



1

1.1

Срез по основным показателям.

Голос

Показатель	План	24.11	25.11	26.11	27.11	28.11	29.11	30.11	01.12	Среднее значение
Service Level	≥ 80 %	53.8	46.8	63.6	65.1	55.6	63.1	65.4	61.2	52.8
Handled Calls Rate (Процент принятых вызовов)	≥ 90 %	53.3	61.2	70.4	68	48.3	58.8	65.9	61.3	57.9
Average Handling Time	≤ 110 сек.	169.5	160.8	156.5	160	175.1	176.9	142.4	165.6	161.2
Average Ringing Time	≤ 3 сек.	2.4	2.3	2.7	2.5	2.4	2.5	2.4	2.5	2.4
Average Holding Time	≤ 30 сек.	75.2	70.2	64	65.7	85	79.8	56.6	67.5	72.3
Critical Error Accuracy	≥ 97 %.	90.9	90.9	93.6	93.9	90.7	93		33.3	86.7
Customer Satisfaction Index	≥ 80 %.	81.8	86.8	75	88.9	81.8	89.3	87.5	85.7	85.0
Конверсия Customer Satisfaction Index	≥ 10 %.	4.2	3.9	4.6	4.1	4.6	3.6	6.1	4.9	4.8
Utilization Rate	≥ 86 %.	79.7	80	82.3	82.4	78.2	76.8	89.8	78.3	80.6
Occupancy	≥ 70 %.									63.7
Repeat Calls	≤ 10 %.	12.3	12.5	13.6	12	10.9	14.4	12.2	13.2	13.0

