Unnamed Project

Replications: 1   **Time Units:**   Minutes

Key Performance Indicators

System

	Average
Number Out	735

Unnamed Project

Replications: 1   Time Units: Minutes

Entity

Time

VA Time

	Average	Half Width	Minimum Value	Maximum Value
Chamada Status Pedido	0.3526	(Insufficient)	0.00	3.5429
Chamada Tecnico	8.8717	0,298461575	3.3754	17.3607
Chamada Vendas	20.6315	(Insufficient)	6.0403	42.3750
Chamadas	0.00	(Insufficient)	0.00	0.00
Entidade Logica	0.00	(Insufficient)	0.00	0.00

NVA Time

	Average	Half Width	Minimum Value	Maximum Value
Chamada Status Pedido	0.00	(Insufficient)	0.00	0.00
Chamada Tecnico	0.00	0,000000000	0.00	0.00
Chamada Vendas	0.00	(Insufficient)	0.00	0.00
Chamadas	0.00	(Insufficient)	0.00	0.00
Entidade Logica	0.00	(Insufficient)	0.00	0.00

Wait Time

	Average	Half Width	Minimum Value	Maximum Value
Chamada Status Pedido	4.4525	(Insufficient)	0.00	110.71
Chamada Tecnico	9.2266	(Correlated)	0.00	55.4488
Chamada Vendas	11.1052	(Insufficient)	0.00	45.3546
Chamadas	0.00	(Insufficient)	0.00	0.00
Entidade Logica	0.00	(Insufficient)	0.00	0.00

Transfer Time

	Average	Half Width	Minimum Value	Maximum Value
Chamada Status Pedido	0.00	(Insufficient)	0.00	0.00
Chamada Tecnico	0.00	0,000000000	0.00	0.00
Chamada Vendas	0.00	(Insufficient)	0.00	0.00
Chamadas	0.00	(Insufficient)	0.00	0.00
Entidade Logica	0.00	(Insufficient)	0.00	0.00

Other Time

	Average	Half Width	Minimum Value	Maximum Value
Chamada Status Pedido	3.3912	(Insufficient)	2.4792	4.2475
Chamada Tecnico	0.6510	0,016095393	0.2041	1.0566
Chamada Vendas	0.3170	(Insufficient)	0.1007	0.5966
Chamadas	0.00	(Insufficient)	0.00	0.00
Entidade Logica	0.00	(Insufficient)	0.00	0.00

Unnamed Project

Replications:	1	Time Units:	Minutes

Entity

Time

Total Time

	Average	Half Width	Minimum Value	Maximum Value
Chamada Status Pedido	8.1963	(Insufficient)	2.4792	116.73
Chamada Tecnico	18.7493	(Correlated)	3.9936	71.4102
Chamada Vendas	32.0538	(Insufficient)	6.5885	74.5330
Chamadas	0.00	(Insufficient)	0.00	0.00
Entidade Logica	0.00	(Insufficient)	0.00	0.00

Other

Number In

	Value
Chamada Status Pedido	51.0000
Chamada Tecnico	492.00
Chamada Vendas	100.00
Chamadas	735.00
Entidade Logica	1.0000
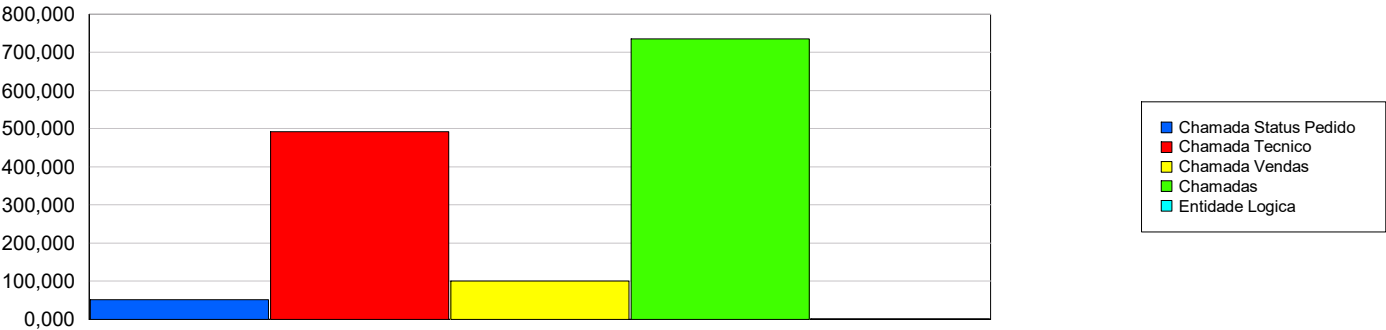
Number Out

	Value
Chamada Status Pedido	51.0000
Chamada Tecnico	492.00
Chamada Vendas	100.00
Chamadas	735.00
Entidade Logica	1.0000

WIP

	Average	Half Width	Minimum Value	Maximum Value
Chamada Status Pedido	0.6285	(Insufficient)	0.00	3.0000
Chamada Tecnico	14.2046	(Correlated)	0.00	24.0000
Chamada Vendas	4.9807	(Insufficient)	0.00	12.0000
Chamadas	0.3497	0,032963414	0.00	4.0000
Entidade Logica	0.00	(Insufficient)	0.00	1.0000

Unnamed Project

Replications: 1   Time Units: Minutes

Queue

Time

Waiting Time

	Average	Half Width	Minimum Value	Maximum Value
Linha de Tronco.Queue	0.00	0,000000000	0.00	0.00
Processo Produto 1.Queue	25.7528	(Insufficient)	0.00	55.4488
Processo Produto 2.Queue	2.5360	(Insufficient)	0.00	13.9286
Processo Produto 3.Queue	3.6833	(Insufficient)	0.00	13.8774
Suporte Processo de Vendas.Queue	12.6188	(Insufficient)	0.00	110.71

