	6671	6627	99,34%	44	27	17	0,25%	00:04:02	00:00:07	6098	92,02%
19	4490	4271	95,12%	219	34	185	4,12%	00:03:50	00:00:29	3401	79,63%
20	3286	2302	70,05%	984	29	955	29,06%	00:03:59	00:03:51	498	21,63%
21	2147	1729	80,53%	418	20	398	18,54%	00:04:05	00:03:09	558	32,27%
22	1050	986	93,90%	64	3	61	5,81%	00:03:36	00:00:53	704	71,40%
23	456	439	96,27%	17	3	14	3,07%	00:03:51	00:00:15	384	87,47%
	252981	215923		37058	5796	31262	12,36%				

VOLTAR

FILTRO DIA

data2

05/06/2020	06/06/2020
07/06/2020	08/06/2020
09/06/2020	10/06/2020
11/06/2020	12/06/2020
13/06/2020	14/06/2020
15/06/2020	16/06/2020
17/06/2020	18/06/2020
19/06/2020	20/06/2020
21/06/2020	22/06/2020
23/06/2020	24/06/2020
25/06/2020	26/06/2020
27/06/2020	28/06/2020
29/06/2020	30/06/2020

RESUMO

RELÁTORIOS

DIARIO

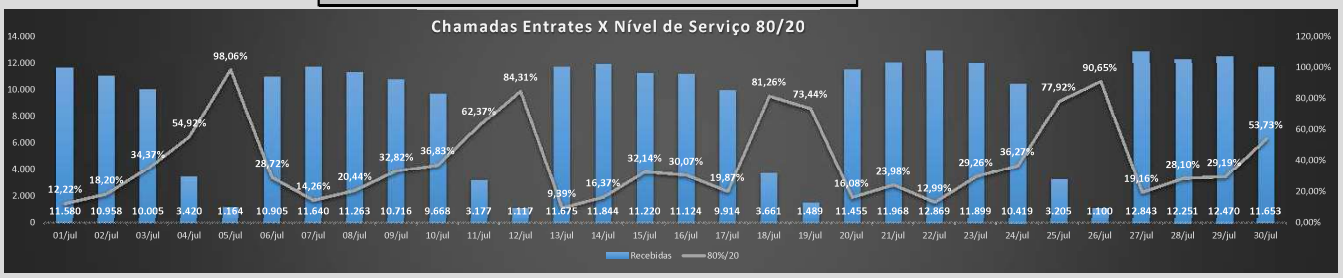
HORA

ANUAL

TOTAL DE LIGAÇÕES RECEBIDAS	278.582
TOTAL DE LIGAÇÕES ATENDIDAS	244.582
TOTAL DE ABANDONO	26.670
TOTAL DE DESISTÊNCIA	7.330
% NÍVEL DE SERVIÇO 90/10	62,92%
% NÍVEL DE SERVIÇO 80/20	31,37%
% ABANDONO	9,57%
% DESISTÊNCIA	2,63%
% ATENDIDAS	87,80%
TEMPO MÉDIO DE ESPERA	00:01:47
TEMPO MÉDIO DE ATENDIMENTO	00:04:34

IMPERATRIZ TELE SERVIÇOS

Cagece



IMPERATRIZ TELE SERVIÇOS

VOLTAR

Maio	CHAMADAS							TMA	Tempo Espera		Nível de Serviço					
	Recebidas	Atendidas		Abandonadas					TME	Máx espera	Qtd Atendida 20-6	Total Atendida 90%	Qtd atendida 7 19	Total Atendida 80%	90%/10	80%/20
		atendidas	%	Qtde. total	desistentes	abandonodas Real	%									
01/jul	11.580	8.802	76,01%	2.778	364	2.414	20,85%	00:04:58	00:03:36	00:13:55	256	83	8.546	1.044	32,42%	12,22%
02/jul	10.958	8.835	80,63%	2.123	388	1.735	15,83%	00:05:14	00:02:43	00:16:15	253	69	8.582	1.562	27,27%	18,20%
03/jul	10.005	8.703	86,99%	1.302	311	991	9,91%	00:05:01	00:01:47	00:15:19	238	128	8.465	2.909	53,78%	34,37%
04/jul	3.420	3.107	90,85%	313	66	247	7,22%	00:04:13	00:01:12	00:13:32	141	122	2.966	1.629	86,52%	54,92%
05/jul	1.164	1.146	98,45%	18	3	15	1,29%	00:04:05	00:00:09	00:19:48	117	90	1.029	1.009	76,92%	98,06%
06/jul	10.905	9.290	85,19%	1.615	369	1.246	11,43%	00:05:04	00:01:55	00:13:13	253	124	9.037	2.595	49,01%	28,72%
07/jul	11.640	9.986	85,79%	1.654	355	1.299	11,16%	00:05:10	00:02:08	00:09:37	364	258	9.622	1.372	70,88%	14,26%
08/jul	11.263	9.838	87,35%	1.425	248	1.177	10,45%	00:05:02	00:01:57	00:08:08	385	256	9.453	1.932	66,49%	20,44%
09/jul	10.716	9.702	90,54%	1.014	250	764	7,13%	00:04:52	00:01:24	00:06:16	426	211	9.276	3.044	49,53%	32,82%
10/jul	9.668	8.587	88,82%	1.081	282	799	8,26%	00:04:43	00:01:29	00:05:12	265	227	8.322	3.065	85,66%	36,83%
11/jul	3.177	2.961	93,20%	216	48	168	5,29%	00:04:00	00:00:59	00:07:04	165	142	2.796	1.744	86,06%	62,37%
12/jul	1.117	1.102	98,66%	15	4	11	0,98%	00:03:48	00:00:14	00:08:07	133	114	969	817	85,71%	84,31%
13/jul	11.675	9.997	85,63%	1.678	279	1.399	11,98%	00:04:56	00:02:23	00:08:39	391	304	9.606	902	77,75%	9,39%
14/jul	11.844	10.186	86,00%	1.658	298	1.360	11,48%	00:04:48	00:01:49	00:10:09	438	201	9.748	1.596	45,89%	16,37%
15/jul	11.220	10.225	91,13%	995	224	771	6,87%	00:04:39	00:01:27	00:07:09	367	229	9.858	3.168	62,40%	32,14%
16/jul	11.124	10.079	90,61%	1.045	245	800	7,19%	00:04:34	00:01:33	00:09:15	379	252	9.700	2.917	66,49%	30,07%
17/jul	9.914	8.830	89,07%	1.084	251	833	8,40%	00:04:37	00:01:49	00:13:26	308	256	8.522	1.693	83,12%	19,87%
18/jul	3.661	3.607	98,52%	54	19	35	0,96%	00:03:39	00:00:16	00:10:24	181	136	3.426	2.784	75,14%	81,26%
19/jul	1.489	1.449	97,31%	40	10	30	2,01%	00:03:18	00:00:29	00:11:57	131	113	1.318	968	86,26%	73,44%
20/jul	11.455	9.917	86,57%	1.538	265	1.273	11,11%	00:04:33	00:02:14	00:12:51	391	295	9.526	1.532	75,45%	16,08%
21/jul	11.968	10.801	90,25%	1.167	340	827	6,91%	00:04:25	00:01:30	00:15:12	362	81	10.439	2.503	22,38%	23,98%
22/jul	12.869	10.595	82,33%	2.274	429	1.845	14,34%	00:04:26	00:02:34	00:14:11	538	91	10.057	1.306	16,91%	12,99%
23/jul	11.899	10.181	85,56%	1.718	428	1.290	10,84%	00:04:27	00:01:54	00:06:40	420	244	9.761	2.856	58,10%	29,26%
24/jul	10.419	9.543	91,59%	876	233	643	6,17%	00:04:17	00:01:10	00:08:03	289	277	9.254	3.356	95,85%	36,27%
25/jul	3.205	3.140	97,97%	65	22	43	1,34%	00:03:39	00:00:17	00:07:32	124	92	3.016	2.350	74,19%	77,92%
26/jul	1.100	1.085	98,64%	15	3	12	1,11%	00:03:33	00:00:11	00:09:53	122	95	963	873	77,87%	90,65%
27/jul	12.843	10.610	82,61%	2.233	357	1.876	17,68%	00:04:15	00:02:41	00:11:42	390	230	10.220	1.958	58,97%	19,16%
28/jul	12.251	10.796	88,12%	1.455	272	1.183	10,96%	00:04:20	00:01:53	00:07:23	399	264	10.397	2.922	66,17%	28,10%
29/jul	12.470	10.782	86,5%	1.688	530	1.158	10,74%	00:04:02	00:01:43	00:09:30	428	367	10.354	3.022	85,75%	29,19%
30/jul	11.653	10.893	93,48%	760	351	409	3,75%	00:04:23	00:00:41	00:08:09	403	254	10.490	5.636	63,03%	53,73%
31/jul	9.910	9.807	98,96%	103	86	17	0,17%	00:04:08	00:00:05	00:15:37	263	259	9.544	8.731	98,48%	91,48%
TOTAL:	**278.582**	**244.582**	**87,8%**	**34.000**	**7.330**	**26.670**	**9,57%**	**00:04:34**	**00:01:47**	**00:19:48**	**9.320**	**5.864**	**235.262**	**73.795**	**62,92%**	**31,37%**

