

Centro de Asistencia al Usuario

DS-TSS-T2-2024



    | @tssdom | para más información visítanos en www.tss.gob.do

Abril 2024



Llamadas de agente (resumen)

Periodo: 4/1/2024 - 4/30/2024
 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*
608	16	595	2.02:25:29	11.04:59:48	608	595	13	2.02:25:29	00:05:05	00:00:05	0	0	00:00:00	00:00:00
607	601	16	02:18:49	05:47:26	16	16	0	02:18:49	00:08:40	00:00:01	0	0	00:00:00	00:00:00
512	601	601	2.04:18:27	12.21:20:58	607	601	6	2.04:18:27	00:05:13	00:00:04	0	0	00:00:00	00:00:00
513	506	506	1.21:23:01	7.04:34:16	512	506	6	1.21:23:01	00:05:22	00:00:07	0	0	00:00:00	00:00:00
322	510	510	2.08:19:57	9.03:06:27	513	510	3	2.08:19:57	00:06:37	00:00:04	0	0	00:00:00	00:00:00
544	321	321	1.13:13:08	20.05:39:18	322	321	1	1.13:13:08	00:06:57	00:00:04	0	0	00:00:00	00:00:00
580	538	538	2.20:11:54	8.01:08:44	544	538	6	2.20:11:54	00:07:36	00:00:05	0	0	00:00:00	00:00:00
417	571	571	2.06:17:49	7.22:26:48	580	571	9	2.06:17:49	00:05:42	00:00:04	0	0	00:00:00	00:00:00
235	411	411	1.20:43:10	14.21:09:15	417	411	6	1.20:43:10	00:06:31	00:00:08	0	0	00:00:00	00:00:00
549	234	234	22:30:50	23.22:29:08	235	234	1	22:30:50	00:05:46	00:00:02	0	0	00:00:00	00:00:00
593	543	543	2.13:14:02	8.01:28:35	549	543	6	2.13:14:02	00:06:45	00:00:03	0	0	00:00:00	00:00:00
620	588	588	2.04:42:53	8.00:00:58	593	588	5	2.04:42:53	00:05:22	00:00:03	0	0	00:00:00	00:00:00
538	616	616	2.06:52:27	7.10:35:20	620	616	4	2.06:52:27	00:05:20	00:00:03	0	0	00:00:00	00:00:00
46	534	534	2.20:31:10	11.19:18:43	538	534	4	2.20:31:10	00:07:41	00:00:03	0	0	00:00:00	00:00:00
440	46	46	03:01:22	27.08:33:16	46	46	0	03:01:22	00:03:56	00:00:03	0	0	00:00:00	00:00:00
645	433	433	2.02:54:45	11.15:01:43	440	433	7	2.02:54:45	00:07:03	00:00:04	0	0	00:00:00	00:00:00
686	639	639	2.03:20:36	11.00:11:53	645	639	6	2.03:20:36	00:04:49	00:00:04	0	0	00:00:00	00:00:00
365	682	682	2.12:15:08	11.01:46:11	686	682	4	2.12:15:08	00:05:18	00:00:04	0	0	00:00:00	00:00:00
	358	358	1.22:58:36	12.08:34:33	365	358	7	1.22:58:36	00:07:52	00:00:03	0	0	00:00:00	00:00:00
TOTAL	8836	8742	36.19:33:33	224.10:13:20	8836	8742	94	36.19:33:33	00:06:03	00:00:04	0	0	00:00:00	00:00:00

