

Relatório Mensal de Chamadas

Nome da Ilha	Quantidade de Ligações					Serviço		Retornos	
	Total	Total Atend.	Aban.	Aban. (%)	TMA	TME	SLA	Qtde.	SLR(%)
Unimed Anápolis	6348	6138	210.0	0.03	00:05:43	00:00:34.380	94.02%	83.0	39.52
Unimed Araguaína	125	124	1.0	0.01	00:04:57	00:00:20.723	93.75%	1.0	100.00
Unimed Caldas Novas	148	142	6.0	0.04	00:05:54	00:00:24.875	98.90%	3.0	50.00
Unimed Catalão	465	456	9.0	0.02	00:04:58	00:00:21.619	95.50%	3.0	33.33
Unimed Gurupi	90	90	0	0	00:05:59	00:00:03.835	100.00%	0.0	0.00
Unimed Jataí	520	504	16.0	0.03	00:03:53	00:00:18.020	95.95%	8.0	50.00
Unimed Mineiros	119	117	2.0	0.02	00:05:45	00:00:19.286	96.77%	0.0	0.00
Unimed Morrinhos	32	30	2.0	0.07	00:05:29	00:00:15.217	100.00%	1.0	50.00
Unimed Regional Sul	2686	2232	124.0	0.06	00:05:05	00:00:21.042	97.56%	2.0	1.61
Unimed Rio Verde	29	27	2.0	0.07	00:04:37	00:00:48.421	91.67%	0.0	0.00
Unimed Vale do Corumbá	199	192	7.0	0.04	00:06:39	00:00:20.346	96.52%	0.0	0.00
Total/Média	10761	10052	379.0	0.04%	00:05:21.727	00:00:22.524	96.42%	101.0	29.50%