



1

Срез по основным показателям.

1.1

Голос

Показатель	План	26.11	27.11	28.11	29.11	30.11	01.12	02.12	03.12	Среднее значение
Service Level	≥ 80 %	63.6	65.1	55.6	63.1	65.4	61.2	53.5	100	52.1
Handled Calls Rate (Процент принятых вызовов)	≥ 90 %	70.4	68	48.3	58.8	65.9	61.3	66.1	83.3	50.5
Average Handling Time	≤ 110 сек.	156.5	160	175.1	176.9	142.4	165.6	153.4	137.2	153.1
Average Ringing Time	≤ 3 сек.	2.7	2.5	2.4	2.5	2.4	2.5	2.3	3.4	2.4
Average Holding Time	≤ 30 сек.	64	65.7	85	79.8	56.6	67.5	67.9	3	64.4
Critical Error Accuracy	≥ 97 %.	93.6	93.9	90.7	93		33.3	86.4	92.6	91.7
Customer Satisfaction Index	≥ 80 %.	75	88.9	81.8	89.3	87.5	85.7	85.7	100	85.8
Конверсия Customer Satisfaction Index	≥ 10 %.	4.6	4.1	4.6	3.6	6.1	4.9	5	7.1	5.0
Utilization Rate	≥ 86 %.	82.3	82.4	78.2	76.8	89.8	78.3	81.8	0.3	77.9
Occupancy	≥ 70 %.									61.5
Repeat Calls	≤ 10 %.	13.6	12	10.9	14.4	12.2	13.2	15.3	0	14.0

1.2

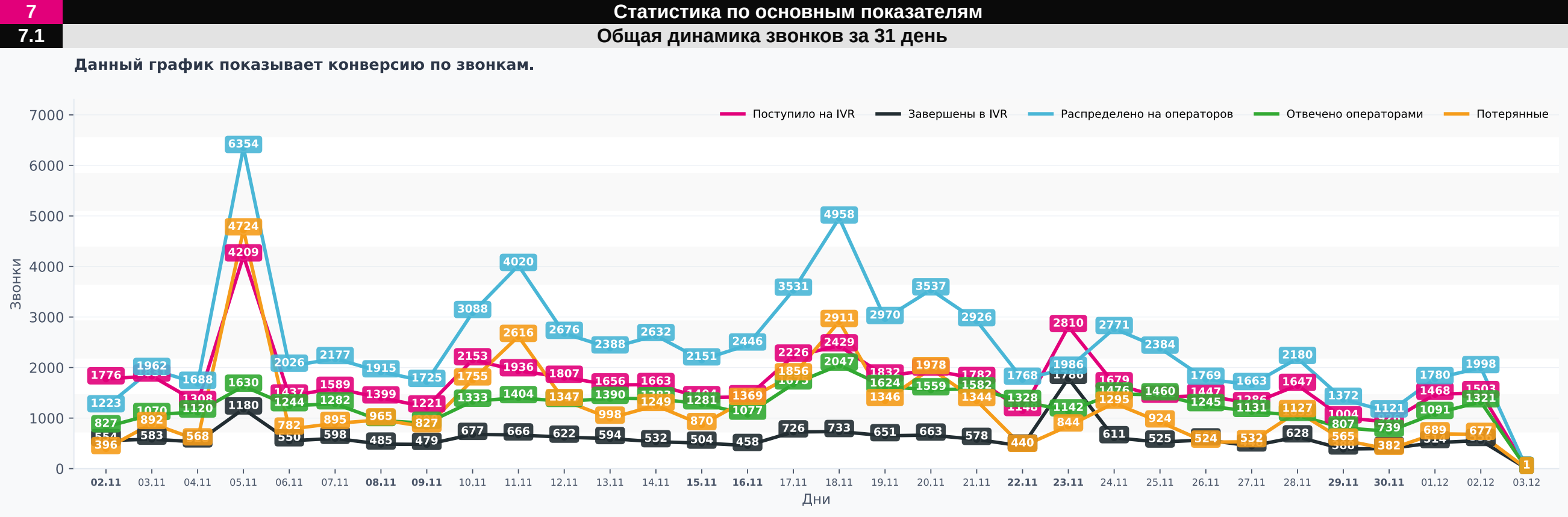
Текст

Показатель	План	26.11	27.11	28.11	29.11	30.11	01.12	02.12	03.12	Среднее значение
Average Reaction Time	≤ 60 сек.	56.7	70.4	101.5	92	124.5	138.1	112.2	106.2	72.6
Average Speed To Answer	≤ 60 сек.	53.5	65.1	79	69	94.6	98.9	81.4	72.1	67.2
Utilization Rate	≥ 86 %.	85	97	73.2	78.9	103.6	78.5	54.6	0	85.1
Critical Error Accuracy	≥ 97 %.	100	100	100	100			87.5	100	98.9
Customer Satisfaction Index	≥ 80 %.	94.4	80	62.5	86.7	78.6	70	75	63.6	69.4
Конверсия Customer Satisfaction Index	≥ 10 %.	6	5.7	7.2	4.6	5.6	6.8	4.2	5.7	5.5

