



458

Total Tickets 1º Responsável



371

Tickets Abertos Atual



357

Tickets Resolvido



361

Nº Resolvido 1º Atendimento



101%

% Resolvido 1º Atendimento



1

Tickets Reabertos



0

Tickets Pendentes



99%

Assertividade



94%

Satisfação NPS



51%

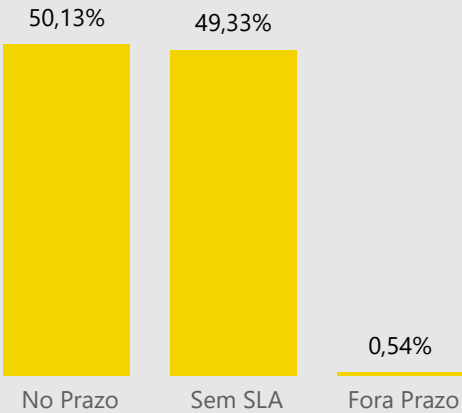
% Engajamento



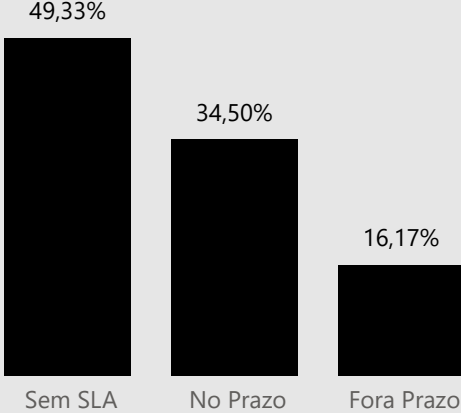
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Tempo Médio de Vida

