

Documentação do Power BI

Gerado pelo [Power BI Helper](#) (Copyright © [RADACAD](#)).

Data: 03/03/2023 11:31:11

---***** **Visualização** *****-----

Arquivo: Dash_MJSP.pbix

Caminho: E:\Gestão do Portfolio\CSC_Pbix\CSC_MJSP\Dash_MJSP.pbix

Lista de páginas:

Nome de exibição	Nome	Ordinal	DisplayOption	Largura	Altura	PageIndex
Pg_Home	ReportSection92fadc085007a5ecbbba		1	1280	720	0
Pg_INS01	ReportSectionb006fb273edb3120af	1	1	1280	720	1
Pg_INS02	ReportSection5e9849ea9e3b59462ed6	2	1	1280	720	2
Pg_INS03	ReportSectiond928fe2026e5752f1543	3	1	1280	720	3
Pg_INS04	ReportSectiona8c5a6e528fa063d2f34	4	1	1280	720	4
Pg_INS05&06	Seção do Relatório	5	1	1280	720	5

Pg_Dic_Sat	ReportSectionbd3083e9c02c3bfc92d8	6	3	320	240	6
Pg_Port	ReportSectiond0558d9b589af88d5b08	7	1	1280	720	7
Pg_Reten	ReportSection787c51155320d7ff734b	8	1	1280	720	8
Pg_Conhec	ReportSection7d390c02ba0bd8627c7a	9	1	1280	720	9
Pg_KPI	ReportSectiona52ec6c53a612e2bc9e9	10	1	1280	720	10
Pg_KPI_N1	ReportSectioncb7c1e72dfd91c9e3afa	11	1	1280	720	11

Visuals in Pg_Home:

Visual Type	Title	X	Y	Z	Width	Height	Name	tabOrder	VisualIndex	PageIndex
		208,2016036655	13,1958762887	0	201,5434388274	86,5063001145	e044d31e85adb36b755e		0	0
image		154,4046286291	1,3083730031	15	47,1388101983	41,6997167139	814ba6c8939df1244ead		1	0
card	'Registradas'	0	0	2	200,8705612829	86,5063001145	f30d561912936ff5196e		2	0
		1070,7395498392	13,1958762887	1000	201,8695153166	86,6398066076	b967b5338fb6f4e1ccfc		3	0
image		154,8695153166	1,3083730031	17	47	41,6997167139	605e7b406a5e75a16aad		4	0
card	'Satisfação'	0	0	6	200	86,6398066076	a62304f2e40e7ad813d8		5	0
		855,1050632958	12,810675563	2000	200,8705612829	86,8915008402	b3da923ce9e7f7159e03		6	0
image		150,5329683973	0	19	46,9724770642	41,6346955796	1f72a55210ae7365c373		7	0
card	'Taxa de Interação'	0	0,3852007257	5	200,8705612829	86,5063001145	cd3278ca89302bf446c9		8	0
		1069,5890410959	121,695303551	3000	205,0731774195	86,6398066076	ec8697542406189dd811		9	0
image		158,1007003553	43,7759224707	21	46,9724770642	41,6346955796	f3253ab83864f6bf82cc		10	0
card	'Tempo Médio de Espera em linha'	0	0	9	200,0966962127	86,6398066076	0ab21c6ed253021a4a3f		11	0
		1065,4211843203	250,7216494845	4000	205,7815648206	86,6261403403	75118321f87e953932c5		12	0
image		0	43,9238884638	23	46,9724770642	42,7022518766	c197a4d0f9def69a733d		13	0
card	'Tempo Médio de Atendimento em linha'	4,9110035377	0	11	200,8705612829	86,5063001145	ec50cd0e240624962770		14	0
		1068,8659793814	357,7548682703	6000	200,8705612829	340,1603665521	704b693193ffb0223293		15	0
image		135,3375235377	20,1600608373	25	64,0533778148	68,3236030025	625769bf77d3201bca50		16	0
donutChart	'Ligações por Turno'	0	0	13	200,8705612829	340,1603665521	b982ea43c2df4b432919		17	0
		639,2668957617	357,7548682703	5000	413,470790378	343,0927835052	f0181bba1968017f6113		18	0
image		323,6688840548	242,2117705954	26	67,2560467056	67,2560467056	43af9c8ce7b102a665ff		19	0
clusteredBarChart	'Top list atividade'	0	0	12	413,470790378	343,0927835052	e874d4ef65ff51ba50b7		20	0
		13,1958762887	12,810675563	7000	181,8098510882	688,0369762125	5213c8b33f273e3e665c		21	0
image		124,5188860133	0	29	56,5804837364	43,7698081735	230023627b8bd0058972		22	0
clusteredBarChart	'Intra Hora de Ligações'	0	0,3852007257	0	181,8098510882	687,6517754868	03196708a45b4127ef34		23	0
		208,2016036655	357,7548682703	8000	413,470790378	153,9518900344	03331c774dec28a27c92		24	0
image		366,1436840743	2,0116037897	31	46,9724770642	41,6346955796	fece19abbed655abc0c1		25	0
stackedAreaChart	'Tendência Semanal de Ligações'	0	0	10	413,470790378	153,9518900344	7a334654cd12f08c17ee		26	0
		208,2016036655	527,8350515464	9000	413,470790378	173,0126002291	638b432af6ef76c2dd7d		27	0
image		336,2521077607	1,672871723	33	76,8640533778	70,4587155963	83d526297613abd04883		28	0
clusteredColumnChart	'Encerradas por Grupo'	0	0	14	413,470790378	173,0126002291	37c0ab6178f8c229833a		29	0
		640,7331042383	121,695303551	10000	412,0045819015	215,5326460481	e69558d7d9f0ace6d96b		30	0
image		344,6213578135	0,0061142972	35	67,2560467056	65,1209341118	47f260a87083c40a0606		31	0
donutChart	'Registros por Tipo'	0	0	8	412,0045819015	215,5326460481	7323c34880973216f4fa		32	0
		208,2016036655	121,695303551	11000	416,403207331	215,6524862739	7519ebefcf7b795a8f36		33	0

image		336,2521077607	144,1262143806	37	76,8640533778	71,5262718932	c97a623cea201aeebbf2		34	0
funnel	'Registros por origem'	0	0	7	416,403207331	215,5326460481	b0cd0a7ad29a69ee5b4c		35	0
		423,8360902089	12,810675563	12000	200,8705612829	86,8915008402	e3451f1b36ee95c85da2		36	0
image		152,6443101247	0	39	46,9724770642	41,6346955796	1d72be731bfa0a88da37		37	0
card	'Encerradas'	0	0,3852007257	3	200,8705612829	86,5063001145	aa535aac4b78a3cae474		38	0
		639,4705767524	13,1958762887	13000	200,8705612829	86,5063001145	2ce603725c7674ea2127		39	0
image		152,6561955579	0,6823555712	41	48,0400333611	42,7022518766	94eb86c7c525e41700f4		40	0
card	'Avaliadas'	0	0	4	200,8705612829	86,5063001145	a469c3c515e9d70ff9d4		41	0

Visuals in Pg_INS01:

Visual Type	Title	X	Y	Z	Width	Height	Name	tabOrder	VisualIndex	PageIndex
		15,4340836013	6,7486002426	4000	1255,3054662379	99,3224449901	d82037c06580c270a44d		0	1
image	'Cit_logo'	4,8165569144	0	1000	90,3104421449	96,3311382879	3dbe604c2b677f008189		1	1
image	'logo_MJSP'	1075,4003518777	2,7186714052	2000	176,3018867925	96,6037735849	aad384c1d9aabd4643a3		2	1
shape		0	1,4829110114	0	1255,3054662379	95,691318328	498f0e4b5014e0843ce8		3	1
image		20,6285253828	123,7711522965	3000	79,4198227236	70,1369863014	29b8dff8ce29280a94a8		4	1
card	'Total de Tickets'	120,0852878465	115,9914712154	5000	185	87,3347547974	1ff89b1b7b245892ce1f		5	1
card	'Avaliadas'	506,5067018209	115,9914712154	6000	185	86,6398066076	37497915ba163c9cebee		6	1
card	'Taxa de Interação'	699,7174088081	115,9914712154	7000	185	86,6398066076	adb89bc0bde124d84d1a		7	1
card	'INS01'	892,9281157953	115,9914712154	8000	184,2217484009	87,3347547974	203dfe97476000770796		8	1
card	'Satisfação'	1085,3605711834	115,9914712154	9000	185	86,6398066076	51021753f4715a743823		9	1
		20,6285253828	123,7711522965	10000	319,7421434327	574,5044319098	a6f6aeeb2b1cd0f3efa8		10	1
shape		0	0	0	319,7421434327	574,5044319098	2eb37e0e77c0ac40eb1d		11	1
slicer	'Selecione de Encerramento'	10,8869987849	57,5455650061	1000	297,0595382746	139,9756986634	9999b7a3095c910214bb		12	1
slicer	'Semana'	10,8869987849	342,5187424793	4000	293,9489671932	223,9611178615	32854d0d94b8f52f0b53		13	1
slicer	'Turno'	10,8869987849	212,4744380683	3000	297,0595382746	115,0911300122	83ee93c22ff00dd6b002		14	1
image		270,2336825141	2,0628525383	2000	46,4141821112	49,5084609186	08482410b86c8e38d9d0		15	1
textbox		111,0943396226	10,8679245283	11000	1011,9245283019	85,7358490566	a490b95fc7a5471bad29		16	1
pivotTable	'Pesquisa de Satisfação - Quantitativo'	20,0522193211	239,1979112567	1000	395,4743255004	211,6623150566	d45fe824e5b5a8a8ef56		17	1
tableEx	'Cálculo de Indicadores'	20,4690831557	487,1641791045	2000	397,1002132196	211,5138592751	6cbf2cbd0c5ae7fa8817		18	1
clusteredColumnChart	'Participação por Nota'	428,8324873096	239,1979112567	12000	413,6717428088	212,2504230118	7680394efb100ea7dfdb		19	1
clusteredBarChart	'Participação por Solicitante'	428,8324873096	486,3949953148	13000	413,6717428088	212,2504230118	7e6082f0321b8bb28f29		20	1
donutChart	'Tipo Demanda'	856,6888283746	239,1979112567	14000	413,6717428088	212,2504230118	082f3c847942c3782d3d		21	1
clusteredColumnChart	'Tendencia por Nota'	856,5820642978	486,3949953148	15000	413,6717428088	212,2504230118	1dceff88edff5fe48120		22	1
card	'Soma das Notas'	313,2959948337	115,9914712154	0	185	87,3347547974	bf8467a6e5723e72ab61		23	1

Visuals in Pg_INS02:

Visual Type	Title	X	Y	Z	Width	Height	Name	tabOrder	VisualIndex	PageIndex
		15,4340836013	6,7486002426	1000	1255,3054662379	99,3224449901	b42352f731548c23d875		0	2
image	'Cit_logo'	4,8165569144	0	1000	90,3104421449	96,3311382879	4cff34a7ec35f84257cf		1	2

image	'logo_MJSP'	1075,4003518777	2,7186714052	2000	176,3018867925	96,6037735849	c5e4b2c46797ce5b4255		2	2
shape		0	1,4829110114	0	1255,3054662379	95,691318328	66c832c10666f2952a6f		3	2
image		20,6285253828	123,7711522965	0	79,4198227236	70,1369863014	cdc13f6111623c9dda3c		4	2
card	'Total de Tickets'	214,5366639807	117,5825946817	2000	200	86,6398066076	f56f094c68f7dc27aa27		5	2
card	'Tempo Médio de Captura'	499,9376259335	117,5825946817	3000	200	86,6398066076	889e006ec7e451a859ad		6	2
card	'Grupos atuantes na captura'	785,3385878864	117,5825946817	4000	200	86,6398066076	400d863aee556a01ddd0		7	2
card	'INS02'	1070,7395498392	117,5825946817	5000	200	86,6398066076	7752f2dfc6070a916e4d		8	2
		20,6285253828	123,7711522965	6000	319,7421434327	574,5044319098	84b09fce3ad04d55d5d2		9	2
shape		0	0	0	319,7421434327	574,5044319098	9dcf6914acb4288a2ed0		10	2
slicer	'Selecione de Encerramento'	10,8869987849	57,5455650061	1000	297,0595382746	139,9756986634	2e9db66d23844b78f8d5		11	2
slicer	'Semana'	10,8869987849	342,5187424793	4000	293,9489671932	223,9611178615	8280ab151f94c3c6d881		12	2
slicer	'Turno'	10,8869987849	212,4744380683	3000	297,0595382746	115,0911300122	fc06f6ad81e20da40c35		13	2
image		270,2336825141	2,0628525383	2000	46,4141821112	49,5084609186	683f9742beaee013fef2		14	2
textbox		111,0943396226	10,8679245283	7000	1011,9245283019	85,7358490566	96d10906d2a5816ed251		15	2
clusteredBarChart	'Registros de Atividades'	20,4595404595	218,6613386613	8000	393,8461538462	484,6353646354	718ae4fa868dfa22968e		16	2
tableEx	'Situações'	429,6503496503	218,6613386613	9000	413,026973027	214,8251748252	70372d538b5857b05ed2		17	2
clusteredColumnChart	'Captura por Grupo'	429,6503496503	447,5524475524	10000	414,3056943057	255,7442557443	6dcd717e83cab7b3b84a		18	2
funnel		858,7395498392	219	11000	412	215	7cee89f4a69760626e07		19	2
donutChart		858,517618469	447,922235723	12000	412,1506682868	255,0668286756	053427f888fb7c5bafef0		20	2

Visuals in Pg_INS03:

Visual Type	Title	X	Y	Z	Width	Height	Name	tabOrder	VisualIndex	PageIndex
		15,4340836013	6,7486002426	2000	1255,3054662379	99,3224449901	44496add1bdcc15ef010		0	3
image	'Cit_logo'	4,8165569144	0	1000	90,3104421449	96,3311382879	399aba07abc1ff8908d0		1	3
image	'logo_MJSP'	1075,4003518777	2,7186714052	2000	176,3018867925	96,6037735849	6d14291a62fbb05c5da8		2	3
shape		0	1,4829110114	0	1255,3054662379	95,691318328	abbbb51d1cba0e23c84f		3	3
image		20,6285253828	123,7711522965	1000	79,4198227236	70,1369863014	764d8a79bff019dc39e0		4	3
card	'Total de Tickets'	214,5366639807	117,5825946817	3000	200	86,6398066076	8f5d4620330630270579		5	3
card	'No prazo'	428,5873854453	117,5825946817	4000	200	86,6398066076	d56ee999fa0c88b520ef		6	3
card	'Fora do Prazo'	642,6381069099	117,5825946817	5000	200	86,6398066076	d3c86711d028847f2be4		7	3
card	'INS03'	856,6888283746	117,5825946817	6000	200	86,6398066076	1af8261b525598a791e4		8	3
card	'Porcentagem Fora do Prazo'	1070,7395498392	117,5825946817	7000	200	86,6398066076	51f70cb192596bda43e1		9	3
		20,6285253828	123,7711522965	8000	319,7421434327	574,5044319098	012f9011e23751139b33		10	3
shape		0	0	0	319,7421434327	574,5044319098	9ea1301739b1065f451c		11	3
slicer	'Selecione de Encerramento'	10,8869987849	57,5455650061	1000	297,0595382746	139,9756986634	1ea9ef1114d566263733		12	3
slicer	'Semana'	10,8869987849	342,5187424793	4000	293,9489671932	223,9611178615	772379af75d790fa0b85		13	3
slicer	'Turno'	10,8869987849	212,4744380683	3000	297,0595382746	115,0911300122	01c0eab01898b15db969		14	3
image		270,2336825141	2,0628525383	2000	46,4141821112	49,5084609186	17700981d0581f4f8519		15	3
textbox		111,0943396226	10,8679245283	9000	1011,9245283019	85,7358490566	21b1d45b5724e4b503da		16	3
clusteredColumnChart	'Encerradas por Grupo'	723,2077764277	219,2952612394	10000	547,4605103281	236	a42eb94102dd35e02071		17	3
clusteredColumnChart	'Encerradas por Atividade'	723,2077764277	460,7679222357	11000	547,4605103281	236	39a1c65830696515463c		18	3
pivotTable	'Situações'	20,2187120292	219,2952612394	0	664,1069258809	477,4726609964	083c0bdd718cc10ce1b		19	3

Visuals in Pg_INS04:

Visual Type	Title	X	Y	Z	Width	Height	Name	tabOrder	VisualIndex	PageIndex
		15,4340836013	6,7486002426	2000	1255,3054662379	99,3224449901	6cb1540123f861d68ede		0	4
image	'Cit_logo'	4,8165569144	0	1000	90,3104421449	96,3311382879	728f0a5ee3ed51927c7b		1	4
image	'logo_MJSP'	1075,4003518777	2,7186714052	2000	176,3018867925	96,6037735849	78630406cd1f4270491c		2	4
shape		0	1,4829110114	0	1255,3054662379	95,691318328	239e920e4a05bb034b94		3	4
image		20,6285253828	123,7711522965	1000	79,4198227236	70,1369863014	bffcbeddd7918bf0c1af		4	4
		20,6285253828	123,7711522965	8000	319,7421434327	574,5044319098	3df9e66888996ff31c7b		5	4
shape		0	0	0	319,7421434327	574,5044319098	87ab5149b09b32466239		6	4
slicer	'Selecione de Encerramento'	10,8869987849	57,5455650061	1000	297,0595382746	139,9756986634	fb0d54c7a15b77f910ba		7	4
slicer	'Semana'	10,8869987849	342,5187424793	4000	293,9489671932	223,9611178615	3a279659da2ec93940b1		8	4
slicer	'Turno'	10,8869987849	212,4744380683	3000	297,0595382746	115,0911300122	7b8f29f1946641d2d5b0		9	4
image		270,2336825141	2,0628525383	2000	46,4141821112	49,5084609186	0a5c7d4d753bf19514a9		10	4
textbox		111,0943396226	10,8679245283	9000	1011,9245283019	85,7358490566	fc5307303772f4eb3d74		11	4
card	'Fora do Prazo'	642,6381069099	117,5825946817	5000	200	86,6398066076	8901f775052d285471ce		12	4
card	'Total de Tickets'	214,5366639807	117,5825946817	3000	200	86,6398066076	ea4aaa989dd450ab8391		13	4
card	'Porcentagem Fora do Prazo'	1070,7395498392	117,5825946817	7000	200	86,6398066076	e14c499a43d6390a3bd0		14	4
card	'INS03'	856,6888283746	117,5825946817	6000	200	86,6398066076	8c4907a7c6228de6a40b		15	4
card	'No prazo'	428,5873854453	117,5825946817	4000	200	86,6398066076	59a19f8c2da4cd15e9ce		16	4
clusteredColumnChart	'Encerradas por Grupo'	723,2077764277	219,2952612394	10000	547,4605103281	236	2e4c2df51f2a11a95896		17	4
clusteredColumnChart	'Encerradas por Atividade'	723,2077764277	460,7679222357	11000	547,4605103281	236	89f15ddf4d365320502f		18	4
pivotTable	'Situações'	20,2187120292	219,2952612394	0	664,1069258809	477,4726609964	7be2a4ce3c9f60545c0b		19	4

Visuals in Pg_INS05&06:

Visual Type	Title	X	Y	Z	Width	Height	Name	tabOrder	VisualIndex	PageIndex
		15,4340836013	6,7486002426	1000	1255,3054662379	99,3224449901	8243e3e668dcd40a5cb3		0	5
image	'Cit_logo'	4,8165569144	0	1000	90,3104421449	96,3311382879	b8616fff60358479846bc		1	5
image	'logo_MJSP'	1075,4003518777	2,7186714052	2000	176,3018867925	96,6037735849	98cc1c100a0dc8986ce0		2	5
shape		0	1,4829110114	0	1255,3054662379	95,691318328	e6fa95964706c10e7d52		3	5
image		20,6285253828	123,7711522965	0	79,4198227236	70,1369863014	e05fa617400119c4e1d4		4	5
clusteredBarChart	'Intra Hora de Ligações'	20,6285253828	213,5052377115	2000	181,5310233683	484,7703464948	66955215dd26b7089964		5	5
card	'Recebidas'	214,5366639807	117,5825946817	3000	200	86,6398066076	b33e8205d1ec20649d09		6	5
card	'Atendidas'	428,5873854453	117,5825946817	4000	200	86,6398066076	2105a170403a0e7dd7c8		7	5
card	'Atendidas <= 30 seg'	642,6381069099	117,5825946817	5000	200	86,6398066076	53d32a0b5955b46d1849		8	5
card	'ILA'	856,6888283746	117,5825946817	6000	200	86,6398066076	35113a208cecc5d642e0		9	5
card	'ILA_30'	1070,7395498392	117,5825946817	7000	200	86,6398066076	6befd26fe0e34a83a56c		10	5
card	'Tempo Médio de Espera'	1069,5890410959	213,5052377115	8000	200,0966962127	86,6398066076	380ab461cc3758e58a42		11	5
card	'Tempo Médio de Atendimento'	1070,620467365	308,6725663717	9000	200,0966962127	86,6398066076	0fc9be35e03574e3be57		12	5
donutChart		1069,5890410959	406,3819500403	10000	200,0966962127	291,893634166	81bf3b6a78233987e9a3		13	5

pivotTable		215	214	11000	200	485	d9cde27066200e22c7d2		14	5
lineStackedColumnComboChart	'Tendência de Ligações'	429,0733279613	406,3819500403	12000	628,1385979049	291,893634166	cfe9fa066ec0ac586d73		15	5
stackedAreaChart	'Tendência Semanal'	429,0733279613	213,5052377115	13000	413,6019339243	182,5624496374	062bc4da680ca15300c4		16	5
		20,6285253828	123,7711522965	14000	319,7421434327	574,5044319098	29c1461cd678713db7d6		17	5
shape		0	0	0	319,7421434327	574,5044319098	61187fd6cb7931bb107c		18	5
slicer	'Selecione Período'	10,6974113699	76,5615834492	1000	297,0507655117	140,2739726027	4b57c7022d4cac98d286		19	5
slicer	'Semana'	11,3456889605	342,4335213537	4000	147,4939564867	185,6567284448	eeaa2f609b1c7bc880e2		20	5
slicer	'Turno'	11,3456889605	226,3980660757	3000	147,4939564867	106,2369057212	f302a492001553843d74		21	5
image		270,2336825141	2,0628525383	2000	46,4141821112	49,5084609186	c1f574cf7c55c8e58d1e		22	5
textbox		111,0943396226	10,8679245283	15000	1011,9245283019	85,7358490566	12b44046860deb9e5002		23	5
card	'Abandonadas'	856,1651917404	213,5052377115	16000	200,1179941003	86,8436578171	aea3ba1baeb98800cb01		24	5
card	'Abandonadas <= 30'	856,1651917404	308,6725663717	17000	200,1179941003	86,8436578171	71de60c0e2e6d010c895		25	5

Visuals in Pg_Dic_Sat:

Visual Type	Title	X	Y	Z	Width	Height	Name	tabOrder	VisualIndex	PageIndex
textbox		13	10	0	280	220	4212e23fb0c6282b2512		0	6

Visuals in Pg_Port:

Visual Type	Title	X	Y	Z	Width	Height	Name	tabOrder	VisualIndex	PageIndex
		15,4340836013	6,7486002426	2000	1255,3054662379	99,3224449901	6a0509af956a2bff07ba		0	7
image	'Cit_logo'	4,8165569144	0	1000	90,3104421449	96,3311382879	75adcddb4e7cb7a95e0e		1	7
image	'logo_MJSP'	1075,4003518777	2,7186714052	2000	176,3018867925	96,6037735849	fb11ba495cb0461657ac		2	7
shape		0	1,4829110114	0	1255,3054662379	95,691318328	f83b4f0727de01990ac2		3	7
image		20,6285253828	123,7711522965	1000	79,4198227236	70,1369863014	b0d4a88adbe577b7e053		4	7
card	'Contratos'	214,5366639807	117,5825946817	3000	200	86,6398066076	b6b02c58f0a4c3d83aa3		5	7
card	'Serviços'	428,5873854453	117,5825946817	4000	200	86,6398066076	4827a28a52440756cd9f		6	7
card	'Atividade'	642,6381069099	117,5825946817	5000	200	86,6398066076	6830622ffddaa4d99e00		7	7
card	'ANS"s'	856,6888283746	117,5825946817	6000	200	86,6398066076	ed78167961ecb6d362a3		8	7
card	'Atividades no Portal'	1070,7395498392	117,5825946817	7000	200	86,6398066076	8c91b08cfb590f7423bf		9	7
		20,6285253828	123,7711522965	8000	319,7421434327	574,5044319098	4aa6e6b4cb41110e861d		10	7
shape		0	0	0	319,7421434327	574,5044319098	e821ab5568ea6dbe61a8		11	7
slicer	'Selecione de Criação'	10,8869987849	57,5455650061	1000	297,0595382746	139,9756986634	02834ef954291d644009		12	7
slicer	'Semana'	10,8869987849	342,5187424793	4000	293,9489671932	223,9611178615	224011e72c9cdc68e2ac		13	7
slicer	'Turno'	10,8869987849	212,4744380683	3000	297,0595382746	115,0911300122	7784221abb0135809abf		14	7
image		270,2336825141	2,0628525383	2000	46,4141821112	49,5084609186	453322802ff7de1f13bb		15	7
textbox		111,0943396226	10,8679245283	9000	1011,9245283019	85,7358490566	d05780b3423ee05c88ce		16	7
tableEx	'Catálogo de Serviço'	19,4430379747	218,7341772152	0	1247,5949367089	477,9746835443	ae8ab41675f6ad85d413		17	7

Visuals in Pg_Reten:

Visual Type	Title	X	Y	Z	Width	Height	Name	tabOrder	VisualIndex	PageIndex
		15,4340836013	6,7486002426	2000	1255,3054662379	99,3224449901	686d5498ec5f278c5a03		0	8
image	'Cit_logo'	4,8165569144	0	1000	90,3104421449	96,3311382879	ea94b6d9efe660889b95		1	8
image	'logo_MJSP'	1075,4003518777	2,7186714052	2000	176,3018867925	96,6037735849	f058bd78caa9c18d871a		2	8
shape		0	1,4829110114	0	1255,3054662379	95,691318328	48014ab3fa54e95e06a3		3	8
image		20,6285253828	123,7711522965	1000	79,4198227236	70,1369863014	596fbacb794658c56fe2		4	8
card	'Encerradas'	214,5366639807	117,5825946817	3000	200	86,6398066076	b98e4965589043a4ad9d		5	8
card	'Encerradas N1'	428,5873854453	117,5825946817	4000	200	86,6398066076	fdb6d2f877639b244ff5		6	8
card	'Encerradas Outros'	642,6381069099	117,5825946817	5000	200	86,6398066076	4b8534c9483b9b96a8df		7	8
card	'Retenção em Outros'	856,6888283746	117,5825946817	6000	200	86,6398066076	e92bab21d7514f3de6f8		8	8
card	'Retenção em N1'	1070,7395498392	117,5825946817	7000	200	86,6398066076	a01d873a3d73a777c6e1		9	8
		20,6285253828	123,7711522965	8000	319,7421434327	574,5044319098	729a1dc3a5694f31786d		10	8
shape		0	0	0	319,7421434327	574,5044319098	2263f2fbfa414590693f		11	8
slicer	'Selecione de Período de Encerramento'	10,8869987849	57,5455650061	1000	297,0595382746	139,9756986634	0b9556dd49548db38d5b		12	8
image		270,2336825141	2,0628525383	2000	46,4141821112	49,5084609186	3fbd6f651c62ca1293b6f		13	8
textbox		111,0943396226	10,8679245283	9000	1011,9245283019	85,7358490566	2b5d8e26700a1561d2c2		14	8
tableEx	'Retenção'	19,2405063291	218,7341772152	0	824,3037974684	477,9746835443	362383d946ac6f5eab54		15	8
clusteredBarChart		856,7741935484	219,0681003584	10000	410,6093189964	478,2795698925	952962d724b1e77ce800		16	8

Visuals in Pg_Conhec:

Visual Type	Title	X	Y	Z	Width	Height	Name	tabOrder	VisualIndex	PageIndex
		15,4340836013	6,7486002426	2000	1255,3054662379	99,3224449901	d99727bff63362be8903		0	9
image	'Cit_logo'	4,8165569144	0	1000	90,3104421449	96,3311382879	1f11027d2b98daa3e6e1		1	9
image	'logo_MJSP'	1075,4003518777	2,7186714052	2000	176,3018867925	96,6037735849	33d803e9c4972783c5df		2	9
shape		0	1,4829110114	0	1255,3054662379	95,691318328	4748f64ccff9ed8fd1f7		3	9
image		20,6285253828	123,7711522965	1000	79,4198227236	70,1369863014	c22ebff6396303a2c584		4	9
card	'Procedimentos'	214,5366639807	117,5825946817	3000	200	86,6398066076	666b14284b610444ea3a		5	9
card	'Vencidos'	428,5873854453	117,5825946817	4000	200	86,6398066076	ff59b09273ad43829172		6	9
card	'À vencer'	642,6381069099	117,5825946817	5000	200	86,6398066076	30431941bc3ffd4cb9ab		7	9
card	'Aturores'	856,6888283746	117,5825946817	6000	200	86,6398066076	d42be60773b63e7e19af		8	9
card	'Aprovadores'	1070,7395498392	117,5825946817	7000	200	86,6398066076	24e46f22b029febd62da		9	9
		20,6285253828	123,7711522965	13500	319,7421434327	574,5044319098	ad7322276f0efe6fcfd		10	9
shape		0	0	0	319,7421434327	574,5044319098	976a79088ff8d15cef69		11	9
slicer	'Selecione de Validade'	10,8869987849	57,5455650061	1000	297,0595382746	139,9756986634	be11cf2582c3642d4673		12	9
slicer	'Semana'	10,8869987849	342,5187424793	4000	293,9489671932	223,9611178615	34b132ae191968adc2c2		13	9
slicer	'Turno'	10,8869987849	212,4744380683	3000	297,0595382746	115,0911300122	f4b032c2e976f366a5ce		14	9
image		270,2336825141	2,0628525383	2000	46,4141821112	49,5084609186	a6aedc7eaea5e2ceb048		15	9
textbox		111,0943396226	10,8679245283	9000	1011,9245283019	85,7358490566	b8e8fbaed5b94af81ce7		16	9
pivotTable	'Situações'	20,6285253828	219,8307952623	0	663,8240270728	236,0744500846	4ce68775cf12fd364fbb		17	9
clusteredBarChart	'Autores'	723,2077764277	219,2952612394	10000	547,4605103281	236	3c5dac3d040b35c4ea01		18	9
clusteredBarChart	'Aprovadores'	723,2077764277	460,7679222357	11000	547,4605103281	236	42920df66bd6dec93736		19	9

tableEx	'À Vencer'	20,6285253828	460,6934721511	12000	330	236,0744500846	ea69e5ff2c7a7dd5090e		20	9
tableEx	'Vencido'	354,4525524555	460,6934721511	13000	330	236,0744500846	883d0e8fa6f528cb4327		21	9

Visuals in Pg_KPI:

Visual Type	Title	X	Y	Z	Width	Height	Name	tabOrder	VisualIndex	PageIndex
		15,4340836013	6,7486002426	1000	1255,3054662379	99,3224449901	0b12a080138c18f30bd5		0	10
image	'Cit_logo'	4,8165569144	0	1000	90,3104421449	96,3311382879	caba846a1dc9984d7a87		1	10
image	'logo_MJSP'	1075,4003518777	2,7186714052	2000	176,3018867925	96,6037735849	4ba80598b5d4ab6368b5		2	10
shape		0	1,4829110114	0	1255,3054662379	95,691318328	1714df7a58949cbb5bb7		3	10
image		20,6285253828	123,7711522965	0	79,4198227236	70,1369863014	e12bc07008190fd5cefb		4	10
		20,6285253828	123,7711522965	4500	319,7421434327	574,5044319098	9ad6efe4609edd26a6e0		5	10
shape		0	0	0	319,7421434327	574,5044319098	942f77b462869adb5690		6	10
slicer	'Selecione de Encerramento'	10,8869987849	57,5455650061	1000	297,0595382746	139,9756986634	12d3f78c4dc80fe52b94		7	10
slicer	'Semana'	10,8869987849	342,5187424793	4000	293,9489671932	223,9611178615	9be9dc600d300232d179		8	10
slicer	'Turno'	10,8869987849	212,4744380683	3000	297,0595382746	115,0911300122	54be3e85036f9a834ea7		9	10
image		270,2336825141	2,0628525383	2000	46,4141821112	49,5084609186	406d25156e7db88f1eed		10	10
textbox		111,0943396226	10,8679245283	3000	1011,9245283019	85,7358490566	56d7a28ee8ef3f83d14b		11	10
		171,3486513487	124,035964036	4000	1100,979020979	590,7692307692	10a436c72ff43d44f75c		12	10
card		937,4276243094	104,2830981097	36250	153,4895027624	83,2546459066	aaf9b36bbeb379b70746		13	10
card		937,4276243094	202,7172184769	36125	153,4895027624	83,2546459066	05107d0ec9dfdba20e73		14	10
card		937,4276243094	301,151338844	36062	153,4895027624	83,2546459066	47adc7c66dffeaeb4486		15	10
card		937,4276243094	399,5854592112	36031	153,4895027624	83,2546459066	a93253ba43b0d5214cb8		16	10
card		937,8022892044	498,5188344452	36015	153,0666666667	82,4856156502	49f27c02f67278b8f3f4		17	10
textbox		15,1384615385	4,8823903369	36000	118,3552447552	84,2212333121	612790c76a9b90c85397		18	10
textbox		15,1700440318	104,2673328987	35000	117,5785987261	83,2704111175	5f6b5d6fad9fe18c0e49		19	10
textbox		15,1700440318	202,7014532659	34000	117,5785987261	83,2704111175	f4e4b0ae9d361e58817c		20	10
textbox		15,1700440318	301,1355736331	33000	117,5785987261	83,2704111175	1816d3cd9b5c45664b0c		21	10
textbox		15,1700440318	399,5696940003	32000	117,5785987261	83,2704111175	44d41eedd60e4c9a4174		22	10
textbox		15,1384615385	498,0038143675	31000	116,979020979	83,0006357279	82c5432ac6519955580b		23	10
textbox		140,4482512559	5,8489777425	29000	202,9613259669	83,2546459066	8455211672246cd6992f		24	10
textbox		140,4482512559	104,851704354	28000	203,3174946004	82,6860396623	212335017b9de348ac7d		25	10
textbox		140,4482512559	203,2858247212	27000	203,3174946004	82,6860396623	5d04622a459de24f7c5b		26	10
textbox		140,4482512559	301,7199450883	26000	203,3174946004	82,6860396623	ce75e06c6622d2e646ec		27	10
textbox		140,4482512559	400,1540654555	25000	203,3174946004	82,6860396623	97c80173f7bef2871571		28	10
textbox		140,4482512559	498,3184104331	24000	203,3174946004	82,6860396623	f0fb08e4babb8d96acfe		29	10
textbox		351,0206269465	5,8489777425	22000	202,9613259669	83,2546459066	ae76ce7be4b61f53dad5		30	10
textbox		351,0206269465	104,851704354	21000	203,3174946004	82,6860396623	822a96f688e3cdd2efb1		31	10
textbox		351,0206269465	203,2858247212	20000	203,3174946004	82,6860396623	e09c4458ce1657572a72		32	10
textbox		351,0206269465	301,7199450883	19000	203,3174946004	82,6860396623	682c85dc705318aad46e		33	10
textbox		351,0206269465	400,1540654555	18000	203,3174946004	82,6860396623	5c6fe3dcd14debbcfca7		34	10
textbox		351,0206269465	498,3184104331	17000	203,3174946004	82,6860396623	0ae745da2fcb2e5d6ae8		35	10
textbox		562,7102762431	5,8489777425	15000	205,4983425414	83,2546459066	ebce96a6cd818c49bdf7		36	10
textbox		562,7102762431	104,851704354	14000	204,309287257	82,6860396623	05343b087d91b03fe276		37	10
textbox		562,7102762431	203,2858247212	13000	204,309287257	82,6860396623	46086df14a4ad0b76e40		38	10

textbox		562,7102762431	301,7199450883	12000	204,309287257	82,6860396623	f797835aca49510aeffe		39	10
textbox		562,7102762431	400,1540654555	11000	204,309287257	82,6860396623	ac1643a2b56e760e0920		40	10
textbox		562,7102762431	498,3184104331	10000	204,309287257	82,6860396623	9486e3776ddebc65c1a0		41	10
textbox	'Limite de Glosa'	776,0733701657	5,8489777425	8000	153,4895027624	83,2546459066	6476e40d4fff92132e8e		42	10
textbox	'Limite de Glosa'	774,6443162983	104,851704354	7000	153,90375	82,6860396623	c24b29dc977cc4078f64		43	10
textbox	'Limite de Glosa'	774,6443162983	203,2858247212	6000	153,90375	82,6860396623	369a4e413837d656e88f		44	10
textbox	'Limite de Glosa'	774,6443162983	301,7199450883	5000	153,90375	82,6860396623	f9a656b42ef2623a528d		45	10
textbox	'Limite de Glosa'	774,6443162983	400,1540654555	4000	153,90375	82,6860396623	76ab70adb1999913e20f		46	10
textbox	'Limite de Glosa'	774,6443162983	498,3184104331	3000	153,90375	82,6860396623	53378260faaf09c21aaa		47	10
card		937,4276243094	5,8489777425	1000	153,4895027624	83,2546459066	1ca2f4e8b1053dbac0a8		48	10
basicShape		0	0	0	1100,979020979	590,7692307692	ef669c2ab009fd528ef9		49	10

Visuals in Pg_KPI_N1:

Visual Type	Title	X	Y	Z	Width	Height	Name	tabOrder	VisualIndex	PageIndex
		15,4340836013	6,7486002426	1000	1255,3054662379	99,3224449901	753e28ca3988ef3852db		0	11
image	'Cit_logo'	4,8165569144	0	1000	90,3104421449	96,3311382879	bd5328c83cbd73a2d72c		1	11
image	'logo_MJSP'	1075,4003518777	2,7186714052	2000	176,3018867925	96,6037735849	efacc535aa5c0c55570		2	11
shape		0	1,4829110114	0	1255,3054662379	95,691318328	7939e6ba5db0e6f60727		3	11
image		20,6285253828	123,7711522965	0	79,4198227236	70,1369863014	9a5b4b8c86b9848fe501		4	11
		20,6285253828	123,7711522965	4500	319,7421434327	574,5044319098	9295ccc40537e12e072d		5	11
shape		0	0	0	319,7421434327	574,5044319098	0c4bd0d96f0f5ff95f98		6	11
slicer	'Selecione de Encerramento'	10,8869987849	57,5455650061	1000	297,0595382746	139,9756986634	d4b55945dfccf3cdd30e		7	11
slicer	'Semana'	10,8869987849	342,5187424793	4000	293,9489671932	223,9611178615	f9700c320a6cdca13614		8	11
slicer	'Turno'	10,8869987849	212,4744380683	3000	297,0595382746	115,0911300122	9ad7d2797c8d81e1b26b		9	11
image		270,2336825141	2,0628525383	2000	46,4141821112	49,5084609186	7a5ddf09a173be74c60f		10	11
textbox		111,0943396226	10,8679245283	3000	1011,9245283019	85,7358490566	4935e1214eb8c597931c		11	11
		171,3486513487	124,035964036	4000	1100,979020979	590,7692307692	aec8338a15eec5e678e0		12	11
card		937,4276243094	104,2830981097	36250	153,4895027624	83,2546459066	101cbc793d27a98b64e0		13	11
card		937,4276243094	202,7172184769	36125	153,4895027624	83,2546459066	cca319bf538b8a60fe52		14	11
card		937,4276243094	301,151338844	36062	153,4895027624	83,2546459066	7ef165c5597ebd977a1c		15	11
card		937,4276243094	399,5854592112	36031	153,4895027624	83,2546459066	c88b3e06ecfa42e4053e		16	11
card		937,8022892044	498,5188344452	36015	153,0666666667	82,4856156502	3c33cee52e5b4d66c344		17	11
textbox		15,1384615385	4,8823903369	36000	118,3552447552	84,2212333121	4cd990da5a516663064a		18	11
textbox		15,1700440318	104,2673328987	35000	117,5785987261	83,2704111175	9c6b99ac3b89f40c5b16		19	11
textbox		15,1700440318	202,7014532659	34000	117,5785987261	83,2704111175	e607a53471dd96c87773		20	11
textbox		15,1700440318	301,1355736331	33000	117,5785987261	83,2704111175	5a606c19db92ce3047a6		21	11
textbox		15,1700440318	399,5696940003	32000	117,5785987261	83,2704111175	cd2a79225bd2fe546160		22	11
textbox		15,1384615385	498,0038143675	31000	116,979020979	83,0006357279	812d9b247225687df8bc		23	11
textbox		140,4482512559	5,8489777425	29000	202,9613259669	83,2546459066	b431855603fe0b65d0c1		24	11
textbox		140,4482512559	104,851704354	28000	203,3174946004	82,6860396623	625c66baaa2b0f398b36		25	11
textbox		140,4482512559	203,2858247212	27000	203,3174946004	82,6860396623	fb53779443a99a8e9f2e		26	11
textbox		140,4482512559	301,7199450883	26000	203,3174946004	82,6860396623	861e309b87cc41ee036b		27	11
textbox		140,4482512559	400,1540654555	25000	203,3174946004	82,6860396623	ef4079a77c0734dc1cd5		28	11
textbox		140,4482512559	498,3184104331	24000	203,3174946004	82,6860396623	bf1e5725147e7b6abb13		29	11

textbox		351,0206269465	5,8489777425	22000	202,9613259669	83,2546459066	ebd7c7380841a8af37c2		30	11
textbox		351,0206269465	104,851704354	21000	203,3174946004	82,6860396623	f8cce6440fb652d1e9ba		31	11
textbox		351,0206269465	203,2858247212	20000	203,3174946004	82,6860396623	876c59cf4e0f19b5b1d8		32	11
textbox		351,0206269465	301,7199450883	19000	203,3174946004	82,6860396623	afe93dab31dd8e99ada4		33	11
textbox		351,0206269465	400,1540654555	18000	203,3174946004	82,6860396623	8fb8cb0d0d43c9d46811		34	11
textbox		351,0206269465	498,3184104331	17000	203,3174946004	82,6860396623	1e25464557437ceb0ad8		35	11
textbox		562,7102762431	5,8489777425	15000	205,4983425414	83,2546459066	079202278a85ac85f3f6		36	11
textbox		562,7102762431	104,851704354	14000	204,309287257	82,6860396623	3451d57e4ffa19597ff3		37	11
textbox		562,7102762431	203,2858247212	13000	204,309287257	82,6860396623	cdc0d87f3ef6d57f4f2c		38	11
textbox		562,7102762431	301,7199450883	12000	204,309287257	82,6860396623	a0a88201371b8a22accc		39	11
textbox		562,7102762431	400,1540654555	11000	204,309287257	82,6860396623	2d2fda702af73cb847e1		40	11
textbox		562,7102762431	498,3184104331	10000	204,309287257	82,6860396623	0e1df30a4bbad7535696		41	11
textbox	'Limite de Glosa'	776,0733701657	5,8489777425	8000	153,4895027624	83,2546459066	65ced7ca824e99290fc3		42	11
textbox	'Limite de Glosa'	774,6443162983	104,851704354	7000	153,90375	82,6860396623	513c11f6109e5e214fc8		43	11
textbox	'Limite de Glosa'	774,6443162983	203,2858247212	6000	153,90375	82,6860396623	a4e8b667b0588bb7b86e		44	11
textbox	'Limite de Glosa'	774,6443162983	301,7199450883	5000	153,90375	82,6860396623	52a9c99d24dcc0cbf08		45	11
textbox	'Limite de Glosa'	774,6443162983	400,1540654555	4000	153,90375	82,6860396623	44bdd0a604b539fa596f		46	11
textbox	'Limite de Glosa'	774,6443162983	498,3184104331	3000	153,90375	82,6860396623	957d0267196ac1e1d09e		47	11
card		937,4276243094	5,8489777425	1000	153,4895027624	83,2546459066	800ba7a2cef15c93cabf		48	11
basicShape		0	0	0	1100,979020979	590,7692307692	9c795f8932fbffe1d9aa		49	11

List of Bookmarks:

DisplayName	Page Name	Index	Name
Tel_SFiltro	ReportSection	0	Bookmark808f267323b768c00130
Tel_CFiltros	ReportSection	1	Bookmark916f72d01c6c77c89288
INS01_CF	ReportSectionb006fb273edbbe3120af	2	Bookmark35b5d9e0fa84869aa551
INS01_SF	ReportSectionb006fb273edbbe3120af	3	Bookmark15f5686d810fe6317835
INS03_CF	ReportSectiond928fe2026e5752f1543	4	Bookmarkcf6d64688ddd0cc82b8f
INS03_SF	ReportSectiond928fe2026e5752f1543	5	Bookmarkbdbbeef9bb52fc4be4b6d
INS04_SF	ReportSectiona8c5a6e528fa063d2f34	6	Bookmark5287b1c3633d5543c07a
INS04_CF	ReportSectiona8c5a6e528fa063d2f34	7	Bookmark985036b9c0ba213493c4
Pg_Port_SF	ReportSectiond0558d9b589af88d5b08	8	Bookmark5dd3d34ec1f767e1acba
Pg_Port_CF	ReportSectiond0558d9b589af88d5b08	9	Bookmarkd658d85551c629ac12d4
Pg_Reten_CF	ReportSection787c51155320d7ff734b	10	Bookmarkef090d886b03ebe6e7d5
Pg_Reten_SF	ReportSection787c51155320d7ff734b	11	Bookmark3356a7968c21b579fd29
Pg_Conhec_SF	ReportSection7d390c02ba0bd8627c7a	12	Bookmark1a657e18216840feb165
PG_Conhec_CF	ReportSection7d390c02ba0bd8627c7a	13	Bookmarkd6687ce40cc2634b9aee
Pg_KPI_CF	ReportSectiona52ec6c53a612e2bc9e9	14	Bookmarkedd43ca179e410b24e05
Pg_KPI_SF	ReportSectiona52ec6c53a612e2bc9e9	15	Bookmarkffffde88bd51000ebf3f1
PgKPIN1_CF	ReportSectioncb7c1e72dfd91c9e3afa	16	Bookmarkc481e7f3ccdeb0a03ad2

List of all Columns/Fields/Measures/Expressions Used in Visuals:

Name	Table Name	Aggregation	Expression	VisualIndex	PageIndex
Tickets			M.INS02.M.Total.Tickets	2	0
Positivas			_M_INS01.M.Taxa.Positivas	5	0
Int			_M_INS01.M.Taxa.Int	8	0
TME			_M_Tel.M.TME	11	0
TMA			_M_Tel.M.TMA	14	0
Turno	Tel_Tabela		Tel_Tabela.Turno	17	0
Recebidas	Tel_Tabela	Sum	Sum(Tel_Tabela.Recebidas)	17	0
Turno	Tel_Tabela		Tel_Tabela.Turno	17	0
atividade	Smart_INS02		Smart_INS02.atividade	20	0
Tickets			M.INS02.M.Total.Tickets	20	0
atividade	Smart_INS02		Smart_INS02.atividade	20	0
Intra Hora	Tel_Tabela		Tel_Tabela.Intra Hora	23	0
Intra Hora	Tel_Tabela	Sum	Sum(Tel_Tabela.Intra Hora)	23	0
Intra Hora	Tel_Tabela		Tel_Tabela.Intra Hora	23	0
Nome do Dia	Tel_Tabela		Tel_Tabela.Nome do Dia	26	0
Recebidas	Tel_Tabela	Sum	Sum(Tel_Tabela.Recebidas)	26	0
Nome do Dia	Tel_Tabela		Tel_Tabela.Nome do Dia	26	0
nome	Smart_INS03		Smart_INS03.nome	29	0
SLA			_M_INS03.M.Total.SLA	29	0
nome	Smart_INS03		Smart_INS03.nome	29	0
tipo_demanda	Smart_INS02		Smart_INS02.tipo_demanda	32	0
Tickets			M.INS02.M.Total.Tickets	32	0
tipo_demanda	Smart_INS02		Smart_INS02.tipo_demanda	32	0
origem	Smart_INS02		Smart_INS02.origem	35	0
Tickets			M.INS02.M.Total.Tickets	35	0
origem	Smart_INS02		Smart_INS02.origem	35	0
INS01			_M_INS01.M.Count.Ticket.INS01	38	0
INS01			_M_INS01.M.Count.Ticket.INS01	41	0
INS01			_M_INS01.M.Count.Ticket.INS01	5	1
INS01			_M_INS01.M.Count.Ticket.INS01	6	1
Int			_M_INS01.M.Taxa.Int	7	1
INS01			_M_INS01.M.INS01	8	1
Positivas			_M_INS01.M.Taxa.Positivas	9	1
Date	tb_Calendar		tb_Calendar.Date	12	1
Grupo_executor	F_Grupo		F_Grupo.Grupo_executor	13	1
Contrato	F_Contrato		F_Contrato.Contrato	14	1
avaliacao	Smart_INS01		Smart_INS01.avaliacao	17	1
ticket	Smart_INS01		Smart_INS01.ticket	17	1