1.2

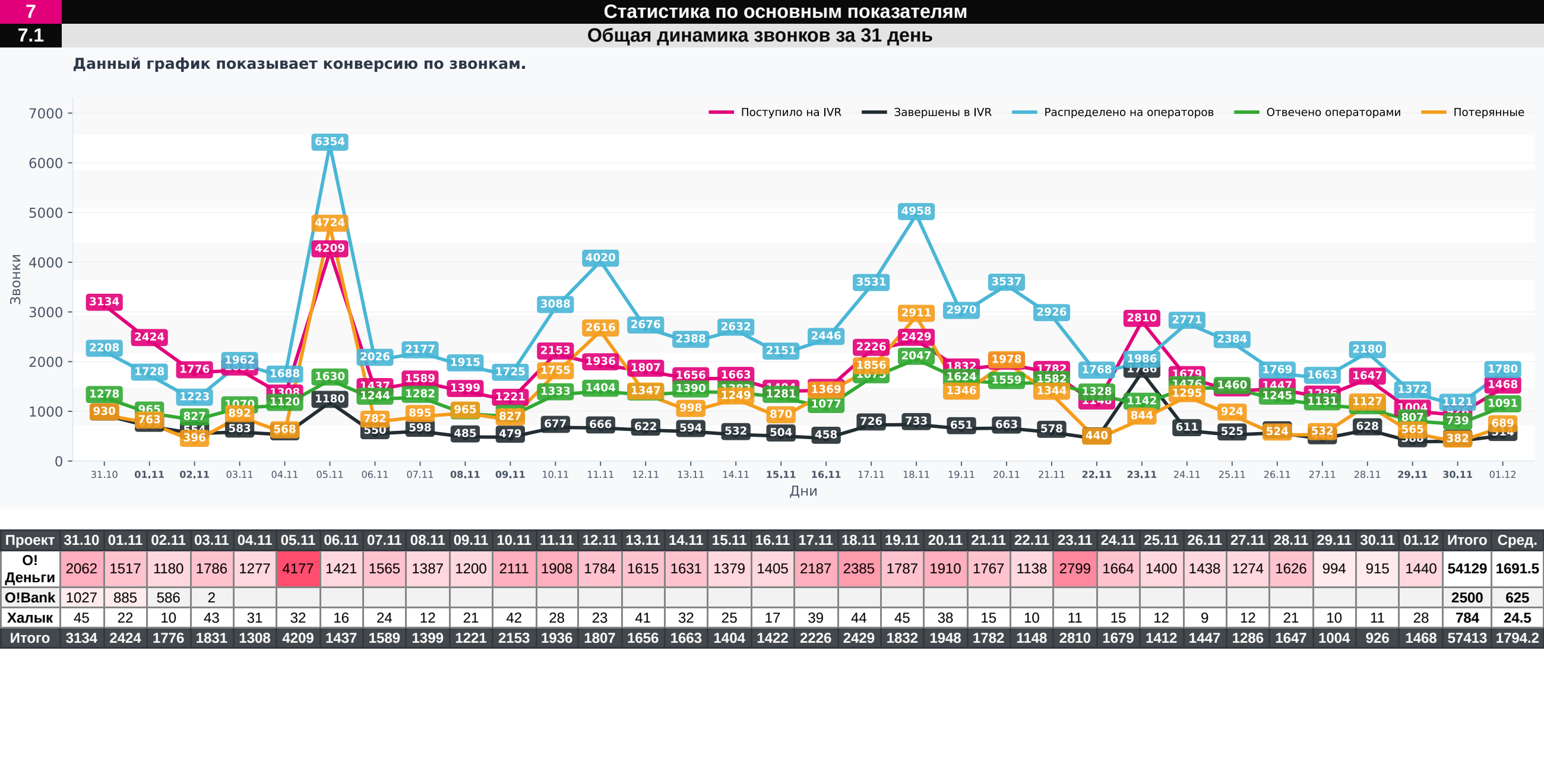
Текст

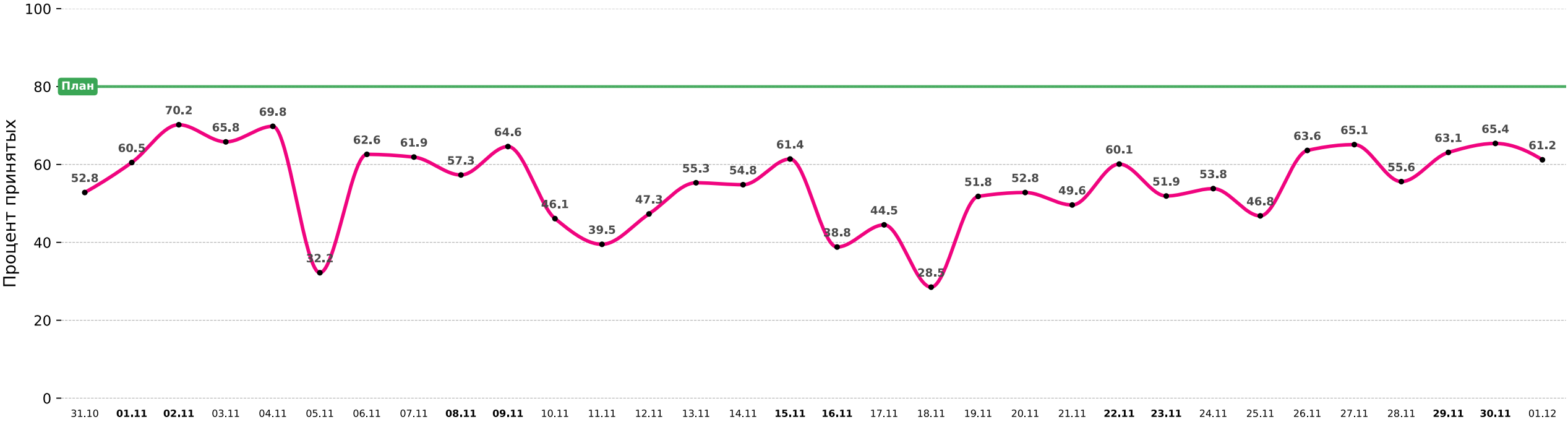
Показатель	План	24.11	25.11	26.11	27.11	28.11	29.11	30.11	01.12	Среднее значение
Average Reaction Time	≤ 60 сек.	66.9	70.9	56.7	70.4	101.5	92	124.5	138.1	48.7
Average Speed To Answer	≤ 60 сек.	67.4	59.1	53.5	65.1	79	69	94.6	98.9	52.9
Utilization Rate	≥ 86 %.	95	67	85	97	73.2	78.9	103.6	78.5	90.1
Critical Error Accuracy	≥ 97 %.	100	90.9	100	100	100	100			100.0
Customer Satisfaction Index	≥ 80 %.	56.3	77.3	94.4	80	62.5	86.7	78.6	70	67.1
Конверсия Customer Satisfaction Index	≥ 10 %.	4.6	5.8	6	5.7	7.2	4.6	5.6	6.8	3.8

