

Relatório Mensal de Chamadas

Nome da Ilha	Quantidade de Ligações					Serviço		Retornos	
	Total	Total Atend.	Aban.	Aban. (%)	TMA	TME	SLA	Qtde.	SLR(%)
Unimed Anápolis	5714	5643.0	71.0	1.24%	00:00:00	00:00:00	98.76%	30.0	100.00%
Unimed Araguaína	99	98.0	1.0	1.01%	00:00:00	00:00:00	98.99%	2.0	100.00%
Unimed Caldas Novas	148	146.0	2.0	1.35%	00:00:00	00:00:00	98.65%	0.0	N/A
Unimed Catalão	475	455.0	20.0	4.21%	00:00:00	00:00:00	95.79%	10.0	100.00%
Unimed Cerrado	2612	2555.0	57.0	2.18%	00:00:00	00:00:00	97.82%	36.0	100.00%
Unimed Gurupi	51	50.0	1.0	1.96%	00:00:00	00:00:00	98.04%	0.0	N/A
Unimed Jataí	391	378.0	13.0	3.32%	00:00:00	00:00:00	96.68%	0.0	N/A
Unimed Mineiros	103	102.0	1.0	0.97%	00:00:00	00:00:00	99.03%	0.0	N/A
Unimed Morrinhos	24	23.0	1.0	4.17%	00:00:00	00:00:00	95.83%	0.0	N/A
Unimed Regional Sul	2390	1949.0	148.0	6.19%	00:00:00	00:00:00	81.55%	0.0	N/A
Unimed Rio Verde	50	45.0	5.0	10.0%	00:00:00	00:00:00	90.00%	0.0	N/A
Unimed Vale do Corumbá	154	148.0	6.0	3.9%	00:00:00	00:00:00	96.10%	0.0	N/A
Total/Média	12211	11592	326.0	3.38%%	00:00:00.000	00:00:00.000	95.60%	78.0	100.00%