Приложение к письму \_№\_\_\_\_\_\_\_\_\_\_\_\_\_\_от \_\_ \_\_\_\_\_\_\_\_\_\_ 20\_\_\_года

**Call Center Nasvyazi**

|  |  |
| --- | --- |
| **Проект** | ${projectName} |
| **Отчётный месяц** | ${reportMonth} |
| **Отчётный год** | ${reportYear} |
|  |  |
| **Начальная дата** | ${startDate} |
| **Конечная дата** | ${endDate} |
|  |  |
| **Общее количество звонков** | ${allCalls} |
| **Входящие звонки** | ${incomingCalls} |
| **Исходящие звонки** | ${outgoingCalls} |

## Содержание отчета

|  |  |
| --- | --- |
| **Форма №1** | Звонки по причинам и по типам клиента |
| **Форма №2** | Количество звонков по дням и по типам клиента |
| **Форма №3** | Количество звонков по времени суток и по типам клиента |
| **Форма №${fe-frm}** | ${fe-title} |
| **Форма №${ft-frm}** | ${ft-title} |

|  |  |
| --- | --- |
|  | Ташкент, Юнусабадский  район, ул Осиё 6/73  Индекс: 100000 |
|  |  |
| Тел | +8 (371) 129-88-88 |
| Факс | +8 (371) 129-88-88 |
| Email | [info@nasvyazi.uz](mailto:info@nasvyazi.uz) |
| Сайт | <http://nasvyazi.uz> |

Форма №1

# Звонки по причинам и по типам клиента

**Звонки по причинам**

|  |  |  |  |
| --- | --- | --- | --- |
| **Причины звонка** | **Входящие** | **Исходящие** | **Итого** |
| **${subject}** | ${subject-inc} | ${subject-out} | ${subject-all} |
| **Итого** | **${subject-total-inc}** | **${subject-total-out}** | **${subject-total-all}** |

**Звонки по типам клиента**

|  |  |  |  |
| --- | --- | --- | --- |
| **Типы клиентов** | **Входящие** | **Исходящие** | **Итого** |
| **${who}** | ${who-inc} | ${who-out} | ${who-all} |
| **Итого** | **${who-total-inc}** | **${who-total-out}** | **${who-total-all}** |

Форма №2

# Количество звонков по дням и по типам клиента

Декада №1

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **День** | | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **Итого** |
| **${who}** | **Вход.** | ${day-inc-1} | ${day-inc-2} | ${day-inc-3} | ${day-inc-4} | ${day-inc-5} | ${day-inc-6} | ${day-inc-7} | ${day-inc-8} | ${day-inc-9} | ${day-inc-10} | ${day-inc-N1} |
| **Исх.** | ${day-out-1} | ${day-out-2} | ${day-out-3} | ${day-out-4} | ${day-out-5} | ${day-out-6} | ${day-out-7} | ${day-out-8} | ${day-out-9} | ${day-out-10} | ${day-out-N1} |
| **Итого** | | **${day-all-1}** | **${day-all-2}** | **${day-all-3}** | **${day-all-4}** | **${day-all-5}** | **${day-all-6}** | **${day-all-7}** | **${day-all-8}** | **${day-all-9}** | **${day-all-10}** | **${day-all-N1}** |

Декада №2

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **День** | | **11** | **12** | **13** | **14** | **15** | **16** | **17** | **18** | **19** | **20** | **Итого** |
| **${who}** | **Вход.** | ${day-inc-11} | ${day-inc-12} | ${day-inc-13} | ${day-inc-14} | ${day-inc-15} | ${day-inc-16} | ${day-inc-17} | ${day-inc-18} | ${day-inc-19} | ${day-inc-20} | ${day-inc-N2} |
| **Исх.** | ${day-out-11} | ${day-out-12} | ${day-out-13} | ${day-out-14} | ${day-out-15} | ${day-out-16} | ${day-out-17} | ${day-out-18} | ${day-out-19} | ${day-out-20} | ${day-out-N2} |
| **Итого** | | **${day-all-11}** | **${day-all-12}** | **${day-all-13}** | **${day-all-14}** | **${day-all-15}** | **${day-all-16}** | **${day-all-17}** | **${day-all-18}** | **${day-all-19}** | **${day-all-20}** | **${day-all-N2}** |

