

# Centro de Asistencia al Usuario

## DS-TSS-T1-2024



    | @tssdom | para más información visítanos en [www.tss.gob.do](http://www.tss.gob.do)



## Llamadas de agente (resumen)

Periodo: 1/1/2024 - 1/31/2024  
 Horarios: 08:00:00 - 16:00:00  
 Agente: Todos  
 Tipo: Todos  
 Perdida: Todos

Solo call center: Si  
 Entrantes:   
 Salientes:

Agente	Total	Hablado	T. registrado	Atendidas	Perdidas	Hablado	Hablado*	Sonando*	Total	Atendidas	Hablado	Hablado*
628	2.16:58:27	7.04:27:17	620	8	2.16:58:27	00:06:17	00:00:05	0	0	00:00:00	00:00:00	
52	07:44:19	1.15:30:30	52	0	07:44:19	00:08:55	00:00:03	0	0	00:00:00	00:00:00	
103	19:02:08	1.12:19:27	102	1	19:02:08	00:11:11	00:00:04	0	0	00:00:00	00:00:00	
618	2.14:10:58	6.15:41:23	614	4	2.14:10:58	00:06:04	00:00:04	0	0	00:00:00	00:00:00	
556	1.23:48:01	5.21:27:49	554	2	1.23:48:01	00:05:10	00:00:07	0	0	00:00:00	00:00:00	
419	2.02:28:09	5.13:58:45	417	2	2.02:28:09	00:07:15	00:00:03	0	0	00:00:00	00:00:00	
512	2.07:23:02	6.11:20:50	508	4	2.07:23:02	00:06:32	00:00:05	0	0	00:00:00	00:00:00	
528	2.15:59:08	6.04:28:18	523	5	2.15:59:08	00:07:20	00:00:05	0	0	00:00:00	00:00:00	
585	2.06:21:11	6.06:01:53	582	3	2.06:21:11	00:05:36	00:00:04	0	0	00:00:00	00:00:00	
505	2.13:32:56	6.13:54:01	495	10	2.13:32:56	00:07:27	00:00:08	0	0	00:00:00	00:00:00	
570	2.15:21:37	6.22:13:45	570	0	2.15:21:37	00:06:40	00:00:03	0	0	00:00:00	00:00:00	
477	2.16:20:43	6.13:37:31	473	4	2.16:20:43	00:08:09	00:00:04	0	0	00:00:00	00:00:00	
385	1.13:19:42	5.15:56:48	382	3	1.13:19:42	00:05:51	00:00:04	0	0	00:00:00	00:00:00	
599	2.10:57:04	6.02:38:05	591	8	2.10:57:04	00:05:59	00:00:03	0	0	00:00:00	00:00:00	
369	2.08:35:41	9.10:19:32	368	1	2.08:35:41	00:09:13	00:00:04	0	0	00:00:00	00:00:00	
510	1.22:13:44	7.20:18:04	504	6	1.22:13:44	00:05:30	00:00:07	0	0	00:00:00	00:00:00	
558	2.21:57:32	7.11:27:08	555	3	2.21:57:32	00:07:33	00:00:02	0	0	00:00:00	00:00:00	
661	2.18:56:18	6.22:38:11	659	2	2.18:56:18	00:06:05	00:00:08	0	0	00:00:00	00:00:00	
219	23:57:49	2.06:58:35	217	2	23:57:49	00:06:37	00:00:02	0	0	00:00:00	00:00:00	
<b>TOTAL</b>	<b>8854</b>	<b>40.15:08:29</b>	<b>113.05:17:52</b>	<b>8786</b>	<b>68</b>	<b>40.15:08:29</b>	<b>00:06:39</b>	<b>00:00:05</b>	<b>0</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>