2,63%

HORÁRIO	CHAMADAS			ABANDONO				TMA	TME	NIVEL DE SERVICO	
	ENTRANTE	ATENDIDAS	%	QTD	DESISTENTE	QTD REAL	%			QTD	%
0	289	270	93,43%	19	7	12	4,15%	00:03:13	00:00:30	213	78,89%
1	135	128	94,81%	7	0	7	5,19%	00:02:42	00:00:24	111	86,72%
2	65	60	92,31%	5	5	0	0,00%	00:02:44	00:00:05	56	93,33%
3	74	70	94,59%	4	2	2	2,70%	00:01:43	00:00:25	57	81,43%
4	84	78	92,86%	6	3	3	3,57%	00:02:39	00:00:29	63	80,77%
5	199	196	98,49%	3	2	1	0,50%	00:02:15	00:00:11	190	96,94%
6	1312	1289	98,25%	23	2	21	1,60%	00:03:00	00:00:10	1144	88,75%
7	6198	5748	92,74%	450	100	350	5,65%	00:03:34	00:00:51	3687	64,14%
8	22801	20746	90,99%	2055	524	1531	6,71%	00:04:14	00:01:11	9599	46,27%
9	31805	27988	88,00%	3817	1008	2809	8,83%	00:03:00	00:01:47	3988	14,25%
10	31446	26596	84,58%	4850	1113	3737	11,88%	00:04:50	00:02:16	2052	7,72%
11	29386	25239	85,89%	4147	982	3165	10,77%	00:04:53	00:02:07	3108	12,31%
12	24210	21370	88,27%	2840	608	2232	9,22%	00:04:22	00:01:45	6812	31,88%
13	24295	23153	95,30%	1142	419	723	2,98%	00:04:27	00:00:40	14392	62,16%
14	24829	22651	91,23%	2178	623	1555	6,26%	00:04:44	00:01:10	9690	42,78%
15	23778	19466	81,87%	4312	794	3518	14,80%	00:05:02	00:02:30	3367	17,30%
16	22048	17104	77,58%	4944	710	4234	19,20%	00:05:05	00:03:29	1852	10,83%
17	13915	12234	87,92%	1681	264	1417	10,18%	00:04:43	00:02:06	4668	38,16%
18	7907	7765	98,20%	142	52	90	1,14%	00:04:09	00:00:15	6644	85,56%
19	5455	5202	95,36%	253	45	208	3,81%	00:03:58	00:00:38	3936	75,66%
20	3983	3412	85,66%	571	28	543	13,63%	00:03:40	00:02:05	2027	59,41%
21	2479	2174	87,70%	305	19	286	11,54%	00:03:29	00:02:00	1157	53,22%
22	1317	1112	84,43%	205	11	194	14,73%	00:03:42	00:02:43	461	41,46%
23	572	531	92,83%	41	9	32	5,59%	00:03:19	00:01:02	385	72,50%
	278582	244582		34000	7330	26670	9,57%				

FILTRO DIA

data2

07/07/2020	08/07/2020
09/07/2020	10/07/2020
11/07/2020	12/07/2020
13/07/2020	14/07/2020
15/07/2020	16/07/2020
17/07/2020	18/07/2020
19/07/2020	20/07/2020
21/07/2020	22/07/2020
23/07/2020	24/07/2020
25/07/2020	26/07/2020
27/07/2020	28/07/2020
29/07/2020	30/07/2020
31/07/2020	

IMPERATRIZ TELE SERVIÇOS

Cagece

RESUMO

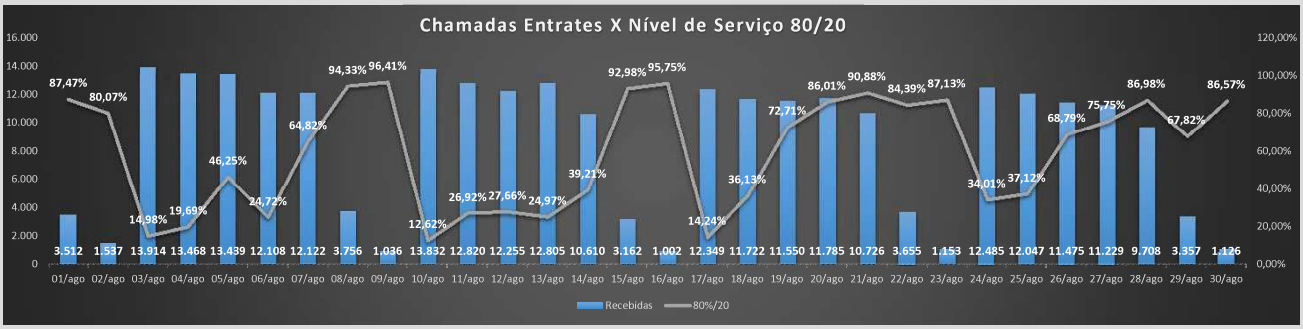
RELÁTORIOS

DIARIO

HORA

ANUAL

TOTAL DE LIGAÇÕES RECEBIDAS	278.085
TOTAL DE LIGAÇÕES ATENDIDAS	251.535
TOTAL DE ABANDONO	17.871
TOTAL DE DESISTÊNCIA	8.679
% NÍVEL DE SERVIÇO 90/10	74,23%
% NÍVEL DE SERVIÇO 80/20	48,31%
% ABANDONO	6,43%
% DESISTÊNCIA	3,12%
% ATENDIDAS	90,45%
TEMPO MÉDIO DE ESPERA	00:01:07
TEMPO MÉDIO DE ATENDIMENTO	00:04:04



IMPERATRIZ TELE SERVIÇOS

VOLTAR

CHAMADAS																
Agosto	Recebidas	Atendidas		Abandonadas				TMA	Tempo Espera		Nível de Serviço					
		atendidas	%	Qtde. total	desistentes	abandonodas Real	%		TME	Máx espera	Qtd Atendida 20-6	Total Atendida 90%	Qtd atendida 7-19	Total Atendida 80%	90%/10	80%/20
01/ago	3.512	3.450	98,23%	62	27	35	1,00%	00:03:28	00:00:12	00:23:43	177	121	3.273	2.863	68,36%	87,47%
02/ago	1.537	1.485	96,62%	52	19	33	2,15%	00:03:02	00:00:23	00:13:40	130	109	1.355	1.085	83,85%	80,07%
03/ago	13.914	11.136	80,03%	2.778	738	2.040	14,66%	00:04:30	00:02:24	00:15:37	436	124	10.700	1.603	28,44%	14,98%
04/ago	13.468	11.208	83,22%	2.260	721	1.539	11,43%	00:04:15	00:01:55	00:17:14	391	251	10.817	2.130	64,19%	19,69%
05/ago	13.439	11.818	87,94%	1.621	518	1.103	8,21%	00:03:59	00:01:19	00:15:31	453	253	11.365	5.256	55,85%	46,25%
06/ago	12.108	10.487	86,61%	1.621	606	1.015	8,38%	00:04:32	00:01:27	00:08:07	411	284	10.076	2.491	69,10%	24,72%
07/ago	12.122	11.282	93,07%	840	430	410	3,38%	00:03:31	00:00:33	00:07:09	383	350	10.899	7.065	91,38%	64,82%
08/ago	3.756	3.703	98,59%	53	27	26	0,69%	00:02:58	00:00:07	00:14:50	212	157	3.491	3.293	74,06%	94,33%
09/ago	1.036	1.024	98,84%	12	4	8	0,77%	00:03:04	00:00:03	00:03:45	132	118	892	860	89,39%	96,41%
10/ago	13.832	11.139	80,53%	2.693	823	1.870	13,52%	00:04:21	00:02:06	00:09:13	415	263	10.724	1.353	63,37%	12,62%
11/ago	12.820	11.438	89,22%	1.382	366	1.016	7,93%	00:04:14	00:01:34	00:14:33	380	168	11.058	2.977	44,21%	26,92%
12/ago	12.255	10.753	87,74%	1.502	431	1.071	8,74%	00:04:23	00:01:32	00:10:29	480	343	10.273	2.841	71,46%	27,66%
13/ago	12.805	10.905	85,16%	1.900	475	1.425	11,13%	00:04:06	00:02:02	00:06:47	458	227	10.447	2.609	49,56%	24,97%
14/ago	10.610	9.656	91,01%	954	209	745	7,02%	00:04:21	00:01:21	00:05:03	331	291	9.325	3.656	87,92%	39,21%
15/ago	3.162	3.142	99,37%	20	6	14	0,44%	00:03:42	00:00:08	00:08:57	164	101	2.978	2.769	61,59%	92,98%
16/ago	1.002	1.000	99,80%	2	1	1	0,10%	00:03:37	00:00:03	00:03:22	83	81	917	878	97,59%	95,75%
17/ago	12.349	10.305	83,45%	2.044	405	1.639	13,27%	00:04:40	00:02:23	00:09:53	408	200	9.897	1.409	49,02%	14,24%
18/ago	11.722	10.602	90,45%	1.120	434	686	5,85%	00:04:29	00:01:08	00:16:29	383	335	10.219	3.692	87,47%	36,13%
19/ago	11.550	11.076	95,90%	474	275	199	1,72%	00:04:10	00:00:20	00:03:46	425	383	10.651	7.744	90,12%	72,71%
20/ago	11.785	11.510	97,67%	275	193	82	0,70%	00:03:46	00:00:09	00:04:09	627	502	10.883	9.361	80,06%	86,01%
21/ago	10.726	10.516	98,04%	210	165	45	0,42%	00:03:39	00:00:05	00:02:10	371	361	10.145	9.220	97,30%	90,88%
22/ago	3.655	3.590	98,22%	65	15	50	1,37%	00:03:15	00:00:14	00:08:47	163	121	3.427	2.892	74,23%	84,39%
23/ago	1.153	1.133	98,27%	20	6	14	1,21%	00:03:03	00:00:11	00:06:03	146	135	987	860	92,47%	87,13%
24/ago	12.485	11.367	91,05%	1.118	268	850	6,81%	00:04:18	00:01:13	00:09:18	454	274	10.913	3.711	60,35%	34,01%
25/ago	12.047	11.028	91,54%	1.019	407	612	5,08%	00:04:14	00:00:55	00:04:27	452	423	10.576	3.926	93,58%	37,12%
26/ago	11.475	10.866	94,69%	609	379	230	2,12%	00:04:00	00:00:22	00:08:08	399	334	10.467	7.200	83,71%	68,79%
27/ago	11.229	10.879	96,88%	350	195	155	1,42%	00:03:42	00:00:17	00:05:14	489	445	10.390	7.870	91,00%	75,75%
28/ago	9.708	9.541	98,28%	167	101	66	0,69%	00:04:01	00:00:09	00:06:39	319	307	9.222	8.021	96,24%	86,98%
29/ago	3.357	3.221	95,9%	136	52	84	2,61%	00:03:05	00:00:33	05:09:37	163	142	3.058	2.074	87,12%	67,82%
30/ago	1.126	1.096	97,34%	30	6	24	2,19%	00:03:07	00:00:16	00:08:09	128	100	968	838	78,13%	86,57%
31/ago	12.340	11.179	90,59%	1.161	377	784	7,01%	00:04:06	00:01:06	00:04:36	472	443	10.707	3.924	93,86%	36,65%
TOTAL:	**278.085**	**251.535**	**90,45%**	**26.550**	**8.679**	**17.871**	**6,43%**	**00:04:04**	**00:01:07**	**05:09:37**	**10.435**	**7.746**	**241.100**	**116.471**	**74,23%**	**48,31%**