2	Профиль дня.															
2.1	Голос															
Часы	Эрланг	График	Факт	Дельта Факт и График	Поступило на IVR	Распределено на операторов	Отвечено операторами	Завершены в очереди	Maximum Waiting Time	Maximum Ringing Time	Maximum Speaking Time	Maximum Holding Time	Service Level	Handled Calls Rate	Customer Satisfaction Index	Occupancy
00:00:00	3	5	3	-2	26	25	15	10	02:50	00:05	09:24	01:27	76.5	60	100	29.1
01:00:00	0	0	3	3	8	6	2	4	00:03	00:03	03:28	01:09	100	33.3		29.6
02:00:00	0	0	0	0	3	7	0	7	00:06	00:00	00:00	00:00	0	0		0
03:00:00	0	0	0	0	3	2	0	2	00:06	00:00	00:00	00:00	0	0		
04:00:00	0	0	0	0	4	4	0	4	00:01	00:00	00:00	00:00		0		
05:00:00	0	0	0	0	4	5	0	5	00:06	00:00	00:00	00:00	0	0		
06:00:00	0	0	0	0	2	1	0	1	00:01	00:00	00:00	00:00		0		
07:00:00	3	3	3	0	8	4	3	1	00:04	00:04	03:09	00:36	100	75	100	12.9
08:00:00	5	6	4	-2	35	29	28	1	00:58	00:05	04:58	00:14	86.2	96.6		39.8
09:00:00	10	9	9	0	51	56	54	2	02:16	00:05	18:40	02:14	92.6	96.4	100	51.1
10:00:00	12	10	8	-2	93	111	100	11	02:29	00:05	12:13	03:05	73.5	90.1	100	87.0
11:00:00	18	12	10	-2	107	114	99	15	02:17	00:05	11:22	03:34	54.5	86.8	100	89.4
12:00:00	18	10	8	-2	119	139	62	77	03:27	00:07	09:30	02:14	9.5	44.6	0	100.0
13:00:00	16	7	6	-1	139	173	67	106	03:55	00:05	09:52	03:52	18.4	38.7	100	100
14:00:00	15	5	2	-3	165	175	36	139	03:56	00:04	12:06	03:41	7.8	20.6	100	100
15:00:00	15	7	4	-3	130	181	47	134	03:53	00:05	11:12	04:00	6.2	26.0	100	100.0
16:00:00	9	5	4	-1	120	202	54	148	03:42	00:05	13:23	02:28	0	26.7	66.7	100.0
17:00:00	11	9	10	1	83	102	85	17	02:54	00:06	14:42	02:25	62.1	83.3	83.3	77.1
18:00:00	11	9	10	1	86	84	81	3	01:38	00:07	11:56	03:50	85.2	96.4	100	59.7
19:00:00	10	13	14	1	116	98	98	0	00:26	00:18	09:37	03:15	98.0	100	75	46.0
20:00:00	11	15	16	1	67	87	86	1	00:05	00:05	07:31	01:45	100	98.9	75	26.2
21:00:00	11	15	15	0	49	74	74	0	00:06	00:06	06:51	01:52	100	100	66.7	24.5
22:00:00	6	10	8	-2	22	53	52	1	00:05	00:05	07:16	03:07	100	98.1	66.7	29.8
23:00:00	6	10	8	-2	28	48	48	0	00:10	00:05	05:57	02:19	100	100	100	25.5
	190	160	145	-15	1468	1780	1091	689	03:56	00:18	18:40	04:00	61.2	61.3	85.7	51.7

