



1  
1.1

Срез по основным показателям.

Голос

Показатель	План	16.11	17.11	18.11	19.11	20.11	21.11	22.11	23.11	Среднее значение
Service Level	≥ 80 %	38.8	44.5	28.5	51.8	52.8	49.6	60.1	51.9	55.3
Handled Calls Rate (Процент принятых вызовов)	≥ 90 %	44	47.4	41.3	54.7	44.1	54.1	75.1	57.5	62.2
Average Handling Time	≤ 110 сек.	144.7	157	140.5	156.5	154.6	160.4	168.7	112	146.9
Average Ringing Time	≤ 3 сек.	2	2.2	1.9	2.2	2.3	2.1	2.4	2.1	2.4
Average Holding Time	≤ 30 сек.	54.3	73.6	76.8	65.6	60.5	61.1	63.5	43.2	63.1
Critical Error Accuracy	≥ 97 %.	100	90.5	93.5	92.3	89.7	85.2	88.7	97.1	85.4
Customer Satisfaction Index	≥ 80 %.	93.3	94.1	72.6	88.4	88.6	78	78.8	91.4	85.2
Конверсия Customer Satisfaction Index	≥ 10 %.	6	4.3	4.9	4.6	5.5	5.6	4.4	3.8	4.9
Utilization Rate	≥ 86 %.	86.8	84.1	87	84.9	85.2	85.2	78.3	84.6	80.9
Occupancy	≥ 70 %.									58.7
Repeat Calls	≤ 10 %.	17.5	13.8	13.4	13.9	11.7	15	14.7	14.6	13.1