INS01			_M_INS01.M.Count.Ticket.INS01	17	1
INS01			Divide(_M_INS01.M.Count.Ticket.INS01, ScopedEval(_M_INS01.M.Count.Ticket.INS01, []))	17	1
nota	Smart_INS01		Smart_INS01.nota	18	1
N_Avalicao	Smart_INS01		Smart_INS01.N_Avalicao	18	1
INS01			_M_INS01.M.Count.Ticket.INS01	18	1
Notas			_M_INS01.M.Soma.Notas	18	1
avaliacao	Smart_INS01		Smart_INS01.avaliacao	19	1
INS01			_M_INS01.M.Count.Ticket.INS01	19	1
solicitante	Smart_INS01		Smart_INS01.solicitante	20	1
INS01			_M_INS01.M.Count.Ticket.INS01	20	1
tipo_demanda	Smart_INS01		Smart_INS01.tipo_demanda	21	1
INS01			_M_INS01.M.Count.Ticket.INS01	21	1
Date	tb_Calendar		tb_Calendar.Date	22	1
avaliacao	Smart_INS01		Smart_INS01.avaliacao	22	1
INS01			_M_INS01.M.Count.Ticket.INS01	22	1
avaliacao	Smart_INS01		Smart_INS01.avaliacao	22	1
Notas			_M_INS01.M.INS01.S.Notas	23	1
Tickets			M.INS02.M.Total.Tickets	5	2
tempo_captura	Smart_INS02	Min	Min(Smart_INS02.tempo_captura)	6	2
Grupo			M.INS02.M.Total.Grupo	7	2
INS02			M.INS02.M.INS02	8	2
Date	tb_Calendar		tb_Calendar.Date	11	2
Grupo_executor	F_Grupo		F_Grupo.Grupo_executor	12	2
Contrato	F_Contrato		F_Contrato.Contrato	13	2
atividade	Smart_INS02		Smart_INS02.atividade	16	2
Tickets			M.INS02.M.Total.Tickets	16	2
situacao	Smart_INS02		Smart_INS02.situacao	17	2
Tickets			M.INS02.M.Total.Tickets	17	2
Tickets			Divide(M.INS02.M.Total.Tickets, ScopedEval(M.INS02.M.Total.Tickets, []))	17	2
grupo_captura	Smart_INS02		Smart_INS02.grupo_captura	18	2
Tickets			M.INS02.M.Total.Tickets	18	2
origem	Smart_INS02		Smart_INS02.origem	19	2
Tickets			M.INS02.M.Total.Tickets	19	2
tipo_demanda	Smart_INS02		Smart_INS02.tipo_demanda	20	2
Tickets			M.INS02.M.Total.Tickets	20	2
SLA			_M_INS03.M.Total.SLA	5	3
Prazo			_M_INS03.M.Total.Prazo	6	3
Fora			_M_INS03.M.Total.Fora	7	3
INS03			_M_INS03.M.INS03	8	3
Percent			_M_INS03.M.Fora.Percent	9	3
Date	tb_Calendar		tb_Calendar.Date	12	3
Grupo_executor	F_Grupo		F_Grupo.Grupo_executor	13	3
Contrato	F_Contrato		F_Contrato.Contrato	14	3
nome	Smart_INS03		Smart_INS03.nome	17	3
SLA			_M_INS03.M.Total.SLA	17	3
nome	Smart_INS03		Smart_INS03.nome	17	3
atividade	Smart_INS03		Smart_INS03.atividade	18	3
SLA			_M_INS03.M.Total.SLA	18	3
tipo_demanda	Smart_INS03		Smart_INS03.tipo_demanda	18	3

atividade	Smart_INS03		Smart_INS03.atividade	18	3
tipo_demanda	Smart_INS03		Smart_INS03.tipo_demanda	19	3
ans	Smart_INS03		Smart_INS03.ans	19	3
tickets	Smart_INS03		Smart_INS03.tickets	19	3
Prazo			_M_INS03.M.Total.Prazo	19	3
Fora			_M_INS03.M.Total.Fora	19	3
SLA			_M_INS03.M.Total.SLA	19	3
INS03			_M_INS03.M.INS03	19	3
tipo_demanda	Smart_INS03		Smart_INS03.tipo_demanda	19	3
ans	Smart_INS03		Smart_INS03.ans	19	3
Date	tb_Calendar		tb_Calendar.Date	7	4
Grupo_executor	F_Grupo		F_Grupo.Grupo_executor	8	4
Contrato	F_Contrato		F_Contrato.Contrato	9	4
Fora			_M_INS03.M.Total.Fora	12	4
SLA			_M_INS03.M.Total.SLA	13	4
Percent			_M_INS03.M.Fora.Percent	14	4
INS03			_M_INS03.M.INS03	15	4
Prazo			_M_INS03.M.Total.Prazo	16	4
nome	Smart_INS03		Smart_INS03.nome	17	4
SLA			_M_INS03.M.Total.SLA	17	4
nome	Smart_INS03		Smart_INS03.nome	17	4
atividade	Smart_INS03		Smart_INS03.atividade	18	4
SLA			_M_INS03.M.Total.SLA	18	4
tipo_demanda	Smart_INS03		Smart_INS03.tipo_demanda	18	4
atividade	Smart_INS03		Smart_INS03.atividade	18	4
tipo_demanda	Smart_INS03		Smart_INS03.tipo_demanda	19	4
ans	Smart_INS03		Smart_INS03.ans	19	4
tickets	Smart_INS03		Smart_INS03.tickets	19	4
Prazo			_M_INS03.M.Total.Prazo	19	4
Fora			_M_INS03.M.Total.Fora	19	4
SLA			_M_INS03.M.Total.SLA	19	4
INS03			_M_INS03.M.INS03	19	4
tipo_demanda	Smart_INS03		Smart_INS03.tipo_demanda	19	4
ans	Smart_INS03		Smart_INS03.ans	19	4
Intra Hora	Tel_Tabela		Tel_Tabela.Intra Hora	5	5
Intra Hora	Tel_Tabela	Sum	Sum(Tel_Tabela.Intra Hora)	5	5
Recebidas	Tel_Tabela	Sum	Sum(Tel_Tabela.Recebidas)	6	5
Atendida	Tel_Tabela	Sum	Sum(Tel_Tabela.Atendida)	7	5
Atendida	Tel_Tabela	Sum	Sum(Tel_Tabela.Atendida <= 30)	8	5
ILA			_M_Tel.M.ILA	9	5
ILA 30			_M_Tel.M.ILA 30	10	5
TME			_M_Tel.M.TME	11	5
TMA			_M_Tel.M.TMA	12	5
Turno	Tel_Tabela		Tel_Tabela.Turno	13	5
Recebidas	Tel_Tabela	Sum	Sum(Tel_Tabela.Recebidas)	13	5
Data	Tel_Tabela		Tel_Tabela.Data	14	5
Recebidas	Tel_Tabela	Sum	Sum(Tel_Tabela.Recebidas)	14	5
Atendida	Tel_Tabela	Sum	Sum(Tel_Tabela.Atendida)	14	5
Atendida	Tel_Tabela	Sum	Sum(Tel_Tabela.Atendida <= 30)	14	5

Recebidas	Tel_Tabela	Sum	Sum(Tel_Tabela.Recebidas)	15	5
Data	Tel_Tabela		Tel_Tabela.Data	15	5
Atendida	Tel_Tabela	Sum	Sum(Tel_Tabela.Atendida)	15	5
Atendida	Tel_Tabela	Sum	Sum(Tel_Tabela.Atendida <= 30)	15	5
Nome do Dia	Tel_Tabela		Tel_Tabela.Nome do Dia	16	5
Recebidas	Tel_Tabela	Sum	Sum(Tel_Tabela.Recebidas)	16	5
Data	Tel_Tabela		Tel_Tabela.Data	19	5
Nome do Dia	Tel_Tabela		Tel_Tabela.Nome do Dia	20	5
Turno	Tel_Tabela		Tel_Tabela.Turno	21	5
Abandonada	Tel_Tabela	Sum	Sum(Tel_Tabela.Abandonada)	24	5
Abandonada	Tel_Tabela	Sum	Sum(Tel_Tabela.Abandonada <= 30)	25	5
Contrato	Smart_Portfolio	Min	Min(Smart_Portfolio.Contrato)	5	7
Servico	Smart_Portfolio	Min	Min(Smart_Portfolio.Servico)	6	7
Atividade	Smart_Portfolio	Min	Min(Smart_Portfolio.Atividade)	7	7
Sla	Smart_Portfolio	Min	Min(Smart_Portfolio.Sla)	8	7
Portal			_M_Port.M.Portal	9	7
Date	tb_Calendar		tb_Calendar.Date	12	7
Grupo_executor	F_Grupo		F_Grupo.Grupo_executor	13	7
Contrato	F_Contrato		F_Contrato.Contrato	14	7
Contrato	Smart_Portfolio		Smart_Portfolio.Contrato	17	7
Servico	Smart_Portfolio		Smart_Portfolio.Servico	17	7
Atividade	Smart_Portfolio		Smart_Portfolio.Atividade	17	7
Tipo_Demanda	Smart_Portfolio		Smart_Portfolio.Tipo_Demanda	17	7
Sla	Smart_Portfolio		Smart_Portfolio.Sla	17	7
Data	Smart_Portfolio		Smart_Portfolio.Data	17	7
Disponivel_Portal	Smart_Portfolio		Smart_Portfolio.Disponivel_Portal	17	7
Reten			_M_Reten.M.Total.Tickets.Reten	5	8
N1			_M_Reten.M.N1	6	8
Out			_M_Reten.M.Out	7	8
Out			_M_Reten.M.Reten.Out	8	8
Percent			_M_Reten.M.Reten.Percent	9	8
Date	tb_Calendar		tb_Calendar.Date	12	8
Atividade	CSC		Smart_Retencao N1 - CSC.Atividade	15	8
CITN1	CSC		Sum(Smart_Retencao N1 - CSC.CITN1)	15	8
OUTROS_GRUPOS	CSC		Sum(Smart_Retencao N1 - CSC.OUTROS_GRUPOS)	15	8
Reten			_M_Reten.M.Total.Tickets.Reten	15	8
Atividade	CSC		Smart_Retencao N1 - CSC.Atividade	16	8
Reten			_M_Reten.M.Total.Tickets.Reten	16	8
PO			_M_Conhec.M.Total.PO	5	9
PO			_M_Conhec.M.Total.PO	6	9
PO			_M_Conhec.M.Total.PO	7	9
Autores			_M_Conhec.M.Autores	8	9
Aprovadores			_M_Conhec.M.Aprovadores	9	9
Date	tb_Calendar		tb_Calendar.Date	12	9
pasta	Smart_Conhecimento		Smart_Conhecimento.pasta	13	9
status	Smart_Conhecimento		Smart_Conhecimento.status	14	9
pasta	Smart_Conhecimento		Smart_Conhecimento.pasta	17	9
Base	Smart_Conhecimento		Smart_Conhecimento.Base	17	9
datainicio	Smart_Conhecimento	Min	Min(Smart_Conhecimento.datainicio)	17	9

expira	Smart_Conhecimento	Min	Min(Smart_Conhecimento.expira)	17	9
autor	Smart_Conhecimento		Smart_Conhecimento.autor	18	9
PO			_M_Conhec.M.Total.PO	18	9
aprovador	Smart_Conhecimento		Smart_Conhecimento.aprovador	19	9
PO			_M_Conhec.M.Total.PO	19	9
idbaseconhecimento	Smart_Conhecimento	Sum	Sum(Smart_Conhecimento.idbaseconhecimento)	20	9
Base	Smart_Conhecimento		Smart_Conhecimento.Base	20	9
idbaseconhecimento	Smart_Conhecimento	Sum	Sum(Smart_Conhecimento.idbaseconhecimento)	21	9
Base	Smart_Conhecimento		Smart_Conhecimento.Base	21	9
Date	tb_Calendar		tb_Calendar.Date	7	10
Grupo_executor	F_Grupo		F_Grupo.Grupo_executor	8	10
Contrato	F_Contrato		F_Contrato.Contrato	9	10
INS02			_M_INS02.M.INS02	13	10
INS03			_M_INS03.M.INS03	14	10
INS03			_M_INS03.M.INS03	15	10
ILA			_M_INS05&06.M.ILA	16	10
ILA			_M_INS05&06.M.ILA	17	10
INS01			_M_INS01.M.INS01	48	10
Date	tb_Calendar		tb_Calendar.Date	7	11
Grupo_executor	F_Grupo		F_Grupo.Grupo_executor	8	11
Contrato	F_Contrato		F_Contrato.Contrato	9	11
INS02			_M_INS02.M.INS02	13	11
INS03			_M_INS03.M.INS03	14	11
INS03			_M_INS03.M.INS03	15	11
ILA			_M_INS05&06.M.ILA	16	11
ILA			_M_INS05&06.M.ILA	17	11
INS01			_M_INS01.M.INS01	48	11

List of Tables Used in Visuals:

Name
_M_INS02
_M_INS01
_M_INS05&06
Tel_Tabela
Smart_INS02
Smart_INS03
_M_INS03
tb_Calendar
Smart_INS01
F_Grupo
F_Contrato
Smart_Portfolio

_M_Port
_M_Reten
Smart_Retencao N1 - CSC
_M_Conhec
Smart_Conhecimento

List of Columns Not Used in Visuals:

[illegible]

[illegible]

[illegible]

Model: Dash_MJSP

Name	Description	Storage Mode	Source
Tel_Tabela		Import	<pre> let Fonte = PowerBI.Dataflows(null), #"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte[{workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"}][Data], #"81652db9-d1f0-4f86-b887-efc27f70ee61" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9"{{dataflowId="81652db9-d1f0-4f86-b887-efc27f70ee61"}}[Data], atendidas_Q1 = #"81652db9-d1f0-4f86-b887-efc27f70ee61"{{entity="atendidas_Q"}}[Data], #"Consulta Acrescentada" = Table.Combine({atendidas_Q1, atendidas_Q, #"atendidas_Q (2)", #"natendidas_Q (2)"}), "Linhas Filtradas" = Table.SelectRows(#"Consulta Acrescentada", each ([Fila] = "MJ" or [Fila] = "MJSP")), "Valor Substituído" = Table.ReplaceValue(#"Linhas Filtradas", "MJ", "MJSP", Replacer.ReplaceText, {"Fila"}), "Tipo Alterado" = Table.TransformColumnTypes(#"Valor Substituído", {{"Data Hora Inicio", type datetime}}), </pre>

