

Site

Login

Agent

Planifié	Réalisé	Tx Abs	Connecté	Appels Traités	DMT	Tx Dispo	Nbre Traçage	Taux Historisation	Note Qualité	SATCLI	Tx Conformité FO	Tx Conformité BO	Tx Conformité RSA	Nbre Tâches BO
3 736	2 969	20,5%	4 223	34 352	00:03:14	27,7%	34 471	100,35 %	19,14	88,28 %	97,55 %	85,91 %	90,5 %	85 561

Résultat Individuel

Agent	Login	Planifié	Réalisé	Tx Abs	Connecté	Appels Traités	DMT	Tx Dispo	Nbre Traçage	Taux Historisation	Note Qualité	SATCLI	Tx Conformité FO	Tx Conformité BO	Tx Conformité RSA	Nbre Tâches BO	Poids Tâches BO	Nbre BO RSA
DOUNAIM AMINA	CTSMAROC94	121	109	9,9%	109	1045	00:02:49	33,8%	1065	101,91%	20	90%	100%	91,3%	97,22%	3016	3,61%	2076
CHAKIR HAJJI HASNAA	CTSFrance202	0	0	0,0%	95	1041	00:03:16	28,4%	1035	99,42%	0	93,75%	0%	0%	0%	981	1,18%	0
SALL ABDOU WAHAB	CTSMAROC183	121	109	9,5%	114	1026	00:02:51	28,5%	1024	99,81%	18,9	81,97%	100%	93,75%	95,83%	2113	2,53%	897
RAMSI Salma	CTSMAROC123	121	112	7,1%	111	999	00:03:13	32,4%	1002	100,3%	20	83,27%	100%	100%	100%	3368	4,03%	1944
Nirmif Gladys	CTSFRANCE137	0	0	0,0%	101	982	00:02:57	31,3%	947	96,44%	0	86,83%	0%	0%	0%	1494	1,79%	0
IHIKKI RAJAA	CTSMAROC16	121	105	13,1%	110	974	00:02:41	31,2%	990	101,64%	18,9	91,76%	100%	94,29%	100%	3282	3,93%	1499
NDOYE AMINATA MBAYE	CTSMAROC29	120	107	10,9%	104	963	00:03:16	33,9%	979	101,66%	20	89,84%	100%	83,33%	100%	600	0,72%	223
DIATTA Astou	CTSMAROC174	121	112	7,1%	117	954	00:03:27	26,7%	979	102,62%	20	85,48%	100%	93,33%	94,12%	2371	2,84%	1346
Le Breton Sandrine	CTSFRANCE194	0	0	0,0%	99	926	00:03:09	26,4%	923	99,68%	0	84,89%	0%	0%	0%	1048	1,26%	0
MASSTOURI SAIDA	CTSMAROC91	121	107	10,8%	102	925	00:03:15	32,5%	933	100,86%	19,2	87,85%	100%	100%	100%	2142	2,57%	1223
EL KHAASSOUANI Hasnaa	CTSMAROC54	121	101	15,9%	104	913	00:02:41	32,9%	919	100,66%	19,56	87,19%	100%	95,83%	100%	2068	2,48%	1283
CARLES Armelle	CTSFRANCE182	0	0	0,0%	92	899	00:02:59	27,5%	906	100,78%	0	91,94%	0%	0%	0%	1018	1,22%	0
ALAKOUAI KAWTAR	CTSMAROC75	121	102	15,5%	95	894	00:02:22	36,1%	891	99,66%	20	77,78%	100%	92,11%	93,33%	3035	3,64%	1272
LAGHZALI Hamza	CTSMAROC177	121	102	15,8%	99	876	00:02:46	34,2%	870	99,32%	18,9	82,22%	100%	88,89%	90,32%	3033	3,63%	1613
MIMOUNI Yassine	CTSMAROC187	121	105	13,1%	105	871	00:02:59	30,8%	835	95,87%	18	93,9%	91,67%	50%	83,33%	825	0,99%	517
OUATIK FATIMA ZAHRA	CTSMAROC31	121	109	9,7%	108	866	00:02:40	35,4%	872	100,69%	19,55	82,46%	100%	87,5%	100%	2750	3,29%	1059