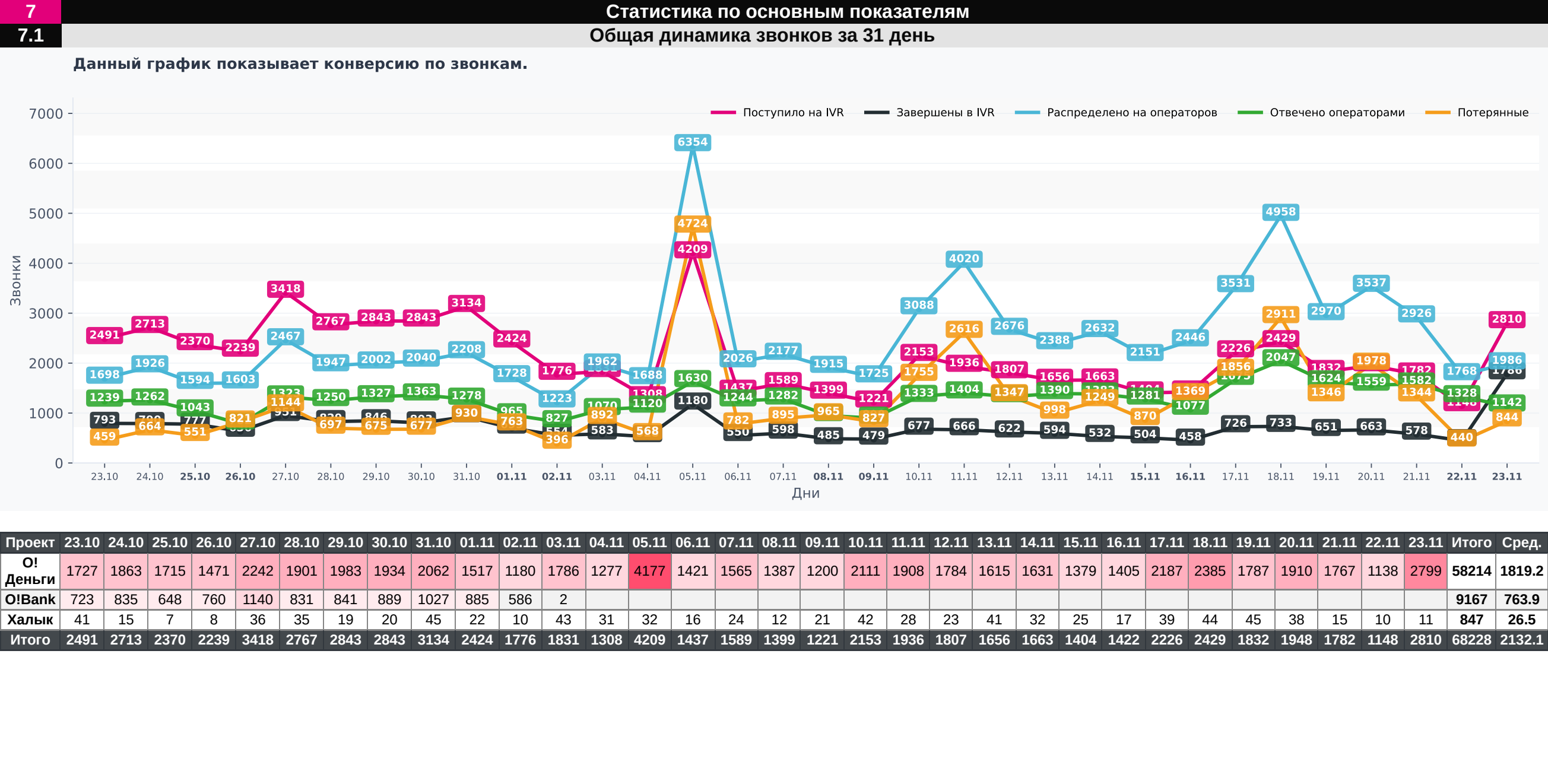
1.2

Текст

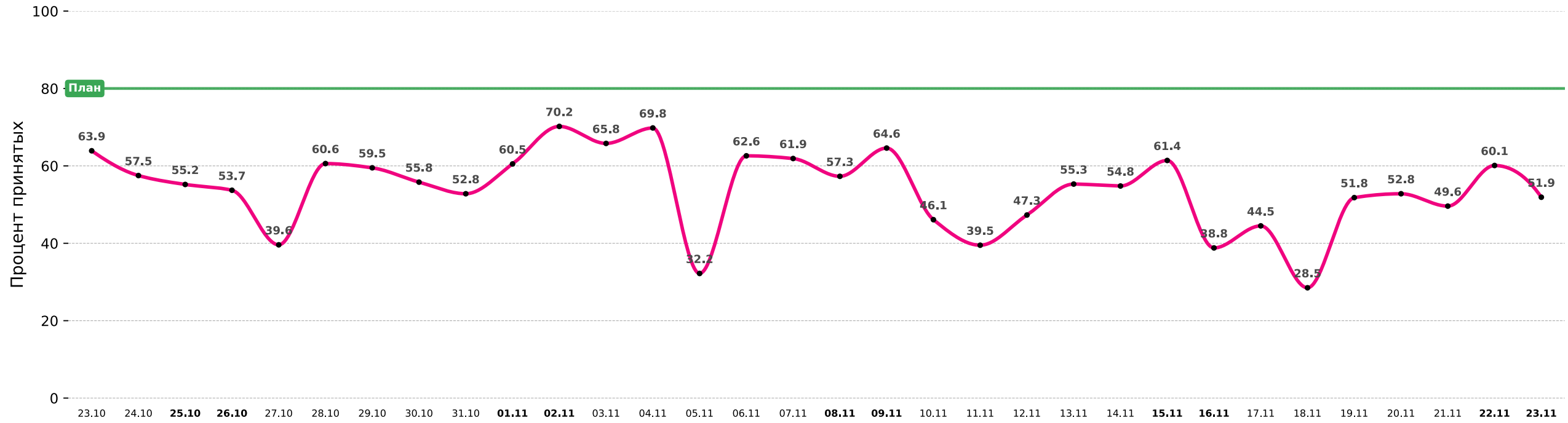
Показатель	План	16.11	17.11	18.11	19.11	20.11	21.11	22.11	23.11	Среднее значение
Average Reaction Time	≤ 60 сек.	51.3	70.8	49.2	55.7	60.9	79.5	56.9	30.6	61.9
Average Speed To Answer	≤ 60 сек.	60.3	71.4	42	61.9	53.6	67.5	50.1	41	60.1
Utilization Rate	≥ 86 %.	102.1	72.6	81.2	99	90.3	76.1	105.4	110.9	95.9
Critical Error Accuracy	≥ 97 %.	100	100	100	100	100	100	100	100	96.2
Customer Satisfaction Index	≥ 80 %.	44.4	54.8	63.6	54.5	71.4	64.3	80	46.2	64.1
Конверсия Customer Satisfaction Index	≥ 10 %.	1.9	3.5	2.5	3.8	4.2	3.8	3.9	4.6	3.3