			<pre>#"Linhas Classificadas" = Table.Sort(#"Tipo Alterado",{{"Data Hora Inicio", Order:Descending}}), #"Dividir Coluna por Delimitador" = Table.SplitColumn(#"Linhas Classificadas", "Espera", Splitter.SplitTextByDelimiter(" ", QuoteStyle.Csv), {"Espera.1", "Espera.2"}), #"Colunas Removidas" = Table.RemoveColumns(#"Dividir Coluna por Delimitador",{ "Espera.1"}), #"Dividir Coluna por Delimitador1" = Table.SplitColumn(#"Colunas Removidas", "Espera.2", Splitter.SplitTextByDelimiter(":", QuoteStyle.Csv), {"Espera.2.1", "Espera.2.2", "Espera.2.3"}), #"Colunas Renomeadas" = Table.RenameColumns(#"Dividir Coluna por Delimitador1",{{"Espera.2.1", "Hora"}, {"Espera.2.2", "Min"}, {"Espera.2.3", "Segundos"}}), #"Tipo Alterado1" = Table.TransformColumnTypes(#"Colunas Renomeadas",{{"Hora", Int64.Type}, {"Min", Int64.Type}, {"Segundos", Int64.Type}}, #"Personalização Adicionada" = Table.AddColumn(#"Tipo Alterado1", "Total Espera Segundos", each ([Hora]*3600)+([Min]*60)+[Segundos]), #"Colunas Removidas1" = Table.RemoveColumns(#"Personalização Adicionada",{ "Hora", "Min", "Segundos"}), #"Texto em Minúscula" = Table.TransformColumns(#"Dividir Coluna por Delimitador2",{{"Atendida por", Text.Lower, type text}}, #"Colocar Cada Palavra Em Maiúscula" = Table.TransformColumns(#"Texto em Minúscula",{{"Atendida por", Text.Proper, type text}}, #"Texto Aparado" = Table.TransformColumns(#"Colocar Cada Palavra Em Maiúscula",{{"Atendida por", Text.Trim, type text}}, #"Texto Limpo" = Table.TransformColumns(#"Texto Aparado",{{"Atendida por", Text.Clean, type text}}, #"Dividir Coluna por Delimitador2" = Table.SplitColumn(#"Texto Limpo", "Duração", Splitter.SplitTextByDelimiter(" ", QuoteStyle.Csv), {"Duração.1", "Duração.2"}), #"Colunas Removidas2" = Table.RemoveColumns(#"Dividir Coluna por Delimitador2",{ "Duração.1"}), #"Dividir Coluna por Delimitador3" = Table.SplitColumn(#"Colunas Removidas2", "Duração.2", Splitter.SplitTextByDelimiter(":", QuoteStyle.Csv), {"Duração.2.1", "Duração.2.2", "Duração.2.3"}), #"Colunas Renomeadas1" = Table.RenameColumns(#"Dividir Coluna por Delimitador3",{{"Duração.2.1", "Hora"}, {"Duração.2.2", "Min"}, {"Duração.2.3", "Seg"})), #"Tipo Alterado2" = Table.TransformColumnTypes(#"Colunas Renomeadas1",{{"Seg", Int64.Type}, {"Min", Int64.Type}, {"Hora", Int64.Type}}, #"Personalização Adicionada1" = Table.AddColumn(#"Tipo Alterado2", "Total Duracao Segundos", each ([Hora]*3600)+([Min]*60)+[Seg]), #"Colunas Removidas3" = Table.RemoveColumns(#"Personalização Adicionada1",{ "Hora", "Min", "Seg"}), #"Tipo Alterado3" = Table.TransformColumnTypes(#"Colunas Removidas3",{{"Total Espera Segundos", Int64.Type}, {"Total Duracao Segundos", Int64.Type}}, #"Início da Hora Inserido" = Table.AddColumn(#"Tipo Alterado3", "Início da Hora", each Time.StartOfHour([Data Hora Inicio]), type datetime), #"Hora Inserida" = Table.AddColumn(#"Início da Hora Inserido", "Hora", each Time.Hour([Início da Hora]), Int64.Type), #"Colunas Renomeadas2" = Table.RenameColumns(#"Hora Inserida",{{"Hora", "Intra Hora"}}), #"Data Inserida" = Table.AddColumn(#"Colunas Renomeadas2", "Data", each DateTime.Date([Data Hora Inicio]), type date), #"Personalização Adicionada2" = Table.AddColumn(#"Data Inserida", "Recebidas", each 1), #"Valor Substituído1" = Table.ReplaceValue(#"Personalização Adicionada2", "", "Abandonada", Replacer.ReplaceValue, {"Atendida por"}), #"Coluna Condicional Adicionada" = Table.AddColumn(#"Valor Substituído1", "Atendida", each if [Atendida por] <> "Abandonada" then 1 else 0), #"Coluna Condicional Adicionada1" = Table.AddColumn(#"Coluna Condicional Adicionada", "Abandonada", each if [Atendida por] = "Abandonada" then 1 else 0), #"Tipo Alterado4" = Table.TransformColumnTypes(#"Coluna Condicional Adicionada1",{{"Recebidas", Int64.Type}, {"Atendida", Int64.Type}, {"Abandonada", Int64.Type}}, #"Personalização Adicionada3" = Table.AddColumn(#"Tipo Alterado4", "Espera <= 30", each if [Total Espera Segundos] <= 30 then 1 else 0), #"Colunas Removidas4" = Table.RemoveColumns(#"Personalização Adicionada3",{ "Início da Hora"}), #"Tipo Alterado5" = Table.TransformColumnTypes(#"Colunas Removidas4",{{"Espera <= 30", Int64.Type}}, #"Personalização Adicionada4" = Table.AddColumn(#"Tipo Alterado5", "Atendida <= 30", each if [Atendida]+[#"Espera <= 30"] = 2 then 1 else 0), #"Tipo Alterado6" = Table.TransformColumnTypes(#"Personalização Adicionada4",{{"Atendida <= 30", Int64.Type}}, #"Coluna Condicional Adicionada2" = Table.AddColumn(#"Tipo Alterado6", "Turno", each if [Intra Hora] <= 12 then "AM" else "PM"), #"Personalização Adicionada5" = Table.AddColumn(#"Coluna Condicional Adicionada2", "Abandonada <= 30", each if [Abandonada]+[#"Espera <= 30"] = 2 then 1 else 0), #"Tipo Alterado7" = Table.TransformColumnTypes(#"Personalização Adicionada5",{{"Abandonada <= 30", Int64.Type}}, #"Nome do Dia Inserido" = Table.AddColumn(#"Tipo Alterado7", "Nome do Dia", each Date.DayOfWeekName([Data]), type text), #"Dia da Semana Inserido" = Table.AddColumn(#"Nome do Dia Inserido", "Dia da Semana", each Date.DayOfWeek([Data]), Int64.Type), #"Valor Substituído2" = Table.ReplaceValue(#"Dia da Semana Inserido", "MJSPSP", "MJSP", Replacer.ReplaceText, {"Fila"}) in #"Valor Substituído2"</pre>
M_INS05&06		Import	Row("Coluna", BLANK())
Smart_Conhecimento		Import	<pre>let Fonte = PowerBI.Dataflows(null), #"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte[workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"][Data], #"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9"[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"][Data], Smart_Conhecimento1 = #"c7d359aa-84a3-499c-b105-050efd70055c"[entity="Smart_Conhecimento"][Data], #"Tipo Alterado" = Table.TransformColumnTypes(Smart_Conhecimento1,{{"expira", type date}, {"atual", type date}}, #"Personalização Adicionada" = Table.AddColumn(#"Tipo Alterado", "Base", each [titulo]&"_v_"&[versao]), #"Personalização Adicionada1" = Table.AddColumn(#"Personalização Adicionada", "avencer.2", each [expira]-[atual]), #"Tipo Alterado1" = Table.TransformColumnTypes(#"Personalização Adicionada1",{{"avencer.2", Int64.Type}}, #"Coluna Condicional Adicionada" = Table.AddColumn(#"Tipo Alterado1", "avencer.3", each if [avencer.2] < 0 then "vencido" else if [avencer.2] < 30 then "sim" else "não"), #"Colunas Removidas" = Table.RemoveColumns(#"Coluna Condicional Adicionada",{ "avencer", "avencer.2"}), #"Colunas Renomeadas" = Table.RenameColumns(#"Colunas Removidas",{{"avencer.3", "avencer"}}), #"Tipo Alterado2" = Table.TransformColumnTypes(#"Colunas Renomeadas",{{"avencer", type text}}, #"Valor Substituído" = Table.ReplaceValue(#"Tipo Alterado2", "", "Sem aprovador", Replacer.ReplaceValue, {"aprovador"}), #"Valor Substituído1" = Table.ReplaceValue(#"Valor Substituído", "", "Sem autor", Replacer.ReplaceValue, {"autor"}) in #"Valor Substituído1"</pre>

Smart_INS01		Import	let Fonte = PowerBI.Dataflows(null), #"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte{[workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"]}[Data], #"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9"{[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"]}[Data], Smart_INS1 = #"c7d359aa-84a3-499c-b105-050efd70055c">{[entity="Smart_INS01"]}[Data], #"Tipo Alterado" = Table.TransformColumnTypes(Smart_INS1,{{"data_inicio", type datetime}, {"data_fim", type datetime}}), #"Data Inserida" = Table.AddColumn(#"Tipo Alterado", "Data", each DateTime.Date([data_fim]), type date), #"Linhas Classificadas" = Table.Sort(#"Data Inserida",{{"Data", Order.Descending}}), #"Valor Substituído" = Table.ReplaceValue(#"Linhas Classificadas", "N/A", "0", Replacer.ReplaceText, {"nota"}), #"Tipo Alterado1" = Table.TransformColumnTypes(#"Valor Substituído",{{"nota", Int64.Type}}), #"Consultas Mescladas" = Table.NestedJoin(#"Tipo Alterado1", {"atividade", "tipo_demanda"}, Smart_Portfolio, {"Atividade", "Tipo_Demanda"}, "Smart_Portfolio", JoinKind.LeftOuter), #"Smart_Portfolio Expandido" = Table.ExpandTableColumn(#"Consultas Mescladas", "Smart_Portfolio", {"Contrato"}, {"Contrato"}), #"Duplicatas Removidas" = Table.Distinct(#"Smart_Portfolio Expandido", {"ticket"}), #"Coluna Condicional Adicionada" = Table.AddColumn(#"Duplicatas Removidas", "N_Avalicao", each if [avaliacao] = "Sem Avaliação" then "4 - Bom" else [avaliacao]), #"Valor Substituído1" = Table.ReplaceValue(#"Coluna Condicional Adicionada", 0, 4, Replacer.ReplaceValue, {"nota"}) in #"Valor Substituído1"
Smart_INS02		Import	let Fonte = PowerBI.Dataflows(null), #"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte{[workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"]}[Data], #"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9"{[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"]}[Data], Smart_INS1 = #"c7d359aa-84a3-499c-b105-050efd70055c">{[entity="Smart_INS02"]}[Data], #"Coluna Condicional Adicionada" = Table.AddColumn(Smart_INS1, "Data", each if [filtro_datahorasolicitacao] = null then [filtro_datahorainiciosla] else [filtro_datahorasolicitacao]), #"Tipo Alterado" = Table.TransformColumnTypes(#"Coluna Condicional Adicionada",{{"Data", type date}}), #"Consultas Mescladas" = Table.NestedJoin(#"Tipo Alterado", {"atividade", "tipo_demanda"}, Smart_Portfolio, {"Atividade", "Tipo_Demanda"}, "Smart_Portfolio", JoinKind.LeftOuter), #"Smart_Portfolio Expandido" = Table.ExpandTableColumn(#"Consultas Mescladas", "Smart_Portfolio", {"Contrato"}, {"Contrato"}), #"Duplicatas Removidas" = Table.Distinct(#"Smart_Portfolio Expandido", {"ticket"}), #"Linhas Classificadas" = Table.Sort(#"Duplicatas Removidas",{{"Data", Order.Descending}}), #"Valor Substituído" = Table.ReplaceValue(#"Linhas Classificadas", null, "Sem contrato Definido", Replacer.ReplaceValue, {"Contrato"}) in #"Valor Substituído"
Smart_INS03		Import	let Fonte = PowerBI.Dataflows(null), #"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte{[workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"]}[Data], #"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9"{[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"]}[Data], Smart_INS1 = #"c7d359aa-84a3-499c-b105-050efd70055c">{[entity="Smart_INS03"]}[Data], #"Coluna Condicional Adicionada" = Table.AddColumn(Smart_INS1, "Data", each if [filtro_datahorasuspensaosla] = null then [filtro_datahorafim] else [filtro_datahorafim]), #"Tipo Alterado" = Table.TransformColumnTypes(#"Coluna Condicional Adicionada",{{"Data", type date}}), #"Consultas Mescladas" = Table.NestedJoin(#"Tipo Alterado", {"tickets"}, Smart_INS02, {"ticket"}, "Smart_INS02", JoinKind.LeftOuter), #"Smart_INS02 Expandido" = Table.ExpandTableColumn(#"Consultas Mescladas", "Smart_INS02", {"tipo_demanda", "Contrato"}, {"tipo_demanda", "Contrato"}), #"Tipo Alterado1" = Table.TransformColumnTypes(#"Smart_INS02 Expandido",{{"prioridade", type text}}), #"Personalização Adicionada" = Table.AddColumn(#"Tipo Alterado1", "Concat_Priori", each "Prioridade_ "&[prioridade]), #"Linhas Classificadas" = Table.Sort(#"Personalização Adicionada",{{"Data", Order.Descending}}), #"Tipo Alterado2" = Table.TransformColumnTypes(#"Linhas Classificadas",{{"prioridade", Int64.Type}}) in #"Tipo Alterado2"
Smart_Portfolio		Import	let Fonte = PowerBI.Dataflows(null), #"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte{[workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"]}[Data], #"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9"{[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"]}[Data], Smart_Portfolio1 = #"c7d359aa-84a3-499c-b105-050efd70055c">{[entity="Smart_Portfolio"]}[Data], #"Data Inserida" = Table.AddColumn(Smart_Portfolio1, "Data", each DateTime.Date([datainicio]), type date) in #"Data Inserida"
Smart_Retencao N1 - CSC		Import	let Fonte = PowerBI.Dataflows(null), #"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte{[workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"]}[Data], #"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9"{[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"]}[Data], #"Smart_Retencao N1 - CSC1" = #"c7d359aa-84a3-499c-b105-050efd70055c">{[entity="Smart_Retencao N1 - CSC"]}[Data], #"Data Inserida" = Table.AddColumn(#"Smart_Retencao N1 - CSC1", "Data", each DateTime.Date([datahorafim]), type date), #"Linhas Classificadas" = Table.Sort(#"Data Inserida",{{"Data", Order.Descending}})

			in #"Linhas Classificadas"
tb_Calendar		Import	CALENDAR(MIN(Smart_INS01[Data]) / MAX(Smart_INS01[Data]))
_M_INS01		Import	Row("Coluna", BLANK())
F_Grupo		Import	DISTINCT(Smart_Portfolio[Grupo_executor])
F_Contrato		Import	DISTINCT(Smart_Portfolio[Contrato])
_M_INS02		Import	Row("Coluna", BLANK())
_M_INS03		Import	Row("Coluna", BLANK())
_M_Port		Import	Row("Coluna", BLANK())
_M_Reten		Import	Row("Coluna", BLANK())
_M_Conhec		Import	0

List of Measures:

Measure Name	Table Name	Description	Expression	Dependency	Reverse Dependency
M.ILA30	_M_INS05&06		VAR Atendidas = SUM (Tel_Tabela[Atendida]) VAR Atendidas30 = SUM (Tel_Tabela[Atendida <= 30]) VAR ILA30 = Atendidas30 / Atendidas RETURN ILA30	►Measure: M.ILA30	▼Measure: M.ILA30
M.ILA	_M_INS05&06		VAR Recebidas = SUM (Tel_Tabela[Recebidas]) VAR Atendidas = SUM (Tel_Tabela[Atendida]) VAR AbandonadaLMT = SUM (Tel_Tabela[Abandonada <= 30]) VAR ILA = Atendidas / (Recebidas - AbandonadaLMT) RETURN ILA	►Measure: M.ILA	▼Measure: M.ILA
M.TME	_M_INS05&06		VAR result = AVERAGE (Tel_Tabela[Total Espera Segundos]) VAR hh = IF (LEN (ROUNDDOWN (result / 3600, 0)) = 1, "0" & ROUNDDOWN (result / 3600, 0	►Measure: M.TME	▼Measure: M.TME

```

    ),
    ROUNDDOWN (
        result / 3600,
        0
    )
)
)
VAR mm =
IF (
    LEN (
        ROUNDDOWN (
            ( result - ( hh * 3600 ) ) / 60,
            0
        )
    ) = 1,
    "0"
    & ROUNDDOWN (
        ( result - ( hh * 3600 ) ) / 60,
        0
    ),
    ROUNDDOWN (
        ( result - ( hh * 3600 ) ) / 60,
        0
    )
)
)
VAR ss =
IF (
    LEN (
        MOD (
            result - ( hh * 3600 ),
            60
        )
    ) = 1,
    "0"
    & MOD (
        result - ( hh * 3600 ),
        60
    ),
    MOD (
        result - ( hh * 3600 ),
        60
    )
)
)
RETURN
IF (
    hh & ":" & mm & ":"
    & ROUND (
        ss,
        0
    ) = ":",
    BLANK (),
    hh & ":" & mm & ":"
    & IF (
        LEN (
            ROUNDUP (
                ss,
                0
            )
        ) = 1,
        "0"
        & ROUNDDOWN (
            ss,
            0
        )
    )
)

```

			<pre>), ROUNDOWN (ss, 0)))</pre>		
M.TMA	_M_INS05&06		<pre>VAR result = AVERAGE (Tel_Tabela[Total Duracao Segundos]) VAR hh = IF (LEN (ROUNDOWN (result / 3600, 0)) = 1, "0" & ROUNDOWN (result / 3600, 0), ROUNDOWN (result / 3600, 0)) VAR mm = IF (LEN (ROUNDOWN ((result - (hh * 3600)) / 60, 0)) = 1, "0" & ROUNDOWN ((result - (hh * 3600)) / 60, 0), ROUNDOWN ((result - (hh * 3600)) / 60, 0)) VAR ss = IF (LEN (MOD (result - (hh * 3600), 60)) = 1, "0" & MOD (result - (hh * 3600), 60), MOD (result - (hh * 3600), 60))</pre>	►Measure: M.TMA▼	Measure: M.TMA

			<pre>) RETURN IF (hh & ":" & mm & ":" & ROUND (ss, 0) = ":", BLANK (), hh & ":" & mm & ":" & IF (LEN (ROUNDUP (ss, 0)) = 1, "0" & ROUNDDOWN (ss, 0), ROUNDDOWN (ss, 0))))</pre>		
M.Count.Ticket.INS01	_M_INS01		DISTINCTCOUNT (Smart_INS01[ticket])	►Measure: M.Count.Ticket.INS01 ▼	►Measure: M.Count.Ticket.INS01 ▼
M.Taxa.Int	_M_INS01		<pre>VAR TotalTickets = _M_INS01[M.Count.Ticket.INS01] VAR NAvaliadas = CALCULATE (DISTINCTCOUNT (Smart_INS01[ticket]), FILTER (Smart_INS01, Smart_INS01[avaliacao] <> "Sem Avaliação")) VAR Taxa = IF (ISBLANK (NAvaliadas / TotalTickets), "N/A", NAvaliadas / TotalTickets) RETURN Taxa</pre>	►Measure: M.Taxa.Int ▼	▼Measure: M.Taxa.Int
M.Soma.Notas	_M_INS01		<pre>_M_INS01[M.Count.Ticket.INS01] * AVERAGE (Smart_INS01[nota])</pre>	►Measure: M.Soma.Notas ▼	Measure: M.Soma.Notas
M.INS01	_M_INS01		<pre>VAR Ruim = CALCULATE (_M_INS01[M.Count.Ticket.INS01], FILTER (Smart_INS01, Smart_INS01[avaliacao] = "1 - Ruim")) * 1 VAR A_M = CALCULATE (_M_INS01[M.Count.Ticket.INS01], FILTER (</pre>	►Measure: M.INS01 ▼	Measure: M.INS01