SOULIHI Frahate	CTSFRANCE36	0	0	0,0%	97	811	00:03:19	25,1%	825	101,73%	0	92,65%	0%	0%	0%	876	1,05%	0
BENFAKKA Ilias el mehdi	CTSMAROC103	121	110	9,1%	113	808	00:04:02	22,7%	814	100,74%	18,6	81,01%	91,67%	91,67%	90,91%	1606	1,92%	960
SEMAA Imane	CTSMAROC125	112	99	11,7%	103	806	00:03:27	24,6%	824	102,23%	18	92,19%	100%	100%	100%	1725	2,07%	1116
HADOUDA Ismahane	CTSFRANCE117	0	0	0,0%	86	797	00:02:55	35,0%	810	101,63%	0	85,9%	0%	0%	0%	1265	1,52%	0
AMOUZ NAIMA	CTSMAROC01	121	112	7,2%	117	792	00:04:31	23,9%	794	100,25%	20	91,53%	100%	100%	100%	2156	2,58%	1087
SABOUR SAMIRA	CTSFRANCE18	0	0	0,0%	98	784	00:03:33	21,2%	771	98,34%	0	94,59%	0%	0%	0%	637	0,76%	0
SADKI Amir	CTSMAROC185	121	101	16,4%	91	779	00:03:24	24,2%	790	101,41%	19,1	92,32%	91,67%	95,45%	91,67%	2657	3,18%	1446
BENOUFKIR Nawal	CTSMAROC173	112	88	21,6%	86	769	00:03:00	30,7%	780	101,43%	20	93,02%	100%	88,89%	100%	1875	2,25%	1239
LAARAJ Abdelali	CTSMAROC176	112	102	8,6%	105	756	00:03:42	27,8%	758	100,26%	19,1	91,93%	100%	78,57%	84,62%	1641	1,97%	633
Sdiri Faiza	CTSFRANCE178	0	0	0,0%	66	717	00:03:23	29,2%	722	100,7%	0	98,93%	0%	0%	0%	775	0,93%	0
ELFOUQUANI Firdaouss	CTSMAROC38	88	75	14,4%	77	709	00:02:20	27,7%	705	99,44%	18,3	82,67%	100%	100%	93,75%	1348	1,61%	498
OUATID BOUCHRA	CTSMAROC30	95	91	4,7%	85	707	00:03:41	24,8%	706	99,86%	20	96,44%	100%	91,67%	100%	1585	1,9%	763
LOUAQATE Mohamed	CTSMAROC101	112	98	12,1%	96	699	00:03:26	28,8%	694	99,28%	16,4	83,91%	90%	80%	90,91%	1724	2,07%	1027
FEDOUACHE Ibtissam	CTSMAROC133	121	107	11,3%	96	696	00:03:52	26,9%	663	95,26%	18,6	81,15%	91,67%	92,31%	88,89%	1387	1,66%	698
BENHOUCHEM Hanane	CTSMAROC182	112	92	17,9%	92	694	00:03:25	27,2%	749	107,93%	15,95	62,46%	100%	71,43%	93,75%	1769	2,12%	1158
CHEGZAMI Reda	CTSMAROC105	121	65	46,0%	62	683	00:02:19	29,0%	687	100,59%	19,58	72,86%	88,89%	88,89%	91,18%	2282	2,73%	1642
REKHTA Basma	CTSMAROC115	98	76	22,5%	76	666	00:02:14	37,3%	661	99,25%	20	85,07%	100%	85,71%	90%	1389	1,66%	756
HADMOUN Youssef	CTSMAROC132	112	92	17,9%	81	644	00:03:20	22,9%	644	100%	20	89,68%	100%	100%	91,67%	1633	1,96%	673
SELB Magali	CTSFrance199	0	0	0,0%	74	638	00:03:27	24,5%	614	96,24%	0	90,71%	0%	0%	0%	708	0,85%	0
BA CHERIF	CTSFRANCE02	0	0	0,0%	57	633	00:03:39	25,3%	632	99,84%	0	88,69%	0%	0%	0%	592	0,71%	0
EL KOTBI HAFSA	CTSMAROC14	87	72	17,5%	73	614	00:03:55	24,6%	620	100,98%	20	80,63%	100%	100%	100%	989	1,18%	377
