



1

1.1

Срез по основным показателям.

Голос

Показатель	План	20.11	21.11	22.11	23.11	24.11	25.11	26.11	27.11	Среднее значение
Service Level	≥ 80 %	52.8	49.6	60.1	51.9	53.8	46.8	63.6	65.1	53.5
Handled Calls Rate (Процент принятых вызовов)	≥ 90 %	44.1	54.1	75.1	57.5	53.3	61.2	70.4	68	61.3
Average Handling Time	≤ 110 сек.	154.6	160.4	168.7	112	169.5	160.8	156.5	160	150.3
Average Ringing Time	≤ 3 сек.	2.3	2.1	2.4	2.1	2.4	2.3	2.7	2.5	2.4
Average Holding Time	≤ 30 сек.	60.5	61.1	63.5	43.2	75.2	70.2	64	65.7	64.0
Critical Error Accuracy	≥ 97 %.	89.7	85.2	88.7	97.1	90.9	90.9	93.6	93.9	86.0
Customer Satisfaction Index	≥ 80 %.	88.6	78	78.8	91.4	81.8	86.8	75	88.9	84.9
Конверсия Customer Satisfaction Index	≥ 10 %.	5.5	5.6	4.4	3.8	4.2	3.9	4.6	4.1	4.8
Utilization Rate	≥ 86 %.	82.6	83	75.6	84.6	79.7	80	82.3	82.4	79.4
Occupancy	≥ 70 %.									60.3
Repeat Calls	≤ 10 %.	11.7	15	14.7	14.6	12.3	12.5	13.6	12	13.0

1.2

Текст

Показатель	План	20.11	21.11	22.11	23.11	24.11	25.11	26.11	27.11	Среднее значение
Average Reaction Time	≤ 60 сек.	60.9	79.5	56.9	30.6	66.9	70.9	56.7	70.4	61.8
Average Speed To Answer	≤ 60 сек.	53.6	67.5	50.1	41	67.4	59.1	53.5	65.1	61.2
Utilization Rate	≥ 86 %.	90.3	76.1	105.4	110.9	95	67	85	97	92.6
Critical Error Accuracy	≥ 97 %.	100	100	100	100	100	90.9	100	100	95.4
Customer Satisfaction Index	≥ 80 %.	71.4	64.3	80	46.2	56.3	77.3	94.4	78.9	66.4
Конверсия Customer Satisfaction Index	≥ 10 %.	4.2	3.8	3.9	4.5	4.6	5.8	6	5.4	3.6