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	5	1	4	6	5	1	00:05	00:05	05:38	00:03	100	83.3	100	46.0
01:00:00	0	0	0	0					00:00	00:00	00:00	00:00				
02:00:00	0	0	0	0					00:00	00:00	00:00	00:00				
03:00:00	0	0	0	0					00:00	00:00	00:00	00:00				
04:00:00	0	0	0	0					00:00	00:00	00:00	00:00				
05:00:00	0	0	0	0					00:00	00:00	00:00	00:00				
06:00:00	0	0	0	0					00:00	00:00	00:00	00:00				
07:00:00	3	3	0	-3					00:00	00:00	00:00	00:00				
08:00:00	5	6	0	-6					00:00	00:00	00:00	00:00			100	
09:00:00	10	10	0	-10					00:00	00:00	00:00	00:00			100	
10:00:00	12	11	0	-11					00:00	00:00	00:00	00:00			88.9	
11:00:00	18	13	0	-13					00:00	00:00	00:00	00:00			100	
12:00:00	18	11	0	-11					00:00	00:00	00:00	00:00			100	
13:00:00	16	8	0	-8					00:00	00:00	00:00	00:00			50	
14:00:00	15	5	0	-5					00:00	00:00	00:00	00:00			100	
15:00:00	15	7	0	-7					00:00	00:00	00:00	00:00			100	
16:00:00	9	5	0	-5					00:00	00:00	00:00	00:00			85.7	
17:00:00	11	8	0	-8					00:00	00:00	00:00	00:00			63.6	
18:00:00	11	8	0	-8					00:00	00:00	00:00	00:00			75	
19:00:00	10	12	0	-12					00:00	00:00	00:00	00:00			100	
20:00:00	11	13	0	-13					00:00	00:00	00:00	00:00			75	
21:00:00	11	13	0	-13					00:00	00:00	00:00	00:00			100	
22:00:00	6	9	0	-9					00:00	00:00	00:00	00:00			100	
23:00:00	6	9	0	-9					00:00	00:00	00:00	00:00			100	
	190	155	5	-150	4	6	5	1	00:05	00:05	05:38	00:03	100	83.3	85.7	46

