



1

Срез по основным показателям.

1.1

Голос

Показатель	План	15.11	16.11	17.11	18.11	19.11	20.11	21.11	22.11	Среднее значение
Service Level	≥ 80 %	61.4	38.8	44.5	28.5	51.8	52.8	49.6	60.1	55.6
Handled Calls Rate (Процент принятых вызовов)	≥ 90 %	59.6	44	47.4	41.3	54.7	44.1	54.1	75.1	62.6
Average Handling Time	≤ 110 сек.	145.6	144.7	157	140.5	156.5	154.6	160.4	168.7	147.0
Average Ringing Time	≤ 3 сек.	2.4	2	2.2	1.9	2.2	2.3	2.1	2.4	2.5
Average Holding Time	≤ 30 сек.	66.9	54.3	73.6	76.8	65.6	60.5	61.1	63.5	63.0
Critical Error Accuracy	≥ 97 %.	89.3	100	90.5	93.5	92.3	89.7	85.2	88.7	85.3
Customer Satisfaction Index	≥ 80 %.	83.6	93.3	94.1	72.6	88.4	88.6	78	78.8	85.1
Конверсия Customer Satisfaction Index	≥ 10 %.	5.7	6	4.3	4.9	4.6	5.5	5.6	4.4	4.9
Utilization Rate	≥ 86 %.	87.8	86.8	84.1	87	84.9	85.2	85.2	78.3	80.7
Occupancy	≥ 70 %.									58.7
Repeat Calls	≤ 10 %.	17.4	17.5	13.8	13.4	13.9	11.7	15	14.7	13.2