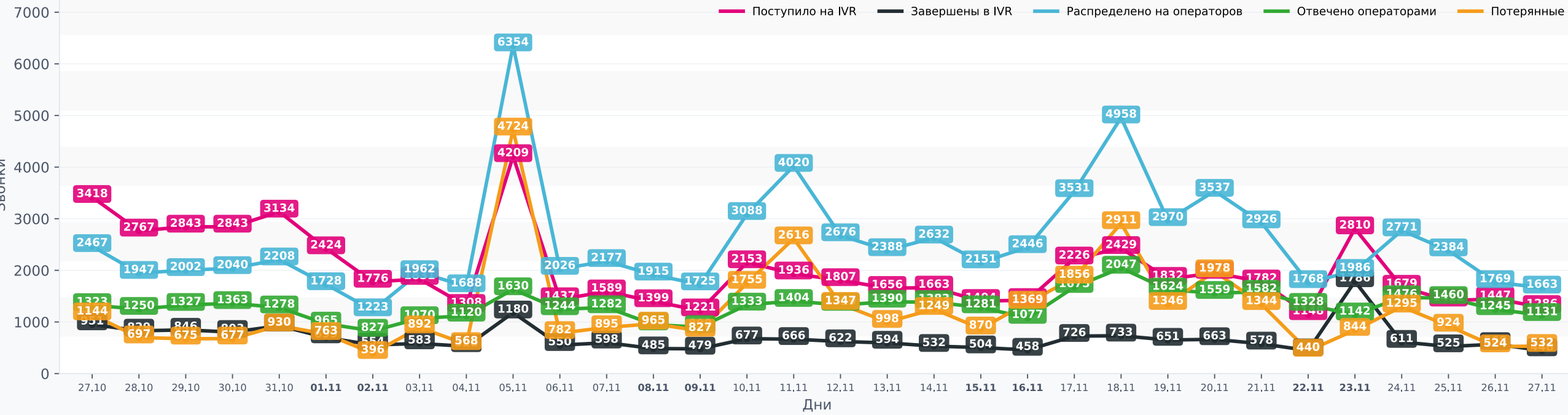
2	Профиль дня.															
2.1	Голос															
Часы	Эрланг	График	Факт	Дельта Факт и График	Поступило на IVR	Распределено на операторов	Отвечено операторами	Завершены в очереди	Maximum Waiting Time	Maximum Ringing Time	Maximum Speaking Time	Maximum Holding Time	Service Level	Handled Calls Rate	Customer Satisfaction Index	Occupancy
00:00:00	3	4	4	0	19	36	21	15	01:44	00:05	08:20	00:39	81.8	58.3		44.9
01:00:00	3	4	3	-1	7	13	13	0	00:05	00:05	04:44	00:02	100	100		18.4
02:00:00	0	0	0	0	8	10	0	10	00:06	00:00	00:00	00:00	0	0		0
03:00:00	0	0	0	0	1	1	0	1	00:05	00:00	00:00	00:00	0	0		
04:00:00	0	0	0	0	2	1	0	1	00:02	00:00	00:00	00:00		0		
05:00:00	0	0	0	0					00:00	00:00	00:00	00:00				
06:00:00	0	0	0	0	3				00:00	00:00	00:00	00:00				
07:00:00	4	4	3	-1	6	12	10	2	03:04	00:06	07:33	01:32	58.3	83.3		37.5
08:00:00	6	4	4	0	35	30	20	10	02:00	00:04	13:42	01:35	75	66.7	100	47.8
09:00:00	10	8	6	-2	55	58	55	3	01:25	00:06	09:23	04:03	89.1	94.8	100	51.2
10:00:00	12	9	7	-2	83	100	97	3	03:12	00:05	16:12	04:59	82	97	90.9	73.4
11:00:00	12	9	8	-1	90	120	96	24	03:30	00:06	12:14	03:43	47.5	80	50	91.4
12:00:00	15	6	5	-1	84	92	76	16	03:26	00:04	15:56	04:26	37.0	82.6	100	91.9
13:00:00	13	6	6	0	93	123	77	46	03:38	00:04	12:47	03:16	46.3	62.6	66.7	84.8
14:00:00	9	2	4	2	128	140	59	81	03:36	00:06	12:19	01:56	20.6	42.1	100	91.4
15:00:00	9	2	4	2	145	175	46	129	03:58	00:05	10:01	05:56	23.0	26.3	100	94.6
16:00:00	13	6	7	1	121	176	78	98	03:22	00:05	14:26	02:59	33.8	44.3		90.7
17:00:00	11	8	8	0	81	121	58	63	03:07	00:04	11:50	03:05	51.7	47.9	66.7	62.0
18:00:00	11	8	8	0	91	110	83	27	02:57	00:07	10:30	01:50	61.2	75.5	100	71.0
19:00:00	14	13	12	-1	75	103	103	0	00:50	00:06	11:09	01:59	95.1	100	100	54.0
20:00:00	12	12	13	1	60	95	92	3	00:05	00:05	07:34	02:35	100	96.8	100	37.2
21:00:00	11	12	11	-1	48	60	60	0	00:10	00:07	04:42	00:57	100	100	100	28.7
22:00:00	6	9	9	0	30	57	57	0	01:05	00:06	06:46	01:14	96.5	100	100	35.4
23:00:00	6	9	8	-1	21	30	30	0	00:05	00:05	06:39	00:54	100	100	100	20.5
	180	135	130	-5	1286	1663	1131	532	03:58	00:07	16:12	05:56	65.1	68	88.9	57.1