* Valores promedio

5/1/2024 10:13:44 AM

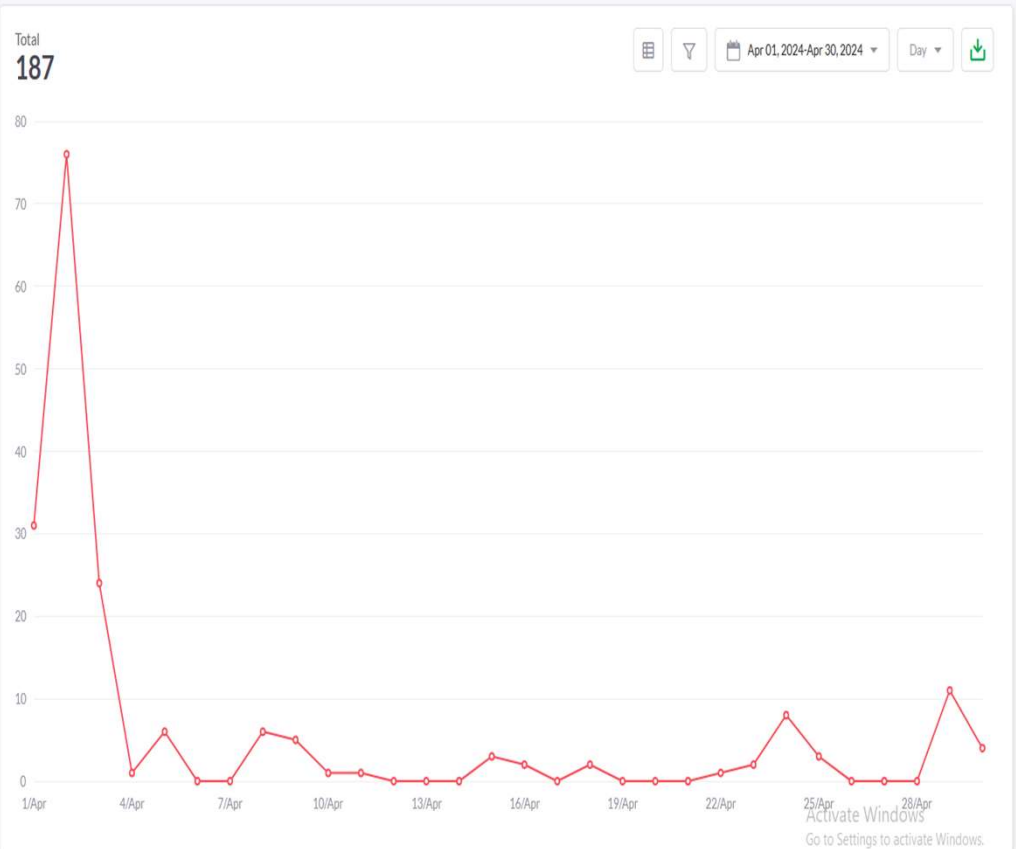
Servicio de Chat en Línea. Tawk.to

Abril 2024

CHAT VOLUME



MISSED CHATS





Mayo 2024

Llamadas de agente (resumen)

Periodo: 5/1/2024 - 5/31/2024
 Horarios: 08:00:00 - 14:00:00
 Agente: CENTRO DE LLAMADAS
 Tipo: Todos
 Perdida: Todos

Solo call center: Si
 Entrantes:
 Salientes:

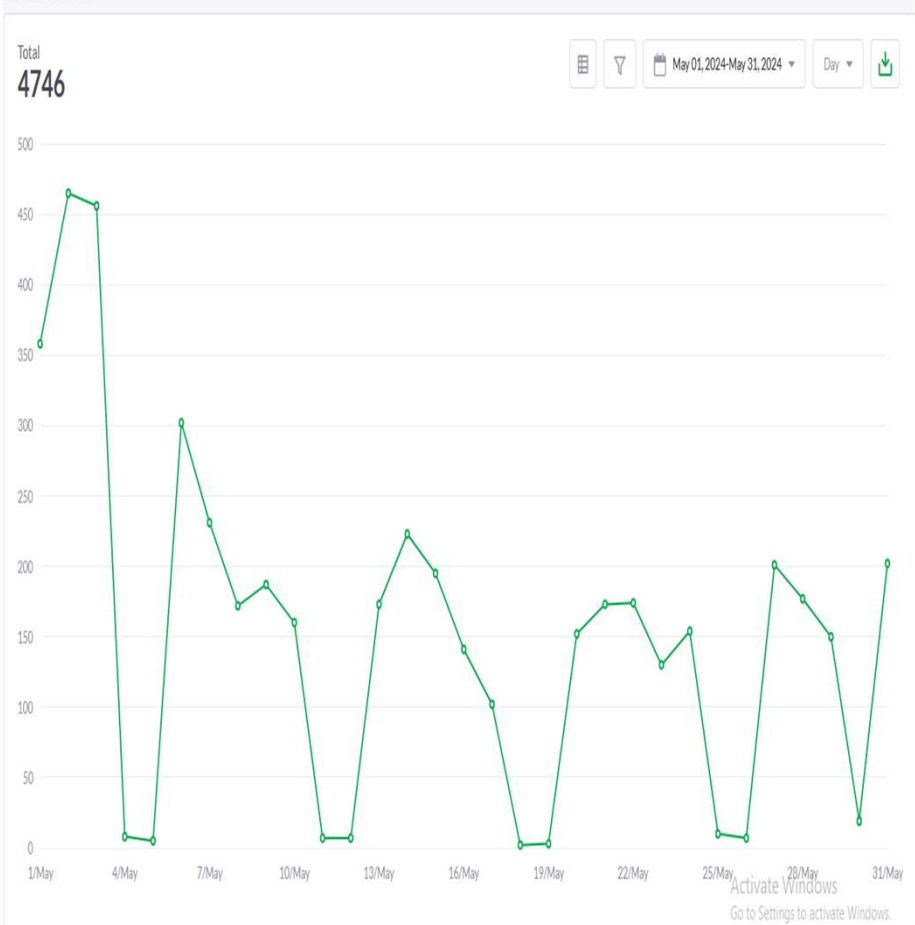
Agente	Total	Atendidas	Hablando	T. registrado	Total	Atendidas	Perdidas	Hablando	Hablando*	Sonando*	Total	Atendidas	Hablando	Hablando*
537	534	534	2.01:04:43	6.20:59:27	537	534	3	2.01:04:43	00:05:30	00:00:05	0	0	00:00:00	00:00:00
67	67	67	10:20:30	4.03:47:17	67	67	0	10:20:30	00:09:15	00:00:02	0	0	00:00:00	00:00:00
504	501	501	1.21:32:27	6.21:30:30	504	501	3	1.21:32:27	00:05:27	00:00:04	0	0	00:00:00	00:00:00
449	444	444	1.17:29:45	6.15:43:24	449	444	5	1.17:29:45	00:05:36	00:00:07	0	0	00:00:00	00:00:00
358	355	355	1.16:32:26	7.05:17:03	358	355	3	1.16:32:26	00:06:51	00:00:04	0	0	00:00:00	00:00:00
457	455	455	2.01:10:06	6.16:01:40	457	455	2	2.01:10:06	00:06:29	00:00:05	0	0	00:00:00	00:00:00
346	342	342	1.15:56:30	5.04:42:03	346	342	4	1.15:56:30	00:07:00	00:00:04	0	0	00:00:00	00:00:00
476	471	471	1.18:08:47	6.15:35:29	476	471	5	1.18:08:47	00:05:22	00:00:04	0	0	00:00:00	00:00:00
407	402	402	1.15:20:19	6.03:01:54	407	402	5	1.15:20:19	00:05:52	00:00:07	0	0	00:00:00	00:00:00
198	197	197	23:09:03	2.23:14:25	198	197	1	23:09:03	00:07:03	00:00:03	0	0	00:00:00	00:00:00
382	380	380	1.20:30:47	5.21:00:12	382	380	2	1.20:30:47	00:07:01	00:00:03	0	0	00:00:00	00:00:00
450	448	448	1.20:51:34	6.11:04:29	450	448	2	1.20:51:34	00:06:00	00:00:03	0	0	00:00:00	00:00:00
505	504	504	1.21:45:40	6.12:13:27	505	504	1	1.21:45:40	00:05:26	00:00:03	0	0	00:00:00	00:00:00
440	435	435	2.06:54:46	7.13:03:04	440	435	5	2.06:54:46	00:07:34	00:00:03	0	0	00:00:00	00:00:00
437	436	436	2.00:55:45	6.13:34:53	437	436	1	2.00:55:45	00:06:44	00:00:03	0	0	00:00:00	00:00:00
460	454	454	1.15:51:00	6.11:39:01	460	454	6	1.15:51:00	00:05:15	00:00:04	0	0	00:00:00	00:00:00
550	549	549	1.23:16:51	7.05:19:25	550	549	1	1.23:16:51	00:05:10	00:00:03	0	0	00:00:00	00:00:00
456	454	454	2.05:28:18	7.02:09:48	456	454	2	2.05:28:18	00:07:04	00:00:03	0	0	00:00:00	00:00:00
TOTAL	7479	7428	31.16:19:17	113.03:57:31	7479	7428	51	31.16:19:17	00:06:08	00:00:04	0	0	00:00:00	00:00:00