HORÁRIO	CHAMADAS			ABANDONO				TMA	TME	NIVEL DE SERVIÇO	
	ENTRANTE	ATENDIDAS	%	QTD	DESISTENTE	QTD REAL	%			QTD	%
0	310	276	89,03%	34	5	29	9,35%	00:02:54	00:00:52	233	84,42%
1	136	129	94,85%	7	1	6	4,41%	00:02:39	00:00:30	117	90,70%
2	86	80	93,02%	6	1	5	5,81%	00:02:25	00:01:03	71	88,75%
3	80	70	87,50%	10	1	9	11,25%	00:02:10	00:01:08	67	95,71%
4	116	108	93,10%	8	0	8	6,90%	00:01:53	00:00:41	101	93,52%
5	260	251	96,54%	9	1	8	3,08%	00:02:22	00:00:18	234	93,23%
6	1428	1401	98,11%	27	0	27	1,89%	00:03:01	00:00:26	1240	88,51%
7	6752	6371	94,36%	381	94	287	4,25%	00:03:36	00:00:38	4452	69,88%
8	23843	21773	91,32%	2070	744	1326	5,56%	00:04:11	00:00:57	10852	49,84%
9	31564	28088	88,99%	3476	1198	2278	7,22%	00:03:01	00:01:16	11264	40,10%
10	32010	27770	86,75%	4240	1391	2849	8,90%	00:04:19	00:01:32	9360	33,71%
11	29246	25469	87,09%	3777	1186	2591	8,86%	00:04:17	00:01:32	8979	35,25%
12	23402	20490	87,56%	2912	824	2088	8,92%	00:04:08	00:01:29	7580	36,99%
13	23265	22260	95,68%	1005	502	503	2,16%	00:03:54	00:00:27	16052	72,11%
14	24185	22855	94,50%	1330	605	725	3,00%	00:04:00	00:00:32	14847	64,96%
15	23775	21125	88,85%	2650	868	1782	7,50%	00:04:06	00:01:18	7982	37,78%
16	22108	18899	85,48%	3209	907	2302	10,41%	00:04:12	00:01:58	4977	26,33%
17	13358	12724	95,25%	634	212	422	3,16%	00:04:03	00:00:39	8691	68,30%
18	8060	7977	98,97%	83	45	38	0,47%	00:03:40	00:00:07	7285	91,33%
19	5488	5299	96,56%	189	43	146	2,66%	00:03:39	00:00:29	4150	78,32%
20	4031	3803	94,34%	228	27	201	4,99%	00:03:35	00:00:51	2632	69,21%
21	2636	2429	92,15%	207	19	188	7,13%	00:03:23	00:01:15	1495	61,55%
22	1338	1287	96,19%	51	2	49	3,66%	00:03:21	00:00:55	987	76,69%
23	608	601	98,85%	7	3	4	0,66%	00:03:22	00:00:10	569	94,68%
	278085	251535		26550	8679	17871	6,43%				

VOLTAR

FILTRO DIA

data2

01/08/2020	02/08/2020
03/08/2020	04/08/2020
05/08/2020	06/08/2020
07/08/2020	08/08/2020
09/08/2020	10/08/2020
11/08/2020	12/08/2020
13/08/2020	14/08/2020
15/08/2020	16/08/2020
17/08/2020	18/08/2020
19/08/2020	20/08/2020
21/08/2020	22/08/2020
23/08/2020	24/08/2020
25/08/2020	26/08/2020
27/08/2020	28/08/2020

IMPERATRIZ TELE SERVIÇOS

RELÁTORIOS

DIARIO

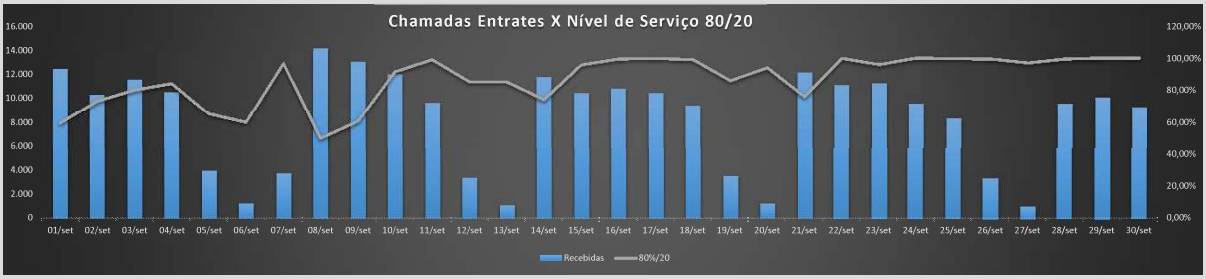
HORA

ANUAL

RESUMO

TOTAL DE LIGAÇÕES RECEBIDAS	250.411
TOTAL DE LIGAÇÕES ATENDIDAS	245.643
TOTAL DE ABANDONO	2.576
TOTAL DE DESISTÊNCIA	2.192
% NÍVEL DE SERVIÇO 90/10	92,07%
% NÍVEL DE SERVIÇO 80/20	86,05%
% ABANDONO	1,03%
% DESISTÊNCIA	0,88%
% ATENDIDAS	98,10%
TEMPO MÉDIO DE ESPERA	00:00:12
TEMPO MÉDIO DE ATENDIMENTO	00:03:36

