

Relatório - Callcenter

- Q Filtar (index.php?action=index&go=Relatorio_callcenter&)
- Distribuição (index.php?action=distribuicao_&go=Relatorio_callcenter&)
- Atendidas (index.php?action=atendidas_&go=Relatorio_callcenter&)
- Perdas (index.php?action=perdas_&go=Relatorio_callcenter&)
- Capturadas (index.php?action=capturadas&go=Relatorio_callcenter&)
- Transferidas (index.php?action=transferidas&go=Relatorio_callcenter&)
- Login/Logoff (index.php?action=login_logoff&go=Relatorio_callcenter&)
- Pausas (index.php?action=pausas&go=Relatorio_callcenter&)

Filtros de chamadas

Fila:7000

Data inicial:30/11/2021

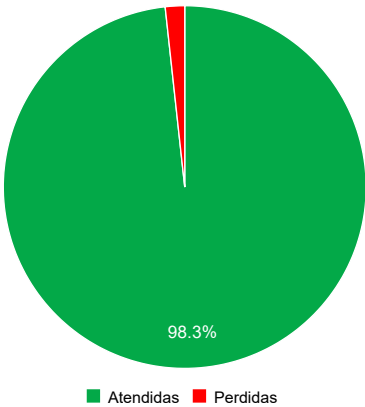
Data final:30/11/2021

Exportar (index.php?action=distribuicao_&excel=ok&go=Relatorio_callcenter&)

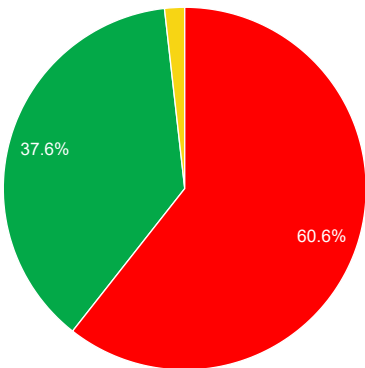
Recebidas

Resumo	
Número de chamadas atendidas	57
Número de chamadas perdidas	1
Tempo médio de atendimento	00:02:54
Tempo médio de espera para ser atendido	00:00:09
Tempo médio ocioso	00:04:40
Nível de serviço	86.21 % ⓘ
Total de agentes que logaram	3
Número de pausas produtivas	3
Tempo médio de pausa produtiva	01:01:31
Número de pausas improdutivas	1
Tempo médio de Pausa Improdutiva	00:11:23

Atendidas e perdidas



Indicadores



Fortes em tecnologia

Porcentagem por linha

 Distribuição de chamadas por dia

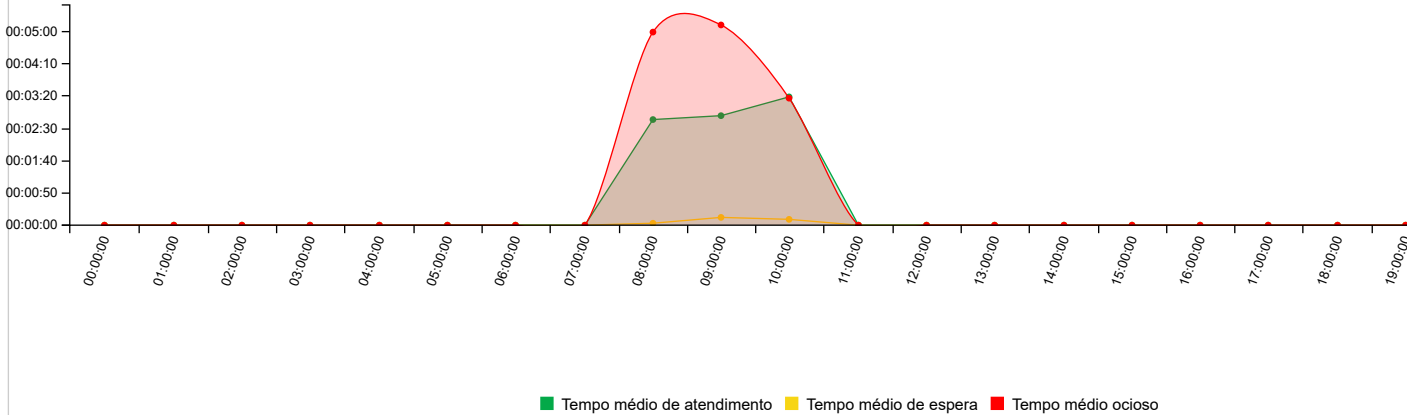
Data	Total	Atendidas	% Atend	Perdidas	% Perd	TMA	TME	TMO	Login	Logoff	TML	Pausa (P)	TMPP	Pausa (I)	TMPI
30/11/2021 (index.php?action=distribuicao_&dataIn=30%2F11%2F2021&dataFi=30%2F11%2F2021&go=Relatorio_callcenter&)	58	57	100.00 %	1	100.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00

 Distribuição de chamadas por dia da semana

Data	Total	Atendidas	% Atend	Perdidas	% Perd	TMA	TME	TMO	Login	Logoff	TML	Pausa (P)	TMPP	Pausa (I)	TMPI
Domingo	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
Segunda	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
Terça	58	57	100.00 %	1	100.00 %	00:02:54	00:00:09	00:04:40	3	0	00:00:00	7	00:26:22	2	00:05:42
Quarta	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
Quinta	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
Sexta	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
Sábado	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00