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	4	3	7	7	0	00:39	01:39	00:21	00:47	
01:00:00	1	1	4	3	10	10	0	01:41	01:16	00:30	00:37	
02:00:00	1	1	5	4	3	3	0	00:32	01:15	00:13	00:49	100
03:00:00	1	1	4	3	2	2	0	01:26	01:46	01:19	01:08	
04:00:00	1	1	2	1	1	1	0	00:09	00:50	00:09	00:50	
05:00:00	1	1	3	2				00:00	00:00	00:00	00:00	
06:00:00	1	1	2	1	2	2	0	06:25	09:57	04:38	08:10	
07:00:00	1	1	2	1	2	2	0	00:21	00:33	00:16	00:22	33.3
08:00:00	2	4	2	-2	4	4	0	00:42	00:42	00:15	00:27	
09:00:00	4	4	2	-2	9	9	0	01:30	01:30	00:22	00:33	
10:00:00	4	4	2	-2	20	20	0	34:38	04:48	03:11	01:09	100
11:00:00	3	4	2	-2	17	17	0	04:05	02:21	00:46	00:49	75
12:00:00	3	4	2	-2	25	25	0	04:31	02:00	00:42	00:45	
13:00:00	2	4	4	0	22	22	0	01:41	01:29	00:28	00:29	
14:00:00	4	4	4	0	22	22	0	04:40	02:54	01:09	00:59	66.7
15:00:00	4	4	4	0	38	38	0	02:58	13:31	00:44	01:05	
16:00:00	3	3	4	1	28	28	0	03:27	05:13	00:42	00:58	
17:00:00	3	2	4	2	35	35	0	08:30	07:45	01:54	01:18	100
18:00:00	2	3	4	1	26	26	0	02:54	03:30	00:57	00:55	
19:00:00	2	3	4	1	27	27	0	07:05	07:05	01:22	00:54	100
20:00:00	2	3	3	0	21	21	0	02:45	02:07	00:49	00:43	
21:00:00	2	3	4	1	14	14	0	01:38	01:38	00:47	00:39	
22:00:00	1	1	3	2	13	13	0	03:45	02:11	01:01	00:55	
23:00:00	1	1	3	2	8	8	0	00:39	01:09	00:20	00:36	
	50	59	77	18	356	356	0	34:38	13:31	00:57		78.9

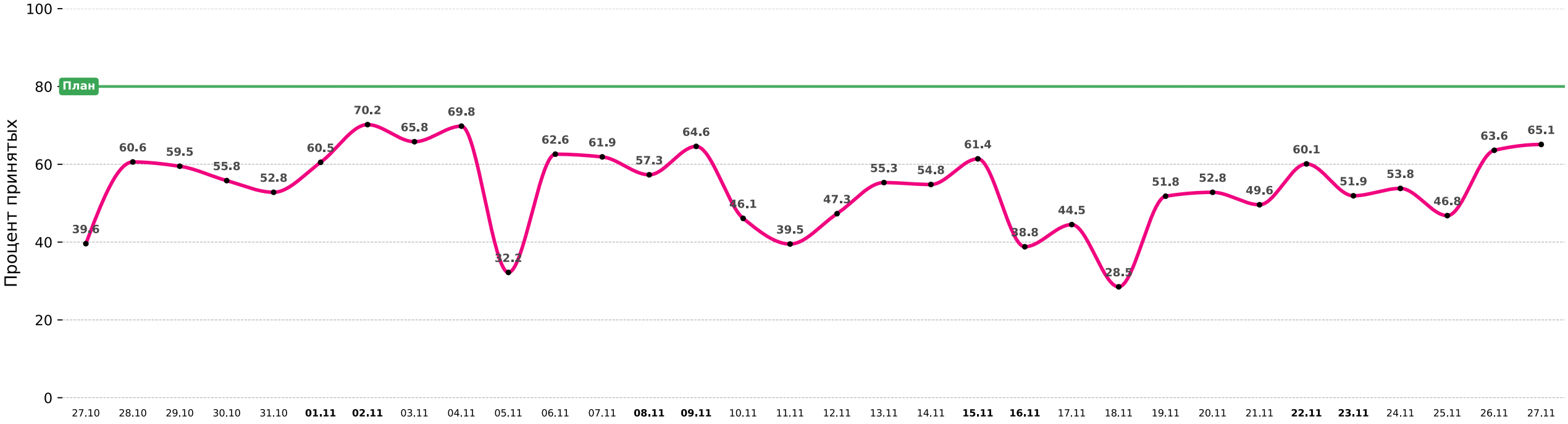
3	Таблица актуальных аварийно-плановых работ						
	Дата начала	Время простоя	Сервис	Описание	Количество обращений		
	20.11.2025, 01:00		24д. 16ч. 28м.	О! Деньги	Технические работы на стороне MEGA с 01 до 06:00	0	