\* Valores promedio  
2/9/2024 10:31:01 AM

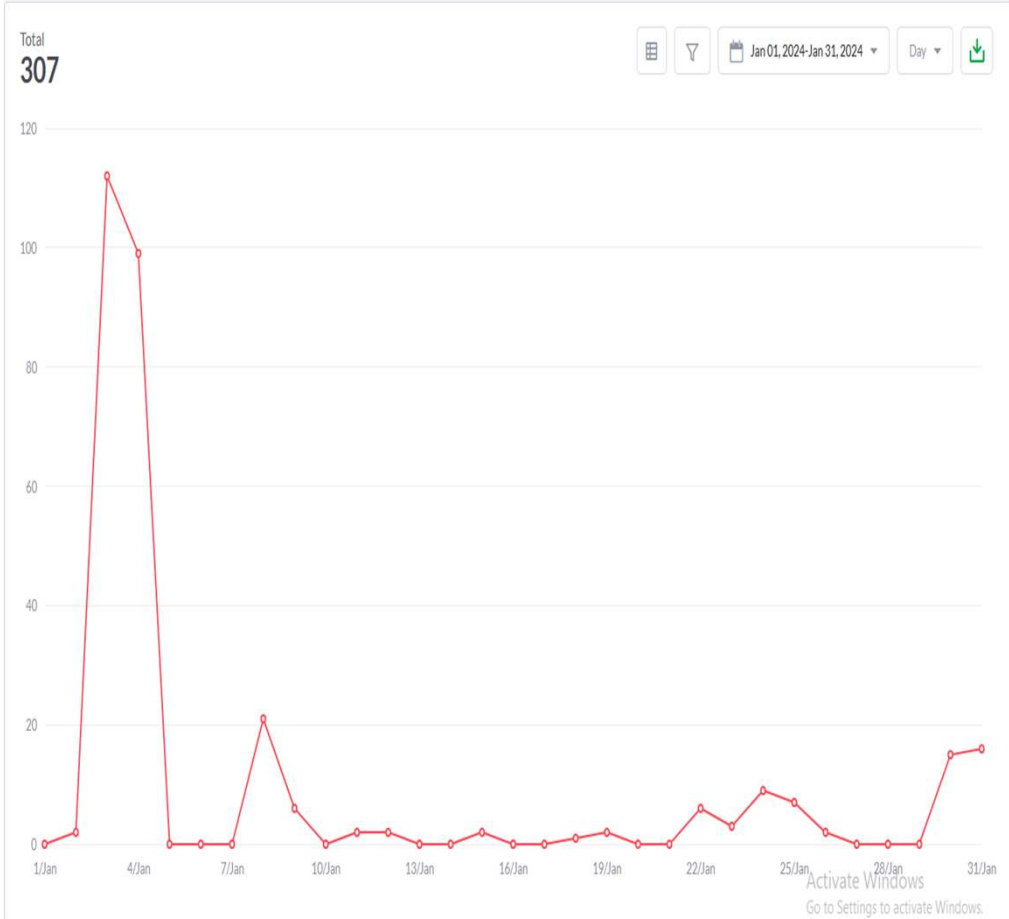
# Servicio de Chat en Línea. Tawk.to

# Enero 2024

CHAT VOLUME



MISSED CHATS





## Llamadas de agente (resumen)

Periodo: 2/1/2024 - 2/29/2024  
 Horarios: 08:00:00 - 16:00:00  
 Agente: CENTRO DE LLAMADAS  
 Tipo: Todos  
 Perdida: Todos

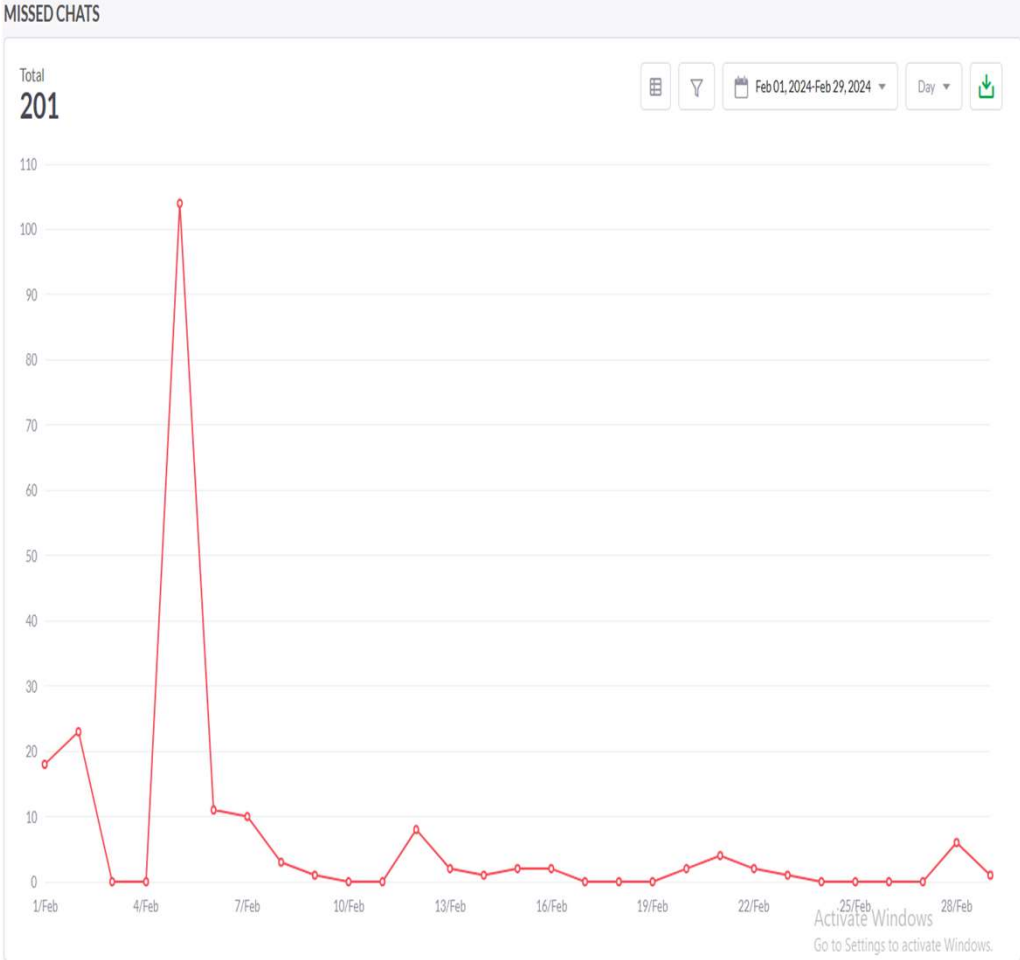
Solo call center: Si  
 Entrantes: ■  
 Salientes: ■

