

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	6313.0	141	2.2	00:05:25	00:00:25.560	98.67%	56.0	98.67%
Unimed Araguaína	104	103.0	2	1.92	00:06:19	00:00:34.252	99.04%	1.0	99.04%
Unimed Caldas Novas	161	160.0	4	2.48	00:05:50	00:00:36.395	99.38%	3.0	99.38%
Unimed Catalão	536	524.0	22	4.1	00:05:29	00:00:37.462	97.76%	10.0	97.76%
Unimed Cerrado	2990	2834.0	190	6.35	00:06:32	00:00:58.327	94.78%	36.0	94.78%
Unimed Gurupi	106	102.0	4	3.77	00:05:40	00:00:22.417	96.23%	0.0	96.23%
Unimed Jataí	347	329.0	18	5.19	00:04:16	00:00:22.869	94.81%	0.0	94.81%
Unimed Mineiros	140	132.0	8	5.71	00:07:09	00:00:42.715	94.29%	0.0	94.29%
Unimed Morrinhos	30	28.0	2	6.67	00:04:55	00:00:52.862	93.33%	0.0	93.33%
Unimed Regional Sul	2656	2202.0	194	7.3	00:05:09	00:00:39.921	82.91%	0.0	82.91%
Unimed Rio Verde	23	20.0	3	13.04	00:01:30	00:01:19.926	86.96%	0.0	86.96%
Unimed Vale do Corumbá	196	189.0	7	3.57	00:05:53	00:00:30.724	96.43%	0.0	96.43%
Total/Média	13687	12936	595	5.19%	00:05:20.583	00:00:40.285	94.55%	106.0	94.55%