

Centro de Asistencia al Usuario

DS-TSS-T3-2024



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



Llamadas de agente (resumen)

Periodo: 7/1/2024 - 7/31/2024
 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*
645	635	2.07:35:02	7.13:14:25	645	635	10	2.07:35:02	00:05:15	00:00:07	0	0	00:00:00	00:00:00	
155	155	1.01:03:21	4.16:51:19	155	155	0	1.01:03:21	00:09:41	00:00:04	0	0	00:00:00	00:00:00	
568	562	2.04:28:00	8.00:53:37	568	562	6	2.04:28:00	00:05:36	00:00:05	0	0	00:00:00	00:00:00	
5	5	00:32:55	16.08:56:58	5	5	0	00:32:55	00:06:35	00:00:02	0	0	00:00:00	00:00:00	
543	540	2.02:38:38	6.23:54:06	543	540	3	2.02:38:38	00:05:37	00:00:07	0	0	00:00:00	00:00:00	
513	509	2.06:02:25	7.08:06:49	513	509	4	2.06:02:25	00:06:22	00:00:04	0	0	00:00:00	00:00:00	
514	508	2.03:57:40	8.04:56:20	514	508	6	2.03:57:40	00:06:08	00:00:05	0	0	00:00:00	00:00:00	
515	515	2.11:12:04	7.02:56:54	515	515	0	2.11:12:04	00:06:53	00:00:05	0	0	00:00:00	00:00:00	
569	566	2.02:05:36	6.23:48:58	569	566	3	2.02:05:36	00:05:18	00:00:05	0	0	00:00:00	00:00:00	
367	355	1.15:47:22	15.06:17:39	367	355	12	1.15:47:22	00:06:43	00:00:11	0	0	00:00:00	00:00:00	
368	363	1.13:50:43	17.08:31:12	368	363	5	1.13:50:43	00:06:15	00:00:03	0	0	00:00:00	00:00:00	
523	519	2.04:46:10	7.02:29:19	523	519	4	2.04:46:10	00:06:06	00:00:03	0	0	00:00:00	00:00:00	
261	261	1.00:54:37	16.07:20:31	261	261	0	1.00:54:37	00:05:43	00:00:03	0	0	00:00:00	00:00:00	
569	568	1.21:59:25	6.20:58:14	569	568	1	1.21:59:25	00:04:51	00:00:02	0	0	00:00:00	00:00:00	
515	510	2.13:15:11	8.16:45:52	515	510	5	2.13:15:11	00:07:12	00:00:04	0	0	00:00:00	00:00:00	
534	526	2.10:12:52	8.17:58:23	534	526	8	2.10:12:52	00:06:38	00:00:05	0	0	00:00:00	00:00:00	
364	361	1.04:19:43	7.17:44:37	364	361	3	1.04:19:43	00:04:42	00:00:05	0	0	00:00:00	00:00:00	
693	688	2.03:51:15	9.08:10:02	693	688	5	2.03:51:15	00:04:31	00:00:03	0	0	00:00:00	00:00:00	
463	459	2.06:22:51	7.05:30:39	463	459	4	2.06:22:51	00:07:06	00:00:04	0	0	00:00:00	00:00:00	
TOTAL	8684	8605	35.14:55:50	177.23:25:54	8684	8605	79	35.14:55:50	00:05:57	00:00:05	0	0	00:00:00	00:00:00