Agente	Total	Atendidas	Hablando	T. registrado	Total	Atendidas	Perdidas	Hablando	Hablando*	Sonando*	Total	Atendidas	Hablando	Hablando*
591	583	2.02:41:00	6.05:24:49	591	583	8	2.02:41:00	00:05:12	00:00:06	0	0	00:00:00	00:00:00	
9	9	01:13:37	4.23:32:17	9	9	0	01:13:37	00:08:10	00:00:03	0	0	00:00:00	00:00:00	
546	544	2.05:54:52	6.13:24:21	546	544	2	2.05:54:52	00:05:56	00:00:04	0	0	00:00:00	00:00:00	
309	307	1.02:07:54	4.06:10:30	309	307	2	1.02:07:54	00:05:06	00:00:07	0	0	00:00:00	00:00:00	
450	445	2.04:42:37	6.11:39:43	450	445	5	2.04:42:37	00:07:06	00:00:04	0	0	00:00:00	00:00:00	
290	289	1.06:53:14	10.11:21:51	290	289	1	1.06:53:14	00:06:24	00:00:06	0	0	00:00:00	00:00:00	
496	492	2.08:38:10	6.12:13:09	496	492	4	2.08:38:10	00:06:54	00:00:06	0	0	00:00:00	00:00:00	
428	424	1.11:34:49	7.15:09:41	428	424	4	1.11:34:49	00:05:02	00:00:04	0	0	00:00:00	00:00:00	
384	379	1.16:43:20	5.16:01:12	384	379	5	1.16:43:20	00:06:26	00:00:07	0	0	00:00:00	00:00:00	
439	439	1.23:12:52	6.14:17:26	439	439	0	1.23:12:52	00:06:27	00:00:03	0	0	00:00:00	00:00:00	
460	454	2.09:29:45	9.19:01:30	460	454	6	2.09:29:45	00:07:35	00:00:04	0	0	00:00:00	00:00:00	
439	437	1.14:27:33	8.12:30:38	439	437	2	1.14:27:33	00:05:16	00:00:04	0	0	00:00:00	00:00:00	
457	452	1.21:45:44	5.21:38:11	457	452	5	1.21:45:44	00:06:04	00:00:03	0	0	00:00:00	00:00:00	
363	359	1.23:11:29	6.10:02:28	363	359	4	1.23:11:29	00:07:53	00:00:05	0	0	00:00:00	00:00:00	
532	521	1.19:50:08	6.09:31:18	532	521	11	1.19:50:08	00:05:02	00:00:06	0	0	00:00:00	00:00:00	
439	434	2.07:07:50	6.23:53:27	439	434	5	2.07:07:50	00:07:37	00:00:03	0	0	00:00:00	00:00:00	
254	252	23:17:47	3.18:55:19	254	252	2	23:17:47	00:05:32	00:00:04	0	0	00:00:00	00:00:00	
532	526	2.01:08:23	6.07:48:25	532	526	6	2.01:08:23	00:05:36	00:00:09	0	0	00:00:00	00:00:00	
468	465	2.11:34:41	6.10:18:56	468	465	3	2.11:34:41	00:07:41	00:00:03	0	0	00:00:00	00:00:00	
<b>TOTAL</b>	<b>7886</b>	<b>7811</b>	<b>33.23:35:45</b>	<b>125.22:55:11</b>	<b>7886</b>	<b>7811</b>	<b>75</b>	<b>33.23:35:45</b>	<b>00:06:15</b>	<b>00:00:05</b>	<b>0</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>