ATTOUCHE HASNAA	CTSMAROC02	84	77	8,8%	72	606	00:02:39	33,0%	619	102,15%	20	90,83%	100%	100%	100%	1123	1,35%	659
ABENAI Fatima	CTSFRANCE01	0	0	0,0%	66	555	00:02:54	37,7%	541	97,48%	0	92,89%	0%	0%	0%	898	1,08%	0
PONNAMPALAM Khartiga	CTSFrance225	0	0	0,0%	53	434	00:01:52	13,5%	440	101,38%	0	83,03%	0%	0%	0%	599	0,72%	0
AZZOUZ RACHID	CTSMAROC03	120	89	25,7%	70	402	00:06:40	25,6%	412	102,49%	20	94,44%	100%	0%	100%	319	0,38%	319
ID ABDELLAH OUMBAREK ...	CTSMAROC85	84	76	9,4%	73	370	00:05:11	27,9%	381	102,97%	20	92,28%	88,89%	100%	100%	1409	1,69%	547
EL MRUJI Safaa	CTSMAROC137	121	57	52,5%	57	362	00:03:34	15,3%	338	93,37%	18,6	89,44%	87,5%	44,44%	0%	893	1,07%	563
Fortin Karine	EncFortinK	0	0	0,0%	64	320	00:03:48	19,9%	80	25%	0	0%	0%	0%	0%	0	0%	0
LEFORT Maude	CTSFRANCE165	0	0	0,0%	28	254	00:02:59	30,1%	250	98,43%	0	96%	0%	0%	0%	255	0,31%	0
Ledanff Maryse	EncLedanffM	0	0	0,0%	69	147	00:03:22	7,4%	13	8,84%	0	0%	0%	0%	0%	0	0%	0
BOUIDA MAROUANE	CTSMAROC05	121	13	88,9%	20	96	00:04:11	52,7%	91	94,79%	20	70%	0%	0%	75%	153	0,18%	110
NIFOUR Ihsane	CTSMAROC197	0	0	0,0%	0	0	00:00:00	0,0%	0	0%	0	0%	0%	85,71%	100%	1141	1,37%	879
BADR EDDINE Salma	CTSMAROC192	0	0	0,0%	0	0	00:00:00	0,0%	0	0%	0	0%	0%	90%	81,82%	643	0,77%	348
EL HADDAD Zineb	CTSMAROC198	0	0	0,0%	0	0	00:00:00	0,0%	0	0%	0	0%	0%	72,73%	58,33%	1559	1,87%	1146
FAROUDI HAJAR	CTSMAROC77	121	0	100,0%	0	0	00:00:00	0,0%	0	0%	0	0%	0%	0%	0%	0	0%	0
JABAFI HAMZA	CTSMAROC199	0	0	0,0%	0	0	00:00:00	0,0%	0	0%	0	0%	0%	75%	100%	1010	1,21%	767
Halloum Soukaina	CTSMAROC191	0	0	0,0%	0	0	00:00:00	0,0%	0	0%	0	0%	0%	66,67%	0%	1064	1,27%	701
AYADA Karima	CTSMAROC202	0	0	0,0%	0	0	00:00:00	0,0%	0	0%	0	0%	0%	50%	0%	1158	1,39%	935
JALLOUF Zineb	CTSMAROC196	0	0	0,0%	0	0	00:00:00	0,0%	0	0%	0	0%	0%	100%	100%	827	0,99%	346
FOUGUIR Sara	CTSMAROC201	0	0	0,0%	0	0	00:00:00	0,0%	0	0%	0	0%	0%	36,36%	55,56%	1235	1,48%	745
JEBBAR Smail	CTSMAROC203	0	0	0,0%	0	0	00:00:00	0,0%	0	0%	0	0%	0%	75%	100%	1570	1,88%	1109
MANOUN Khadjia	CTSMAROC193	0	0	0,0%	0	0	00:00:00	0,0%	0	0%	0	0%	0%	83,33%	100%	1342	1,61%	895
EL KAH Iliham	CTSMAROC195	0	0	0,0%	0	0	00:00:00	0,0%	0	0%	0	0%	0%	33,33%	46,15%	1316	1,58%	911
OUBIHI Kawtar	CTSMAROC194	0	0	0,0%	0	0	00:00:00	0,0%	0	0%	0	0%	0%	25%	100%	1194	1,43%	790
JABAFI Fatima-Zahra	EncJabafifZ	0	0	0,0%	1	0	00:00:00	3,3%	0	0%	0	0%	0%	0%	0%	0	0%	0
Janfaoui Nejla	CTSFrance222	0	0	0,0%	0	0	00:00:00	0,0%	0	0%	0	0%	0%	0%	0%	0	0%	0