Cagece



IMPERATRIZ TELECOBRANÇAS

VOLTAR

Setembro	CHAMADAS							TMA	Tempo Espera		Nível de Serviço					
	Recebidas	Atendidas		Abandonadas					TME	Máx espera	Qtd Atendida 20-6	Total Atendida 90%	Qtd atendida 7-19	Total Atendida 80%	90%/10	80%/20
		atendidas	%	Qtde. total	desistentes	abandono Real	%									
01/set	12.415	11.791	94,97%	624	309	315	2,54%	00:03:50	00:00:30	00:06:55	517	361	11.274	6.709	69,83%	59,51%
02/set	10.296	9.892	96,08%	404	103	301	2,92%	00:04:02	00:00:31	00:04:58	427	395	9.465	6.936	92,51%	73,28%
03/set	11.544	11.335	98,19%	209	131	78	0,68%	00:04:03	00:00:11	00:04:43	367	345	10.968	8.795	94,01%	80,19%
04/set	10.540	10.394	98,61%	146	72	74	0,70%	00:04:01	00:00:10	00:03:40	352	322	10.042	8.447	91,48%	84,12%
05/set	3.976	3.813	95,90%	163	38	125	3,14%	00:03:09	00:00:38	00:05:21	198	172	3.615	2.361	86,87%	65,31%
06/set	1.278	1.214	94,99%	64	16	48	3,76%	00:03:27	00:00:43	00:11:28	131	93	1.083	650	70,99%	60,02%
07/set	3.783	3.765	99,52%	18	11	7	0,19%	00:03:15	00:00:02	00:02:54	196	174	3.569	3.443	88,78%	96,47%
08/set	14.162	13.332	94,14%	830	262	568	4,01%	00:03:40	00:00:48	00:06:55	470	405	12.862	6.461	86,17%	50,23%
09/set	13.014	12.399	95,27%	615	255	360	2,77%	00:03:44	00:00:31	00:04:56	462	441	11.937	7.238	95,45%	60,64%
10/set	11.957	11.843	99,05%	114	45	69	0,58%	00:03:32	00:00:07	00:23:11	391	362	11.452	10.457	92,58%	91,31%
11/set	9.624	9.606	99,81%	18	15	3	0,03%	00:03:43	00:00:00	00:01:45	312	309	9.294	9.185	99,04%	98,83%
12/set	3.436	3.387	98,57%	49	19	30	0,87%	00:03:14	00:00:11	00:09:46	170	134	3.217	2.738	78,82%	85,11%
13/set	1.148	1.107	96,43%	41	8	33	2,87%	00:02:54	00:00:18	00:11:14	135	117	972	827	86,67%	85,08%
14/set	11.755	11.404	97,01%	351	158	193	1,64%	00:03:49	00:00:16	00:04:04	362	340	11.042	8.207	93,92%	74,33%
15/set	10.422	10.362	99,42%	60	37	23	0,22%	00:03:44	00:00:03	00:03:36	424	411	9.938	9.499	96,93%	95,58%
16/set	10.800	10.774	99,76%	26	23	3	0,03%	00:03:40	00:00:01	00:02:09	411	383	10.363	10.273	93,19%	99,13%
17/set	10.424	10.389	99,66%	35	29	6	0,06%	00:03:34	00:00:00	00:02:16	361	330	10.028	9.980	91,41%	99,52%
18/set	9.445	9.411	99,64%	34	30	4	0,04%	00:03:32	00:00:01	00:04:09	319	306	9.092	8.982	95,92%	98,79%
19/set	3.541	3.452	97,49%	89	19	70	1,98%	00:03:06	00:00:16	00:26:29	152	119	3.300	2.837	78,29%	85,97%
20/set	1.317	1.307	99,24%	10	8	2	0,15%	00:02:48	00:00:03	00:02:09	139	138	1.168	1.096	99,28%	93,84%
21/set	12.097	11.599	95,88%	498	274	224	1,85%	00:03:35	00:00:19	00:05:08	377	368	11.222	8.550	97,61%	76,19%
22/set	11.086	11.007	99,29%	79	78	1	0,01%	00:03:24	00:00:00	00:01:27	400	394	10.607	10.572	98,50%	99,67%
23/set	11.275	11.145	98,85%	130	113	17	0,15%	00:03:24	00:00:02	00:01:32	419	405	10.726	10.283	96,66%	95,87%
24/set	9.569	9.507	99,35%	62	56	6	0,06%	00:03:34	00:00:01	00:06:48	345	316	9.162	9.144	91,59%	99,80%
25/set	8.304	8.285	99,77%	19	17	2	0,02%	00:03:37	00:00:00	00:02:33	264	261	8.021	7.967	98,86%	99,33%
26/set	3.333	3.320	99,61%	13	9	4	0,12%	00:02:56	00:00:01	00:04:35	150	123	3.170	3.143	82,00%	99,15%
27/set	984	979	99,49%	5	3	2	0,20%	00:02:53	00:00:03	00:07:10	95	90	884	855	94,74%	96,72%
28/set	9.555	9.533	99,77%	22	19	3	0,03%	00:03:24	00:00:00	00:04:03	311	309	9.222	9.155	99,36%	99,27%
29/set	10.079	10.061	99,8%	18	17	1	0,01%	00:03:10	00:00:00	00:00:49	366	363	9.695	9.678	99,18%	99,82%
30/set	9.252	9.230	99,76%	22	18	4	0,04%	00:03:28	00:00:00	00:07:35	373	365	8.857	8.831	97,86%	99,71%
TOTAL:	**250.411**	**245.643**	**98,10%**	**4.768**	**2.192**	**2.576**	**1,03%**	**00:03:36**	**00:00:12**	**00:26:29**	**9.396**	**8.651**	**236.247**	**203.299**	**92,07%**	**86,05%**

HORÁRIO	CHAMADAS			ABANDONO				TMA	TME	NIVEL DE SERVIÇO	
	ENTRANTE	ATENDIDAS	%	QTD	DESISTENTE	QTD REAL	%			QTD	%
0	248	231	93,15%	17	1	16	6,45%	00:02:45	00:00:40	201	87,01%
1	122	119	97,54%	3	1	2	1,64%	00:02:05	00:00:15	108	90,76%
2	79	77	97,47%	2	0	2	2,53%	00:02:40	00:00:09	72	93,51%
3	79	72	91,14%	7	1	6	7,59%	00:02:10	00:00:21	67	93,06%
4	98	93	94,90%	5	0	5	5,10%	00:01:39	00:00:30	87	93,55%
5	291	287	98,63%	4	3	1	0,34%	00:02:35	00:00:04	278	96,86%
6	1633	1589	97,31%	44	10	34	2,08%	00:02:56	00:00:15	1358	85,46%
7	7475	7148	95,63%	327	98	229	3,06%	00:03:22	00:00:29	5501	76,96%
8	23410	22773	97,28%	637	279	358	1,53%	00:03:46	00:00:18	18420	80,89%
9	29816	28919	96,99%	897	447	450	1,51%	00:02:56	00:00:19	21356	73,85%
10	29087	28329	97,39%	758	394	364	1,25%	00:03:46	00:00:15	22546	79,59%
11	26110	25871	99,08%	239	155	84	0,32%	00:03:42	00:00:04	24148	93,34%
12	21066	20705	98,29%	361	127	234	1,11%	00:03:31	00:00:12	18622	89,94%
13	20200	20081	99,41%	119	58	61	0,30%	00:03:33	00:00:04	19333	96,28%
14	20865	20752	99,46%	113	89	24	0,12%	00:03:30	00:00:02	20170	97,20%
15	21407	21119	98,65%	288	192	96	0,45%	00:03:40	00:00:08	18537	87,77%
16	18826	18117	96,23%	709	264	445	2,36%	00:03:37	00:00:28	13231	73,03%
17	11242	11179	99,44%	63	38	25	0,22%	00:03:27	00:00:04	10562	94,48%
18	6673	6660	99,81%	13	9	4	0,06%	00:03:15	00:00:01	6581	98,81%
19	4664	4594	98,50%	70	13	57	1,22%	00:03:12	00:00:12	4292	93,43%
20	3314	3292	99,34%	22	6	16	0,48%	00:03:13	00:00:04	3137	95,29%
21	2134	2079	97,42%	55	3	52	2,44%	00:03:09	00:00:18	1882	90,52%
22	1067	1052	98,59%	15	4	11	1,03%	00:03:24	00:00:13	963	91,54%
23	505	505	100,00%	0	0	0	0,00%	00:03:10	00:00:02	498	98,61%
	250411	245643		4768	2192	2576	1,03%				

VOLTAR

FILTRO DIA

data2

05/09/2020	06/09/2020
07/09/2020	08/09/2020
09/09/2020	10/09/2020
11/09/2020	12/09/2020
13/09/2020	14/09/2020
15/09/2020	16/09/2020
17/09/2020	18/09/2020
19/09/2020	20/09/2020
21/09/2020	22/09/2020
23/09/2020	24/09/2020
25/09/2020	26/09/2020
27/09/2020	28/09/2020
29/09/2020	30/09/2020