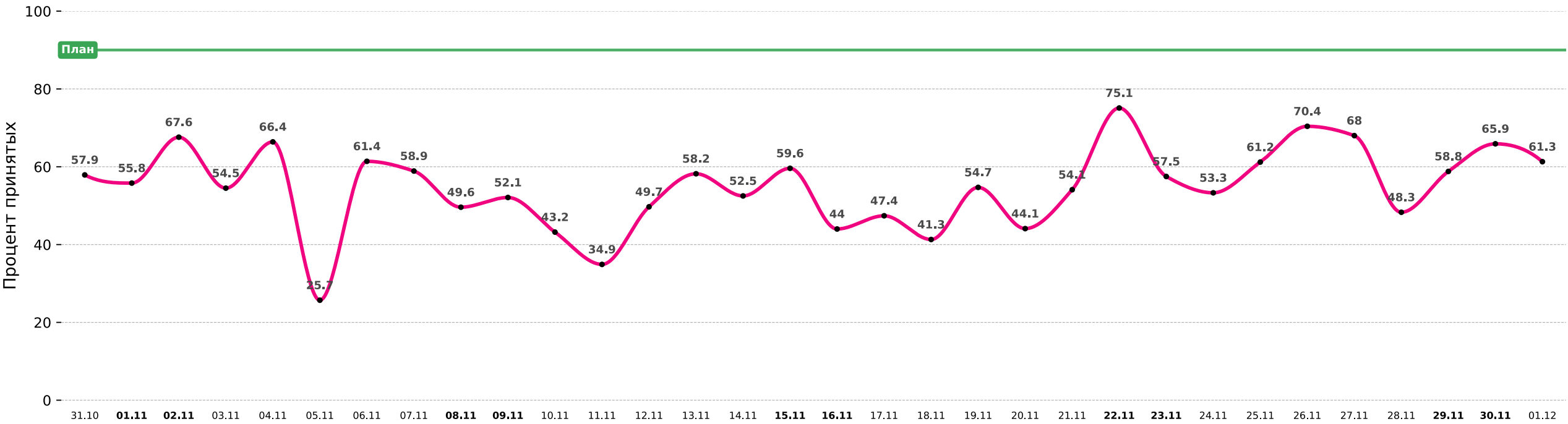
2.2	Текст											
Часы	Эрланг	График	Факт	Дельта Факт и График	Всего закрытых чатов	Закрыто без задержки (операторами)	Закрыто с задержкой 12 часов (чат-ботом)	Maximum Reaction Time	Maximum Speed To Answer	Average Reaction Time	Average Speed To Answer	Customer Satisfaction Index
00:00:00	1	1	2	1	12	12	0	02:52	02:15	00:41	01:16	
01:00:00	1	1	1	0	10	10	0	02:18	02:01	00:48	00:54	100
02:00:00	1	1	2	1	5	5	0	01:07	01:02	00:35	00:42	50
03:00:00	1	1	2	1	6	6	0	02:13	01:31	00:45	00:34	100
04:00:00	1	1	0	-1				00:00	00:00	00:00	00:00	100
05:00:00	1	1	1	0	1	1	0	00:17	00:17	00:17	00:17	
06:00:00	1	1	1	0	2	2	0	01:09	00:57	00:39	00:49	50
07:00:00	1	2	1	-1	4	4	0	00:34	00:28	00:21	00:24	
08:00:00	2	3	1	-2	4	4	0	08:09	03:38	03:53	01:40	33.3
09:00:00	4	4	1	-3	7	7	0	02:54	02:47	00:51	01:08	100
10:00:00	4	4	1	-3	18	18	0	04:20	01:24	00:47	00:31	66.7
11:00:00	3	4	1	-3	26	26	0	09:16	04:43	01:21	00:57	75
12:00:00	3	4	1	-3	25	25	0	01:47	01:32	00:33	00:36	100
13:00:00	2	4	2	-2	27	27	0	03:11	27:55	00:44	01:08	50
14:00:00	4	4	2	-2	34	34	0	05:19	04:01	00:46	00:59	100
15:00:00	4	4	3	-1	33	33	0	04:24	04:24	00:55	00:52	50
16:00:00	3	2	3	1	21	21	0	05:47	06:17	01:33	01:32	
17:00:00	3	3	3	0	35	35	0	06:34	20:01	01:12	01:36	
18:00:00	2	3	2	-1	41	41	0	09:57	19:25	02:02	01:35	
19:00:00	2	3	3	0	35	35	0	14:28	07:16	01:21	01:02	
20:00:00	2	3	2	-1	28	28	0	04:20	02:13	01:15	00:55	
21:00:00	2	3	3	0	20	20	0	02:59	01:18	00:44	00:38	
22:00:00	1	1	1	0	10	10	0	04:20	03:54	02:31	01:37	
23:00:00	1	1	3	2	23	23	0	02:15	02:15	00:51	00:52	
	50	59	42	-17	427	427	0	14:28	27:55	01:03		70

3	Таблица актуальных аварийно-плановых работ									
					Дата начала	Время простоя	Сервис	Описание	Количество обращений	
					20.11.2025, 01:00		24д. 13ч. 59м.	О! Деньги	Технические работы на стороне MEGA с 01 до 06:00	0