Other

Number Waiting

|	Average	Half Width	Minimum Value	Maximum Value
Linha de Tronco.Queue	0.00	(Insufficient)	0.00	0.00
Processo Produto 1.Queue	5.3349	(Insufficient)	0.00	15.0000
Processo Produto 2.Queue	0.6448	(Insufficient)	0.00	5.0000
Processo Produto 3.Queue	1.1446	(Insufficient)	0.00	5.0000
Suporte Processo de Vendas.Queue	2.0992	(Insufficient)	0.00	9.0000

Unnamed Project

Replications:	1	Time Units:	Minutes

Resource

Usage

Instantaneous Utilization

	Average	Half Width	Minimum Value	Maximum Value
LinhaTronco	0.7755	(Correlated)	0.00	1.0000
Tecnico 1	0.9567	(Insufficient)	0.00	1.0000
Tecnico 2	0.7588	(Insufficient)	0.00	1.0000
Tecnico 3	0.8868	(Insufficient)	0.00	1.0000
Vendas	0.8165	(Insufficient)	0.00	1.0000

Number Busy

	Average	Half Width	Minimum Value	Maximum Value
LinhaTronco	20.1636	(Correlated)	0.00	26.0000
Tecnico 1	1.9134	(Insufficient)	0.00	2.0000
Tecnico 2	2.2765	(Insufficient)	0.00	3.0000
Tecnico 3	2.6603	(Insufficient)	0.00	3.0000
Vendas	3.2661	(Insufficient)	0.00	4.0000

Number Scheduled

	Average	Half Width	Minimum Value	Maximum Value
LinhaTronco	26.0000	(Insufficient)	26.0000	26.0000
Tecnico 1	2.0000	(Insufficient)	2.0000	2.0000
Tecnico 2	3.0000	(Insufficient)	3.0000	3.0000
Tecnico 3	3.0000	(Insufficient)	3.0000	3.0000
Vendas	4.0000	(Insufficient)	4.0000	4.0000

Scheduled Utilization

	Value
LinhaTronco	0.7755
Tecnico 1	0.9567
Tecnico 2	0.7588
Tecnico 3	0.8868
Vendas	0.8165
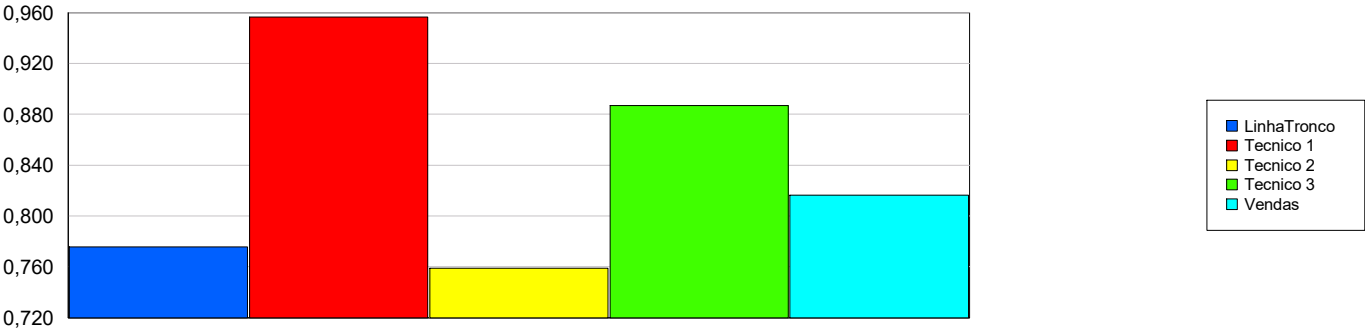
Unnamed Project

Replications: 1   **Time Units:**   Minutes

Resource

Usage

Total Number Seized

	Value
LinhaTronco	643.00
Tecnico 1	132.00
Tecnico 2	162.00
Tecnico 3	198.00
Vendas	106.00
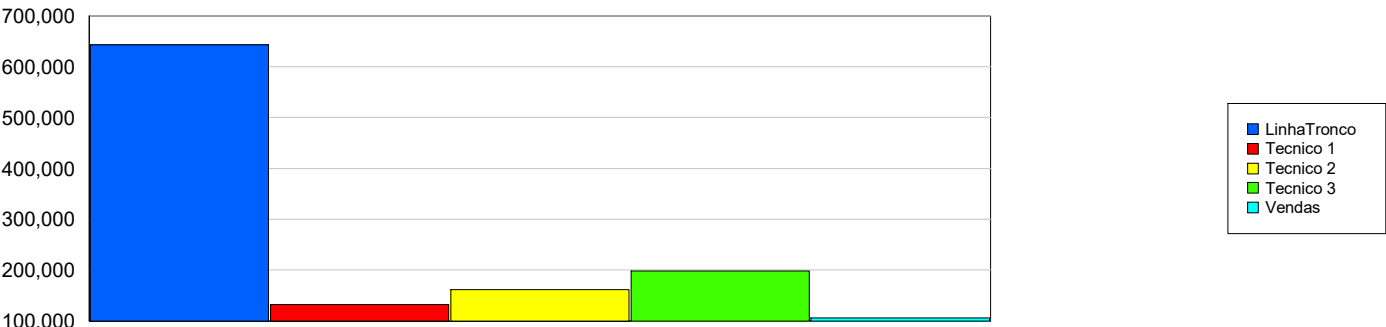
User Specified

Counter

Count

	Value
ChamadaRejeitadas	91.0000
Chamas Completas	643.00
TentativasChamada	734.00