* Valores promedio

8/7/2024 11:43:25 AM

Julio 2024

CHAT VOLUME

Total
4267

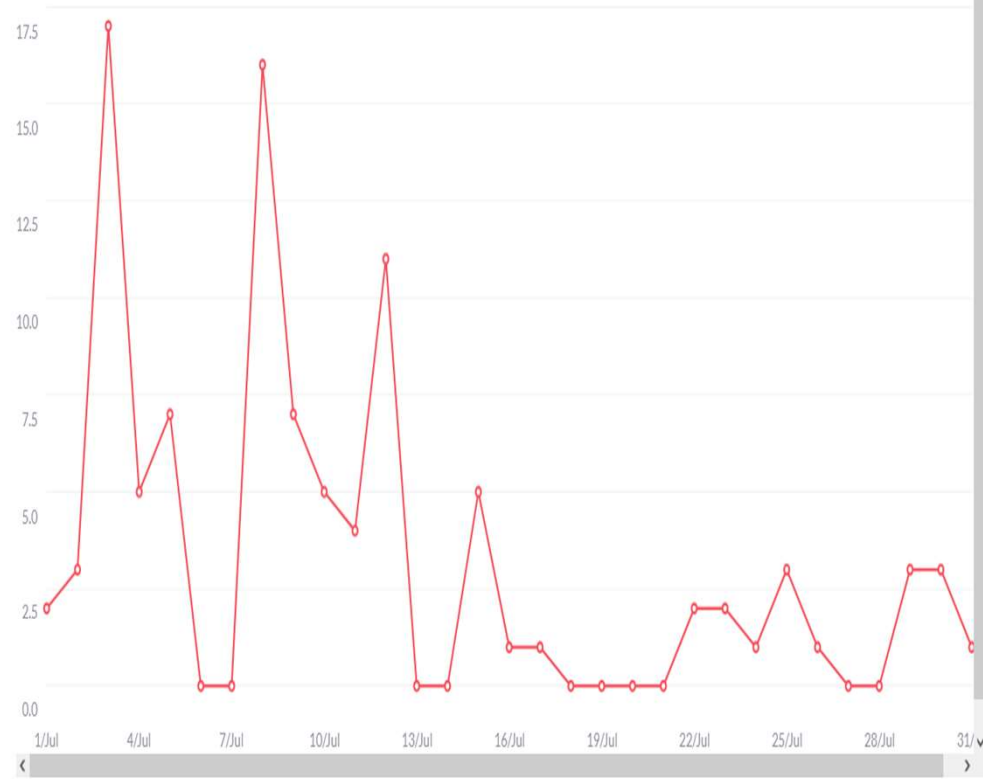
📅 Jul 01, 2024-Jul 31, 2024 Day ↕ 📄



MISSED CHATS

Total
100

📅 Jul 01, 2024-Jul 31, 2024 Day ↕ 📄





Llamadas de agente (resumen)

Periodo: 8/1/2024 - 8/31/2024
 Horarios: 08:00:00 - 14:00:00
 Agente: CENTRO DE LLAMADAS
 Tipo: Todos
 Perdida: Todos

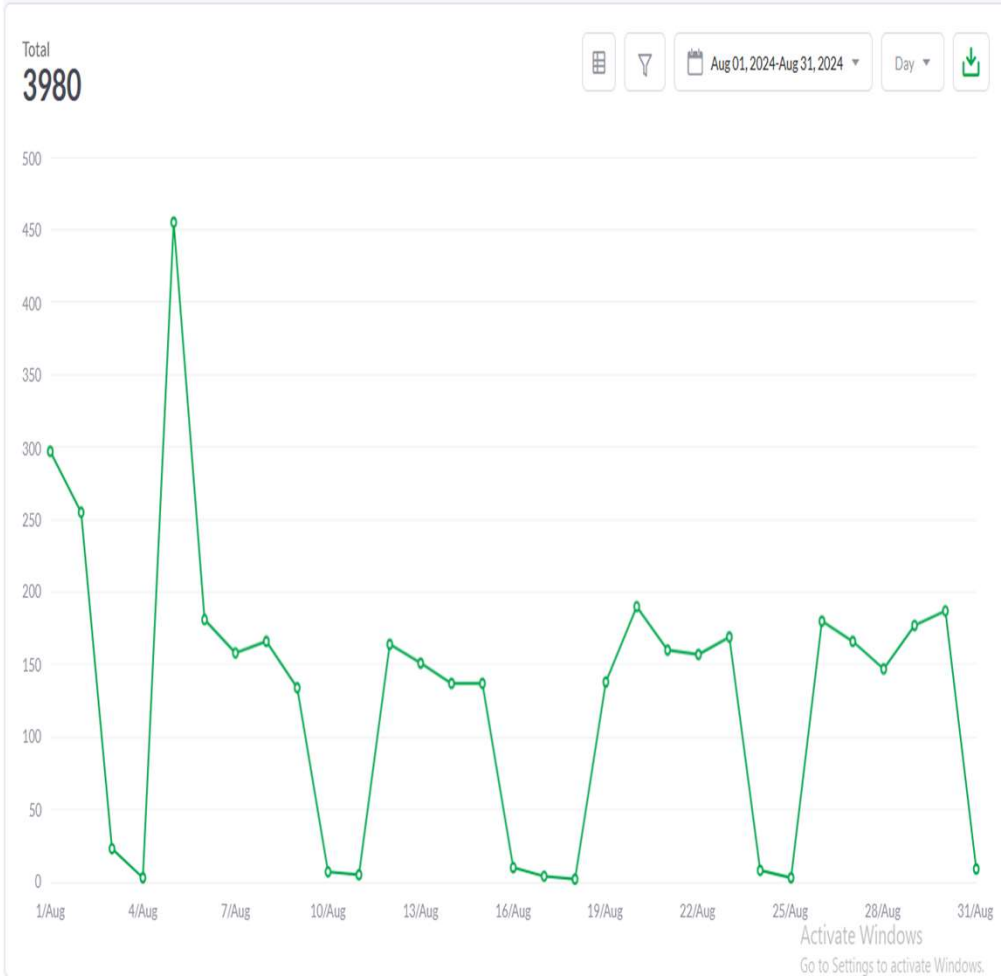
Solo call center: Si
 Entrantes: █
 Salientes: █