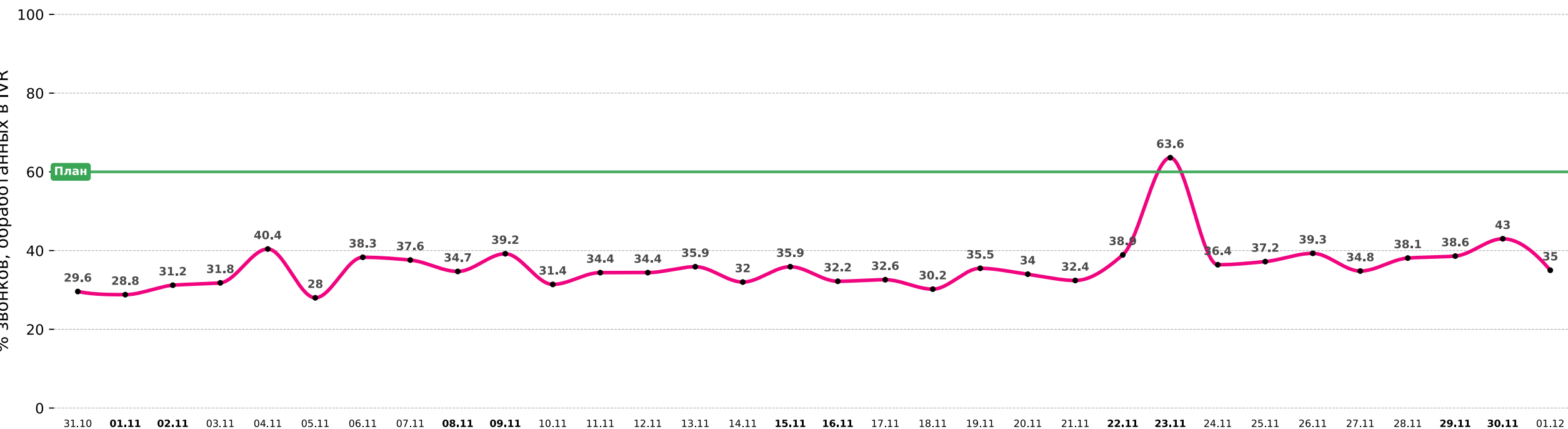


Проект	31.10	01.11	02.11	03.11	04.11	05.11	06.11	07.11	08.11	09.11	10.11	11.11	12.11	13.11	14.11	15.11	16.11	17.11	18.11	19.11	20.11	21.11	22.11	23.11	24.11	25.11	26.11	27.11	28.11	29.11	30.11	01.12	Сред.
О!Bank	52.8	60.5	70.2	65.8	69.9	32.1	62.7	61.8	57.3	64.6	46.1	39.5	47.3	55.3	54.8	61.4	38.8	44.5	28.5	51.8	52.8	49.6	60.1	51.9	53.8	46.8	63.6	65.1	55.6	63.1	65.4	61.2	54.8
О!Деньги					50	33.3	46.2	100																									57.4
Халык																																	
Сред.	52.8	60.5	70.2	65.8	69.8	32.2	62.6	61.9	57.3	64.6	46.1	39.5	47.3	55.3	54.8	61.4	38.8	44.5	28.5	51.8	52.8	49.6	60.1	51.9	53.8	46.8	63.6	65.1	55.6	63.1	65.4	61.2	54.8

