

Relatório Mensal de Chamadas

Nome da Ilha	Quantidade de Ligações					Serviço	
	Total	Total Atend.	Aban.	Aban.%	TMA	TME	SLA
Unimed Anápolis	7471	7085	386.0	0.05	00:06:07	00:00:46.014	91.04%
Unimed Araguaína	140	140	0	0	00:04:43	00:00:10.445	95.31%
Unimed Caldas Novas	186	183	3.0	0.02	00:05:54	00:00:10.552	99.12%
Unimed Catalão	367	358	9.0	0.03	00:05:02	00:00:16.182	96.74%
Unimed Cerrado	245	245	0	0	00:01:01	00:00:01.038	100.00%
Unimed Gurupi	84	84	0	0	00:05:32	00:00:06.757	100.00%
Unimed Jataí	370	369	1.0	0.0	00:04:05	00:00:04.004	99.09%
Unimed Mineiros	136	131	5.0	0.04	00:05:12	00:00:14.503	98.41%
Unimed Morrinhos	18	18	0	0	00:05:07	00:00:00.831	100.00%
Unimed Regional Sul	2423	2104	44.0	0.02	00:04:54	00:00:11.300	97.05%
Unimed Rio Verde	33	33	0	0	00:03:24	00:00:07.013	83.33%
Unimed Vale do Corumbá	128	126	2.0	0.02	00:05:42	00:00:11.007	98.31%
Total/Média	11601	10876	450.0	0.01%	00:04:43.583	00:00:11.637	96.53%