



INDICADORES CALL CENTER



KPI

% NA

TEMPO

SEMANA

MÊS

setembro

SEMANA

All

DIA

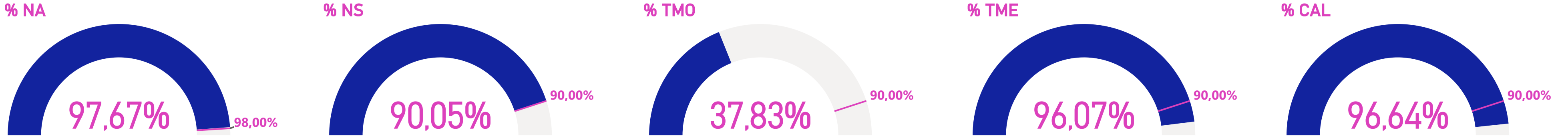
All

SEGMENTO

All

COLA

All



SEMANA	RECEBIDAS	ATENDIDAS	ABANDONADAS	ATENDIDAS < 20s	TMO	TME	% NA	% NS	% TMO	% TME	% CAL
36	1854	1801	53	1637	367,90	25,86	97,14%	88,30%	29,60%	92,80%	96,64%
37	1767	1726	41	1627	333,44	13,67	97,68%	92,08%	50,00%	97,66%	96,64%
38	1731	1695	36	1556	339,96	17,53	97,92%	89,89%	38,33%	97,50%	96,64%
39	1701	1662	39	1538	365,61	18,13	97,71%	90,42%	35,71%	95,24%	96,64%
40	408	403	5	361	365,63	12,26	98,77%	88,48%	28,57%	100,00%	96,64%
Total	7461	7287	174	6719	352,62	18,35	97,67%	90,05%	37,83%	96,07%	96,64%