IMPERATRIZ TELE SERVIÇOS

RESUMO

RELÁTORIOS

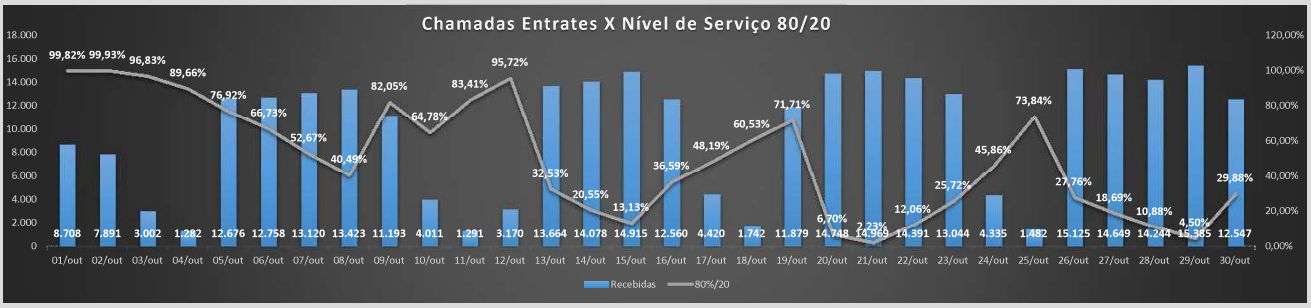
DIARIO

HORA

ANUAL

TOTAL DE LIGAÇÕES RECEBIDAS	304.734
TOTAL DE LIGAÇÕES ATENDIDAS	274.104
TOTAL DE ABANDONO	23.647
TOTAL DE DESISTÊNCIA	6.983
% NÍVEL DE SERVIÇO 90/10	61,67%
% NÍVEL DE SERVIÇO 80/20	40,06%
% ABANDONO	7,76%
% DESISTÊNCIA	2,29%
% ATENDIDAS	89,95%
TEMPO MÉDIO DE ESPERA	00:01:29
TEMPO MÉDIO DE ATENDIMENTO	00:03:46

Cagece



IMPERATRIZ TELE SERVIÇOS

VOLTAR

Outubro	CHAMADAS							TMA	Tempo Espera		Nível de Serviço					
	Recebidas	Atendidas		Abandonadas												
		atendidas	%	Qtde. total	desistentes	abandonodas Real	%		TME	Máx espera	Qtd Atendida 20-6	Total Atendida 90%	Qtd atendida 7-19	Total Atendida 80%	90%/10	80%/20
01/out	8.708	8.696	99,86%	12	11	1	0,01%	00:03:32	00:00:00	00:04:24	346	328	8.350	8.335	94,80%	99,82%
02/out	7.891	7.879	99,85%	12	12	0	0,00%	00:03:32	00:00:00	00:00:41	263	262	7.616	7.611	99,62%	99,93%
03/out	3.002	2.990	99,60%	12	8	4	0,13%	00:02:58	00:00:02	00:03:49	154	132	2.836	2.746	85,71%	96,83%
04/out	1.282	1.272	99,22%	10	3	7	0,55%	00:02:48	00:00:10	00:05:20	160	136	1.112	997	85,00%	89,66%
05/out	12.676	12.284	96,91%	392	186	206	1,63%	00:03:30	00:00:18	00:05:14	462	444	11.822	9.094	96,10%	76,92%
06/out	12.758	12.165	95,35%	593	215	378	2,96%	00:03:42	00:00:31	00:03:53	504	421	11.661	7.781	83,53%	66,73%
07/out	13.120	12.368	94,27%	752	284	468	3,57%	00:03:53	00:00:40	00:06:43	512	190	11.856	6.244	37,11%	52,67%
08/out	13.423	12.655	94,28%	768	258	510	3,80%	00:03:40	00:00:49	00:04:09	515	477	12.140	4.916	92,62%	40,49%
09/out	11.193	10.996	98,24%	197	79	118	1,05%	00:03:37	00:00:14	00:06:30	490	414	10.506	8.620	84,49%	82,05%
10/out	4.011	3.798	94,69%	213	46	167	4,16%	00:03:13	00:00:47	00:08:36	249	188	3.549	2.299	75,50%	64,78%
11/out	1.291	1.267	98,14%	24	7	17	1,32%	00:02:54	00:00:15	00:05:21	158	128	1.109	925	81,01%	83,41%
12/out	3.170	3.138	98,99%	32	5	27	0,85%	00:03:14	00:00:09	00:09:09	244	181	2.894	2.770	74,18%	95,72%
13/out	13.664	12.563	91,94%	1.101	305	796	5,83%	00:03:49	00:01:09	00:04:37	497	462	12.066	3.925	92,96%	32,53%
14/out	14.078	12.676	90,04%	1.402	332	1.070	7,60%	00:03:54	00:01:29	00:07:07	557	448	12.119	2.490	80,43%	20,55%
15/out	14.915	13.041	87,44%	1.874	371	1.503	10,08%	00:03:49	00:02:00	00:09:10	621	254	12.420	1.631	40,90%	13,13%
16/out	12.560	11.260	89,65%	1.300	241	1.059	8,43%	00:03:54	00:01:29	00:05:38	452	371	10.808	3.955	82,08%	36,59%
17/out	4.420	4.068	92,04%	352	59	293	6,63%	00:03:26	00:01:13	00:15:09	192	173	3.876	1.868	90,10%	48,19%
18/out	1.742	1.680	96,44%	62	22	40	2,30%	00:02:48	00:00:32	00:05:10	203	168	1.477	894	82,76%	60,53%
19/out	11.879	11.102	93,46%	777	132	645	5,43%	00:03:32	00:00:59	00:08:33	613	182	10.489	7.522	29,69%	71,71%
20/out	14.748	12.390	84,01%	2.358	457	1.901	12,89%	00:04:04	00:02:23	00:07:22	611	170	11.779	789	27,82%	6,70%
21/out	14.969	12.277	82,02%	2.692	380	2.312	15,45%	00:04:13	00:03:06	00:08:24	593	251	11.684	260	42,33%	2,23%
22/out	14.391	11.971	83,18%	2.420	341	2.079	14,45%	00:04:04	00:02:50	00:09:49	606	235	11.365	1.371	38,78%	12,06%
23/out	13.044	11.316	86,75%	1.728	307	1.421	10,89%	00:04:01	00:01:55	00:17:16	478	355	10.838	2.788	74,27%	25,72%
24/out	4.335	3.937	90,82%	398	106	292	6,74%	00:03:15	00:01:16	00:07:42	184	122	3.753	1.721	66,30%	45,86%
25/out	1.482	1.418	95,68%	64	31	33	2,23%	00:03:21	00:00:33	00:07:25	99	66	1.319	974	66,67%	73,84%
26/out	15.125	12.898	85,28%	2.227	501	1.726	13,38%	00:03:27	00:02:07	00:10:49	553	134	12.345	3.427	24,23%	27,76%
27/out	14.649	12.897	88,04%	1.752	549	1.203	9,33%	00:03:55	00:01:35	00:06:10	614	240	12.283	2.296	39,09%	18,69%
28/out	14.244	12.126	85,13%	2.118	588	1.530	12,62%	00:03:59	00:02:03	00:07:40	544	268	11.582	1.260	49,26%	10,88%
29/out	15.385	12.111	78,72%	3.274	665	2.609	21,54%	00:03:59	00:03:03	00:14:08	588	163	11.523	519	27,72%	4,50%
30/out	12.547	11.249	89,65%	1.298	399	899	7,99%	00:03:57	00:01:28	00:06:26	446	344	10.803	3.228	77,13%	29,88%
31/out	4.032	3.616	89,68%	416	83	333	9,21%	00:03:55	00:01:35	00:06:36	224	145	3.392	1.446	64,73%	42,63%
TOTAL:	**304.734**	**274.104**	**89,95%**	**30.630**	**6.983**	**23.647**	**7,76%**	**00:03:46**	**00:01:29**	**00:17:16**	**12.732**	**7.852**	**261.372**	**104.702**	**61,67%**	**40,06%**

HORÁRIO	CHAMADAS			ABANDONO				TMA	TME	NIVEL DE SERVIÇO	
	ENTRANTE	ATENDIDAS	%	QTD	DESISTENTE	QTD REAL	%			QTD	%
0	275	265	96,36%	10	2	8	2,91%	00:02:55	00:00:24	231	87,17%
1	174	170	97,70%	4	0	4	2,30%	00:02:22	00:00:19	147	86,47%
2	83	83	100,00%	0	0	0	0,00%	00:02:23	00:00:03	79	95,18%
3	68	63	92,65%	5	0	5	7,35%	00:01:46	00:00:18	61	96,83%
4	98	93	94,90%	5	1	4	4,08%	00:01:54	00:00:19	83	89,25%
5	440	433	98,41%	7	1	6	1,36%	00:02:36	00:00:15	377	87,07%
6	2409	2295	95,27%	114	21	93	3,86%	00:02:59	00:00:32	1679	73,16%
7	9604	8982	93,52%	622	190	432	4,50%	00:03:25	00:00:45	5230	58,23%
8	26597	23671	89,00%	2926	688	2238	8,41%	00:03:56	00:01:32	7371	31,14%
9	33682	30186	89,62%	3496	952	2544	7,55%	00:02:59	00:01:31	8047	26,66%
10	33456	29773	88,99%	3683	931	2752	8,23%	00:04:00	00:01:38	8637	29,01%
11	31705	28316	89,31%	3389	897	2492	7,86%	00:03:58	00:01:30	8396	29,65%
12	25851	22819	88,27%	3032	641	2391	9,25%	00:03:50	00:01:41	7647	33,51%
13	24764	23676	95,61%	1088	356	732	2,96%	00:03:39	00:00:36	16852	71,18%
14	25554	23733	92,87%	1821	502	1319	5,16%	00:03:36	00:00:58	13277	55,94%
15	25682	22078	85,97%	3604	717	2887	11,24%	00:03:53	00:02:03	6011	27,23%
16	23829	20299	85,19%	3530	557	2973	12,48%	00:03:45	00:02:27	6678	32,90%
17	15188	13744	90,49%	1444	233	1211	7,97%	00:03:33	00:01:36	7750	56,39%
18	8739	8330	95,32%	409	99	310	3,55%	00:03:29	00:00:45	5919	71,06%
19	6438	5765	89,55%	673	104	569	8,84%	00:03:24	00:01:43	2887	50,08%
20	4648	4290	92,30%	358	34	324	6,97%	00:03:28	00:01:16	2280	53,15%
21	3124	2812	90,01%	312	36	276	8,83%	00:03:16	00:01:48	1293	45,98%
22	1644	1556	94,65%	88	18	70	4,26%	00:03:25	00:01:01	1012	65,04%
23	682	672	98,53%	10	3	7	1,03%	00:03:13	00:00:14	610	90,77%
	304734	274104		30630	6983	23647	7,76%				