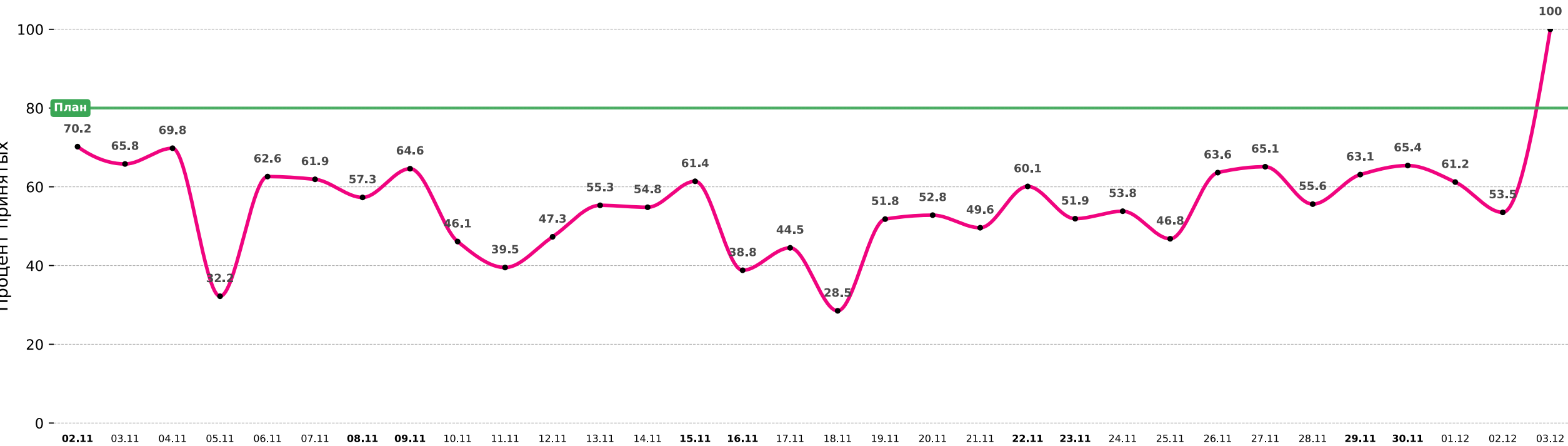
2.2	Текст												
Часы	Эрланг	График	Факт	Дельта Факт и График	Всего закрытых чатов	Закрыто без задержки (операторами)	Закрыто с задержкой 12 часов (чат-ботом)	Maximum Reaction Time	Maximum Speed To Answer	Average Reaction Time	Average Speed To Answer	Customer Satisfaction Index	
00:00:00	1	1	3	2	16	16	0	02:28	02:44	01:11	01:00		
01:00:00	1	1	3	2	16	16	0	02:18	02:18	00:56	00:51		
02:00:00	1	1	3	2	8	8	0	01:32	09:34	00:29	00:51		
03:00:00	1	1	3	2	4	4	0	01:33	01:30	00:45	00:44	100	
04:00:00	1	1	1	0				00:00	00:00	00:00	00:00		
05:00:00	1	1	1	0				00:00	00:00	00:00	00:00	0	
06:00:00	1	1	1	0				00:00	00:00	00:00	00:00		
07:00:00	1	1	1	0	2	2	0	00:19	00:42	00:16	00:25	100	
08:00:00	2	2	1	-1	6	6	0	03:43	02:02	01:29	00:54		
09:00:00	4	3	1	-2	17	17	0	02:42	01:37	00:32	00:35	0	
10:00:00	4	3	1	-2	18	18	0	01:44	00:50	00:31	00:26	33.3	
11:00:00	3	3	1	-2	17	17	0	02:20	02:20	00:34	00:51	50	
12:00:00	3	3	1	-2	20	20	0	02:47	02:51	00:56	00:48	50	
13:00:00	2	3	1	-2	23	23	0	11:49	11:55	01:37	01:09	50	
14:00:00	4	3	1	-2	39	39	0	02:26	01:37	00:38	00:40	100	
15:00:00	4	3	2	-1	27	27	0	03:57	08:13	00:49	01:06	100	
16:00:00	3	2	2	0	21	21	0	04:03	03:27	00:56	01:03	50	
17:00:00	3	3	2	-1	36	36	0	03:27	04:15	00:35	00:53		
18:00:00	2	3	2	-1	35	35	0	04:10	04:10	01:03	01:00		
19:00:00	2	3	1	-2	19	19	0	02:07	02:21	00:54	00:50		
20:00:00	2	3	2	-1	20	20	0	02:40	04:23	00:50	00:58		
21:00:00	2	3	2	-1	27	27	0	05:32	05:32	00:46	00:43		
22:00:00	1	1	1	0	11	11	0	04:47	03:50	02:07	01:12		
23:00:00	1	1	3	2	17	17	0	02:17	02:17	00:44	00:46		
	50	50	40	-10	399	399	0	11:49	11:55	00:46		63.6	

3	Таблица актуальных аварийно-плановых работ									
					Дата начала	Время простоя	Сервис	Описание	Количество обращений	
					20.11.2025, 01:00		24д. 13ч. 35м.	О! Деньги	Технические работы на стороне MEGA с 01 до 06:00	0