* Valores promedio
 6/6/2024 2:28:20 PM

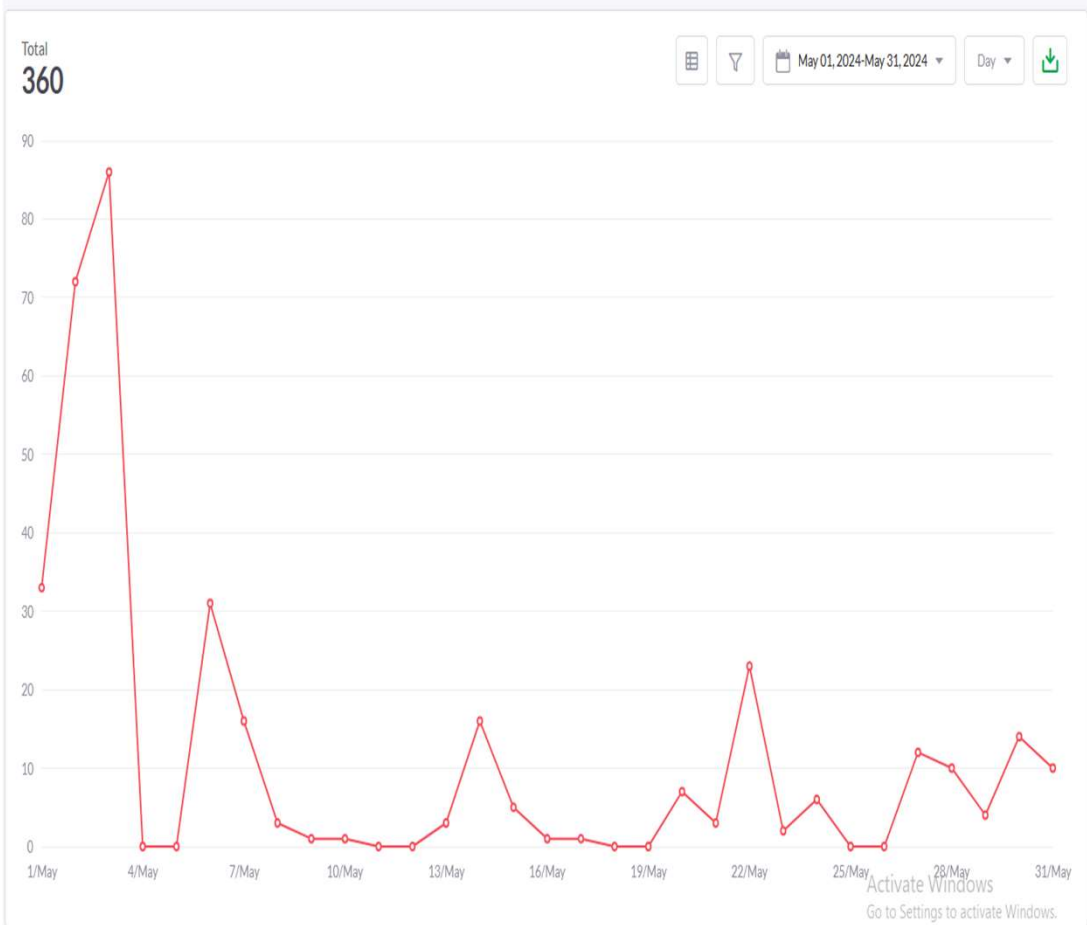
Servicio de Chat en Línea. Tawk.to

Mayo 2024

CHAT VOLUME



MISSED CHATS





Llamadas de agente (resumen)