VOLTAR

FILTRO DIA

data2

07/10/2020	08/10/2020
09/10/2020	10/10/2020
11/10/2020	12/10/2020
13/10/2020	14/10/2020
15/10/2020	16/10/2020
17/10/2020	18/10/2020
19/10/2020	20/10/2020
21/10/2020	22/10/2020
23/10/2020	24/10/2020
25/10/2020	26/10/2020
27/10/2020	28/10/2020
29/10/2020	30/10/2020
31/10/2020	

IMPERATRIZ TS

RESUMO

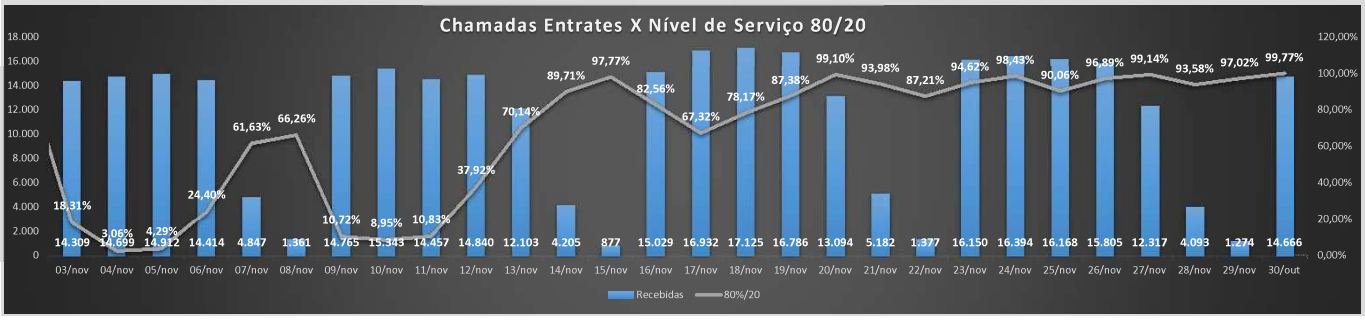
RELÁTORIOS

DIARIO

HORA

TOTAL DE LIGAÇÕES RECEBIDAS	327.644
TOTAL DE LIGAÇÕES ATENDIDAS	304.311
TOTAL DE ABANDONO	16.261
TOTAL DE DESISTÊNCIA	5.851
% NÍVEL DE SERVIÇO 90/10	74,64%
% NÍVEL DE SERVIÇO 80/20	64,64%
% ABANDONO	4,96%
% DESISTÊNCIA	1,79%
% ATENDIDAS	92,88%
TEMPO MÉDIO DE ESPERA	00:00:58
TEMPO MÉDIO DE ATENDIMENTO	00:03:35

Cagece



IMPERATRIZ TS

VOLTAR

	CHAMADAS							Total									
		Atendidas		Abandonadas				entrantes		Tempo Espera		Nível de Serviço					
NOVEMBRO	Recebidas	atendidas	%	Qtde. total	desistentes	abandonodas Real	%	Callback	TMA	TME	Máx espera	Qtd Atendida 20-6	Total Atendida 90%	Qtd atendida 7-19	Total Atendida 80%	90%/10	80%/20
01/nov	1.395	1.339	95,99%	56	19	37	2,65%	0	00:02:53	00:00:30	00:08:30	111	76	1.228	896	68,47%	72,96%
02/nov	2.725	2.718	99,74%	7	4	3	0,11%	0	00:03:20	00:00:01	00:01:58	194	179	2.524	2.494	92,27%	98,81%
03/nov	14.309	12.317	86,08%	1.992	538	1.454	10,16%	0	00:04:05	00:01:51	00:07:17	496	232	11.821	2.165	46,77%	18,31%
04/nov	14.699	11.834	80,51%	2.865	578	2.287	15,56%	0	00:04:19	00:02:49	00:08:11	606	192	11.228	344	31,68%	3,06%
05/nov	14.912	12.188	81,73%	2.724	559	2.165	14,52%	0	00:04:17	00:03:02	00:16:36	590	146	11.598	498	24,75%	4,29%
06/nov	14.414	12.287	85,24%	2.127	454	1.673	11,61%	0	00:03:58	00:02:14	00:07:25	538	403	11.749	2.867	74,91%	24,40%
07/nov	4.847	4.630	95,52%	217	88	129	2,66%	0	00:03:17	00:00:35	00:09:05	212	144	4.418	2.723	67,92%	61,63%
08/nov	1.361	1.280	94,05%	81	22	59	4,34%	0	00:03:51	00:00:34	00:07:50	142	103	1.138	754	72,54%	66,26%
09/nov	14.765	12.080	81,82%	2.685	551	2.134	14,45%	0	00:04:13	00:02:53	00:10:32	612	324	11.468	1.229	52,94%	10,72%
10/nov	15.343	12.427	80,99%	2.916	560	2.356	15,36%	0	00:04:12	00:02:53	00:07:59	721	316	11.706	1.048	43,83%	8,95%
11/nov	14.457	12.111	83,77%	2.346	585	1.761	12,18%	0	00:04:14	00:02:32	00:07:12	597	489	11.514	1.247	81,91%	10,83%
12/nov	14.840	13.494	90,93%	1.346	420	926	6,24%	0	00:03:53	00:01:13	00:07:10	581	505	12.913	4.897	86,92%	37,92%
13/nov	12.103	11.700	96,67%	403	183	220	1,82%	0	00:03:36	00:00:23	00:03:19	414	396	11.286	7.916	95,65%	70,14%
14/nov	4.205	4.153	98,76%	52	25	27	0,64%	0	00:02:46	00:00:09	00:09:00	180	127	3.973	3.564	70,56%	89,71%
15/nov	877	872	99,43%	5	2	3	0,34%	0	00:02:57	00:00:02	00:05:04	111	105	761	744	94,59%	97,77%
16/nov	15.029	14.250	94,82%	363	157	206	1,37%	416	00:03:27	00:00:13	00:05:19	643	458	13.607	11.234	71,23%	82,56%
17/nov	16.932	16.216	95,77%	577	270	307	1,81%	139	00:03:19	00:00:21	00:03:53	651	526	15.565	10.478	80,80%	67,32%
18/nov	17.125	16.283	95,08%	377	220	157	0,92%	465	00:03:19	00:00:12	00:07:46	555	491	15.728	12.295	88,47%	78,17%
19/nov	16.786	16.307	97,15%	278	183	95	0,57%	201	00:03:19	00:00:08	00:08:37	637	484	15.670	13.692	75,98%	87,38%
20/nov	13.094	13.067	99,79%	27	18	9	0,07%	0	00:03:21	00:00:01	00:11:02	461	433	12.606	12.493	93,93%	99,10%
21/nov	5.182	5.134	99,07%	48	33	15	0,29%	0	00:02:52	00:00:05	00:06:39	203	146	4.931	4.634	71,92%	93,98%
22/nov	1.377	1.346	97,75%	31	17	14	1,02%	0	00:02:50	00:00:10	00:03:47	118	109	1.228	1.071	92,37%	87,21%
23/nov	16.150	16.022	99,21%	128	79	49	0,30%	0	00:03:18	00:00:04	00:08:25	605	523	15.417	14.587	86,45%	94,62%
24/nov	16.394	16.325	99,58%	69	57	12	0,07%	0	00:03:16	00:00:01	00:03:41	754	675	15.571	15.327	89,52%	98,43%
25/nov	16.168	15.961	98,72%	207	123	84	0,52%	0	00:03:20	00:00:06	00:14:50	652	585	15.309	13.788	89,72%	90,06%
26/nov	15.805	15.718	99,45%	87	53	34	0,22%	0	00:03:18	00:00:02	00:11:12	689	597	15.029	14.561	86,65%	96,89%
27/nov	12.317	12.282	99,72%	35	17	18	0,15%	0	00:03:27	00:00:01	00:12:50	446	432	11.836	11.734	96,86%	99,14%
28/nov	4.093	4.053	99,02%	40	22	18	0,44%	0	00:03:07	00:00:05	00:12:47	208	167	3.845	3.598	80,29%	93,58%
29/nov	1.274	1.269	99,61%	5	1	4	0,31%	0	00:02:47	00:00:02	00:02:48	160	156	1.109	1.076	97,50%	97,02%
30/out	14.666	14.648	99,88%	18	13	5	0,03%	0	00:03:20	00:00:00	00:11:28	570	525	14.078	14.046	92,11%	99,77%
TOTAL:	**327.644**	**304.311**	**92,88%**	**22.112**	**5.851**	**16.261**	**4,96%**	**1.221**	**00:03:35**	**00:00:58**	**00:16:36**	**13.457**	**10.044**	**290.854**	**188.000**	**74,64%**	**64,64%**