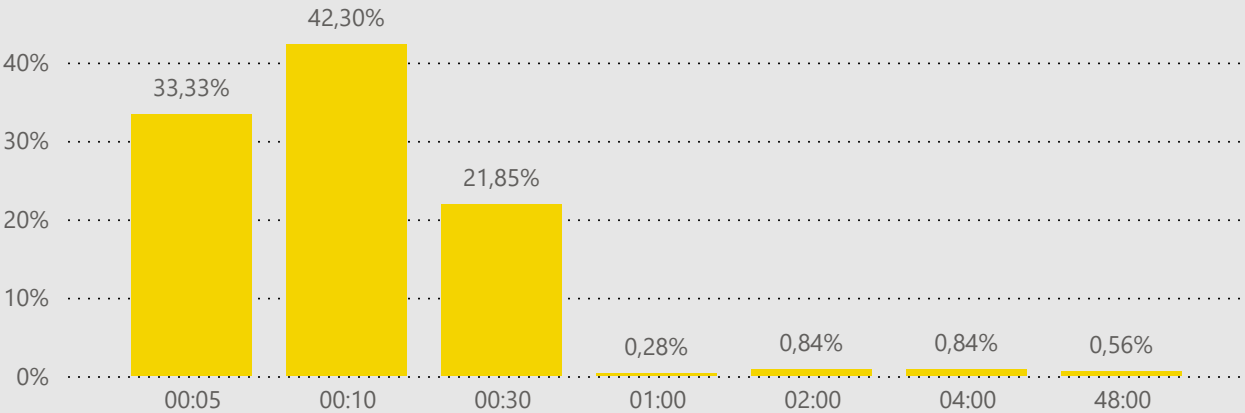
SLA Solução



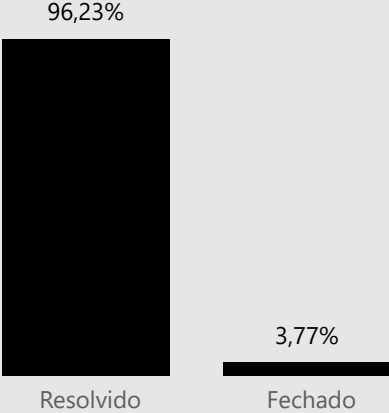
SLA Resposta



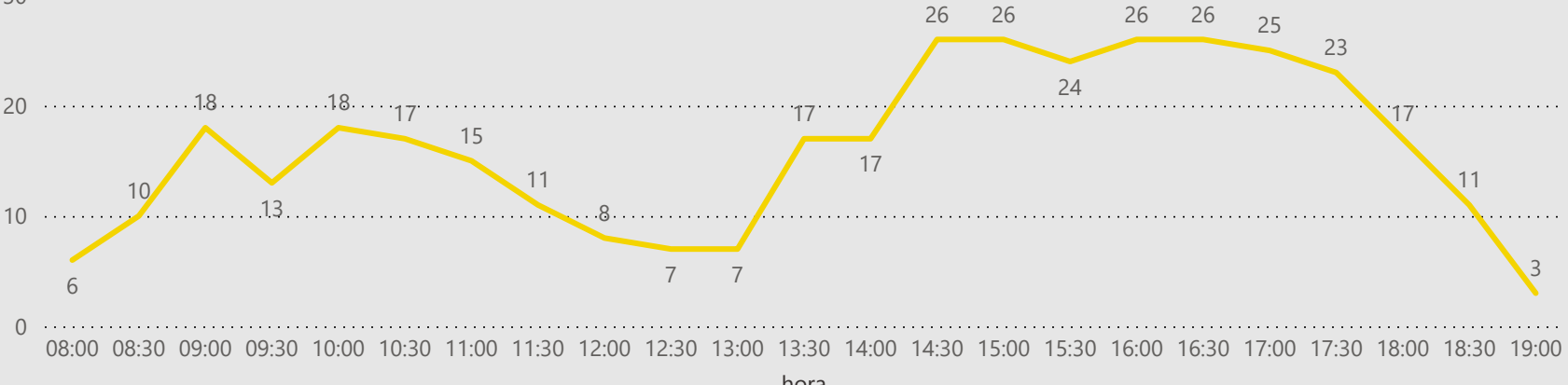
Tickets por tempo de Duração



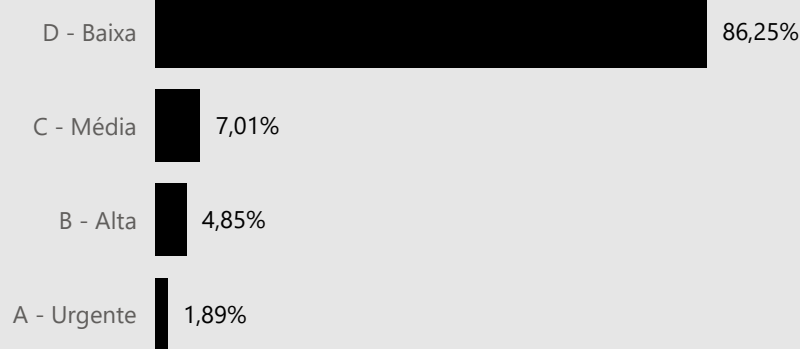
Tickets por Status



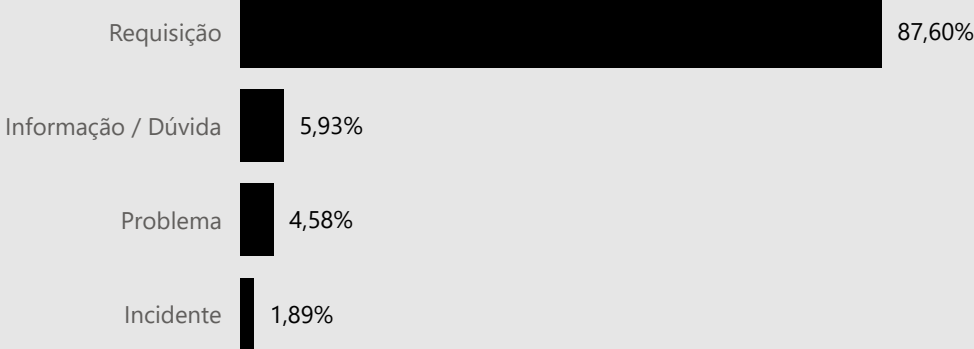
