



1

Срез по основным показателям.

1.1

Голос

Показатель	План	04.12	05.12	06.12	07.12	08.12	09.12	10.12	11.12	Среднее значение
Service Level	≥ 80 %	65.8	69.6	56.5	67.9	68.3	64.7	64.5	65.2	50.5
Handled Calls Rate (Процент принятых вызовов)	≥ 90 %	65.9	68	53.7	68.5	65.3	76.8	65.5	74.2	51.6
Average Handling Time	≤ 110 сек.	175.9	166.9	159.9	152.5	162.5	165.6	173	160.6	154.6
Average Ringing Time	≤ 3 сек.	2.5	2.6	2.3	2.5	2.6	2.5	2.6	2.7	2.3
Average Holding Time	≤ 30 сек.	76.6	68.4	82	79.3	88.4	85.2	81.2	77.5	66.1
Critical Error Accuracy	≥ 97 %.	83.3	92.9		100	92.9	88.9	91.2	80	90.9
Customer Satisfaction Index	≥ 80 %.						71.1	73.5	83.7	80.5
Конверсия Customer Satisfaction Index	≥ 10 %.					0	3.6	4.2	4.4	4.4
Utilization Rate	≥ 86 %.	78.2	79.9	79.4	81	89.4	79	84	69.7	75.8
Occupancy	≥ 70 %.									63.4
Repeat Calls	≤ 10 %.	12.4	14.7	14	15.8	11.8	14.8	15.6	12.4	13.9