Résultat Journalier

Dateation ▾	Planifié	Réalisé	Tx Abs	Connecté	Appels Traités	DMT	Tx Dispo	Nbre Traçage	Taux Historisation	Note Qualité	SATCLI	Tx Conformité FO	Tx Conformité BO	Tx Conformité RSA	Nbre Tâches BO	Poids Tâches BO	Nbre BO RSA
20 mars 2024	263 <div></div>	0 <div></div>	100,0% <div></div>	288 <div></div>	1972 <div></div>	00:03:07 <div></div>	39,0% <div></div>	1904 <div></div>	96,55 % <div></div>	19,63	89,17 %	0 %	100 %	98,29 %	7419 <div></div>	8,89 % <div></div>	5067 <div></div>
19 mars 2024	263 <div></div>	217 <div></div>	17,7% <div></div>	304 <div></div>	2000 <div></div>	00:03:03 <div></div>	46,8% <div></div>	2022 <div></div>	101,1 % <div></div>	0	87,52 %	0 %	33,33 %	95,08 %	6909 <div></div>	8,28 % <div></div>	3370 <div></div>
18 mars 2024	263 <div></div>	233 <div></div>	11,3% <div></div>	311 <div></div>	2387 <div></div>	00:03:00 <div></div>	38,5% <div></div>	2350 <div></div>	98,45 % <div></div>	0	90,69 %	0 %	50 %	97,26 %	7598 <div></div>	9,1 % <div></div>	4009 <div></div>
17 mars 2024	0 <div></div>	0 <div></div>	0,0% <div></div>	0 <div></div>	0 <div></div>	00:00:00 <div></div>	0,0% <div></div>	0 <div></div>	0 <div></div>	0	100 %	0 %	0 %	0 %	0 <div></div>	0 <div></div>	0 <div></div>
16 mars 2024	0 <div></div>	0 <div></div>	0,0% <div></div>	0 <div></div>	0 <div></div>	00:00:00 <div></div>	0,0% <div></div>	0 <div></div>	0 <div></div>	0	97,58 %	0 %	0 %	0 %	0 <div></div>	0 <div></div>	0 <div></div>
15 mars 2024	248 <div></div>	181 <div></div>	26,9% <div></div>	259 <div></div>	1730 <div></div>	00:03:08 <div></div>	41,9% <div></div>	1698 <div></div>	98,15 % <div></div>	19,23	92 %	0 %	100 %	66,67 %	6039 <div></div>	7,23 % <div></div>	3188 <div></div>
14 mars 2024	260 <div></div>	199 <div></div>	23,3% <div></div>	258 <div></div>	1896 <div></div>	00:03:10 <div></div>	34,8% <div></div>	1922 <div></div>	101,37 % <div></div>	0	86,6 %	0 %	89,29 %	37,5 %	5173 <div></div>	6,2 % <div></div>	2075 <div></div>
13 mars 2024	262 <div></div>	221 <div></div>	15,8% <div></div>	279 <div></div>	1942 <div></div>	00:03:07 <div></div>	34,8% <div></div>	1891 <div></div>	97,37 % <div></div>	0	90,84 %	0 %	93,33 %	80 %	4291 <div></div>	5,14 % <div></div>	2093 <div></div>
12 mars 2024	263 <div></div>	228 <div></div>	13,1% <div></div>	295 <div></div>	1942 <div></div>	00:03:16 <div></div>	34,0% <div></div>	1899 <div></div>	97,79 % <div></div>	19,35	90,67 %	0 %	80,7 %	69,23 %	0 <div></div>	0 % <div></div>	0 <div></div>
11 mars 2024	272 <div></div>	246 <div></div>	9,5% <div></div>	305 <div></div>	2293 <div></div>	00:03:07 <div></div>	33,9% <div></div>	2214 <div></div>	96,55 % <div></div>	19,03	85,23 %	0 %	85,71 %	50 %	6997 <div></div>	8,38 % <div></div>	3923 <div></div>
