

Relatório Mensal de Chamadas

Nome da Ilha	Quantidade de Ligações					Serviço		Retornos	
	Total	Total Atend.	Aban.	Aban. (%)	TMA	TME	SLA	Qtde.	SLR(%)
Unimed Anápolis	6398	6315.0	83.0	1.3%	00:05:25	00:00:25.560	98.70%	58.0	97.80%
Unimed Araguaína	104	103.0	1.0	0.96%	00:06:19	00:00:34.252	99.04%	1.0	98.08%
Unimed Caldas Novas	161	160.0	1.0	0.62%	00:05:50	00:00:36.395	99.38%	3.0	97.52%
Unimed Catalão	536	524.0	12.0	2.24%	00:05:29	00:00:37.462	97.76%	10.0	95.90%
Unimed Cerrado	2990	2906.0	82.0	2.74%	00:06:32	00:00:58.327	97.19%	108.0	93.58%
Unimed Gurupi	106	104.0	2.0	1.89%	00:05:40	00:00:22.417	98.11%	2.0	96.23%
Unimed Jataí	347	346.0	1.0	0.29%	00:04:16	00:00:22.869	99.71%	17.0	94.81%
Unimed Mineiros	140	136.0	4.0	2.86%	00:07:09	00:00:42.715	97.14%	4.0	94.29%
Unimed Morrinhos	30	28.0	2.0	6.67%	00:04:55	00:00:52.862	93.33%	0.0	N/A
Unimed Regional Sul	2656	2338.0	58.0	2.18%	00:05:09	00:00:39.921	88.03%	136.0	82.91%
Unimed Rio Verde	23	20.0	3.0	13.04%	00:01:30	00:01:19.926	86.96%	0.0	N/A
Unimed Vale do Corumbá	196	193.0	3.0	1.53%	00:05:53	00:00:30.724	98.47%	4.0	96.43%
Total/Média	13687	13173	252.0	3.03%%	00:05:20.583	00:00:40.285	96.15%	343.0	94.75%