			<pre> Smart_INS01, Smart_INS01[avaliacao] = "2 - Abaixo da média")) * 2 VAR Media = CALCULATE (_M_INS01[M.Count.Ticket.INS01], FILTER (Smart_INS01, Smart_INS01[avaliacao] = "3 - Média")) * 3 VAR Bom = CALCULATE (_M_INS01[M.Count.Ticket.INS01], FILTER (Smart_INS01, Smart_INS01[N_Avalicao] = "4 - Bom")) * 4 VAR Exclt = CALCULATE (_M_INS01[M.Count.Ticket.INS01], FILTER (Smart_INS01, Smart_INS01[avaliacao] = "5 - Excelente")) * 5 VAR Soma = Ruim + A_M + Media + Bom + Exclt VAR TotalAva = _M_INS01[M.Count.Ticket.INS01] VAR ins_01 = IF (ISBLANK (Soma / TotalAva), "N/A", Soma / TotalAva) RETURN ins_01 </pre>		
M.Taxa.Positivas	_M_INS01		<pre> VAR SNotas = CALCULATE (DISTINCTCOUNT (Smart_INS01[ticket]), FILTER (Smart_INS01, Smart_INS01[avaliacao] = "Sem Avaliação")) VAR TotalAva = CALCULATE (DISTINCTCOUNT (Smart_INS01[ticket]), FILTER (Smart_INS01, Smart_INS01[avaliacao] <> "Sem Avaliação")) VAR Positivas = CALCULATE (DISTINCTCOUNT (Smart_INS01[ticket]), FILTER (Smart_INS01, Smart_INS01[avaliacao] = "5 - Excelente" Smart_INS01[avaliacao] = "4 - Bom")) </pre>	►Measure: M.Taxa.Positivas	▼Measure: M.Taxa.Positivas

			<pre>) VAR TPositivas = IF (ISBLANK (Positivas / TotalAva), "N/A", Positivas / TotalAva) RETURN TPositivas</pre>		
M.INS01.S.Notas	_M_INS01		<pre>VAR Ruim = CALCULATE (_M_INS01[M.Count.Ticket.INS01], FILTER (Smart_INS01, Smart_INS01[avaliacao] = "1 - Ruim")) * 1 VAR A_M = CALCULATE (_M_INS01[M.Count.Ticket.INS01], FILTER (Smart_INS01, Smart_INS01[avaliacao] = "2 - Abaixo da média")) * 2 VAR Media = CALCULATE (_M_INS01[M.Count.Ticket.INS01], FILTER (Smart_INS01, Smart_INS01[avaliacao] = "3 - Média")) * 3 VAR Bom = CALCULATE (_M_INS01[M.Count.Ticket.INS01], FILTER (Smart_INS01, Smart_INS01[N_Avalicao] = "4 - Bom")) * 4 VAR Exdt = CALCULATE (_M_INS01[M.Count.Ticket.INS01], FILTER (Smart_INS01, Smart_INS01[avaliacao] = "5 - Excelente")) * 5 VAR Soma = Ruim + A_M + Media + Bom + Exdt RETURN Soma</pre>	►Measure: M.INS01.S.Notas ▼	Measure: M.INS01.S.Notas
M.Total.Tickets	_M_INS02		DISTINCTCOUNT (Smart_INS02[ticket])	►Measure: M.Total.Tickets ▼	Measure: M.Total.Tickets
M.Total.Grupo	_M_INS02		DISTINCTCOUNT (Smart_INS02[grupo_captura])	►Measure: M.Total.Grupo ▼	Measure: M.Total.Grupo
M.INS02	_M_INS02		1	Measure: M.INS02	Measure: M.INS02
M.Total.SLA	_M_INS03		DISTINCTCOUNT (Smart_INS03[tickets])	►Measure: M.Total.SLA ▼	►Measure: M.Total.SLA ▼
M.Total.Prazo	_M_INS03		IF (ISBLANK (►Measure: M.Total.Prazo ▼	►Measure: M.Total.Prazo ▼

			<pre> CALCULATE (DISTINCTCOUNT (Smart_INS03[tickets]), FILTER (Smart_INS03, Smart_INS03[noprazo] = 1))), 0, CALCULATE (DISTINCTCOUNT (Smart_INS03[tickets]), FILTER (Smart_INS03, Smart_INS03[noprazo] = 1))))</pre>		
M.Total.Fora	_M_INS03		<pre>IF (ISBLANK (CALCULATE (DISTINCTCOUNT (Smart_INS03[tickets]), FILTER (Smart_INS03, Smart_INS03[noprazo] = 0))), 0, CALCULATE (DISTINCTCOUNT (Smart_INS03[tickets]), FILTER (Smart_INS03, Smart_INS03[noprazo] = 0))))</pre>	►Measure: M.Total.Fora ▼	►Measure: M.Total.Fora ▼
M.INS03	_M_INS03		<pre>IF (ISBLANK ([M.Total.Prazo] / [M.Total.SLA]), "N/A", [M.Total.Prazo] / [M.Total.SLA]))</pre>	►Measure: M.INS03 ▼	Measure: M.INS03
M.Fora.Percent	_M_INS03		<pre>IF (ISBLANK ([M.Total.Fora] / [M.Total.SLA]), "N/A", [M.Total.Fora] / [M.Total.SLA]))</pre>	►Measure: M.Fora.Percent ▼	Measure: M.Fora.Percent
M.Portal	_M_Port		<pre>IF (ISBLANK (CALCULATE (DISTINCTCOUNT (Smart_Portfolio[idAtividade]), FILTER (Smart_Portfolio, Smart_Portfolio[Disponivel_Portal] = "Sim"))), 0, CALCULATE (DISTINCTCOUNT (Smart_Portfolio[idAtividade]), FILTER (</pre>	►Measure: M.Portal ▼	Measure: M.Portal

			Smart_Portfolio, Smart_Portfolio[Disponivel_Portal] = "Sim")))		
M.Total.Tickets.Reten	_M_Reten		DISTINCTCOUNT ('Smart_Retencao N1 - CSC'[Ticket])	►Measure: M.Total.Tickets.Reten ▼	►Measure: M.Total.Tickets.Reten ▼
M.N1	_M_Reten		SUM ('Smart_Retencao N1 - CSC'[CITN1])	►Measure: M.N1 ▼	►Measure: M.N1 ▼
M.Out	_M_Reten		SUM ('Smart_Retencao N1 - CSC'[OUTROS_GRUPOS])	►Measure: M.Out ▼	►Measure: M.Out ▼
M.Reten.Percent	_M_Reten		_M_Reten[M.N1] / _M_Reten[M.Total.Tickets.Reten]	►Measure: M.Reten.Percent ▼	Measure: M.Reten.Percent
M.Reten.Out	_M_Reten		[M.Out] / _M_Reten[M.Total.Tickets.Reten]	►Measure: M.Reten.Out ▼	Measure: M.Reten.Out
M.Total.PO	_M_Conhec		DISTINCTCOUNT (Smart_Conhecimento[idbaseconhecimento])	►Measure: M.Total.PO ▼	Measure: M.Total.PO
M.Autores	_M_Conhec		DISTINCTCOUNT (Smart_Conhecimento[autor])	►Measure: M.Autores ▼	Measure: M.Autores
M.Aprovadores	_M_Conhec		DISTINCTCOUNT (Smart_Conhecimento[aprovador])	►Measure: M.Aprovadores ▼	Measure: M.Aprovadores

List of Columns for Table Tel_Tabela:

Column Name	Description	Calculated Column	Expression
Originador			
Fila			
Desconexão			
Atendida por			
Data Hora Inicio			
Total Espera Segundos			
Total Duracao Segundos			
Intra Hora			
Data			
Recebidas			
Atendida			
Abandonada			
Espera <= 30			
Atendida <= 30			
Turno			
Abandonada <= 30			
Nome do Dia			
Dia da Semana			

List of Columns for Table _M_INS05&06:

Column Name	Description	Calculated Column	Expression
Coluna			

List of Columns for Table Smart_Conhecimento:

Column Name	Description	Calculated Column	Expression
titulo			
pasta			
versao			
datainicio			
datapublicacao			
aprovador			
autor			
expira			
atual			
vencido			
idbaseconhecimento			
status			
Base			
avencer			

List of Columns for Table Smart_INS01:

Column Name	Description	Calculated Column	Expression

ticket			
atividade			
tipo_demanda			
prioridade			
data_inicio			
data_fim			
solicitante			
tecnico_solucionador			
grupo_responsavel			
nota			
avaliacao			
comentario			
data_pesquisa			
Data			
Contrato			
N_Avalicao			

List of Columns for Table Smart_INS02:

Column Name	Description	Calculated Column	Expression
ticket			
filtro_datahorainiciosla			
filtro_datahorasolicitacao			
situacao			
atividade			
tipo_demanda			
prioridade			
sla_captura			
data_abertura			
data_captura			
tempo_captura			
no_prazo			
solicitante			
grupo_captura			
responsavel_captura			
Data			

Contrato			
origem			

List of Columns for Table Smart_INS03:

Column Name	Description	Calculated Column	Expression
total			
tickets			
ans			
filtro_datahorasuspensaosla			
filtro_datahorafim			
foraprazo			
noprazo			
atividade			
nome			
Data			
Contrato			
prioridade			
tipo_demanda			
Concat_Priori			

List of Columns for Table Smart_Portfolio:

Column Name	Description	Calculated Column	Expression
idcontrato			
Contrato			
idportfolioservico			
Portfolio			
idServico			
Servico			
idAtividade			

Atividade			
datainicio			
Tipo_Demanda			
Sla			
idGrupo			
Grupo_executor			
Calendario			
Conhecimento_Associado			
Disponivel_Portal			
Data			

List of Columns for Table Smart_Retencao N1 - CSC:

Column Name	Description	Calculated Column	Expression
Ticket			
datahorafim			
Atividade			
CITN1			
OUTROS_GRUPOS			
Data			

List of Columns for Table tb_Calendar:

Column Name	Description	Calculated Column	Expression
Date			

List of Columns for Table _M_INS01:

Column Name	Description	Calculated Column	Expression
Coluna			

List of Columns for Table F_Grupo:

Column Name	Description	Calculated Column	Expression
Grupo_executor			

List of Columns for Table F_Contrato:

Column Name	Description	Calculated Column	Expression
Contrato			

List of Columns for Table _M_INS02:

Column Name	Description	Calculated Column	Expression
Coluna			

List of Columns for Table _M_INS03:

Column Name	Description	Calculated Column	Expression
Coluna			

List of Columns for Table _M_Port:

Column Name	Description	Calculated Column	Expression
Coluna			

List of Columns for Table _M_Reten:

Column Name	Description	Calculated Column	Expression
Coluna			

List of Columns for Table _M_Conhec:

Column Name	Description	Calculated Column	Expression
Coluna			

List of Roles:

Role Name	Table Name	Description	Expression
-----------	------------	-------------	------------

Relationships:

Name	CrossFilteringBehavior	FromCardinality	FromColumn	FromTable	IsActive	IsRemoved	JoinOnDateBehavior	RelyOnReferentialIntegrity	SecurityFilteringBehavior	State	ToCardinality	ToColumn	ToTable
3704209d-3a20-41aa-bd1f-989ffd7df04a	OneDirection	Many	Data	Smart_INS01	True	False	DateAndTime	False	OneDirection	Ready	One	Date	tb_Calend
78634106-5ef9-467e-a9b5-a0d720252057	OneDirection	Many	grupo_responsavel	Smart_INS01	True	False	DateAndTime	False	OneDirection	Ready	One	Grupo_executor	F_Grupo
ed0d587c-424f-4b26-a2ba-87bb1b26700a	OneDirection	Many	Contrato	Smart_INS01	True	False	DateAndTime	False	OneDirection	Ready	One	Contrato	F_Contra
e28c1992-1753-46b3-b170-51423aed2d6e	OneDirection	Many	Data	Smart_INS02	True	False	DateAndTime	False	OneDirection	Ready	One	Date	tb_Calend
f530ebca-e376-4a17-92df-1b1526e4749c	OneDirection	Many	grupo_captura	Smart_INS02	True	False	DateAndTime	False	OneDirection	Ready	One	Grupo_executor	F_Grupo
4de95029-2181-413e-ac15-28370ba9480e	OneDirection	Many	Contrato	Smart_INS02	True	False	DateAndTime	False	OneDirection	Ready	One	Contrato	F_Contra
61857d7a-c53f-4f7b-96db-93f8c103ef7b	OneDirection	Many	Data	Smart_INS03	True	False	DateAndTime	False	OneDirection	Ready	One	Date	tb_Calend
52953a02-2b38-4e7e-8caa-b3d57bc2052d	OneDirection	Many	nome	Smart_INS03	True	False	DateAndTime	False	OneDirection	Ready	One	Grupo_executor	F_Grupo
045da887-4d3a-4b64-8e23-22904ef43d4d	OneDirection	Many	Contrato	Smart_INS03	True	False	DateAndTime	False	OneDirection	Ready	One	Contrato	F_Contra
e3a399b9-7306-4c14-b4e8-84f2f6d21b12	OneDirection	Many	Data	Smart_Portfolio	True	False	DateAndTime	False	OneDirection	Ready	One	Date	tb_Calend
ec7f55ad-0765-4e4f-b761-a795d051578c	OneDirection	Many	Grupo_executor	Smart_Portfolio	True	False	DateAndTime	False	OneDirection	Ready	One	Grupo_executor	F_Grupo
3ac517d2-f100-4b8b-	OneDirection	Many	Contrato	Smart_Portfolio	True	False	DateAndTime	False	OneDirection	Ready	One	Contrato	F_Contra

9cd0-11d8d98dfccf														
637da010-e90c-4565-bf1e-2b5649f8af9d	OneDirection	Many	Data	Smart_Retencao N1 - CSC	True	False	DateAndTime	False		OneDirection	Ready	One	Date	tb_Caler
eb240d12-e57b-42bf-af54-bc06a9adf5e7	OneDirection	Many	expira	Smart_Conhecimento	True	False	DateAndTime	False		OneDirection	Ready	One	Date	tb_Caler
89241c2e-2144-4fc5-a0a7-c24ddaa0f414	OneDirection	Many	Data	Tel_Tabela	True	False	DateAndTime	False		OneDirection	Ready	One	Date	tb_Caler

M (Power Query) Script:

