

Centro de Asistencia al Usuario

DS-TSS-T3-2023



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Llamadas de agente (resumen)

Periodo: 7/1/2023 - 7/31/2023
 Horarios: 08:00:00 - 16:00:00
 Agente: Todos
 Tipo: Todos
 Perdida: Todos

Solo call center: Si
 Entrantes:
 Salientes:

Agente	Total	Hablando	T. registrado	Atendidas	Perdidas	Hablando	Hablando*	Sonando*	Total	Atendidas	Hablando	Hablando*
	739	3.03:04:29	5.23:30:52	732	7	3.03:04:29	00:06:09	00:00:04	0	0	00:00:00	00:00:00
	641	3.08:15:26	6.08:32:22	637	4	3.08:15:26	00:07:33	00:00:03	0	0	00:00:00	00:00:00
	629	3.04:15:41	5.19:29:07	624	5	3.04:15:41	00:07:19	00:00:04	0	0	00:00:00	00:00:00
	706	2.21:43:16	6.07:11:35	700	6	2.21:43:16	00:05:58	00:00:04	0	0	00:00:00	00:00:00
	755	3.09:12:16	6.12:58:38	745	10	3.09:12:16	00:06:32	00:00:03	0	0	00:00:00	00:00:00
	483	1.22:08:50	4.12:33:29	479	4	1.22:08:50	00:05:46	00:00:03	0	0	00:00:00	00:00:00
	690	3.05:33:29	9.11:32:55	683	7	3.05:33:29	00:06:48	00:00:06	0	0	00:00:00	00:00:00
	733	2.16:50:10	5.19:36:05	728	5	2.16:50:10	00:05:20	00:00:05	0	0	00:00:00	00:00:00
	531	1.21:45:32	6.18:41:46	529	2	1.21:45:32	00:05:11	00:00:03	0	0	00:00:00	00:00:00
	425	1.19:14:07	4.01:45:03	424	1	1.19:14:07	00:06:07	00:00:02	0	0	00:00:00	00:00:00
	791	2.09:18:41	7.00:32:49	783	8	2.09:18:41	00:04:23	00:00:04	0	0	00:00:00	00:00:00
	441	1.23:46:07	8.07:07:40	438	3	1.23:46:07	00:06:32	00:00:05	0	0	00:00:00	00:00:00
TOTAL	7564	31.21:08:04	76.23:32:21	7502	62	31.21:08:04	00:06:07	00:00:04	0	0	00:00:00	00:00:00

* Valores promedio

9/7/2023 12:26:56 PM



Llamadas de agente (resumen)

Periodo: 8/1/2023 - 8/31/2023
 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*
790	3.13:24:40	6.23:42:25	786	4	3.13:24:40	00:06:31	00:00:04	0	0	00:00:00	00:00:00	
682	3.11:11:44	6.21:14:20	678	4	3.11:11:44	00:07:21	00:00:04	0	0	00:00:00	00:00:00	
703	3.11:55:08	6.16:56:46	700	3	3.11:55:08	00:07:11	00:00:03	0	0	00:00:00	00:00:00	
699	3.03:05:23	7.06:08:10	693	6	3.03:05:23	00:06:30	00:00:03	0	0	00:00:00	00:00:00	
751	3.18:23:40	7.04:43:44	748	3	3.18:23:40	00:07:15	00:00:02	0	0	00:00:00	00:00:00	
732	3.01:40:29	7.09:40:53	728	4	3.01:40:29	00:06:04	00:00:03	0	0	00:00:00	00:00:00	
340	1.16:22:42	3.10:43:10	338	2	1.16:22:42	00:07:10	00:00:06	0	0	00:00:00	00:00:00	
469	1.21:40:43	5.05:18:43	464	5	1.21:40:43	00:05:54	00:00:04	0	0	00:00:00	00:00:00	
760	2.18:54:53	7.10:26:14	752	8	2.18:54:53	00:05:20	00:00:02	0	0	00:00:00	00:00:00	
651	2.17:57:39	9.20:42:14	648	3	2.17:57:39	00:06:06	00:00:02	0	0	00:00:00	00:00:00	
600	1.22:01:59	5.14:02:15	584	16	1.22:01:59	00:04:43	00:00:05	0	0	00:00:00	00:00:00	
644	3.02:53:15	6.16:18:11	638	6	3.02:53:15	00:07:02	00:00:04	0	0	00:00:00	00:00:00	
TOTAL	7821	34.15:32:15	80.15:57:05	7757	64	34.15:32:15	00:06:25	00:00:03	0	0	00:00:00	00:00:00

* Valores promedio
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Llamadas de agente (resumen)

Periodo: 9/1/2023 - 9/30/2023
 Horarios: 08:00:00 - 16:00:00
 Agente: Todos
 Tipo: Todos
 Perdida: Todos

Solo call center: Si
 Entrantes:
 Salientes:

Agente	Total	Hablando	T. registrado	Atendidas	Perdidas	Hablando	Hablando*	Sonando*	Total	Atendidas	Hablando	Hablando*
741	3.07:20:18	5.20:36:31	735	6	3.07:20:18	00:06:28	00:00:06	0	0	00:00:00	00:00:00	
620	2.16:46:57	5.07:55:45	612	8	2.16:46:57	00:06:21	00:00:07	0	0	00:00:00	00:00:00	
66	09:38:30	17:19:03	65	1	09:38:30	00:08:54	00:00:02	0	0	00:00:00	00:00:00	
588	2.22:37:21	5.20:48:42	586	2	2.22:37:21	00:07:13	00:00:04	0	0	00:00:00	00:00:00	
407	2.08:38:18	15.01:27:50	404	3	2.08:38:18	00:08:24	00:00:04	0	0	00:00:00	00:00:00	
576	2.15:33:27	8.02:10:21	571	5	2.15:33:27	00:06:40	00:00:05	0	0	00:00:00	00:00:00	
490	3.01:02:25	5.11:23:12	484	6	3.01:02:25	00:09:03	00:00:03	0	0	00:00:00	00:00:00	
715	3.19:40:28	6.11:55:54	713	2	3.19:40:28	00:07:42	00:00:02	0	0	00:00:00	00:00:00	
324	1.14:41:32	3.10:21:51	322	2	1.14:41:32	00:07:12	00:00:05	0	0	00:00:00	00:00:00	
626	2.13:03:12	6.01:12:18	624	2	2.13:03:12	00:05:52	00:00:03	0	0	00:00:00	00:00:00	
120	18:17:06	2.13:57:52	120	0	18:17:06	00:09:08	00:00:05	0	0	00:00:00	00:00:00	
709	2.21:39:42	6.22:34:14	705	4	2.21:39:42	00:05:55	00:00:05	0	0	00:00:00	00:00:00	
512	1.22:35:27	4.16:36:48	511	1	1.22:35:27	00:05:28	00:00:03	0	0	00:00:00	00:00:00	
277	1.03:56:42	4.12:58:59	277	0	1.03:56:42	00:06:03	00:00:02	0	0	00:00:00	00:00:00	
598	2.09:40:31	6.05:57:54	583	15	2.09:40:31	00:05:56	00:00:05	0	0	00:00:00	00:00:00	
73	11:40:47	22:36:52	73	0	11:40:47	00:09:35	00:00:05	0	0	00:00:00	00:00:00	
TOTAL	7442	35.00:52:43	88.07:54:06	7385	57	35.00:52:43	00:06:49	00:00:04	0	0	00:00:00	00:00:00

* Valores promedio
 10/10/2023 9:45:45 AM