HORÁRIO	CHAMADAS			ABANDONO				CALLBACK	TMA	TME	NIVEL DE SERVIÇO	
	ENTRANTE	ATENDIDAS	%	QTD	DESISTENTE	QTD REAL	%				QTD	%
0	322	311	96,58%	11	1	10	3,11%	0	00:02:55	00:00:24	287	92,28%
1	109	105	96,33%	4	1	3	2,75%	0	00:02:50	00:00:12	95	90,48%
2	104	104	100,00%	0	0	0	0,00%	0	00:01:33	00:00:09	98	94,23%
3	76	70	92,11%	2	1	1	1,32%	4	00:02:05	00:00:14	66	94,29%
4	76	58	76,32%	18	1	17	22,37%	0	00:01:38	00:00:46	48	82,76%
5	422	402	95,26%	10	0	10	2,37%	10	00:02:29	00:00:09	364	90,55%
6	2280	2196	96,32%	75	20	55	2,41%	9	00:02:58	00:00:18	1852	84,34%
7	9812	9358	95,37%	436	138	298	3,04%	18	00:03:12	00:00:29	7184	76,77%
8	28357	26209	92,43%	2004	612	1392	4,91%	144	00:03:37	00:00:53	16795	64,08%
9	36957	34997	94,70%	1900	696	1204	3,26%	60	00:02:58	00:00:43	22875	65,36%
10	37287	34821	93,39%	2300	746	1554	4,17%	166	00:03:26	00:00:52	20822	59,80%
11	34946	32592	93,26%	2306	695	1611	4,61%	48	00:03:36	00:00:58	18825	57,76%
12	28971	26385	91,07%	2500	542	1958	6,76%	86	00:03:37	00:01:11	17087	64,76%
13	26585	24814	93,34%	1768	387	1381	5,19%	3	00:03:37	00:01:00	17196	69,30%
14	27131	25452	93,81%	1662	475	1187	4,38%	17	00:03:44	00:00:54	17693	69,52%
15	27218	24352	89,47%	2610	640	1970	7,24%	256	00:03:47	00:01:23	13442	55,20%
16	24922	21906	87,90%	2670	514	2156	8,65%	346	00:03:47	00:01:45	13024	59,45%
17	15734	14671	93,24%	1061	181	880	5,59%	2	00:03:56	00:01:10	10407	70,94%
18	9160	8987	98,11%	173	74	99	1,08%	0	00:03:40	00:00:18	7471	83,13%
19	6461	6310	97,66%	150	56	94	1,45%	1	00:03:42	00:00:19	5179	82,08%
20	4780	4594	96,11%	160	29	131	2,74%	26	00:03:27	00:00:36	3176	69,13%
21	3345	3155	94,32%	172	26	146	4,36%	18	00:03:02	00:00:48	2125	67,35%
22	1771	1660	93,73%	104	9	95	5,36%	7	00:03:04	00:00:55	1166	70,24%
23	818	802	98,04%	16	7	9	1,10%	0	00:02:47	00:00:07	767	95,64%
	327644	304311		22112	5851	16261	4,96%	1221				

VOLTAR

FILTRO DIA

data2

05/11/2020	06/11/2020
07/11/2020	08/11/2020
09/11/2020	10/11/2020
11/11/2020	12/11/2020
13/11/2020	14/11/2020
15/11/2020	16/11/2020
17/11/2020	18/11/2020
19/11/2020	20/11/2020
21/11/2020	22/11/2020
23/11/2020	24/11/2020
25/11/2020	26/11/2020
27/11/2020	28/11/2020
29/11/2020	30/11/2020

IMPERATRIZ TS

RESUMO

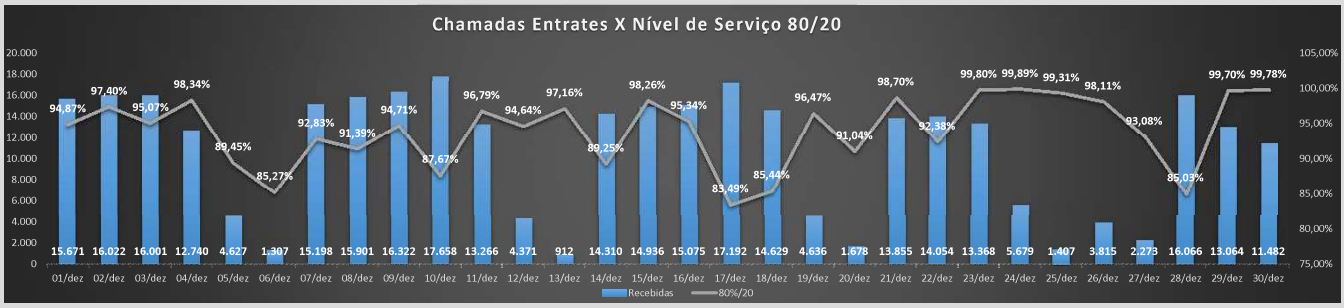
RELÁTORIOS

DIARIO

HORA

TOTAL DE LIGAÇÕES RECEBIDAS	331.784
TOTAL DE LIGAÇÕES ATENDIDAS	328.979
TOTAL DE ABANDONO	1.097
TOTAL DE DESISTÊNCIA	1.708
% NÍVEL DE SERVIÇO 90/10	86,57%
% NÍVEL DE SERVIÇO 80/20	93,73%
% ABANDONO	0,33%
% DESISTÊNCIA	0,51%
% ATENDIDAS	99,15%
TEMPO MÉDIO DE ESPERA	00:00:04
TEMPO MÉDIO DE ATENDIMENTO	00:03:11