1.2

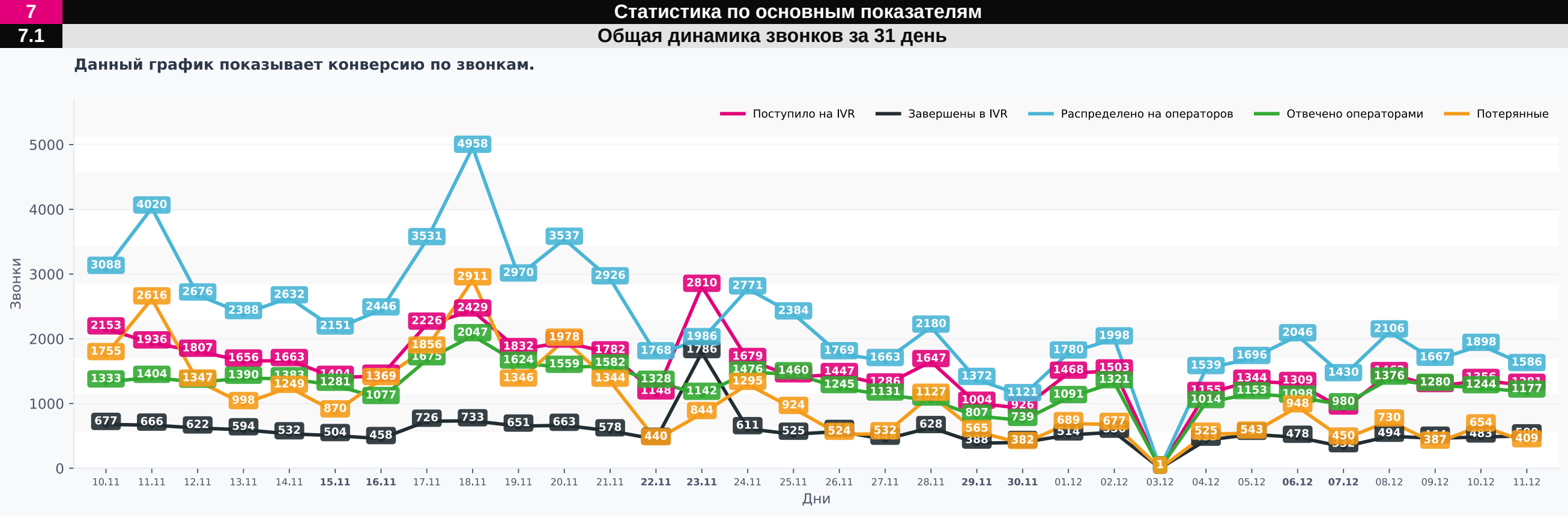
Текст

Показатель	План	04.12	05.12	06.12	07.12	08.12	09.12	10.12	11.12	Среднее значение
Average Reaction Time	≤ 60 сек.	62.9	66.1	73.2	56.8	84.8	84.2	51.6	51	69.6
Average Speed To Answer	≤ 60 сек.	63.6	59.7	75.9	45.8	64.1	65.7	50.5	46	64.4
Utilization Rate	≥ 86 %.	87.4	82.2	80.3	75.6	76.4	72.2	44.2	64.6	80.7
Critical Error Accuracy	≥ 97 %.	77.8	100		100	100	100	100	100	98.5
Customer Satisfaction Index	≥ 80 %.	65	70.6	69.2	71.4	60	63.2	63.6	66.7	67.1
Конверсия Customer Satisfaction Index	≥ 10 %.	5.1	4.5	3.7	4.6	3.2	4.3	4.4	3.5	4.5

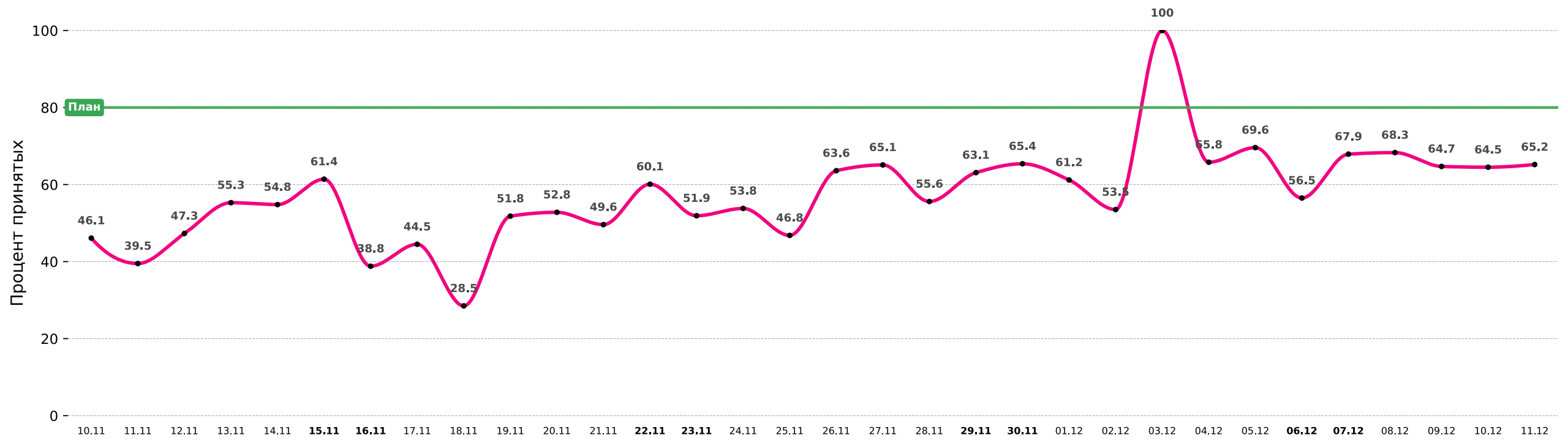
2	Профиль дня.																
2.1	Голос																
Часы	Эрланг	График	Факт	Дельта Факт и График	Поступило на IVR	Распределено на операторов	Отвечено операторами	Завершены в очереди	Maximum Waiting Time	Maximum Ringing Time	Maximum Speaking Time	Maximum Holding Time	Service Level	Handled Calls Rate	Customer Satisfaction Index	Occupancy	
00:00:00	3	4	4	0	16	38	28	10	03:05	00:05	08:53	01:29	89.7	73.7		44.2	
01:00:00	0	0	0	0	10	18	4	14	00:23	00:05	02:09	00:01	23.1	22.2		0	
02:00:00	0	0	0	0	3	15	0	15	00:06	00:00	00:00	00:00	0	0			
03:00:00	0	0	0	0	10	8	0	8	00:05	00:00	00:00	00:00	0	0			
04:00:00	0	0	0	0					00:00	00:00	00:00	00:00					
05:00:00	0	0	0	0	1	3	0	3	00:06	00:00	00:00	00:00	0	0			
06:00:00	0	0	0	0	3	2	0	2	00:06	00:00	00:00	00:00	0	0			
07:00:00	3	3	4	1	7	8	8	0	00:06	00:05	03:21	00:00	100	100		10.9	
08:00:00	5	6	7	1	19	20	20	0	00:09	00:06	08:36	00:00	100	100	100	27.6	
09:00:00	10	10	10	0	60	62	62	0	00:10	00:06	06:57	01:55	100	100	80	34.6	
10:00:00	12	11	12	1	66	97	97	0	00:46	00:07	06:37	02:08	92.8	100	66.7	56.8	
11:00:00	18	15	13	-2	76	97	97	0	00:48	00:07	16:54	06:27	99.0	100	100	61.1	
12:00:00	18	13	10	-3	87	108	100	8	03:10	00:06	12:18	07:32	59.6	92.6	100	74.8	
13:00:00	16	10	8	-2	91	106	88	18	02:56	00:06	16:11	04:40	51.1	83.0	100	89.0	
14:00:00	15	7	6	-1	126	147	55	92	03:53	00:06	14:10	05:37	4.7	37.4	80	100	
15:00:00	15	8	6	-2	157	134	60	74	03:09	00:08	13:16	04:12	16.7	44.8	100	98.3	
16:00:00	9	4	5	1	101	127	49	78	03:36	00:09	09:33	02:02	0	38.6	100	100	
17:00:00	11	8	9	1	91	126	89	37	03:22	00:06	10:53	04:17	29.3	70.6	83.3	92.2	
18:00:00	11	8	8	0	92	135	98	37	02:12	00:06	10:13	02:44	58.2	72.6	50	81.1	
19:00:00	10	11	12	1	78	120	109	11	01:29	00:06	08:51	02:33	80	90.8	100	58.7	
20:00:00	11	13	13	0	72	93	93	0	01:01	00:06	10:30	01:00	92.5	100	100	40.8	
21:00:00	11	13	13	0	51	55	54	1	00:37	00:06	07:55	01:09	98.1	98.2	100	31.0	
22:00:00	6	8	8	0	42	40	40	0	01:16	00:05	05:48	00:43	97.5	100	50	27.9	
23:00:00	6	8	6	-2	22	27	26	1	01:30	00:08	05:45	03:22	88.5	96.3	50	30.3	
	190	160	154	-6	1281	1586	1177	409	03:53	00:09	16:54	07:32	65.2	74.2	83.7	54.1	