10 mars 2024	0 <div></div>	0 <div></div>	0,0% <div></div>	0 <div></div>	0 <div></div>	00:00:00 <div></div>	0,0% <div></div>	0 <div></div>	0 <div></div>	0	96,67 %	0 %	0 %	0 %	0 <div></div>	0 <div></div>	0 <div></div>
9 mars 2024	0 <div></div>	0 <div></div>	0,0% <div></div>	0 <div></div>	0 <div></div>	00:00:00 <div></div>	0,0% <div></div>	0 <div></div>	0 <div></div>	0	95,56 %	0 %	0 %	0 %	0 <div></div>	0 % <div></div>	0 <div></div>
8 mars 2024	265 <div></div>	239 <div></div>	9,7% <div></div>	282 <div></div>	1960 <div></div>	00:03:22 <div></div>	25,8% <div></div>	1951 <div></div>	99,54 % <div></div>	0	85,13 %	94,12 %	84,85 %	76,92 %	6988 <div></div>	8,37 % <div></div>	3272 <div></div>
7 mars 2024	270 <div></div>	230 <div></div>	15,0% <div></div>	272 <div></div>	2388 <div></div>	00:03:19 <div></div>	21,5% <div></div>	2378 <div></div>	99,58 % <div></div>	0	86,67 %	97,96 %	97,62 %	62,5 %	7967 <div></div>	9,54 % <div></div>	5052 <div></div>
6 mars 2024	282 <div></div>	255 <div></div>	9,5% <div></div>	303 <div></div>	2579 <div></div>	00:03:13 <div></div>	20,0% <div></div>	2647 <div></div>	102,64 % <div></div>	18,16	85,04 %	98,31 %	90,41 %	69,7 %	10359 <div></div>	12,41 % <div></div>	7240 <div></div>
5 mars 2024	281 <div></div>	254 <div></div>	9,4% <div></div>	307 <div></div>	3050 <div></div>	00:03:11 <div></div>	21,0% <div></div>	3023 <div></div>	99,11 % <div></div>	18,93	90,08 %	100 %	72,92 %	66,67 %	5859 <div></div>	7,02 % <div></div>	1506 <div></div>
4 mars 2024	281 <div></div>	247 <div></div>	12,2% <div></div>	312 <div></div>	3900 <div></div>	00:03:30 <div></div>	1,3% <div></div>	3880 <div></div>	99,49 % <div></div>	0	88,87 %	96,55 %	86,89 %	0 %	4406 <div></div>	5,28 % <div></div>	0 <div></div>
3 mars 2024	0 <div></div>	0 <div></div>	0,0% <div></div>	0 <div></div>	0 <div></div>	00:00:00 <div></div>	0,0% <div></div>	0 <div></div>	0 <div></div>	0	77,78 %	0 %	0 %	0 %	0 <div></div>	0 % <div></div>	0 <div></div>
2 mars 2024	0 <div></div>	0 <div></div>	0,0% <div></div>	0 <div></div>	0 <div></div>	00:00:00 <div></div>	0,0% <div></div>	0 <div></div>	0 <div></div>	0	78,46 %	0 %	71,43 %	0 %	247 <div></div>	0,3 % <div></div>	0 <div></div>
1 mars 2024	264 <div></div>	219 <div></div>	17,1% <div></div>	293 <div></div>	3863 <div></div>	00:03:16 <div></div>	5,1% <div></div>	3819 <div></div>	98,86 % <div></div>	0	85,96 %	98,04 %	91,18 %	0 %	3219 <div></div>	3,86 % <div></div>	0 <div></div>

Total général	3736	2969	20,5%	4068	33902	00:03:13	28,2%	33598	99,1 %	19,14	88,04 %	97,55 %	85,91 %	90,5 %	83471	100 %	40795
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