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	14	29	26	3	01:58	00:04	05:42	00:56	76.9	89.7	50	26.5
01:00:00	3	4	4	0	17	26	25	1	00:54	00:05	08:51	00:32	88	96.2		28.3
02:00:00	0	0	1	1	14	19	0	19	00:06	00:00	00:00	00:00	0	0	100	0
03:00:00	0	0	0	0	4	5	0	5	00:06	00:00	00:00	00:00	0	0		
04:00:00	0	0	0	0	2	2	0	2	00:06	00:00	00:00	00:00	0	0		
05:00:00	0	0	0	0		1	0	1	00:05	00:00	00:00	00:00	0	0		
06:00:00	0	0	0	0	8	4	0	4	00:02	00:00	00:00	00:00		0		
07:00:00	3	4	3	-1	10	13	13	0	00:45	00:04	13:16	00:17	92.3	100	100	19.0
08:00:00	4	4	4	0	13	16	16	0	01:23	00:05	04:10	00:00	93.8	100		21.8
09:00:00	6	6	5	-1	44	53	52	1	01:02	00:04	05:44	00:59	92.5	98.1	33.3	49.3
10:00:00	8	6	5	-1	41	95	66	29	03:12	00:03	11:31	01:59	47.2	69.5	100	86.6
11:00:00	8	6	5	-1	65	108	71	37	02:49	00:03	14:35	01:38	35.6	65.7	100	98.1
12:00:00	12	2	4	2	63	98	53	45	02:53	00:04	12:59	01:01	23.6	54.1	100	97.4
13:00:00	11	2	4	2	82	131	48	83	03:42	00:03	17:17	01:19	21.3	36.6		99.7
14:00:00	9	0	2	2	72	107	34	73	03:18	00:03	09:04	01:19	0	31.8	100	100
15:00:00	9	0	2	2	273	250	39	211	03:31	00:03	06:42	01:22	9.6	15.6	100	99.4
16:00:00	13	2	3	1	1383	229	60	169	03:46	00:05	03:42	00:59	21.3	26.2		55.4
17:00:00	11	5	5	0	210	178	121	57	03:05	00:05	06:45	01:56	55.1	68.0	100	68.6
18:00:00	11	5	5	0	225	221	138	83	03:24	00:04	07:51	01:07	41.6	62.4		82.6
19:00:00	14	9	8	-1	89	104	98	6	01:38	00:05	07:31	01:36	72.4	94.2	100	63.9
20:00:00	12	9	10	1	63	118	109	9	01:44	00:04	09:17	01:20	70.6	92.4	100	66.9
21:00:00	11	11	9	-2	52	89	88	1	01:41	00:05	09:21	01:35	92.0	98.9	100	46.5
22:00:00	6	8	7	-1	35	47	46	1	00:57	00:06	05:10	00:31	95.7	97.9	100	35.0
23:00:00	6	8	6	-2	31	43	39	4	02:08	00:04	10:28	02:34	79.5	90.7	100	39.8
	160	95	96	1	2810	1986	1142	844	03:46	00:06	17:17	02:34	51.9	57.5	91.7	60.4
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	01:46	01:34	00:33	00:48					
01:00:00	1	1	3	2	11	11	0	01:49	01:25	00:33	00:50					
02:00:00	1	1	3	2	4	4	0	01:37	00:54	00:53	00:49					
03:00:00	1	1	3	2	2	2	0	00:59	01:44	00:40	00:40					
04:00:00	1	1	2	1	2	2	0	02:14	01:03	01:17	00:52					
05:00:00	1	1	1	0				00:00	00:00	00:00	00:00					
06:00:00	1	1	1	0	2	2	0	00:47	00:46	00:34	00:33	100				
07:00:00	1	0	1	1				00:00	00:00	00:00	00:00					
08:00:00	2	1	1	0	1	1	0	00:20	00:23	00:20	00:23	0				
09:00:00	4	2	1	-1	10	10	0	01:28	01:20	00:39	00:41	100				
10:00:00	4	2	1	-1	11	11	0	02:06	01:31	00:41	00:49	100				
11:00:00	3	2	1	-1	16	16	0	02:08	01:47	00:42	00:43	0				
12:00:00	3	2	1	-1	11	11	0	00:51	01:52	00:22	00:40	0				
13:00:00	2	2	1	-1	16	16	0	01:07	01:38	00:29	00:42					
14:00:00	4	2	2	0	19	19	0	02:48	01:45	00:48	00:37	50				
15:00:00	4	2	2	0	23	23	0	01:38	02:22	00:32	00:49					
16:00:00	3	2	2	0	2	2	0	01:01	01:10	00:37	01:07	0				
17:00:00	3	2	2	0	19	19	0	06:30	05:04	01:39	01:13					
18:00:00	2	1	1	0	21	21	0	13:09	13:09	02:01	01:18	50				
19:00:00	2	1	2	1	23	23	0	12:20	06:12	01:53	01:34					
20:00:00	2	1	2	1	11	11	0	08:28	06:27	05:01	01:55					
21:00:00	2	1	2	1	7	7	0	60:04	53:32	51:03	32:42	100				
22:00:00	1	0	2	2	15	15	0	63:41	62:49	37:24	13:37					
23:00:00	1	1	1	0	12	12	0	06:32	06:51	01:03	00:59					
	50	31	41	10	254	254	0	63:41	62:49	04:34		46.2				
3	Таблица актуальных аварийно-плановых работ															
					Дата начала	Время простоя	Сервис	Описание	Количество обращений							
					20.11.2025, 01:00		24д. 17ч. 28м.	О! Деньги	Технические работы на стороне MEGA с 01 до 06:00			0				