Статистика по основным показателям
Общая динамика звонков за 31 день

Данный график показывает конверсию по звонкам.

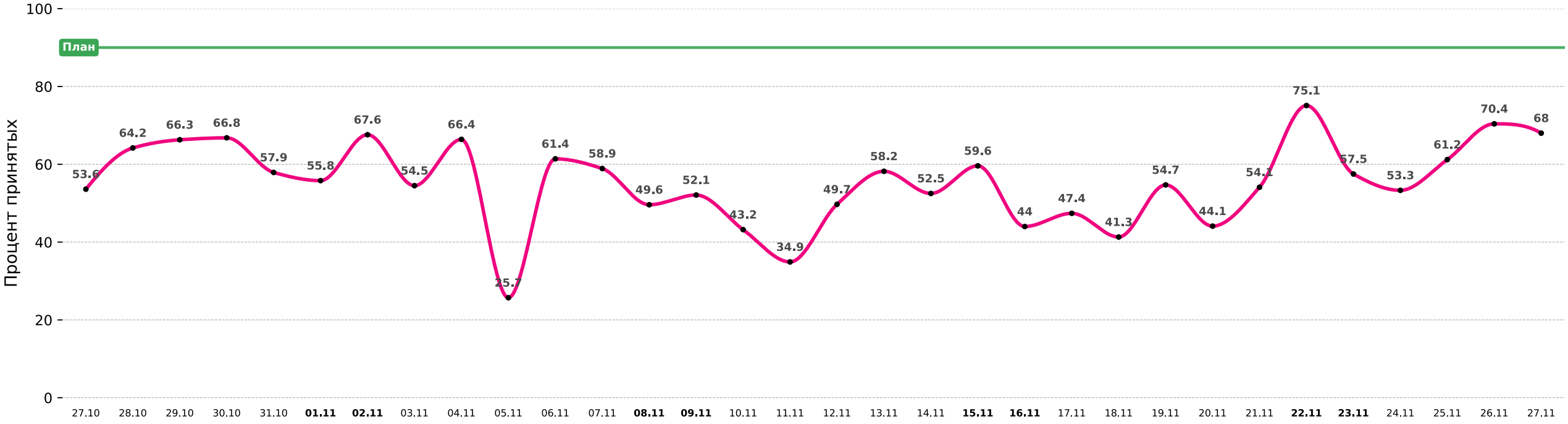


Проект	27.10	28.10	29.10	30.10	31.10	01.11	02.11	03.11	04.11	05.11	06.11	07.11	08.11	09.11	10.11	11.11	12.11	13.11	14.11	15.11	16.11	17.11	18.11	19.11	20.11	21.11	22.11	23.11	24.11	25.11	26.11	27.11	Итого	Сред.
О! Деньги	2242	1901	1983	1934	2062	1517	1180	1786	1277	4177	1421	1565	1387	1200	2111	1908	1784	1615	1631	1379	1405	2187	2385	1787	1910	1767	1138	2799	1664	1400	1438	1274	57214	1787.9
О!Bank	1140	831	841	889	1027	885	586	2																									6201	775.1
Халык	36	35	19	20	45	22	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	824	25.8
Итого	3418	2767	2843	2843	3134	2424	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	64239	2007.5