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	1	0	34	34	0	01:12	01:19	00:26	00:35	0	
01:00:00	1	1	1	0	32	32	0	01:09	01:09	00:28	00:33		
02:00:00	1	1	1	0	36	36	0	03:14	03:14	00:38	00:38		
03:00:00	1	1	1	0	39	39	0	08:29	06:10	00:54	00:52	100	
04:00:00	1	1	1	0	30	30	0	01:54	01:54	00:29	00:28	0	
05:00:00	1	1	1	0	4	4	0	00:40	01:03	00:27	00:48	100	
06:00:00	1	1	1	0	1	1	0	00:53	00:53	00:53	00:53	100	
07:00:00	1	2	1	-1	4	4	0	16:03	08:06	02:49	01:39	100	
08:00:00	2	3	1	-2	6	6	0	00:47	00:48	00:27	00:27	0	
09:00:00	4	4	1	-3	5	5	0	00:31	01:16	00:14	00:50	50	
10:00:00	4	4	1	-3	19	19	0	01:18	01:19	00:30	00:36		
11:00:00	3	4	1	-3	21	21	0	01:25	01:35	00:34	00:45		
12:00:00	3	4	1	-3	27	27	0	01:02	01:15	00:25	00:39	66.7	
13:00:00	2	4	2	-2	38	38	0	01:41	01:30	00:32	00:38		
14:00:00	4	4	2	-2	27	27	0	02:48	01:34	00:35	00:55		
15:00:00	4	4	3	-1	21	21	0	03:36	03:36	00:43	00:47		
16:00:00	3	2	3	1	20	20	0	03:51	01:18	00:38	00:52		
17:00:00	3	3	3	0	15	15	0	02:32	01:31	00:48	00:40	100	
18:00:00	2	3	3	0	15	15	0	05:41	05:07	02:42	01:40		
19:00:00	2	3	2	-1	15	15	0	16:12	16:12	05:39	02:28		
20:00:00	2	3	2	-1	21	21	0	09:24	09:24	04:55	03:00		
21:00:00	2	3	2	-1	26	26	0	09:18	09:18	02:57	01:48		
22:00:00	1	1	1	0	20	20	0	06:59	06:59	02:25	01:35		
23:00:00	1	1	1	0	25	25	0	03:56	03:56	00:55	00:56		
	50	59	37	-22	501	501	0	16:12	16:12	01:20		66.7	