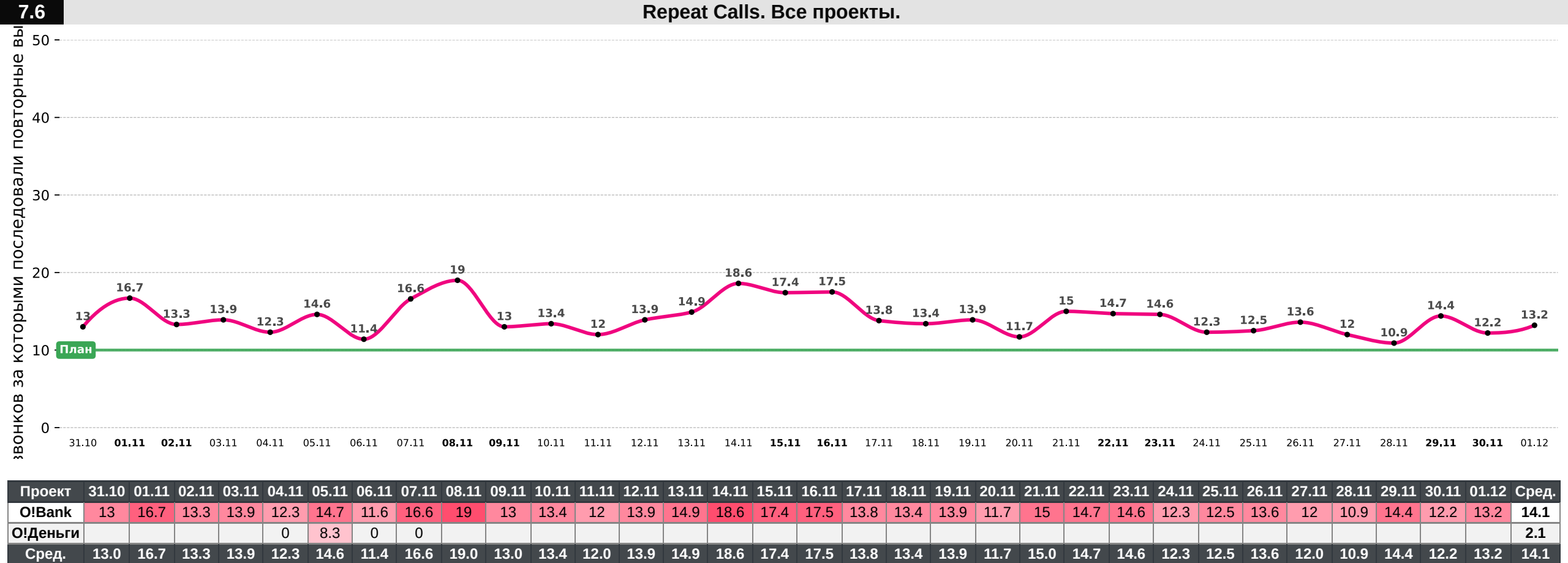


Проект	31.10	01.11	02.11	03.11	04.11	05.11	06.11	07.11	08.11	09.11	10.11	11.11	12.11	13.11	14.11	15.11	16.11	17.11	18.11	19.11	20.11	21.11	22.11	23.11	24.11	25.11	26.11	27.11	28.11	29.11	30.11	01.12	Сред.
О!Bank	57.9	55.8	67.6	54.5	66.3	25.5	61.2	58.9	49.6	52.1	43.2	34.9	49.7	58.2	52.5	59.6	44	47.4	41.3	54.7	44.1	54.1	75.1	57.5	53.3	61.2	70.4	68	48.3	58.8	65.9	61.3	54.8
О!Деньги					83.3	100	92.3	100																									93.9
Халык																																	
Сред.	57.9	55.8	67.6	54.5	66.4	25.7	61.4	58.9	49.6	52.1	43.2	34.9	49.7	58.2	52.5	59.6	44.0	47.4	41.3	54.7	44.1	54.1	75.1	57.5	53.3	61.2	70.4	68.0	48.3	58.8	65.9	61.3	54.8

% звонков, обработанных в IVR



Проект	31.10	01.11	02.11	03.11	04.11	05.11	06.11	07.11	08.11	09.11	10.11	11.11	12.11	13.11	14.11	15.11	16.11	17.11	18.11	19.11	20.11	21.11	22.11	23.11	24.11	25.11	26.11	27.11	28.11	29.11	30.11	01.12	Сред.
Халык	42.2	50	30	34.9	45.2	28.1	37.5	70.8	8.3	38.1	40.5	42.9	52.2	56.1	53.1	36	35.3	33.3	43.2	46.7	42.1	26.7	60	72.7	33.3	50	22.2	25	57.1	50	45.5	39.3	42.1
О!Деньги	32.6	32.9	34.4	31.7	40.3	28	38.3	37.1	34.9	39.2	31.3	34.3	34.2	35.4	31.6	35.9	32.2	32.6	29.9	35.3	33.9	32.5	38.8	63.5	36.4	37.1	39.4	34.9	37.9	38.5	43	34.9	36
О!Bank	23	21.4	24.7	50																													29.8
Сред.	29.6	28.8	31.2	31.8	40.4	28.0	38.3	37.6	34.7	39.2	31.4	34.4	34.4	35.9	32.0	35.9	32.2	32.6	30.2	35.5	34.0	32.4	38.9	63.6	36.4	37.2	39.3	34.8	38.1	38.6	43.0	35.0	35.8



8

Общая динамика SLA по закрытым задачам

8.1

О! Деньги - 999/0700 000 999