 Distribuição de chamadas por hora

Hora	Total	Atendidas	% Atend	Perdidas	% Perd	TMA	TME	TMO	Login	Logoff	TML	Pausa (P)	TMPP	Pausa (I)	TMPI
00:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
01:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
02:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
03:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
04:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
05:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
06:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
07:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	3	0	00:00:00	0	00:00:00	0	00:00:00
08:00:00	20	20	35.09 %	0	0.00 %	00:02:43	00:00:04	00:04:58	0	0	00:00:00	7	00:26:22	0	00:00:00
09:00:00	25	24	42.11 %	1	100.00 %	00:02:50	00:00:12	00:05:10	0	0	00:00:00	0	00:00:00	2	00:05:42
10:00:00	13	13	22.81 %	0	0.00 %	00:03:18	00:00:09	00:03:17	0	0	00:00:00	0	00:00:00	0	00:00:00
11:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
12:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
13:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
14:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
15:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
16:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
17:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
18:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
19:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
20:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
21:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
22:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
23:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00



 Nível de serviço por hora

Fortes em tecnologia

IP

Hor:

Tota

Perdidas dentro do SLA

Atendidas dentro do SLA

Nível de serviço (%)

(/painel/index.php?action=listar&go=index&)

08:00:00	19	0	19	95.00
09:00:00	20	0	20	80.00
10:00:00	11	0	11	84.62

Horário	Nível de serviço (%)
08:00:00	95.00
09:00:00	80.00
10:00:00	84.62

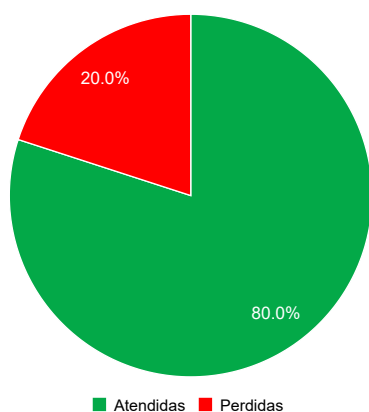
Nível de serviço

Efetuada

Resumo

Número de chamadas atendidas	4
Número de chamadas perdidas	1
Tempo médio de atendimento	00:02:03
Tempo médio de espera para ser atendimento	00:00:20
Tempo médio ocioso	00:00:20
Total de agentes que logaram	3
Número de pausas produtivas	3
Tempo médio de pausa produtiva	01:01:31
Número de pausas improdutivas	1
Tempo médio de Pausa Improdutiva	00:11:23

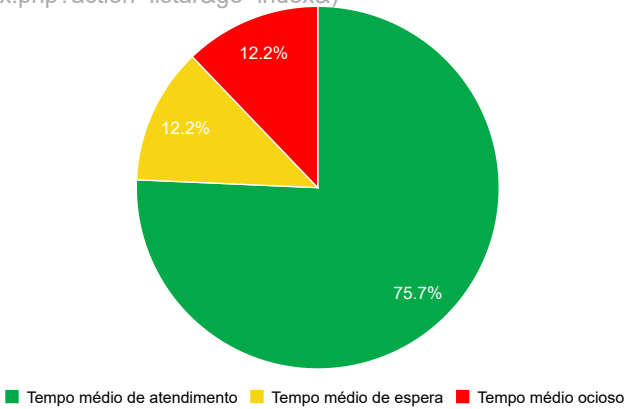
📞 **Atendidas e perdidas**



i Indicadores



(/painel/index.php?action=listar&go=index&)



Porcentagem por linha

📅 Distribuição de chamadas por dia

Data	Total	Atendidas	% Atend	Perdidas	% Perd	TMA
30/11/2021 (index.php?action=distribuicao_&dataIn=30%2F11%2F2021&dataFi=30%2F11%2F2021&go=Relatorio_callcenter&)	5	4	100.00 %	1	100.00 %	00:02:00

📅 Distribuição de chamadas por dia da semana

Data	Total	Atendidas	% Atend	Perdidas	% Perd	TMA	TME	TMO	Login	Logoff	TML	Pausa (P)	TMPP	Pausa (I)	TMPI
Domingo	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
Segunda	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
Terça	5	4	100.00 %	1	100.00 %	00:02:03	00:00:20	00:00:20	3	0	00:00:00	7	00:26:22	2	00:05:42
Quarta	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
Quinta	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
Sexta	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
Sábado	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00

🕒 Distribuição de chamadas por hora

Hora	Total	Atendidas	% Atend	Perdidas	% Perd	TMA	TME	TMO	Login	Logoff	TML	Pausa (P)	TMPP	Pausa (I)	TMPI
00:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
01:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
02:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
03:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
04:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
05:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
06:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
07:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	3	0	00:00:00	0	00:00:00	0	00:00:00
08:00:00	2	2	50.00 %	0	0.00 %	00:00:30	00:00:12	00:00:12	0	0	00:00:00	7	00:26:22	0	00:00:00
09:00:00	2	1	25.00 %	1	100.00 %	00:06:25	00:00:15	00:00:15	0	0	00:00:00	0	00:00:00	2	00:05:42
10:00:00	1	1	25.00 %	0	0.00 %	00:00:48	00:00:41	00:00:41	0	0	00:00:00	0	00:00:00	0	00:00:00
11:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
12:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
13:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
14:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
15:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
16:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
17:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
18:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
19:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
20:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
21:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
22:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00
23:00:00	0	0	0.00 %	0	0.00 %	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00