\* Valores promedio  
 3/7/2024 8:48:25 AM

# Servicio de Chat en Línea. Tawk.to

# Febrero 2024





## Llamadas de agente (resumen)

Periodo: 3/1/2024 - 3/31/2024  
 Horarios: 08:00:00 - 16:00:00  
 Agente: CENTRO DE LLAMADAS  
 Tipo: Todos  
 Perdida: Todos

Solo call center: Si  
 Entrantes: █  
 Salientes: █

Agente	Total	Atendidas	Hablando	T. registrado	Total	Atendidas	Perdidas	Hablando	Hablando*	Sonando*	Total	Atendidas	Hablando	Hablando*
477	468	1.18:02:26	5.19:26:08	477	468	9	1.18:02:26	00:05:23	00:00:06	0	0	00:00:00	00:00:00	
380	375	1.12:54:11	11.04:14:32	380	375	5	1.12:54:11	00:05:54	00:00:04	0	0	00:00:00	00:00:00	
444	441	1.19:51:30	6.01:58:15	444	441	3	1.19:51:30	00:05:58	00:00:07	0	0	00:00:00	00:00:00	
438	438	2.02:01:19	6.07:38:29	438	438	0	2.02:01:19	00:06:51	00:00:03	0	0	00:00:00	00:00:00	
386	382	2.00:43:37	6.00:41:19	386	382	4	2.00:43:37	00:07:39	00:00:05	0	0	00:00:00	00:00:00	
419	418	1.22:36:03	8.10:28:27	419	418	1	1.22:36:03	00:06:41	00:00:04	0	0	00:00:00	00:00:00	
391	389	1.10:43:42	5.16:20:39	391	389	2	1.10:43:42	00:05:21	00:00:04	0	0	00:00:00	00:00:00	
353	346	1.18:51:07	7.02:43:47	353	346	7	1.18:51:07	00:07:25	00:00:10	0	0	00:00:00	00:00:00	
174	172	18:42:48	20.12:41:32	174	172	2	18:42:48	00:06:31	00:00:03	0	0	00:00:00	00:00:00	
420	417	2.00:06:04	6.08:35:31	420	417	3	2.00:06:04	00:06:55	00:00:04	0	0	00:00:00	00:00:00	
450	448	1.16:56:49	6.00:18:04	450	448	2	1.16:56:49	00:05:29	00:00:03	0	0	00:00:00	00:00:00	
527	525	1.22:42:12	9.01:42:54	527	525	2	1.22:42:12	00:05:20	00:00:03	0	0	00:00:00	00:00:00	
347	345	2.00:48:34	7.03:44:26	347	345	2	2.00:48:34	00:08:29	00:00:05	0	0	00:00:00	00:00:00	
412	406	1.08:52:25	5.03:36:21	412	406	6	1.08:52:25	00:04:51	00:00:08	0	0	00:00:00	00:00:00	
445	436	2.09:10:26	6.05:28:54	445	436	9	2.09:10:26	00:07:52	00:00:03	0	0	00:00:00	00:00:00	
356	353	1.07:14:48	6.02:14:43	356	353	3	1.07:14:48	00:05:18	00:00:05	0	0	00:00:00	00:00:00	
506	500	2.00:09:35	6.11:40:51	506	500	6	2.00:09:35	00:05:46	00:00:07	0	0	00:00:00	00:00:00	
394	390	1.23:28:13	5.21:53:16	394	390	4	1.23:28:13	00:07:18	00:00:03	0	0	00:00:00	00:00:00	
<b>TOTAL</b>	<b>7319</b>	<b>7249</b>	<b>31.21:55:49</b>	<b>135.15:28:08</b>	<b>7319</b>	<b>7249</b>	<b>70</b>	<b>31.21:55:49</b>	<b>00:06:20</b>	<b>00:00:05</b>	<b>0</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>

\* Valores promedio  
4/3/2024 12:15:53 PM

# Servicio de Chat en Línea. Tawk.to

# Marzo 2024

## CHAT VOLUME



## MISSED CHATS