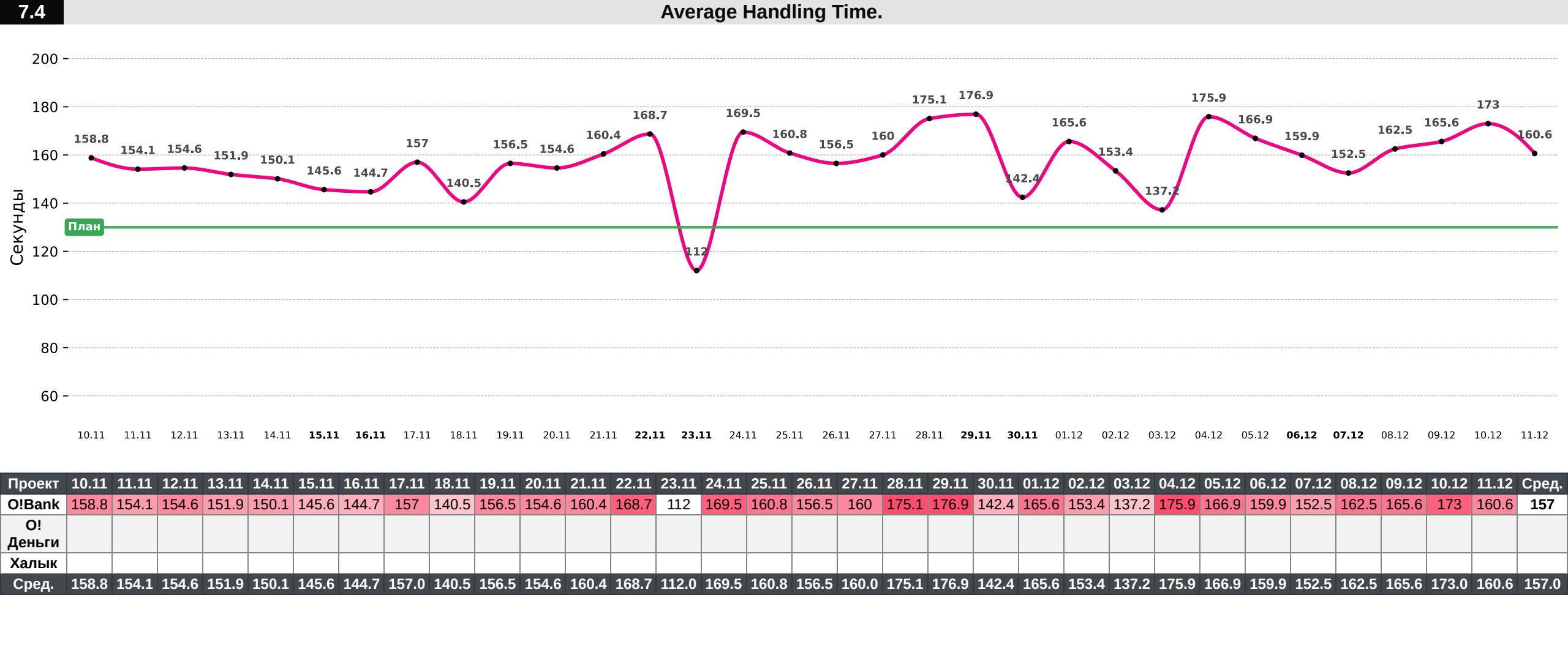
3	Таблица актуальных аварийно-плановых работ						
	Дата начала	Время простоя	Сервис	Описание	Количество обращений		
	20.11.2025, 01:00		24д. 12ч. 49м.	О! Деньги	Технические работы на стороне MEGA с 01 до 06:00	0	
	06.12.2025, 13:38		08д. 00ч. 11м.	О! Банк	Затруднения с проведением платежей на сервис MBank через приложение МойО!	0	