Cagece



IMPERATRIZ TS

VOLTAR

DEZEMBRO	CHAMADAS								Tempo Espera		Nível de Serviço					
	Recebidas	Atendidas		Abandonadas				TMA	TME	Máx espera	Qtd Atendida 20-6	Total Atendida 90%	Qtd atendida 7-19	Total Atendida 80%	90%/10	80%/20
		atendidas	%	Qtde. total	desistentes	abandonodas Real	%									
01/dez	15.671	15.582	99,43%	89	71	18	0,11%	00:03:17	00:00:03	00:02:36	593	522	14.989	14.220	88,03%	94,87%
02/dez	16.022	15.942	99,50%	80	63	17	0,11%	00:03:15	00:00:02	00:04:29	683	595	15.259	14.862	87,12%	97,40%
03/dez	16.001	15.873	99,20%	128	87	41	0,26%	00:03:21	00:00:03	00:04:02	675	489	15.198	14.449	72,44%	95,07%
04/dez	12.740	12.708	99,75%	32	24	8	0,06%	00:03:21	00:00:01	00:04:33	431	431	12.277	12.073	100,00%	98,34%
05/dez	4.627	4.571	98,79%	56	24	32	0,69%	00:02:59	00:00:07	00:05:12	221	173	4.350	3.891	78,28%	89,45%
06/dez	1.307	1.284	98,24%	23	10	13	0,99%	00:02:55	00:00:11	00:25:48	164	153	1.120	955	93,29%	85,27%
07/dez	15.198	15.069	99,15%	129	94	35	0,23%	00:03:22	00:00:04	00:21:40	604	458	14.465	13.428	75,83%	92,83%
08/dez	15.901	15.750	99,05%	151	108	43	0,27%	00:03:17	00:00:05	00:03:47	646	559	15.104	13.803	86,53%	91,39%
09/dez	16.322	16.187	99,17%	135	91	44	0,27%	00:03:21	00:00:03	00:06:18	694	551	15.493	14.673	79,39%	94,71%
10/dez	17.658	17.384	98,45%	274	175	99	0,56%	00:02:58	00:00:07	00:02:37	724	617	16.660	14.605	85,22%	87,67%
11/dez	13.266	13.200	99,50%	66	61	5	0,04%	00:03:19	00:00:01	00:02:08	503	486	12.697	12.289	96,62%	96,79%
12/dez	4.371	4.334	99,15%	37	24	13	0,30%	00:03:06	00:00:03	00:05:51	228	187	4.106	3.886	82,02%	94,64%
13/dez	912	906	99,34%	6	2	4	0,44%	00:02:58	00:00:03	00:02:34	132	120	774	752	90,91%	97,16%
14/dez	14.310	14.146	98,85%	164	121	43	0,30%	00:03:20	00:00:06	00:02:57	476	434	13.670	12.201	91,18%	89,25%
15/dez	14.936	14.879	99,62%	57	34	23	0,15%	00:03:21	00:00:01	00:12:10	653	511	14.226	13.978	78,25%	98,26%
16/dez	15.075	14.983	99,39%	92	63	29	0,19%	00:03:22	00:00:03	00:04:10	591	496	14.392	13.721	83,93%	95,34%
17/dez	17.192	16.873	98,14%	319	144	175	1,02%	00:02:27	00:00:11	00:04:04	683	661	16.190	13.517	96,78%	83,49%
18/dez	14.629	14.378	98,28%	251	148	103	0,70%	00:03:06	00:00:09	00:08:34	526	429	13.852	11.835	81,56%	85,44%
19/dez	4.636	4.602	99,27%	34	12	22	0,47%	00:03:00	00:00:04	00:05:14	266	168	4.336	4.183	63,16%	96,47%
20/dez	1.678	1.662	99,05%	16	7	9	0,54%	00:02:47	00:00:07	00:04:15	167	149	1.495	1.361	89,22%	91,04%
21/dez	13.855	13.820	99,75%	35	29	6	0,04%	00:03:18	00:00:01	00:01:59	533	493	13.287	13.114	92,50%	98,70%
22/dez	14.054	13.792	98,14%	262	90	172	1,22%	00:03:19	00:00:06	00:08:36	626	553	13.166	12.163	88,34%	92,38%
23/dez	13.368	13.360	99,94%	8	5	3	0,02%	00:03:14	00:00:00	00:03:50	577	554	12.783	12.757	96,01%	99,80%
24/dez	5.679	5.675	99,93%	4	2	2	0,04%	00:03:14	00:00:00	00:04:20	212	206	5.463	5.457	97,17%	99,89%
25/dez	1.407	1.402	99,64%	5	3	2	0,14%	00:03:09	00:00:01	00:02:25	95	90	1.307	1.298	94,74%	99,31%
26/dez	3.815	3.790	99,34%	25	8	17	0,45%	00:03:02	00:00:02	00:05:01	200	157	3.590	3.522	78,50%	98,11%
27/dez	2.273	2.248	98,90%	25	15	10	0,44%	00:02:13	00:00:06	00:02:36	326	255	1.922	1.789	78,22%	93,08%
28/dez	16.066	15.815	98,44%	251	162	89	0,55%	00:03:01	00:00:08	00:03:48	619	580	15.196	12.921	93,70%	85,03%
29/dez	13.064	13.046	99,86%	18	14	4	0,03%	00:03:10	00:00:00	00:02:21	551	482	12.495	12.458	87,48%	99,70%
30/dez	11.482	11.458	99,79%	24	10	14	0,12%	00:03:11	00:00:00	00:04:11	518	467	10.940	10.916	90,15%	99,78%
31/dez	4.269	4.260	99,79%	9	7	2	0,05%	00:03:12	00:00:00	00:02:09	182	180	4.078	4.068	98,90%	99,75%
TOTAL:	**331.784**	**328.979**	**99,15%**	**2.805**	**1.708**	**1.097**	**0,33%**	**00:03:11**	**00:00:04**	**00:25:48**	**14.099**	**12.206**	**314.880**	**295.145**	**86,57%**	**93,73%**

0,51%

HORÁRIO	CHAMADAS			ABANDONO				TMA	TME	NIVEL DE SERVIÇO	
	ENTRANTE	ATENDIDAS	%	QTD	DESISTENTE	QTD REAL	%			QTD	%
0	424	419	98,82%	5	2	3	0,71%	00:03:04	00:00:03	403	96,18%
1	166	164	98,80%	2	0	2	1,20%	00:02:46	00:00:06	156	95,12%
2	112	110	98,21%	2	1	1	0,89%	00:01:58	00:00:05	101	91,82%
3	68	66	97,06%	2	1	1	1,47%	00:01:29	00:00:10	60	90,91%
4	68	60	88,24%	8	0	8	11,76%	00:01:18	00:00:56	52	86,67%
5	479	462	96,45%	17	2	15	3,13%	00:02:12	00:00:17	390	84,42%
6	2580	2551	98,88%	29	7	22	0,85%	00:02:39	00:00:03	2443	95,77%
7	10371	10319	99,50%	52	36	16	0,15%	00:02:55	00:00:03	9916	96,09%
8	29760	29575	99,38%	185	157	28	0,09%	00:03:13	00:00:03	27683	93,60%
9	37866	37543	99,15%	323	261	62	0,16%	00:02:39	00:00:04	34851	92,83%
10	38562	38148	98,93%	414	333	81	0,21%	00:03:20	00:00:05	34776	91,16%
11	35299	35169	99,63%	130	98	32	0,09%	00:03:14	00:00:02	34231	97,33%
12	28467	28025	98,45%	442	223	219	0,77%	00:03:02	00:00:07	25018	89,27%
13	26025	25910	99,56%	115	48	67	0,26%	00:03:02	00:00:01	25669	99,07%
14	26967	26910	99,79%	57	48	9	0,03%	00:03:11	00:00:01	26576	98,76%
15	27212	26791	98,45%	421	215	206	0,76%	00:03:13	00:00:09	23223	86,68%
16	24836	24517	98,72%	319	176	143	0,58%	00:03:14	00:00:07	21634	88,24%
17	15700	15678	99,86%	22	19	3	0,02%	00:03:17	00:00:01	15562	99,26%
18	9751	9729	99,77%	22	16	6	0,06%	00:03:12	00:00:01	9631	98,99%
19	6586	6566	99,70%	20	13	7	0,11%	00:03:17	00:00:02	6375	97,09%
20	4831	4762	98,57%	69	16	53	1,10%	00:03:10	00:00:08	4225	88,72%
21	3134	3059	97,61%	75	24	51	1,63%	00:03:11	00:00:16	2338	76,43%
22	1654	1587	95,95%	67	10	57	3,45%	00:03:06	00:00:25	1224	77,13%
23	866	859	99,19%	7	2	5	0,58%	00:02:49	00:00:07	814	94,76%
	331784	328979		2805	1708	1097	0,33%				

VOLTAR

FILTRO DIA

data2

07/12/2020	08/12/2020
09/12/2020	10/12/2020
11/12/2020	12/12/2020
13/12/2020	14/12/2020
15/12/2020	16/12/2020
17/12/2020	18/12/2020
19/12/2020	20/12/2020
21/12/2020	22/12/2020
23/12/2020	24/12/2020
25/12/2020	26/12/2020
27/12/2020	28/12/2020
29/12/2020	30/12/2020
31/12/2020	

Volumetria Unificada – Ano de referência: 2020

DATA	CHAMADAS							Total						
	Entrantes	Atendidas		Abandonadas				Atendimento	Tempo Espera		Nível de Serviço			
	Qtde.	Qtde.	%	Qtde.	desistentes	Qtde real	%	TMA	Médio	Máx espera	Total Chamadas atendidas90%	Total Chamadas atendidas80%	90%/10	80%/20
jan/20	152.678	149.253	97,8%	3.425	940	2.485	1,6%	00:04:03	00:00:14	00:17:04	4.450	121.677	75%	85%
fev/20	132.979	131.525	98,9%	1.454	538	916	0,7%	00:03:27	00:00:07	00:10:55	4.958	113.532	84%	90%
mar/20	156.768	146.773	93,6%	9.995	1.733	8.262	5,3%	00:03:32	00:00:34	00:14:12	5.494	103.564	89%	74%
abr/20	193.904	175.046	90,3%	18.858	2.797	16.061	8,3%	00:04:07	00:01:20	00:19:14	3.673	81.533	59%	48%
mai/20	222.022	185.628	83,6%	36.394	4.645	31.749	14,3%	00:04:04	00:02:13	00:25:14	3.889	83.149	60%	46%
jun/20	252.981	215.923	85,4%	37.058	5.796	31.262	12,4%	00:04:13	00:01:56	00:21:44	3.651	80.182	51%	38%
jul/20	278.582	244.582	87,8%	34.000	7.330	26.670	9,6%	00:04:34	00:01:47	00:19:48	5.864	73.795	63%	31%
ago/20	278.085	251.535	90,5%	26.550	8.679	17.871	6,4%	00:04:04	00:01:07	05:09:37	7.746	116.471	74%	48%
set/20	250.411	245.643	98,1%	4.768	2.192	2.576	1,0%	00:03:36	00:00:12	00:26:29	8.651	203.299	92%	86%
out/20	304.724	274.094	89,9%	30.214	6.899	23.315	7,7%	00:03:34	00:00:24	00:17:16	12.548	257.954	61%	40%
nov/20	327.644	304.311	92,9%	22.112	5.851	16.261	5,0%	00:05:07	00:00:46	00:16:36	13.457	290.854	75%	65%
dez/20	331.784	328.979	99,2%	2.805	1.703	1.102	0,3%	00:03:08	00:00:04	00:25:48	14.099	314.879	87%	94%