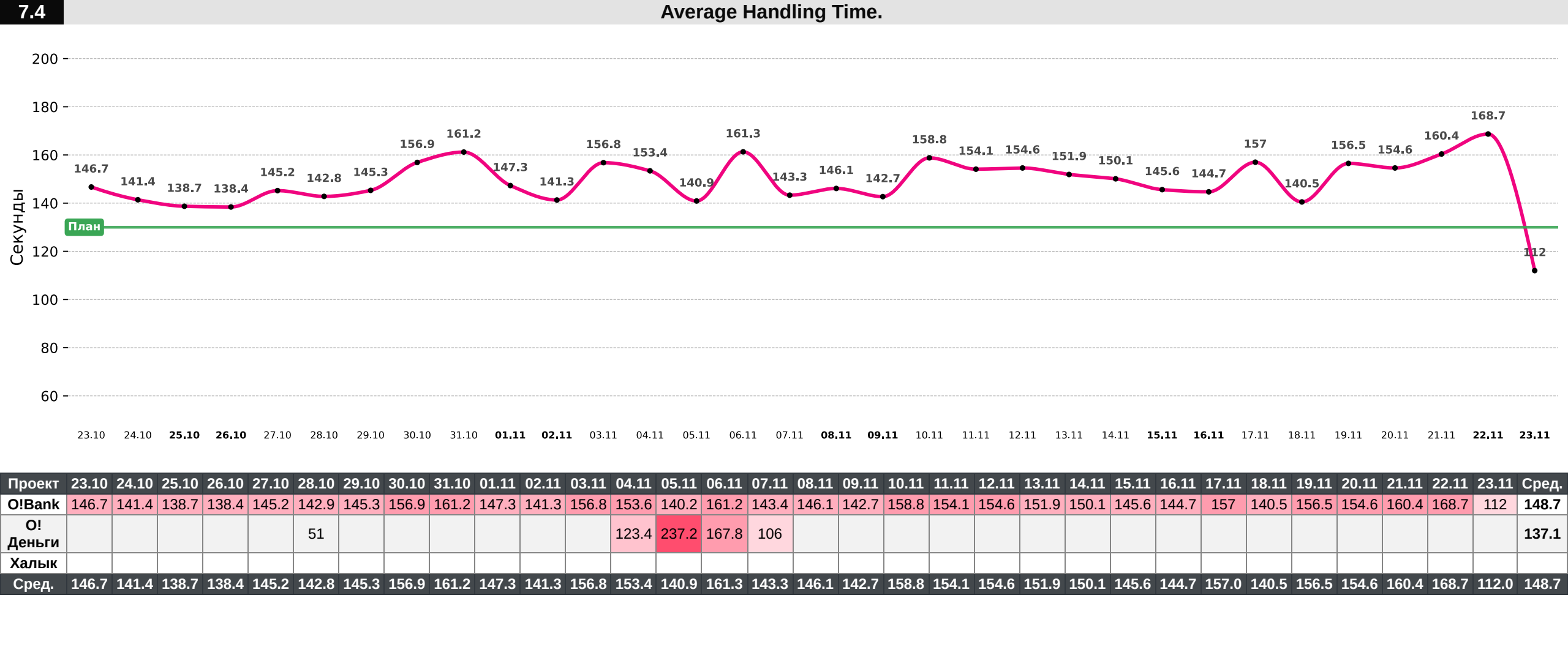


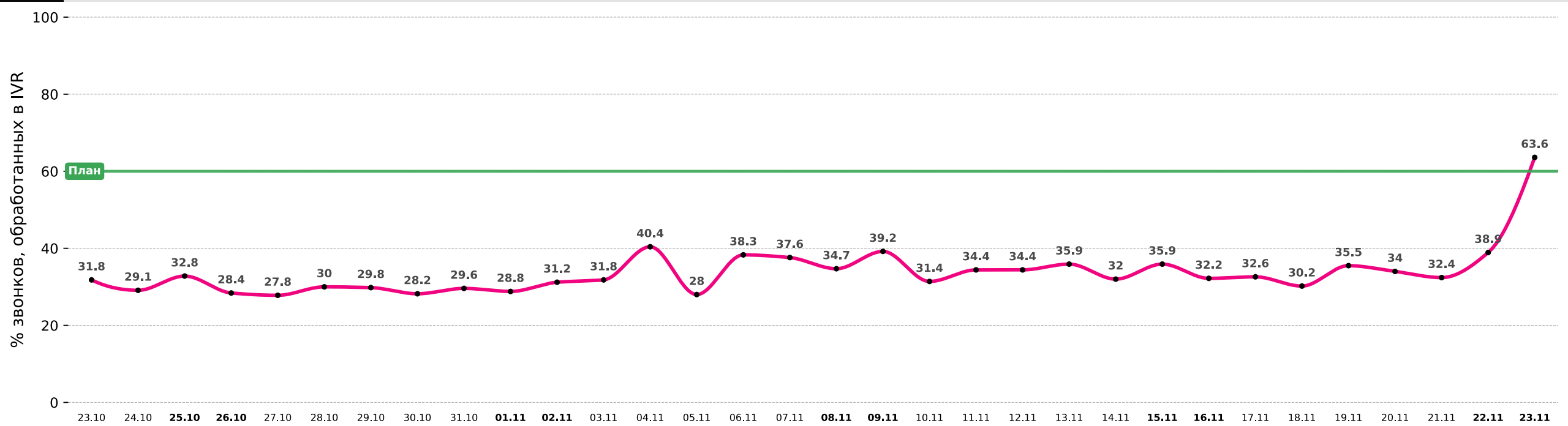




Проект	23.10	24.10	25.10	26.10	27.10	28.10	29.10	30.10	31.10	01.11	02.11	03.11	04.11	05.11	06.11	07.11	08.11	09.11	10.11	11.11	12.11	13.11	14.11	15.11	16.11	17.11	18.11	19.11	20.11	21.11	22.11	23.11	Сред.
О!Bank	63.9	57.5	55.2	53.7	39.6	60.6	59.5	55.8	52.8	60.5	70.2	65.8	69.9	32.1	62.7	61.8	57.3	64.6	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	53.9
О!Деньги						100							50	33.3	46.2	100																	65.9
Халык																																	
Сред.	63.9	57.5	55.2	53.7	39.6	60.6	59.5	55.8	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	53.9







Проект	23.10	24.10	25.10	26.10	27.10	28.10	29.10	30.10	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	Сред.
Халык	26.8	46.7	28.6	12.5	50	37.1	42.1	30	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	40.6
О!Деньги	34	30.3	36	30.7	29.3	32.7	32.1	30.6	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	34.6
О!Bank	27	26.2	24.2	24.1	24.2	23.3	24	23.1	23	21.4	24.7	50																					26.3
Сред.	31.8	29.1	32.8	28.4	27.8	30.0	29.8	28.2	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	33.8