Декада №3

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **День** | | **21** | **22** | **23** | **24** | **25** | **26** | **27** | **28** | **29** | **30** | **31** | **Итого** |
| **${who}** | **Вход.** | ${day-inc-21} | ${day-inc-22} | ${day-inc-23} | ${day-inc-24} | ${day-inc-25} | ${day-inc-26} | ${day-inc-27} | ${day-inc-28} | ${day-inc-29} | ${day-inc-30} | ${day-inc-31} | ${day-inc-N3} |
| **Исх.** | ${day-out-21} | ${day-out-22} | ${day-out-23} | ${day-out-24} | ${day-out-25} | ${day-out-26} | ${day-out-27} | ${day-out-28} | ${day-out-29} | ${day-out-30} | ${day-out-31} | ${day-out-N3} |
| **Итого** | | **${day-all-21}** | **${day-all-22}** | **${day-all-23}** | **${day-all-24}** | **${day-all-25}** | **${day-all-26}** | **${day-all-27}** | **${day-all-28}** | **${day-all-29}** | **${day-all-30}** | **${day-all-31}** | **${day-all-N3}** |

Форма №3

# Количество звонков по времени суток и по типам клиента

Первая половина дня

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Часы** | | **0-1** | **1-2** | **2-3** | **3-4** | **4-5** | **5-6** | **6-7** | **7-8** | **8-9** | **9-10** | **10-11** | **11-12** |
| **${who}** | **Вход.** | ${hour-inc-0} | ${hour-inc-1} | ${hour-inc-2} | ${hour-inc-3} | ${hour-inc-4} | ${hour-inc-5} | ${hour-inc-6} | ${hour-inc-7} | ${hour-inc-8} | ${hour-inc-9} | ${hour-inc-10} | ${hour-inc-11} |
| **Исх.** | ${hour-out-0} | ${hour-out-1} | ${hour-out-2} | ${hour-out-3} | ${hour-out-4} | ${hour-out-5} | ${hour-out-6} | ${hour-out-7} | ${hour-out-8} | ${hour-out-9} | ${hour-out-10} | ${hour-out-11} |
| **Итого** | | **${hour-all-0}** | **${hour-all-1}** | **${hour-all-2}** | **${hour-all-3}** | **${hour-all-4}** | **${hour-all-5}** | **${hour-all-6}** | **${hour-all-7}** | **${hour-all-8}** | **${hour-all-9}** | **${hour-all-10}** | **${hour-all-11}** |

Вторая половина дня

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Часы** | | **12-13** | **13-14** | **14-15** | **15-16** | **16-17** | **17-18** | **18-19** | **19-20** | **20-21** | **21-22** | **22-23** | **23-24** |
| **${who}** | **Вход.** | ${hour-inc-12} | ${hour-inc-13} | ${hour-inc-14} | ${hour-inc-15} | ${hour-inc-16} | ${hour-inc-17} | ${hour-inc-18} | ${hour-inc-19} | ${hour-inc-20} | ${hour-inc-21} | ${hour-inc-22} | ${hour-inc-23} |
| **Исх.** | ${hour-out-12} | ${hour-out-13} | ${hour-out-14} | ${hour-out-15} | ${hour-out-16} | ${hour-out-17} | ${hour-out-18} | ${hour-out-19} | ${hour-out-20} | ${hour-out-21} | ${hour-out-22} | ${hour-out-23} |
| **Итого** | | **${hour-all-12}** | **${hour-all-13}** | **${hour-all-14}** | **${hour-all-15}** | **${hour-all-16}** | **${hour-all-17}** | **${hour-all-18}** | **${hour-all-19}** | **${hour-all-20}** | **${hour-all-21}** | **${hour-all-22}** | **${hour-all-23}** |

${fields-enum}

Форма №${fe-form}

**${fe-title}**

|  |  |  |  |
| --- | --- | --- | --- |
| **Название категории** | **Входящие** | **Исходящие** | **Общие** |
| ${fe-name} | ${fe-inc} | ${fe-out} | ${fe-all} |
| **Итого** | **${fe-inc-all}** | **${fe-out-all}** | **${fe-all-all}** |

${/fields-enum}

${fields-text}

Форма №${ft-form}

**${ft-title}**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **№** | **ФИО** | **Дата и время** | **Номер телефона** | **ID звонка** |
| **${ftnum}** | ${ft-fio} | ${ft-time} | ${ft-telnumber} | ${ft-callnumber} |
| ${ft-text} | | | |
|  |  | | | |

${/fields-text}