1.2

Текст

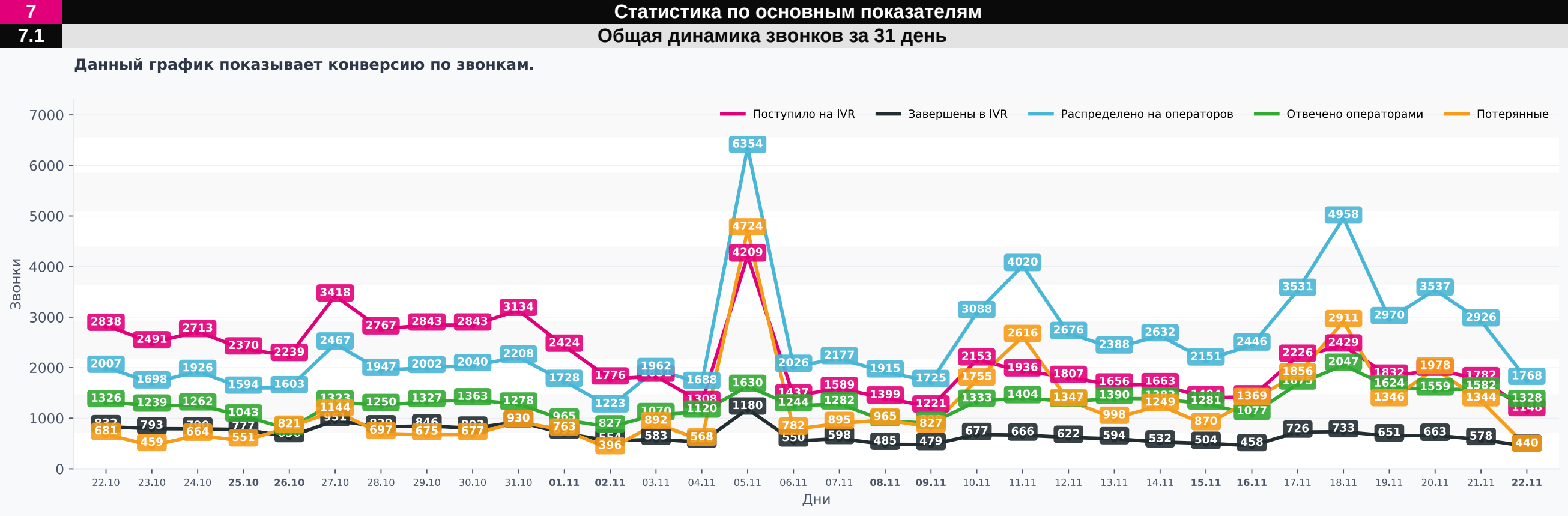
Показатель	План	15.11	16.11	17.11	18.11	19.11	20.11	21.11	22.11	Среднее значение
Average Reaction Time	≤ 60 сек.	86.3	51.3	70.8	49.2	55.7	60.9	79.5	56.9	62.1
Average Speed To Answer	≤ 60 сек.	76	60.3	71.4	42	61.9	53.6	67.5	50.1	59.7
Utilization Rate	≥ 86 %.	121.5	102.1	72.6	81.2	99	90.3	76.1	105.4	96.0
Critical Error Accuracy	≥ 97 %.	100	100	100	100	100	100	100	100	96.5
Customer Satisfaction Index	≥ 80 %.	50	44.4	54.8	63.6	54.5	71.4	64.3	80	64.8
Конверсия Customer Satisfaction Index	≥ 10 %.	2.9	1.9	3.5	2.5	3.8	4.2	3.8	3.9	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	5	3	-2	10	29	25	4	01:35	00:05	08:02	01:13	92	86.2	0	35.3
01:00:00	3	5	3	-2	9	9	9	0	00:05	00:05	06:58	00:10	100	100		16.9
02:00:00	0	0	0	0	2	12	0	12	00:06	00:00	00:00	00:00	0	0	100	0
03:00:00	0	0	0	0	5	6	0	6	00:06	00:00	00:00	00:00	0	0		
04:00:00	0	0	0	0		1	0	1	00:05	00:00	00:00	00:00	0	0		
05:00:00	0	0	0	0	5	5	0	5	00:06	00:00	00:00	00:00	0	0		
06:00:00	0	0	0	0	5	6	0	6	00:05	00:00	00:00	00:00	0	0		
07:00:00	3	4	4	0	4	6	6	0	02:48	00:05	05:54	00:30	83.3	100		16.8
08:00:00	4	6	6	0	16	18	16	2	01:37	00:04	05:46	01:11	88.2	88.9	100	23.3
09:00:00	6	9	7	-2	62	75	74	1	01:11	00:08	11:18	02:07	89.2	98.7	100	58.5
10:00:00	8	10	7	-3	77	102	98	4	01:34	00:08	12:32	02:31	91.8	96.1	25	61.8
11:00:00	8	10	7	-3	106	130	102	28	02:32	00:09	12:52	06:10	68.9	78.5	100	74.4
12:00:00	12	6	4	-2	76	141	102	39	02:52	00:06	19:36	03:54	29.6	72.3	100	98.7
13:00:00	11	4	4	0	69	117	87	30	03:41	00:05	12:09	01:52	37.0	74.4	50	94.0
14:00:00	9	1	5	4	109	123	114	9	02:05	00:06	10:44	03:28	53.0	92.7	66.7	89.9
15:00:00	9	1	4	3	119	177	77	100	04:01	00:05	15:04	02:39	21.6	43.5	100	98.4
16:00:00	13	4	5	1	105	193	70	123	03:40	00:05	33:37	03:59	3.4	36.3	100	100.0
17:00:00	11	7	7	0	72	105	83	22	02:07	00:06	08:26	01:30	42.4	79.0	50	86.8
18:00:00	11	7	8	1	57	125	89	36	03:31	00:04	32:56	04:16	24.2	71.2	57.1	90.9
19:00:00	14	11	10	-1	64	100	99	1	00:55	00:06	20:26	06:38	89.9	99	100	48.5
20:00:00	12	10	12	2	65	96	89	7	01:45	00:05	17:38	03:57	84.4	92.7	66.7	60.3
21:00:00	11	12	12	0	59	88	85	3	00:12	00:05	11:53	01:18	98.8	96.6	100	39.9
22:00:00	6	9	7	-2	41	64	64	0	00:34	00:05	06:49	00:21	98.4	100	100	38.7
23:00:00	6	9	7	-2	11	40	39	1	00:17	00:05	09:29	00:44	100	97.5	100	20.7
	160	130	122	-8	1148	1768	1328	440	04:01	00:09	33:37	06:38	60.1	75.1	79.2	59.4