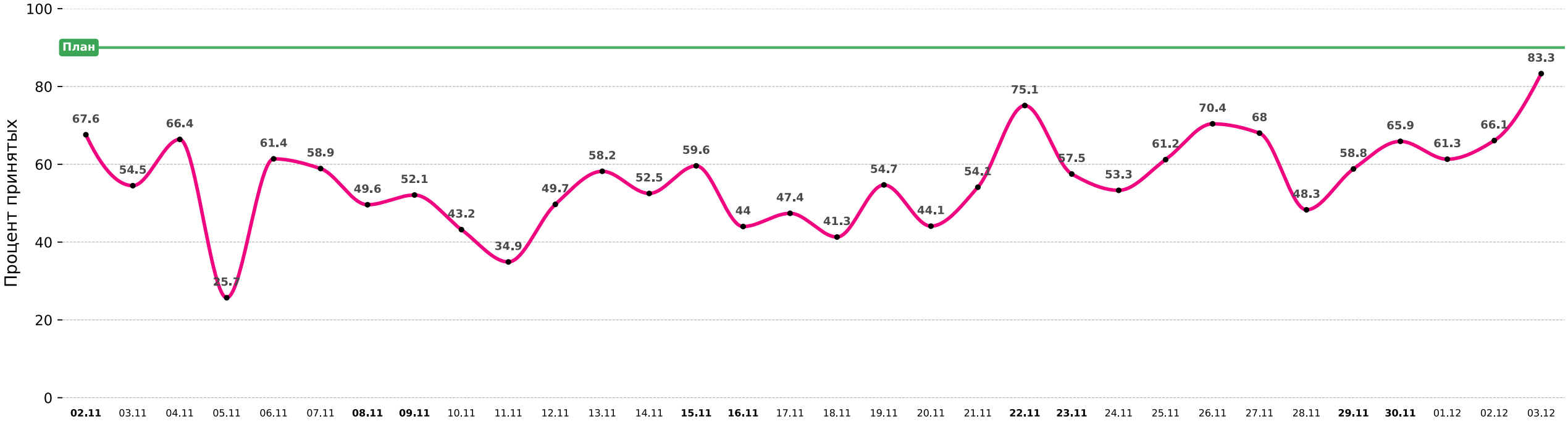


Проект	02.11	03.11	04.11	05.11	06.11	07.11	08.11	09.11	10.11	11.11	12.11	13.11	14.11	15.11	16.11	17.11	18.11	19.11	20.11	21.11	22.11	23.11	24.11	25.11	26.11	27.11	28.11	29.11	30.11	01.12	02.12	03.12	Итого	Сред.
О! Деньги	1180	1786	1277	4177	1421	1565	1387	1200	2111	1908	1784	1615	1631	1379	1405	2187	2385	1787	1910	1767	1138	2799	1664	1400	1438	1274	1626	994	915	1440	1486	4	52040	1626.2
Халык	10	43	31	32	16	24	12	21	42	28	23	41	32	25	17	39	44	45	38	15	10	11	15	12	9	12	21	10	11	28	17		734	23.7
О!Bank	586	2																															588	294
Итого	1776	1831	1308	4209	1437	1589	1399	1221	2153	1936	1807	1656	1663	1404	1422	2226	2429	1832	1948	1782	1148	2810	1679	1412	1447	1286	1647	1004	926	1468	1503	4	53362	1667.6