Tel_Tabela-7e34f105-7db7-4adb-80ac-f1088f3a9346

let

```
Fonte = PowerBI.Dataflows(null),

#"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte[{workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"}][Data],

#"81652db9-d1f0-4f86-b887-efc27f70ee61" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9" {[dataflowId="81652db9-d1f0-4f86-b887-efc27f70ee61"}][Data],

atendidas_Q1 = #"81652db9-d1f0-4f86-b887-efc27f70ee61" {[entity="atendidas_Q"}][Data],

#"Consulta Acrescentada" = Table.Combine({atendidas_Q1, natendidas_Q, #"atendidas_Q (2)", #"natendidas_Q (2)"}),

#"Linhas Filtradas" = Table.SelectRows(#"Consulta Acrescentada", each ([Fila] = "MJ" or [Fila] = "MJSP")),

#"Valor Substituído" = Table.ReplaceValue(#"Linhas Filtradas", "MJ", "MJSP", Replacer.ReplaceText, { "Fila" }),

#"Tipo Alterado" = Table.TransformColumnTypes(#"Valor Substituído", {{"Data Hora Inicio", type datetime}}),

#"Linhas Classificadas" = Table.Sort(#"Tipo Alterado", {{"Data Hora Inicio", Order.Descending}}),

#"Dividir Coluna por Delimitador" = Table.SplitColumn(#"Linhas Classificadas", "Espera", Splitter.SplitTextByDelimiter(" ", QuoteStyle.Csv), {"Espera.1", "Espera.2"}),

#"Colunas Removidas" = Table.RemoveColumns(#"Dividir Coluna por Delimitador", {"Espera.1"}),

#"Dividir Coluna por Delimitador1" = Table.SplitColumn(#"Colunas Removidas", "Espera.2", Splitter.SplitTextByDelimiter(":", QuoteStyle.Csv), {"Espera.2.1", "Espera.2.2", "Espera.2.3"}),

#"Colunas Renomeadas" = Table.RenameColumns(#"Dividir Coluna por Delimitador1", {{"Espera.2.1", "Hora"}, {"Espera.2.2", "Min"}, {"Espera.2.3", "Segundos"}}),

#"Tipo Alterado1" = Table.TransformColumnTypes(#"Colunas Renomeadas", {{"Hora", Int64.Type}, {"Min", Int64.Type}, {"Segundos", Int64.Type}}),

#"Personalização Adicionada" = Table.AddColumn(#"Tipo Alterado1", "Total Espera Segundos", each ([Hora]*3600)+([Min]*60)+[Segundos]),

#"Colunas Removidas1" = Table.RemoveColumns(#"Personalização Adicionada", {"Hora", "Min", "Segundos"}),

#"Texto em Minúscula" = Table.TransformColumns(#"Colunas Removidas1", {{"Atendida por", Text.Lower, type text}}),
```

```
#"Colocar Cada Palavra Em Maiúscula" = Table.TransformColumnns(#"Texto em Minúscula",{{"Atendida por", Text.Proper, type text}}),

#"Texto Aparado" = Table.TransformColumnns(#"Colocar Cada Palavra Em Maiúscula",{{"Atendida por", Text.Trim, type text}}),

#"Texto Limpo" = Table.TransformColumnns(#"Texto Aparado",{{"Atendida por", Text.Clean, type text}}),

#"Dividir Coluna por Delimitador2" = Table.SplitColumn(#"Texto Limpo", "Duração", Splitter.SplitTextByDelimiter(" ", QuoteStyle.Csv), {"Duração.1", "Duração.2"}),

#"Colunas Removidas2" = Table.RemoveColumnns(#"Dividir Coluna por Delimitador2",{ "Duração.1"}),

#"Dividir Coluna por Delimitador3" = Table.SplitColumn(#"Colunas Removidas2", "Duração.2", Splitter.SplitTextByDelimiter(":", QuoteStyle.Csv), {"Duração.2.1", "Duração.2.2", "Duração.2.3"}),

#"Colunas Renomeadas1" = Table.RenameColumnns(#"Dividir Coluna por Delimitador3",{{"Duração.2.1", "Hora"}, {"Duração.2.2", "MIn"}, {"Duração.2.3", "Seg"}}),

#"Tipo Alterado2" = Table.TransformColumnTypes(#"Colunas Renomeadas1",{{"Seg", Int64.Type}, {"MIn", Int64.Type}, {"Hora", Int64.Type}}),

#"Personalização Adicionada1" = Table.AddColumn(#"Tipo Alterado2", "Total Duracao Segundos", each ([Hora]*3600)+([MIn]*60)+[Seg]),

#"Colunas Removidas3" = Table.RemoveColumnns(#"Personalização Adicionada1",{ "Hora", "MIn", "Seg"}),

#"Tipo Alterado3" = Table.TransformColumnTypes(#"Colunas Removidas3",{{"Total Espera Segundos", Int64.Type}, {"Total Duracao Segundos", Int64.Type}}),

#"Início da Hora Inserido" = Table.AddColumn(#"Tipo Alterado3", "Início da Hora", each Time.StartOffHour([Data Hora Inicio]), type datetime),

#"Hora Inserida" = Table.AddColumn(#"Início da Hora Inserido", "Hora", each Time.Hour([Início da Hora]), Int64.Type),

#"Colunas Renomeadas2" = Table.RenameColumnns(#"Hora Inserida",{{"Hora", "Intra Hora"}}),

#"Data Inserida" = Table.AddColumn(#"Colunas Renomeadas2", "Data", each DateTime.Date([Data Hora Inicio]), type date),

#"Personalização Adicionada2" = Table.AddColumn(#"Data Inserida", "Recebidas", each 1),

#"Valor Substituído1" = Table.ReplaceValue(#"Personalização Adicionada2","", "Abandonada",Replacer.ReplaceValue,{"Atendida por"}),

#"Coluna Condicional Adicionada" = Table.AddColumn(#"Valor Substituído1", "Atendida", each if [Atendida por] <> "Abandonada" then 1 else 0),

#"Coluna Condicional Adicionada1" = Table.AddColumn(#"Coluna Condicional Adicionada", "Abandonada", each if [Atendida por] = "Abandonada" then 1 else 0),

#"Tipo Alterado4" = Table.TransformColumnTypes(#"Coluna Condicional Adicionada1",{{"Recebidas", Int64.Type}, {"Atendida", Int64.Type}, {"Abandonada", Int64.Type}}),

#"Personalização Adicionada3" = Table.AddColumn(#"Tipo Alterado4", "Espera <= 30", each if [Total Espera Segundos] <= 30 then 1 else 0),

#"Colunas Removidas4" = Table.RemoveColumnns(#"Personalização Adicionada3",{ "Início da Hora"}),

#"Tipo Alterado5" = Table.TransformColumnTypes(#"Colunas Removidas4",{{"Espera <= 30", Int64.Type}}),

#"Personalização Adicionada4" = Table.AddColumn(#"Tipo Alterado5", "Atendida <= 30", each if [Atendida]+[#"Espera <= 30"] = 2 then 1 else 0),

#"Tipo Alterado6" = Table.TransformColumnTypes(#"Personalização Adicionada4",{{"Atendida <= 30", Int64.Type}}),

#"Coluna Condicional Adicionada2" = Table.AddColumn(#"Tipo Alterado6", "Turno", each if [Intra Hora] <= 12 then "AM" else "PM"),

#"Personalização Adicionada5" = Table.AddColumn(#"Coluna Condicional Adicionada2", "Abandonada <= 30", each if [Abandonada]+[#"Espera <= 30"] = 2 then 1 else 0),

#"Tipo Alterado7" = Table.TransformColumnTypes(#"Personalização Adicionada5",{{"Abandonada <= 30", Int64.Type}}),

#"Nome do Dia Inserido" = Table.AddColumn(#"Tipo Alterado7", "Nome do Dia", each Date.DayOfWeekName([Data]), type text),

#"Dia da Semana Inserido" = Table.AddColumn(#"Nome do Dia Inserido", "Dia da Semana", each Date.DayOfWeek([Data]), Int64.Type),

#"Valor Substituído2" = Table.ReplaceValue(#"Dia da Semana Inserido", "MJSPSP", "MJSP",Replacer.ReplaceText,{"Fila"})
```

in

```
#"Valor Substituído2"
```

Row("Coluna", BLANK()))

Smart_Conhecimento-ced3fa66-7866-49e0-b4ba-3f74dc3100ae

let

Fonte = PowerBI.Dataflows(null),

#"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte[{workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"}][Data],

#"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9" {[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"}][Data],

Smart_Conhecimento1 = #"c7d359aa-84a3-499c-b105-050efd70055c" {[entity="Smart_Conhecimento"}][Data],

#"Tipo Alterado" = Table.TransformColumnTypes(Smart_Conhecimento1,{{"expira", type date}, {"atual", type date}}),

#"Personalização Adicionada" = Table.AddColumn(#"Tipo Alterado", "Base", each [titulo]&"_v_"&[versao]),

#"Personalização Adicionada1" = Table.AddColumn(#"Personalização Adicionada", "avencer.2", each [expira]-[atual]),

#"Tipo Alterado1" = Table.TransformColumnTypes(#"Personalização Adicionada1",{{"avencer.2", Int64.Type}}),

#"Coluna Condicional Adicionada" = Table.AddColumn(#"Tipo Alterado1", "avencer.3", each if [avencer.2] < 0 then "vencido" else if [avencer.2] < 30 then "sim" else "não"),

#"Colunas Removidas" = Table.RemoveColumns(#"Coluna Condicional Adicionada",{ "avencer", "avencer.2"}),

#"Colunas Renomeadas" = Table.RenameColumns(#"Colunas Removidas",{{"avencer.3", "avencer"}}),

#"Tipo Alterado2" = Table.TransformColumnTypes(#"Colunas Renomeadas",{{"avencer", type text}}),

#"Valor Substituído" = Table.ReplaceValue(#"Tipo Alterado2", "", "Sem aprovador", Replacer.ReplaceValue,{"aprovador"}),

#"Valor Substituído1" = Table.ReplaceValue(#"Valor Substituído", "", "Sem autor", Replacer.ReplaceValue,{"autor"})

in

#"Valor Substituído1"

Smart_INS01-de85075f-be96-4d35-bd2d-2a6cd81c55cc

let

Fonte = PowerBI.Dataflows(null),

#"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte[{workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"}][Data],

#"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9" {[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"}][Data],

Smart_INS1 = #"c7d359aa-84a3-499c-b105-050efd70055c" {[entity="Smart_INS01"}][Data],

#"Tipo Alterado" = Table.TransformColumnTypes(Smart_INS1,{{"data_inicio", type datetime}, {"data_fim", type datetime}}),

#"Data Inserida" = Table.AddColumn(#"Tipo Alterado", "Data", each DateTime.Date([data_fim]), type date),

#"Linhas Classificadas" = Table.Sort(#"Data Inserida",{{"Data", Order.Descending}}),

```
#"Valor Substituído" = Table.ReplaceValue(#"Linhas Classificadas", "N/A", "0", Replacer.ReplaceText, {"nota"}),

#"Tipo Alterado1" = Table.TransformColumnTypes(#"Valor Substituído", {{"nota", Int64.Type}}),

#"Consultas Mescladas" = Table.NestedJoin(#"Tipo Alterado1", {"atividade", "tipo_demanda"}, Smart_Portfolio, {"Atividade", "Tipo_Demanda"}, "Smart_Portfolio", JoinKind.LeftOuter),

#"Smart_Portfolio Expandido" = Table.ExpandTableColumn(#"Consultas Mescladas", "Smart_Portfolio", {"Contrato"}, {"Contrato"}),

#"Duplicatas Removidas" = Table.Distinct(#"Smart_Portfolio Expandido", {"ticket"}),

#"Coluna Condicional Adicionada" = Table.AddColumn(#"Duplicatas Removidas", "N_Avalicao", each if [avaliacao] = "Sem Avaliação" then "4 - Bom" else [avaliacao]),

#"Valor Substituído1" = Table.ReplaceValue(#"Coluna Condicional Adicionada", 0, 4, Replacer.ReplaceValue, {"nota"})
```

in

#"Valor Substituído1"

Smart_INS02-3e268c58-a4c6-41d2-a262-e7ea223f2370

let

```
Fonte = PowerBI.Dataflows(null),

#"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte {[workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"]}[Data],

#"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9" {[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"]}[Data],

Smart_INS1 = #"c7d359aa-84a3-499c-b105-050efd70055c" {[entity="Smart_INS02"]}[Data],

#"Coluna Condicional Adicionada" = Table.AddColumn(Smart_INS1, "Data", each if [filtro_datahorasolicitacao] = null then [filtro_datahorainiciosla] else [filtro_datahorasolicitacao]),

#"Tipo Alterado" = Table.TransformColumnTypes(#"Coluna Condicional Adicionada", {{"Data", type date}}),

#"Consultas Mescladas" = Table.NestedJoin(#"Tipo Alterado", {"atividade", "tipo_demanda"}, Smart_Portfolio, {"Atividade", "Tipo_Demanda"}, "Smart_Portfolio", JoinKind.LeftOuter),

#"Smart_Portfolio Expandido" = Table.ExpandTableColumn(#"Consultas Mescladas", "Smart_Portfolio", {"Contrato"}, {"Contrato"}),

#"Duplicatas Removidas" = Table.Distinct(#"Smart_Portfolio Expandido", {"ticket"}),

#"Linhas Classificadas" = Table.Sort(#"Duplicatas Removidas", {{"Data", Order.Descending}}),

#"Valor Substituído" = Table.ReplaceValue(#"Linhas Classificadas", null, "Sem contrato Definido", Replacer.ReplaceValue, {"Contrato"})
```

in

#"Valor Substituído"

Smart_INS03-6d668d07-56ae-419a-913d-355e4c763841

let

```
Fonte = PowerBI.Dataflows(null),

#"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte {[workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"]}[Data],

#"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9" {[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"]}[Data],
```

```
Smart_INS1 = #"c7d359aa-84a3-499c-b105-050efd70055c"{[entity="Smart_INS03"]}[Data],

#"Coluna Condicional Adicionada" = Table.AddColumn(Smart_INS1, "Data", each if [filtro_datahorafim] = null then [filtro_datahorasuspensaosla] else [filtro_datahorafim]),

#"Tipo Alterado" = Table.TransformColumnTypes(#"Coluna Condicional Adicionada",{{"Data", type date}}),

#"Consultas Mescladas" = Table.NestedJoin(#"Tipo Alterado", {"tickets"}, Smart_INS02, {"ticket"}, "Smart_INS02", JoinKind.LeftOuter),

#"Smart_INS02 Expandido" = Table.ExpandTableColumn(#"Consultas Mescladas", "Smart_INS02", {"tipo_demanda", "Contrato"}, {"tipo_demanda", "Contrato"}),

#"Tipo Alterado1" = Table.TransformColumnTypes(#"Smart_INS02 Expandido",{{"prioridade", type text}}),

#"Personalização Adicionada" = Table.AddColumn(#"Tipo Alterado1", "Concat_Priori", each "Prioridade_"&[prioridade]),

#"Linhas Classificadas" = Table.Sort(#"Personalização Adicionada",{{"Data", Order.Descending}}),

#"Tipo Alterado2" = Table.TransformColumnTypes(#"Linhas Classificadas",{{"prioridade", Int64.Type}})
```

in

#"Tipo Alterado2"

Smart_Portfolio-10e43939-f760-4db4-a8f2-abe3e7c30e50

let

```
Fonte = PowerBI.Dataflows(null),

#"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte{[workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"]}[Data],

#"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9"{[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"]}[Data],

Smart_Portfolio1 = #"c7d359aa-84a3-499c-b105-050efd70055c"{[entity="Smart_Portfolio"]}[Data],

#"Data Inserida" = Table.AddColumn(Smart_Portfolio1, "Data", each DateTime.Date([datainicio]), type date)
```

in

#"Data Inserida"

Smart_Retencao N1 - CSC-79645f38-f609-4422-b8b4-bc9d6bc31ef6

let

```
Fonte = PowerBI.Dataflows(null),

#"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte{[workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"]}[Data],

#"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9"{[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"]}[Data],

#"Smart_Retencao N1 - CSC1" = #"c7d359aa-84a3-499c-b105-050efd70055c"{[entity="Smart_Retencao N1 - CSC"]}[Data],

#"Data Inserida" = Table.AddColumn(#"Smart_Retencao N1 - CSC1", "Data", each DateTime.Date([datahorafim]), type date),

#"Linhas Classificadas" = Table.Sort(#"Data Inserida",{{"Data", Order.Descending}})
```

in

#"Linhas Classificadas"

tb_Calendar-8089212a-260a-4a3a-8d9f-67d988238978

CALENDAR(
MIN(Smart_INS01[Data])
,
MAX(Smart_INS01[Data])
)

_M_INS01-915464b6-a195-484a-a18f-cec2c9dedc7e

Row("Coluna", BLANK())

F_Grupo-bc5b7f5c-ddc5-4c71-beff-50766e52c1d3

DISTINCT(Smart_Portfolio[Grupo_executor])

F_Contrato-2df1a4b9-1cbc-40cc-aecd-2b1f6edeba7b

DISTINCT(Smart_Portfolio[Contrato])

_M_INS02-3120dbdc-144b-4cdc-a22d-98219464c7e9

Row("Coluna", BLANK())

_M_INS03-75bf7868-97c8-4cf4-ad58-cbee34306ccf

Row("Coluna", BLANK())

_M_Port-57100a26-3e9c-45b8-a5cc-f7312a89c619

Row("Coluna", BLANK())

_M_Reten-f2542f95-2885-46ec-ad44-f1246aa0b46e

Row("Coluna", BLANK())

_M_Conhec-ef91528b-57d7-49f4-bc4d-e6eda3047de0

0

Partitions:

Name	QueryDefinition
Tel_Tabela-7e34f105-7db7-4adb-80ac-f1088f3a9346	<pre>let Fonte = PowerBI.Dataflows(null), #"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte[{workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"}][Data], #"81652db9-d1f0-4f86-b887-efc27f70ee61" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9"{{[dataflowId="81652db9-d1f0-4f86-b887-efc27f70ee61"}][Data], atendidas_Q1 = #"81652db9-d1f0-4f86-b887-efc27f70ee61"{{[entity="atendidas_Q"]}[Data], #"Consulta Acrescentada" = Table.Combine({atendidas_Q1, natendidas_Q, #"atendidas_Q (2)", #"natendidas_Q (2)"}), #"Linhas Filtradas" = Table.SelectRows(#"Consulta Acrescentada", each ([Fila] = "MJ" or [Fila] = "MJSP")), #"Valor Substituído" = Table.ReplaceValue(#"Linhas Filtradas", "MJ", "MJSP", Replacer.ReplaceText, { "Fila" }), #"Tipo Alterado" = Table.TransformColumnTypes(#"Valor Substituído", {{ "Data Hora Inicio", type datetime }}), #"Linhas Classificadas" = Table.Sort(#"Tipo Alterado", {{ "Data Hora Inicio", Order.Descending }}), #"Dividir Coluna por Delimitador" = Table.SplitColumn(#"Linhas Classificadas", "Espera", Splitter.SplitTextByDelimiter(" ", QuoteStyle.Csv), { "Espera.1", "Espera.2" }), #"Colunas Removidas" = Table.RemoveColumns(#"Dividir Coluna por Delimitador", { "Espera.1" }), #"Dividir Coluna por Delimitador1" = Table.SplitColumn(#"Colunas Removidas", "Espera.2", Splitter.SplitTextByDelimiter(":", QuoteStyle.Csv), { "Espera.2.1", "Espera.2.2", "Espera.2.3" }), #"Colunas Renomeadas" = Table.RenameColumns(#"Dividir Coluna por Delimitador1", {{ "Espera.2.1", "Hora", { "Espera.2.2", "Min", { "Espera.2.3", "Segundos" } } }), #"Tipo Alterado1" = Table.TransformColumnTypes(#"Colunas Renomeadas", {{ "Hora", Int64.Type }, { "Min", Int64.Type }, { "Segundos", Int64.Type }}), #"Personalização Adicionada" = Table.AddColumn(#"Tipo Alterado1", "Total Espera Segundos", each ([Hora]*3600)+([Min]*60)+[Segundos]), #"Colunas Removidas1" = Table.RemoveColumns(#"Personalização Adicionada", { "Hora", "Min", "Segundos" }), #"Texto em Minúscula" = Table.TransformColumns(#"Colunas Removidas1", {{ "Atendida por", Text.Lower, type text }}), #"Colocar Cada Palavra Em Maiúscula" = Table.TransformColumns(#"Texto em Minúscula", {{ "Atendida por", Text.Proper, type text }}), #"Texto Aparado" = Table.TransformColumns(#"Colocar Cada Palavra Em Maiúscula", {{ "Atendida por", Text.Trim, type text }}), #"Texto Limpo" = Table.TransformColumns(#"Texto Aparado", {{ "Atendida por", Text.Clean, type text }}), #"Dividir Coluna por Delimitador2" = Table.SplitColumn(#"Texto Limpo", "Duração", Splitter.SplitTextByDelimiter(" ", QuoteStyle.Csv), { "Duração.1", "Duração.2" }), #"Colunas Removidas2" = Table.RemoveColumns(#"Dividir Coluna por Delimitador2", { "Duração.1" }), #"Dividir Coluna por Delimitador3" = Table.SplitColumn(#"Colunas Removidas2", "Duração.2", Splitter.SplitTextByDelimiter(":", QuoteStyle.Csv), { "Duração.2.1", "Duração.2.2", "Duração.2.3" }), #"Colunas Renomeadas1" = Table.RenameColumns(#"Dividir Coluna por Delimitador3", {{ "Duração.2.1", "Hora", { "Duração.2.2", "Min", { "Duração.2.3", "Seg" } } }), #"Tipo Alterado2" = Table.TransformColumnTypes(#"Colunas Renomeadas1", {{ "Seg", Int64.Type }, { "Min", Int64.Type }, { "Hora", Int64.Type }}), #"Personalização Adicionada1" = Table.AddColumn(#"Tipo Alterado2", "Total Duracao Segundos", each ([Hora]*3600)+([Min]*60)+[Seg]), #"Colunas Removidas3" = Table.RemoveColumns(#"Personalização Adicionada1", { "Hora", "Min", "Seg" }), #"Tipo Alterado3" = Table.TransformColumnTypes(#"Colunas Removidas3", {{ "Total Espera Segundos", Int64.Type }, { "Total Duracao Segundos", Int64.Type }}), #"Início da Hora Inserido" = Table.AddColumn(#"Tipo Alterado3", "Início da Hora", each Time.StartOfHour([Data Hora Inicio], type datetime),</pre>

```
# "Hora Inserida" = Table.AddColumn(#"Início da Hora Inserido", "Hora", each Time.Hour([Início da Hora]), Int64.Type),

# "Colunas Renomeadas2" = Table.RenameColumns(#"Hora Inserida",{{"Hora", "Intra Hora"}}),

# "Data Inserida" = Table.AddColumn(#"Colunas Renomeadas2", "Data", each DateTime.Date([Data Hora Inicio]), type date),

# "Personalização Adicionada2" = Table.AddColumn(#"Data Inserida", "Recebidas", each 1),

# "Valor Substituído1" = Table.ReplaceValue(#"Personalização Adicionada2", "", "Abandonada", Replacer.ReplaceValue, {"Atendida por"}),

# "Coluna Condicional Adicionada" = Table.AddColumn(#"Valor Substituído1", "Atendida", each if [Atendida por] <> "Abandonada" then 1 else 0),

# "Coluna Condicional Adicionada1" = Table.AddColumn(#"Coluna Condicional Adicionada", "Abandonada", each if [Atendida por] = "Abandonada" then 1 else 0),

# "Tipo Alterado4" = Table.TransformColumnTypes(#"Coluna Condicional Adicionada1",{{"Recebidas", Int64.Type}, {"Atendida", Int64.Type}, {"Abandonada", Int64.Type}}),

# "Personalização Adicionada3" = Table.AddColumn(#"Tipo Alterado4", "Espera <= 30", each if [Total Espera Segundos] <= 30 then 1 else 0),

# "Colunas Removidas4" = Table.RemoveColumns(#"Personalização Adicionada3",{ "Início da Hora"}),

# "Tipo Alterado5" = Table.TransformColumnTypes(#"Colunas Removidas4",{{"Espera <= 30", Int64.Type}}),

# "Personalização Adicionada4" = Table.AddColumn(#"Tipo Alterado5", "Atendida <= 30", each if [Atendida]+[#"Espera <= 30"] = 2 then 1 else 0),

# "Tipo Alterado6" = Table.TransformColumnTypes(#"Personalização Adicionada4",{{"Atendida <= 30", Int64.Type}}),

# "Coluna Condicional Adicionada2" = Table.AddColumn(#"Tipo Alterado6", "Turno", each if [Intra Hora] <= 12 then "AM" else "PM"),

# "Personalização Adicionada5" = Table.AddColumn(#"Coluna Condicional Adicionada2", "Abandonada <= 30", each if [Abandonada]+[#"Espera <= 30"] = 2 then 1 else 0),

# "Tipo Alterado7" = Table.TransformColumnTypes(#"Personalização Adicionada5",{{"Abandonada <= 30", Int64.Type}}),

# "Nome do Dia Inserido" = Table.AddColumn(#"Tipo Alterado7", "Nome do Dia", each Date.DayOfWeekName([Data]), type text),

# "Dia da Semana Inserido" = Table.AddColumn(#"Nome do Dia Inserido", "Dia da Semana", each Date.DayOfWeek([Data]), Int64.Type),

# "Valor Substituído2" = Table.ReplaceValue(#"Dia da Semana Inserido", "MJSPSP", "MJSP", Replacer.ReplaceText, {"Fila"})

in

# "Valor Substituído2"
```

_M_INS05&06-c6e7e6ca-a11f-42bd-a5a3-f4d91a28b9fa	Row("Coluna", BLANK())
Smart_Conhecimento-ced3fa66-7866-49e0-b4ba-3f74dc3100ae	<pre>let Fonte = PowerBI.Dataflows(null), #"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte[{workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"}][Data], #"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9"{[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"}][Data], Smart_Conhecimento1 = #"c7d359aa-84a3-499c-b105-050efd70055c"{[entity="Smart_Conhecimento"}][Data], #"Tipo Alterado" = Table.TransformColumnTypes(Smart_Conhecimento1,{{"expira", type date}, {"atual", type date}}), #"Personalização Adicionada" = Table.AddColumn(#"Tipo Alterado", "Base", each [titulo]&"_v_"&[versao]), #"Personalização Adicionada1" = Table.AddColumn(#"Personalização Adicionada", "avencer.2", each [expira]-[atual]), #"Tipo Alterado1" = Table.TransformColumnTypes(#"Personalização Adicionada1",{{"avencer.2", Int64.Type}}),</pre>

```
#"Coluna Condicional Adicionada" = Table.AddColumn(#"Tipo Alterado1", "avencer.3", each if [avencer.2] < 0 then "vencido" else if [avencer.2] < 30 then "sim" else "não"),

#"Colunas Removidas" = Table.RemoveColumns(#"Coluna Condicional Adicionada",{ "avencer", "avencer.2"}),

#"Colunas Renomeadas" = Table.RenameColumns(#"Colunas Removidas",{{"avencer.3", "avencer"}}),

#"Tipo Alterado2" = Table.TransformColumnTypes(#"Colunas Renomeadas",{{"avencer", type text}}),

#"Valor Substituído" = Table.ReplaceValue(#"Tipo Alterado2", "", "Sem aprovador", Replacer.ReplaceValue, {"aprovador"}),

#"Valor Substituído1" = Table.ReplaceValue(#"Valor Substituído", "", "Sem autor", Replacer.ReplaceValue, {"autor"})

in

#"Valor Substituído1"
```

Smart_INS01-de85075f-be96-4d35-bd2d-2a6cd81c55cc

```
let

Fonte = PowerBI.Dataflows(null),

#"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte([workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"])[Data],

#"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9"{[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"]}[Data],

Smart_INS1 = #"c7d359aa-84a3-499c-b105-050efd70055c"{[entity="Smart_INS01"]}[Data],

#"Tipo Alterado" = Table.TransformColumnTypes(Smart_INS1,{{"data_inicio", type datetime}, {"data_fim", type datetime}}),

#"Data Inserida" = Table.AddColumn(#"Tipo Alterado", "Data", each DateTime.Date([data_fim]), type date),

#"Linhas Classificadas" = Table.Sort(#"Data Inserida",{{"Data", Order.Descending}}),

#"Valor Substituído" = Table.ReplaceValue(#"Linhas Classificadas", "N/A", "0", Replacer.ReplaceText, {"nota"}),

#"Tipo Alterado1" = Table.TransformColumnTypes(#"Valor Substituído",{{"nota", Int64.Type}}),

#"Consultas Mescladas" = Table.NestedJoin(#"Tipo Alterado1", {"atividade", "tipo_demanda"}, Smart_Portfolio, {"Atividade", "Tipo_Demanda"}, "Smart_Portfolio", JoinKind.LeftOuter),

#"Smart_Portfolio Expandido" = Table.ExpandTableColumn(#"Consultas Mescladas", "Smart_Portfolio", {"Contrato"}, {"Contrato"}),

#"Duplicatas Removidas" = Table.Distinct(#"Smart_Portfolio Expandido", {"ticket"}),

#"Coluna Condicional Adicionada" = Table.AddColumn(#"Duplicatas Removidas", "N_Avalicao", each if [avaliacao] = "Sem Avaliação" then "4 - Bom" else [avaliacao]),

#"Valor Substituído1" = Table.ReplaceValue(#"Coluna Condicional Adicionada", 0, 4, Replacer.ReplaceValue, {"nota"})

in

#"Valor Substituído1"
```

Smart_INS02-3e268c58-a4c6-41d2-a262-e7ea223f2370

```
let

Fonte = PowerBI.Dataflows(null),

#"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte([workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"])[Data],

#"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9"{[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"]}[Data],

Smart_INS1 = #"c7d359aa-84a3-499c-b105-050efd70055c"{[entity="Smart_INS02"]}[Data],

#"Coluna Condicional Adicionada" = Table.AddColumn(Smart_INS1, "Data", each if [filtro_datahorasolicitacao] = null then [filtro_datahorainiciosla] else
```

	<pre>[filtro_datahorasolicitacao]], #"Tipo Alterado" = Table.TransformColumnTypes(#"Coluna Condicional Adicionada",{{"Data", type date}}), #"Consultas Mescladas" = Table.NestedJoin(#"Tipo Alterado", {"atividade", "tipo_demanda"}, Smart_Portfolio, {"Atividade", "Tipo_Demanda"}, "Smart_Portfolio", JoinKind.LeftOuter), #"Smart_Portfolio Expandido" = Table.ExpandTableColumn(#"Consultas Mescladas", "Smart_Portfolio", {"Contrato"}, {"Contrato"}), #"Duplicatas Removidas" = Table.Distinct(#"Smart_Portfolio Expandido", {"ticket"}), #"Linhas Classificadas" = Table.Sort(#"Duplicatas Removidas",{{"Data", Order.Descending}}), #"Valor Substituído" = Table.ReplaceValue(#"Linhas Classificadas",null,"Sem contrato Definido",Replacer.ReplaceValue,{"Contrato"}) in #"Valor Substituído"</pre>
Smart_INS03-6d668d07-56ae-419a-913d-355e4c763841	<pre>let Fonte = PowerBI.Dataflows(null), #"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte([workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"])[Data], #"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9"{[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"]}[Data], Smart_INS1 = #"c7d359aa-84a3-499c-b105-050efd70055c"{[entity="Smart_INS03"]}[Data], #"Coluna Condicional Adicionada" = Table.AddColumn(Smart_INS1, "Data", each if [filtro_datahorafim] = null then [filtro_datahorasuspensaosla] else [filtro_datahorafim]), #"Tipo Alterado" = Table.TransformColumnTypes(#"Coluna Condicional Adicionada",{{"Data", type date}}), #"Consultas Mescladas" = Table.NestedJoin(#"Tipo Alterado", {"tickets"}, Smart_INS02, {"ticket"}, "Smart_INS02", JoinKind.LeftOuter), #"Smart_INS02 Expandido" = Table.ExpandTableColumn(#"Consultas Mescladas", "Smart_INS02", {"tipo_demanda", "Contrato"}, {"tipo_demanda", "Contrato"}), #"Tipo Alterado1" = Table.TransformColumnTypes(#"Smart_INS02 Expandido",{{"prioridade", type text}}), #"Personalização Adicionada" = Table.AddColumn(#"Tipo Alterado1", "Concat_Priori", each "Prioridade_"&[prioridade]), #"Linhas Classificadas" = Table.Sort(#"Personalização Adicionada",{{"Data", Order.Descending}}), #"Tipo Alterado2" = Table.TransformColumnTypes(#"Linhas Classificadas",{{"prioridade", Int64.Type}}) in #"Tipo Alterado2"</pre>
Smart_Portfolio-10e43939-f760-4db4-a8f2-abe3e7c30e50	<pre>let Fonte = PowerBI.Dataflows(null), #"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte([workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"])[Data], #"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9"{[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"]}[Data], Smart_Portfolio1 = #"c7d359aa-84a3-499c-b105-050efd70055c"{[entity="Smart_Portfolio"]}[Data], #"Data Inserida" = Table.AddColumn(Smart_Portfolio1, "Data", each DateTime.Date([datainicio]), type date) in</pre>

	<div># "Data Inserida"</div>
Smart_Retencao N1 - CSC-79645f38-f609-4422-b8b4-bc9d6bc31ef6	<div>let</div> <div>Fonte = PowerBI.Dataflows(<div>null</div>),</div> <div>#"84e517b1-5486-4a73-b4eb-60a435e2c9f9" = Fonte{[workspaceId="84e517b1-5486-4a73-b4eb-60a435e2c9f9"]}[Data],</div> <div>#"c7d359aa-84a3-499c-b105-050efd70055c" = #"84e517b1-5486-4a73-b4eb-60a435e2c9f9"{[dataflowId="c7d359aa-84a3-499c-b105-050efd70055c"]}[Data],</div> <div>#"Smart_Retencao N1 - CSC1" = #"c7d359aa-84a3-499c-b105-050efd70055c"{[entity="Smart_Retencao N1 - CSC"]}[Data],</div> <div># "Data Inserida" = Table.AddColumn(#"Smart_Retencao N1 - CSC1", "Data", each <div>DateTime.Date</div>([datahorafim]), <div>type date</div>),</div> <div>#"Linhas Classificadas" = Table.Sort(#"Data Inserida",{{"Data", <div>Order.Descending</div>}})</div> <div>in</div> <div>#"Linhas Classificadas"</div>
tb_Calendar-8089212a-260a-4a3a-8d9f-67d988238978	<div>CALENDAR(</div> <div>MIN(Smart_INS01[Data])</div> <div>,</div> <div>MAX(Smart_INS01[Data])</div> <div>)</div>
_M_INS01-915464b6-a195-484a-a18f-cec2c9dedc7e	Row(<div>"Coluna"</div> , BLANK())
F_Grupo-bc5b7f5c-ddc5-4c71-beff-50766e52c1d3	<div>DISTINCT(Smart_Portfolio[Grupo_executor])</div>
F_Contrato-2df1a4b9-1cbc-40cc-aecd-2b1f6edeba7b	<div>DISTINCT(Smart_Portfolio[Contrato])</div>
_M_INS02-3120dbdc-144b-4cdc-a22d-98219464c7e9	Row(<div>"Coluna"</div> , BLANK())
_M_INS03-75bf7868-97c8-4cf4-ad58-cbee34306ccf	Row(<div>"Coluna"</div> , BLANK())
_M_Port-57100a26-3e9c-45b8-a5cc-f7312a89c619	Row(<div>"Coluna"</div> , BLANK())
_M_Reten-f2542f95-2885-46ec-ad44-f1246aa0b46e	Row(<div>"Coluna"</div> , BLANK())
_M_Conhec-ef91528b-57d7-49f4-bc4d-e6eda3047de0	0