

Relatório Mensal de Chamadas

| Nome da Ilha | Quantidade de Ligações | | | | | Serviço | | Retornos | |
|------------------------|------------------------|--------------|-------|-----------|--------------|--------------|--------|----------|--------|
| | Total | Total Atend. | Aban. | Aban. (%) | TMA | TME | SLA | Qtde. | SLR(%) |
| Unimed Anápolis | 7138 | 6928 | 210.0 | 2.94 | 00:05:51 | 00:00:31.788 | 92.48% | 42.0 | 92.49 |
| Unimed Araguaína | 126 | 119 | 7.0 | 5.56 | 00:05:28 | 00:00:32.471 | 92.31% | 2.0 | 92.33 |
| Unimed Caldas Novas | 107 | 104 | 3.0 | 2.8 | 00:06:46 | 00:00:42.731 | 88.52% | 0.0 | 88.52 |
| Unimed Catalão | 549 | 542 | 7.0 | 1.28 | 00:04:28 | 00:00:26.499 | 90.53% | 2.0 | 90.53 |
| Unimed Cerrado | 3073 | 2894 | 179.0 | 5.82 | 00:05:23 | 00:00:53.658 | 91.68% | 19.0 | 91.69 |
| Unimed Gurupi | 75 | 71 | 4.0 | 5.33 | 00:05:36 | 00:00:32.866 | 92.11% | 0.0 | 92.11 |
| Unimed Jataí | 401 | 386 | 15.0 | 3.74 | 00:03:46 | 00:00:18.842 | 95.00% | 0.0 | 95.00 |
| Unimed Mineiros | 104 | 101 | 3.0 | 2.88 | 00:05:06 | 00:00:44.541 | 88.71% | 0.0 | 88.71 |
| Unimed Morrinhos | 36 | 35 | 1.0 | 2.78 | 00:06:05 | 00:00:27.653 | 90.48% | 0.0 | 90.48 |
| Unimed Regional Sul | 2665 | 2165 | 173.0 | 6.49 | 00:04:35 | 00:00:29.875 | 93.75% | 0.0 | 93.75 |
| Unimed Rio Verde | 25 | 25 | 0 | 0 | 00:06:25 | 00:00:37.263 | 82.35% | 0.0 | 0.00 |
| Unimed Vale do Corumbá | 193 | 188 | 5.0 | 2.59 | 00:05:55 | 00:00:26.054 | 95.28% | 0.0 | 95.28 |
| Total/Média | 14492 | 13558 | 607.0 | 3.52% | 00:05:27.000 | 00:00:33.686 | 91.10% | 65.0 | 84.24% |