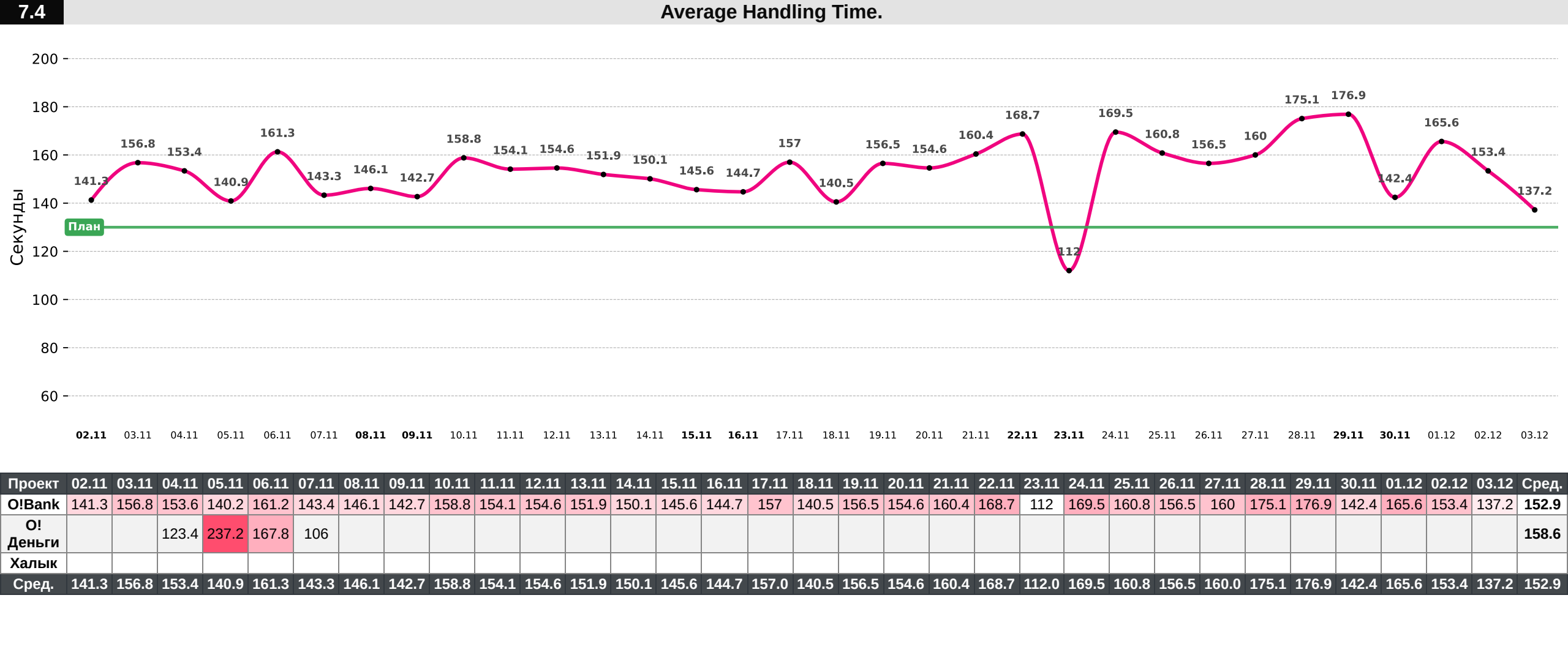
Процент принятых

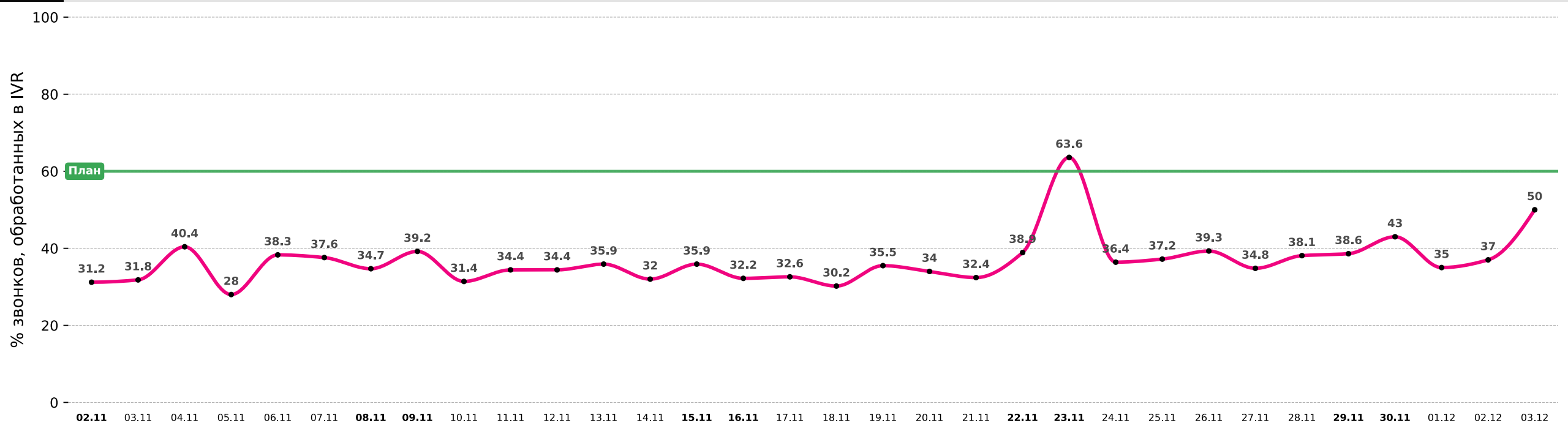


Проект	02.11	03.11	04.11	05.11	06.11	07.11	08.11	09.11	10.11	11.11	12.11	13.11	14.11	15.11	16.11	17.11	18.11	19.11	20.11	21.11	22.11	23.11	24.11	25.11	26.11	27.11	28.11	29.11	30.11	01.12	02.12	03.12	Сред.
О!Bank	70.2	65.8	69.9	32.1	62.7	61.8	57.3	64.6	46.1	39.5	47.3	55.3	54.8	61.4	38.8	44.5	28.5	51.8	52.8	49.6	60.1	51.9	53.8	46.8	63.6	65.1	55.6	63.1	65.4	61.2	53.5	100	56.1
О!Деньги			50	33.3	46.2	100																											57.4
Халык																																	
Сред.	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	53.5	100.0	56.1



Проект	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	02.12	03.12	Сред.
О!Bank	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	66.1	83.3	55.9
О!Деньги			83.3	100	92.3	100																											93.9
Халык																																	
Сред.	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	66.1	83.3	55.9





Проект	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	02.12	03.12	Сред.
Халык	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	11.8		40.9
О!Деньги	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	37.3	50	36.7
О!Bank	24.7	50																															37.4
Сред.	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	37.0	50.0	36.7