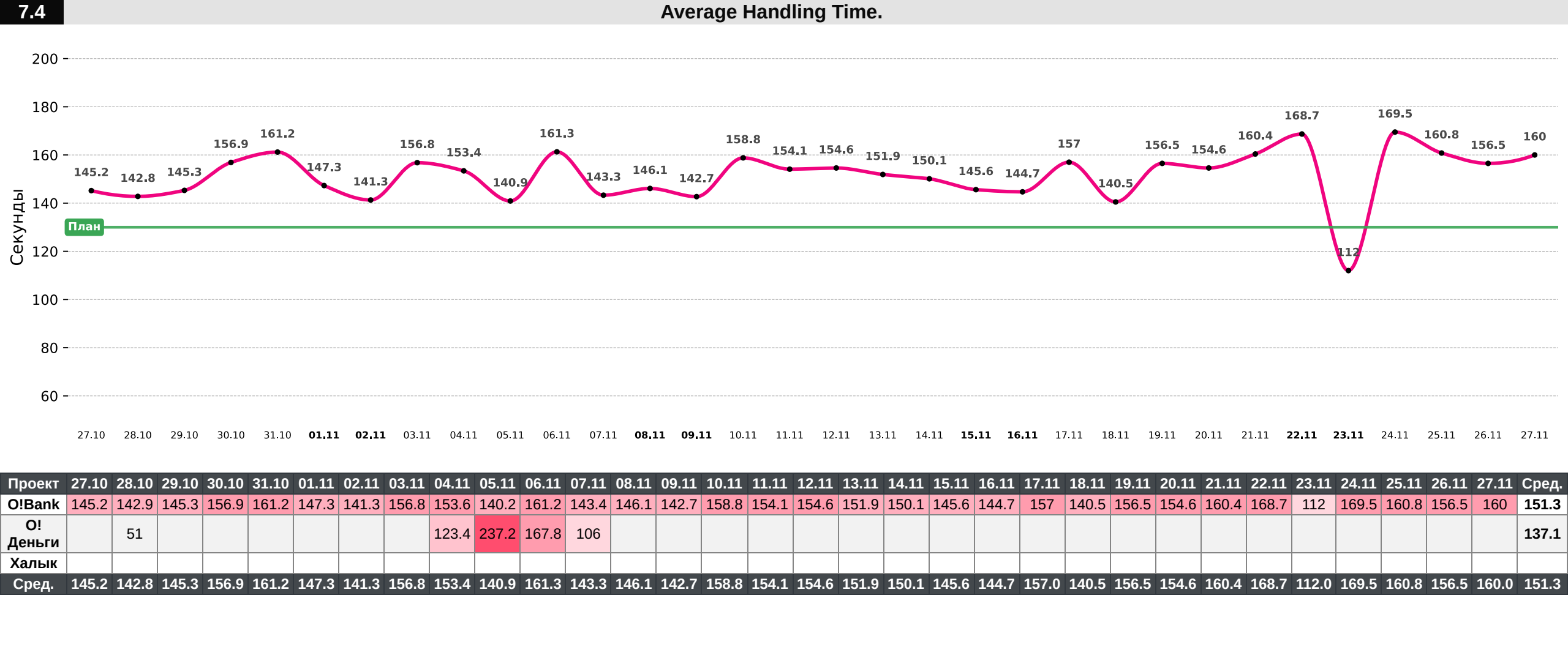


Проект	27.10	28.10	29.10	30.10	31.10	01.11	02.11	03.11	04.11	05.11	06.11	07.11	08.11	09.11	10.11	11.11	12.11	13.11	14.11	15.11	16.11	17.11	18.11	19.11	20.11	21.11	22.11	23.11	24.11	25.11	26.11	27.11	Сред.
О!Bank	39.6	60.6	59.5	55.8	52.8	60.5	70.2	65.8	69.9	32.1	62.7	61.8	57.3	64.6	46.1	39.5	47.3	55.3	54.8	61.4	38.8	44.5	28.5	51.8	52.8	49.6	60.1	51.9	53.8	46.8	63.6	65.1	53.9
О!Деньги		100							50	33.3	46.2	100																					65.9
Халык																																	
Сред.	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	53.8	46.8	63.6	65.1	53.9

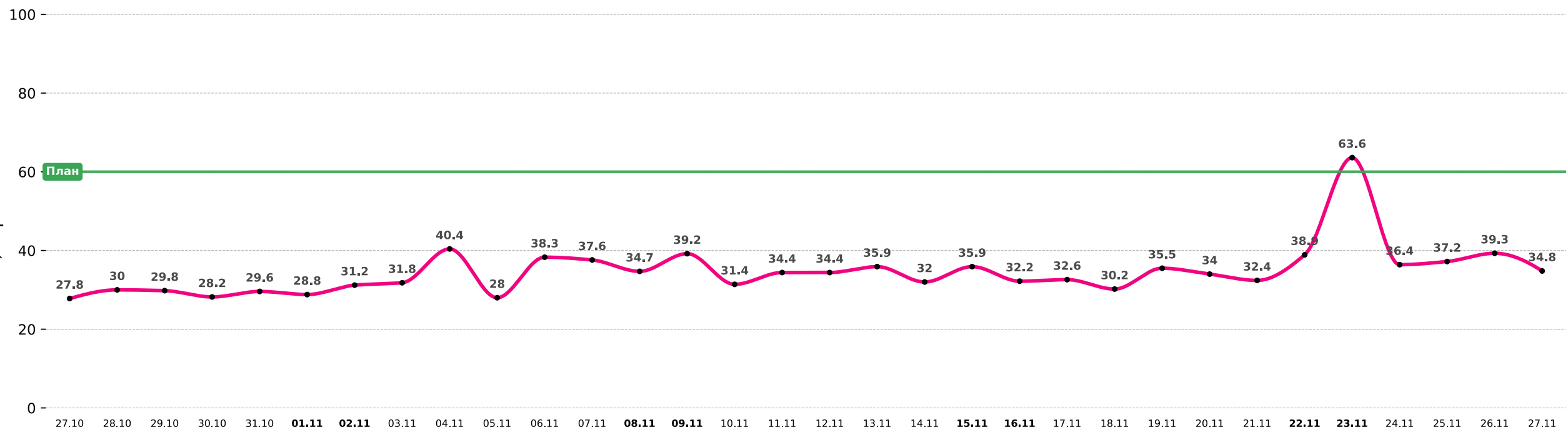
Процент принятых



Проект	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	24.11	25.11	26.11	27.11	Сред.
О!Bank	53.6	64.2	66.3	66.8	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	55.3
О!Деньги		100							83.3	100	92.3	100																					95.1
Халык																																	
Сред.	53.6	64.2	66.3	66.8	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	55.3



% звонков, обработанных в IVR



Проект	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	24.11	25.11	26.11	27.11	Сред.
Халык	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	33.3	50	22.2	25	41.1
О!Деньги	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	36.4	37.1	39.4	34.9	35.1
О!Bank	24.2	23.3	24	23.1	23	21.4	24.7	50																									26.7
Сред.	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	36.4	37.2	39.3	34.8	34.6

