

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	5649.0	65.0	1.14%	00:05:58	00:00:19.376	98.23%	36.0	98.86%
Unimed Araguaína	99	98.0	1.0	1.01%	00:06:25	00:00:45.507	96.97%	2.0	98.99%
Unimed Caldas Novas	148	146.0	2.0	1.35%	00:05:31	00:00:17.763	98.65%	0.0	98.65%
Unimed Catalão	475	456.0	19.0	4.0%	00:05:32	00:00:42.781	93.68%	11.0	96.00%
Unimed Cerrado	2612	2572.0	40.0	1.53%	00:05:19	00:00:29.385	96.44%	53.0	98.47%
Unimed Gurupi	51	50.0	1.0	1.96%	00:07:57	00:00:05.209	98.04%	0.0	98.04%
Unimed Jataí	391	388.0	3.0	0.77%	00:03:49	00:00:16.514	96.68%	10.0	99.23%
Unimed Mineiros	103	102.0	1.0	0.97%	00:04:56	00:00:21.510	99.03%	0.0	99.03%
Unimed Morrinhos	24	23.0	1.0	4.17%	00:04:51	00:00:25.714	95.83%	0.0	95.83%
Unimed Regional Sul	2390	2058.0	39.0	1.63%	00:04:55	00:00:34.445	81.55%	109.0	86.11%
Unimed Vale do Corumbá	154	150.0	4.0	2.6%	00:00:00	00:00:00	96.10%	2.0	97.40%
Total/Média	12161	11692	176.0	1.92%%	00:05:01.181	00:00:23.473	95.56%	223.0	96.96%