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	2	1	11	11	0	01:06	02:33	00:30	00:46	
01:00:00	1	1	2	1	4	4	0	00:59	01:22	00:22	00:49	
02:00:00	1	1	2	1	9	9	0	01:40	02:12	00:30	00:52	
03:00:00	1	1	2	1	2	2	0	01:25	01:41	00:44	00:59	
04:00:00	1	1	1	0	3	3	0	48:21	45:36	34:04	17:34	
05:00:00	1	1	1	0	4	4	0	40:38	09:38	21:18	05:59	
06:00:00	1	1	1	0	3	3	0	09:46	02:27	03:25	01:01	
07:00:00	1	0	1	1	1	1	0	00:11	01:05	00:11	01:05	100
08:00:00	2	1	1	0	6	6	0	00:44	00:47	00:12	00:25	
09:00:00	4	1	1	0	6	6	0	02:57	02:57	00:44	00:41	
10:00:00	4	1	1	0	4	4	0	01:19	02:23	00:24	00:59	100
11:00:00	3	1	1	0	21	21	0	01:42	02:16	00:25	01:04	100
12:00:00	3	1	1	0	1	1	0	00:52	00:52	00:52	00:52	100
13:00:00	2	1	0	-1	7	7	0	00:48	00:56	00:24	00:33	100
14:00:00	4	1	1	0	33	33	0	02:00	14:31	00:14	01:08	
15:00:00	4	1	1	0	29	29	0	00:35	01:08	00:09	00:22	
16:00:00	3	1	1	0	18	18	0	01:43	02:01	00:29	00:42	0
17:00:00	3	1	1	0	16	16	0	02:26	02:26	00:37	00:44	0
18:00:00	2	2	0	-2	33	33	0	17:44	09:11	01:55	01:39	
19:00:00	2	2	1	-1	23	23	0	07:40	03:17	01:43	01:11	100
20:00:00	2	2	1	-1	11	11	0	03:50	01:40	00:55	00:48	
21:00:00	2	2	1	-1	13	13	0	06:30	01:15	01:33	00:46	
22:00:00	1	1	1	0	9	9	0	02:20	01:51	00:56	00:43	
23:00:00	1	1	1	0	17	17	0	01:45	01:51	00:25	00:51	
	50	27	26	-1	284	284	0	48:21	45:36	03:02		80

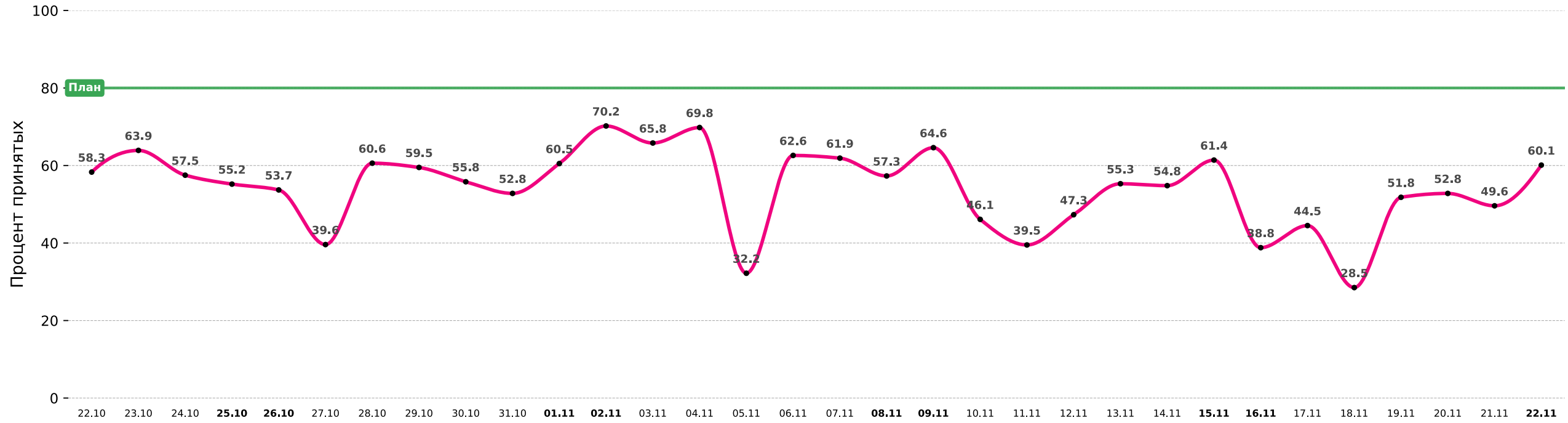
3	Таблица актуальных аварийно-плановых работ						
	Дата начала	Время простоя	Сервис	Описание	Количество обращений		
	20.11.2025, 01:00		24д. 17ч. 50м.	О! Деньги	Технические работы на стороне MEGA с 01 до 06:00	0	