Tickets por hora



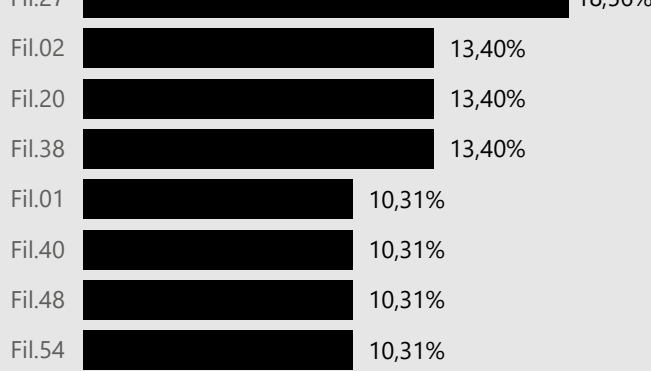
Tickets por Nível de Urgência



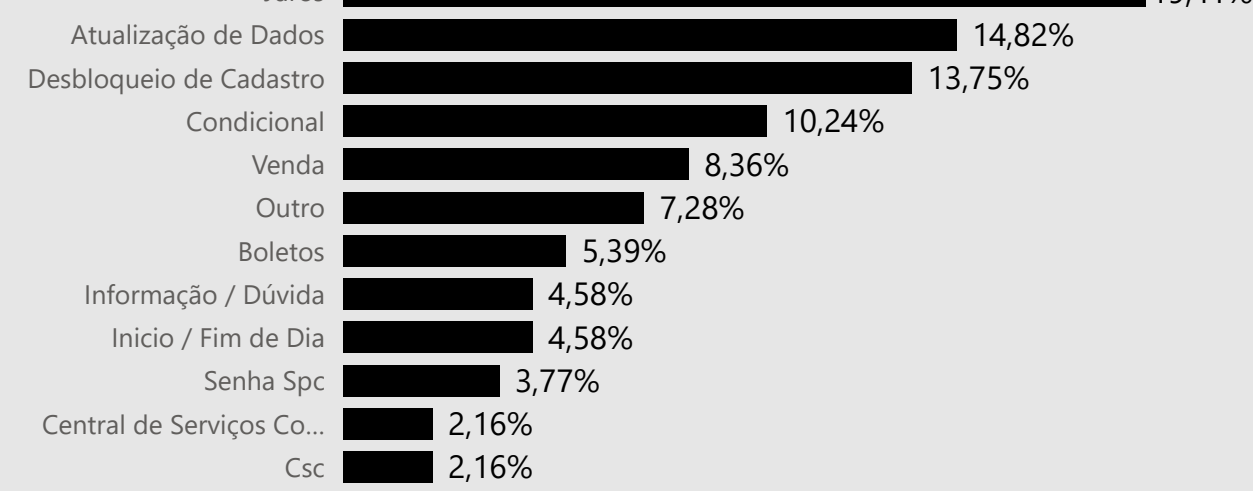
Top 5 Categoria



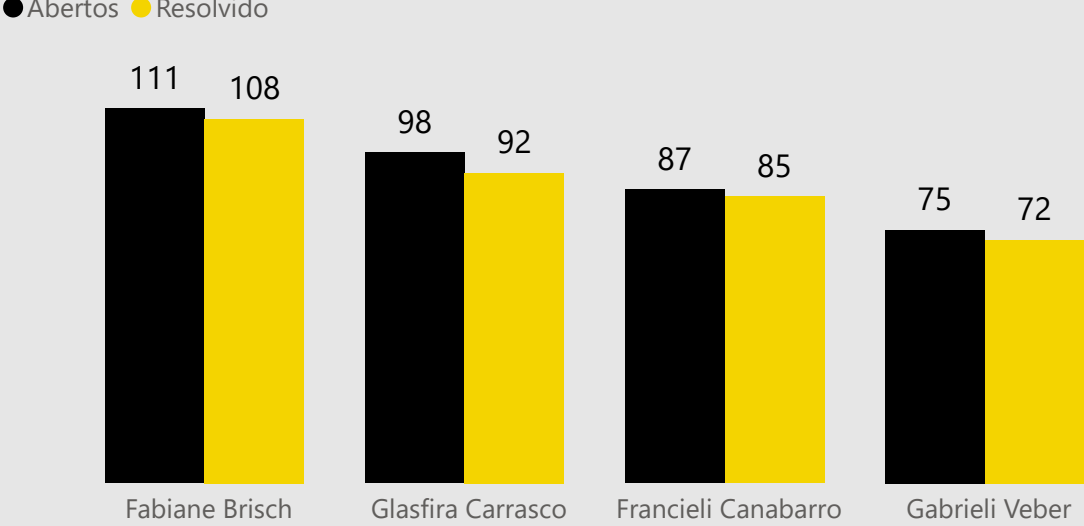
Top 5 Filiais



Tickets por Serviço



Tickets por Responsável



Tickets Encaminhados para Equipes