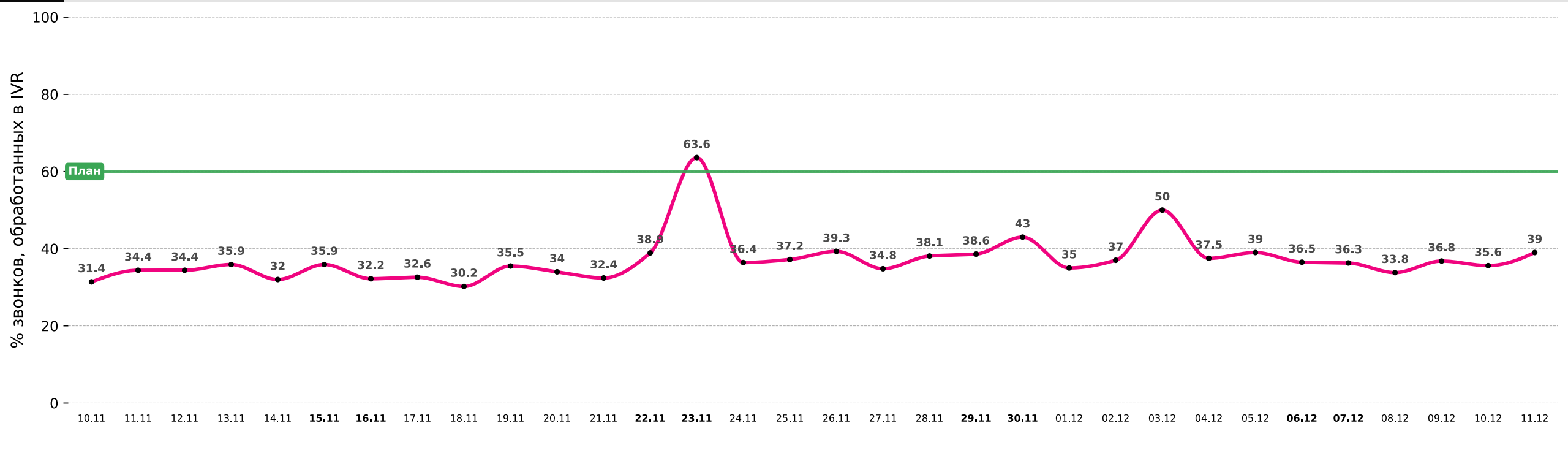


Проект	10.11	11.11	12.11	13.11	14.11	15.11	16.11	17.11	18.11	19.11	20.11	21.11	22.11	23.11	24.11	25.11	26.11	27.11	28.11	29.11	30.11	01.12	02.12	03.12	04.12	05.12	06.12	07.12	08.12	09.12	10.12	11.12	Итого	Сред.
О! Деньги	2111	1908	1784	1615	1631	1379	1405	2187	2385	1787	1910	1767	1138	2799	1664	1400	1438	1274	1626	994	915	1440	1486	4	1143	1310	1296	897	1438	1248	1338	1257	47974	1499.2
Халык	42	28	23	41	32	25	17	39	44	45	38	15	10	11	15	12	9	12	21	10	11	28	17		12	34	13	17	24	13	18	24	700	22.6
О!Bank																																	0	
Итого	2153	1936	1807	1656	1663	1404	1422	2226	2429	1832	1948	1782	1148	2810	1679	1412	1447	1286	1647	1004	926	1468	1503	4	1155	1344	1309	914	1462	1261	1356	1281	48674	1521.1



Проект	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	02.12	03.12	04.12	05.12	06.12	07.12	08.12	09.12	10.12	11.12	Сред.
О!Bank	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	53.5	100	65.8	69.6	56.5	67.9	68.3	64.7	64.5	65.2	57.3
О!Деньги																																	
Халык																																	
Сред.	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	53.5	100.0	65.8	69.6	56.5	67.9	68.3	64.7	64.5	65.2	57.3





Проект	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	02.12	03.12	04.12	05.12	06.12	07.12	08.12	09.12	10.12	11.12	Сред.
Халык	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	11.8		50	29.4	38.5	58.8	25	76.9	33.3	45.8	43
О!Деньги	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	37.3	50	37.4	39.2	36.5	35.9	33.9	36.4	35.7	38.9	37
О!Bank																																	
Сред.	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	37.0	50.0	37.5	39.0	36.5	36.3	33.8	36.8	35.6	39.0	37.1