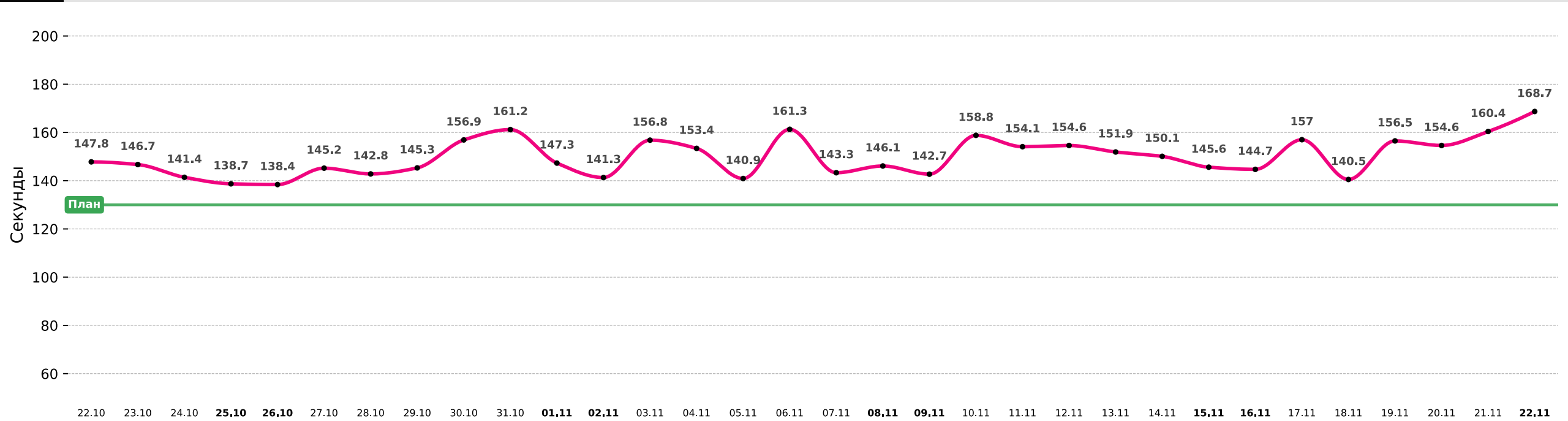
Проект	22.10	23.10	24.10	25.10	26.10	27.10	28.10	29.10	30.10	31.10	01.11	02.11	03.11	04.11	05.11	06.11	07.11	08.11	09.11	10.11	11.11	12.11	13.11	14.11	15.11	16.11	17.11	18.11	19.11	20.11	21.11	22.11	Итого	Сред.
О! Деньги	1931	1727	1863	1715	1471	2242	1901	1983	1934	2062	1517	1180	1786	1277	4177	1421	1565	1387	1200	2111	1908	1784	1615	1631	1379	1405	2187	2385	1787	1910	1767	1138	57346	1792.1
О!Bank	889	723	835	648	760	1140	831	841	889	1027	885	586	2																				10056	773.5
Халык	18	41	15	7	8	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	854	26.7
Итого	2838	2491	2713	2370	2239	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	68256	2133.0





