

Relatório Mensal de Chamadas

Nome da Ilha	Quantidade de Ligações					Serviço		Retornos	
	Total	Total Atend.	Aban.	Aban. (%)	TMA	TME	SLA	Qtde.	SLR(%)
Unimed Anápolis	1166	1161	5.0	0.43	00:00:00	00:00:00	N/A	2.0	0.00
Unimed Araguaína	24	24	0	0	00:00:00	00:00:00	N/A	0.0	0.00
Unimed Caldas Novas	17	17	0	0	00:00:00	00:00:00	N/A	0.0	0.00
Unimed Catalão	122	121	1.0	0.82	00:00:00	00:00:00	N/A	1.0	0.00
Unimed Cerrado	603	596	7.0	1.16	00:00:00	00:00:00	N/A	5.0	0.00
Unimed Gurupi	15	14	1.0	6.67	00:00:00	00:00:00	N/A	0.0	0.00
Unimed Jataí	90	89	1.0	1.11	00:00:00	00:00:00	N/A	1.0	0.00
Unimed Mineiros	22	22	0	0	00:00:00	00:00:00	N/A	0.0	0.00
Unimed Morrinhos	5	5	0	0	00:00:00	00:00:00	N/A	0.0	0.00
Unimed Regional Sul	499	405	32.0	6.41	00:00:00	00:00:00	N/A	24.0	0.00
Unimed Vale do Corumbá	39	38	1.0	2.56	00:00:00	00:00:00	N/A	0.0	0.00
Total/Média	2602	2492	48.0	1.74%	00:00:00.000	00:00:00.000	0.00%	33.0	0.00%