Junio 2024

Periodo: 6/1/2024 - 6/30/2024
 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*
571	571	561	2.05:58:47	6.10:42:23	571	561	10	2.05:58:47	00:05:46	00:00:06	0	0	00:00:00	00:00:00
165	165	165	23:50:03	2.01:06:02	165	165	0	23:50:03	00:08:40	00:00:02	0	0	00:00:00	00:00:00
523	523	521	2.00:27:26	6.00:49:52	523	521	2	2.00:27:26	00:05:34	00:00:04	0	0	00:00:00	00:00:00
14	14	14	01:38:50	02:44:54	14	14	0	01:38:50	00:07:03	00:00:02	0	0	00:00:00	00:00:00
533	533	528	2.03:06:15	6.06:10:44	533	528	5	2.03:06:15	00:05:48	00:00:06	0	0	00:00:00	00:00:00
451	451	443	1.23:35:07	5.22:01:54	451	443	8	1.23:35:07	00:06:26	00:00:05	0	0	00:00:00	00:00:00
432	432	430	1.22:29:22	5.04:56:46	432	430	2	1.22:29:22	00:06:29	00:00:05	0	0	00:00:00	00:00:00
472	472	469	2.04:36:23	5.18:37:13	472	469	3	2.04:36:23	00:06:43	00:00:05	0	0	00:00:00	00:00:00
517	517	512	1.22:34:53	6.08:19:43	517	512	5	1.22:34:53	00:05:27	00:00:05	0	0	00:00:00	00:00:00
335	335	327	1.08:04:30	11.02:14:33	335	327	8	1.08:04:30	00:05:53	00:00:09	0	0	00:00:00	00:00:00
155	155	155	18:55:48	1.12:43:25	155	155	0	18:55:48	00:07:19	00:00:02	0	0	00:00:00	00:00:00
511	511	503	2.09:04:07	6.05:06:56	511	503	8	2.09:04:07	00:06:48	00:00:03	0	0	00:00:00	00:00:00
394	394	392	1.12:16:40	5.20:15:41	394	392	2	1.12:16:40	00:05:33	00:00:04	0	0	00:00:00	00:00:00
564	564	560	2.00:08:03	6.20:43:22	564	560	4	2.00:08:03	00:05:09	00:00:03	0	0	00:00:00	00:00:00
266	266	265	1.13:54:05	4.23:34:22	266	265	1	1.13:54:05	00:08:34	00:00:04	0	0	00:00:00	00:00:00
484	484	480	2.07:00:09	6.05:45:29	484	480	4	2.07:00:09	00:06:52	00:00:04	0	0	00:00:00	00:00:00
533	533	532	1.21:17:35	5.21:02:17	533	532	1	1.21:17:35	00:05:06	00:00:04	0	0	00:00:00	00:00:00
608	608	602	1.23:50:35	6.05:27:27	608	602	6	1.23:50:35	00:04:46	00:00:03	0	0	00:00:00	00:00:00
447	447	446	1.23:41:23	6.08:21:00	447	446	1	1.23:41:23	00:06:24	00:00:04	0	0	00:00:00	00:00:00
TOTAL	7975	7905	33.06:30:01	105.08:44:03	7975	7905	70	33.06:30:01	00:06:03	00:00:04	0	0	00:00:00	00:00:00

* Valores promedio
 7/1/2024 8:40:22 AM

Servicio de Chat en Línea. Tawk.to

Junio 2024

CHAT VOLUME



MISSED CHATS