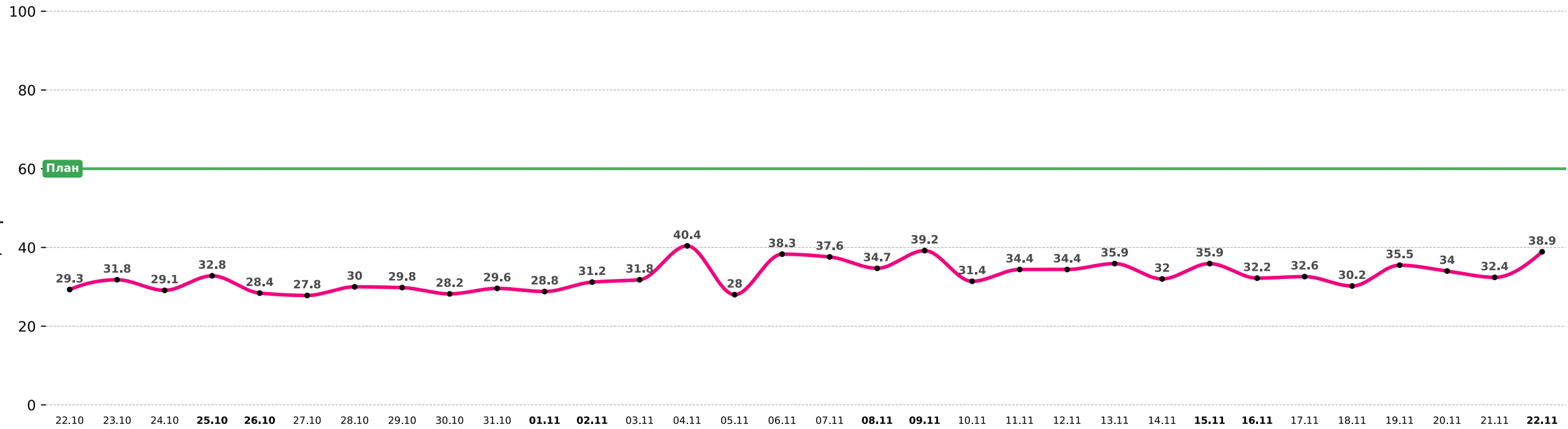
Проект	22.10	23.10	24.10	25.10	26.10	27.10	28.10	29.10	30.10	31.10	01.11	02.11	03.11	04.11	05.11	06.11	07.11	08.11	09.11	10.11	11.11	12.11	13.11	14.11	15.11	16.11	17.11	18.11	19.11	20.11	21.11	22.11	Сред.
О!Bank	58.3	63.9	57.5	55.2	53.7	39.6	60.6	59.5	55.8	52.8	60.5	70.2	65.8	69.9	32.1	62.7	61.8	57.3	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	54.1
О!Деньги							100							50	33.3	46.2	100																65.9
Халык																																	
Сред.	58.3	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	54.1





Проект	22.10	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	Сред.
О!Bank	147.8	146.7	141.4	138.7	138.4	145.2	142.9	145.3	156.9	161.2	147.3	141.3	156.8	153.6	140.2	161.2	143.4	146.1	142.7	158.8	154.1	154.6	151.9	150.1	145.6	144.7	157	140.5	156.5	154.6	160.4	168.7	149.8
О! Деньги							51							123.4	237.2	167.8	106																137.1
Халык																																	
Сред.	147.8	146.7	141.4	138.7	138.4	145.2	142.8	145.3	156.9	161.2	147.3	141.3	156.8	153.4	140.9	161.3	143.3	146.1	142.7	158.8	154.1	154.6	151.9	150.1	145.6	144.7	157.0	140.5	156.5	154.6	160.4	168.7	149.8

% звонков, обработанных в IVR



Проект	22.10	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	Сред.
Халык	44.4	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	39.7
О!Деньги	32.9	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	33.6
О!Bank	21.1	27	26.2	24.2	24.1	24.2	23.3	24	23.1	23	21.4	24.7	50																				25.9
Сред.	29.3	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	32.7