Agente	Total	Atendidas	Hablando	T. registrado	Total	Atendidas	Perdidas	Hablando	Hablando*	Sonando*	Total	Atendidas	Hablando	Hablando*
380	374	1.08:32:10	8.19:02:08	380	374	6	1.08:32:10	00:05:13	00:00:04	0	0	00:00:00	00:00:00	
103	102	14:57:40	21.14:16:20	103	102	1	14:57:40	00:08:48	00:00:04	0	0	00:00:00	00:00:00	
327	327	1.07:50:58	10.02:52:30	327	327	0	1.07:50:58	00:05:50	00:00:04	0	0	00:00:00	00:00:00	
202	201	18:19:58	6.02:41:18	202	201	1	18:19:58	00:05:28	00:00:06	0	0	00:00:00	00:00:00	
317	314	1.07:52:10	7.13:13:35	317	314	3	1.07:52:10	00:06:05	00:00:04	0	0	00:00:00	00:00:00	
318	314	1.10:39:16	8.16:40:09	318	314	4	1.10:39:16	00:06:37	00:00:04	0	0	00:00:00	00:00:00	
297	296	1.12:04:13	8.20:34:14	297	296	1	1.12:04:13	00:07:18	00:00:04	0	0	00:00:00	00:00:00	
368	366	1.07:56:28	8.21:14:54	368	366	2	1.07:56:28	00:05:14	00:00:04	0	0	00:00:00	00:00:00	
268	263	1.03:29:34	15.17:40:05	268	263	5	1.03:29:34	00:06:16	00:00:08	0	0	00:00:00	00:00:00	
211	210	21:02:01	14.17:25:53	211	210	1	21:02:01	00:06:00	00:00:03	0	0	00:00:00	00:00:00	
382	378	1.17:13:22	7.20:16:20	382	378	4	1.17:13:22	00:06:32	00:00:02	0	0	00:00:00	00:00:00	
381	379	1.08:52:31	8.06:18:38	381	379	2	1.08:52:31	00:05:12	00:00:03	0	0	00:00:00	00:00:00	
337	335	1.03:46:32	7.11:30:09	337	335	2	1.03:46:32	00:04:58	00:00:02	0	0	00:00:00	00:00:00	
348	346	1.18:20:24	15.01:18:17	348	346	2	1.18:20:24	00:07:20	00:00:03	0	0	00:00:00	00:00:00	
311	310	1.07:35:46	14.05:07:30	311	310	1	1.07:35:46	00:06:06	00:00:04	0	0	00:00:00	00:00:00	
129	129	10:43:15	26.21:50:20	129	129	0	10:43:15	00:04:59	00:00:03	0	0	00:00:00	00:00:00	
476	473	1.10:04:44	14.17:09:01	476	473	3	1.10:04:44	00:04:19	00:00:03	0	0	00:00:00	00:00:00	
413	408	1.16:04:05	9.08:12:07	413	408	5	1.16:04:05	00:05:53	00:00:04	0	0	00:00:00	00:00:00	
TOTAL	5568	5525	22.13:25:07	214.21:23:28	5568	5525	43	22.13:25:07	00:05:52	00:00:04	0	0	00:00:00	00:00:00

* Valores promedio
 9/3/2024 11:38:37 AM

Agosto 2024

CHAT VOLUME



MISSED CHATS



Septiembre 2024



Llamadas de agente (resumen)

Periodo: 9/1/2024 - 9/30/2024
 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*
597	593	2.04:48:28	5.23:43:55	597	593	4	2.04:48:28	00:05:20	00:00:05	0	0	00:00:00	00:00:00	
179	178	1.03:00:45	9.08:05:04	179	178	1	1.03:00:45	00:09:06	00:00:04	0	0	00:00:00	00:00:00	
581	577	2.06:09:47	7.05:41:14	581	577	4	2.06:09:47	00:05:37	00:00:03	0	0	00:00:00	00:00:00	
104	104	15:12:27	5.00:09:36	104	104	0	15:12:27	00:08:46	00:00:01	0	0	00:00:00	00:00:00	
552	549	2.01:34:27	6.13:26:07	552	549	3	2.01:34:27	00:05:25	00:00:06	0	0	00:00:00	00:00:00	
382	379	1.17:40:15	5.18:20:53	382	379	3	1.17:40:15	00:06:35	00:00:04	0	0	00:00:00	00:00:00	
380	378	1.17:03:22	4.15:30:26	380	378	2	1.17:03:22	00:06:31	00:00:04	0	0	00:00:00	00:00:00	
519	517	2.14:06:07	6.13:51:43	519	517	2	2.14:06:07	00:07:12	00:00:03	0	0	00:00:00	00:00:00	
246	243	23:49:40	2.14:01:05	246	243	3	23:49:40	00:05:53	00:00:04	0	0	00:00:00	00:00:00	
510	505	1.23:58:16	7.13:15:30	510	505	5	1.23:58:16	00:05:41	00:00:07	0	0	00:00:00	00:00:00	
543	541	2.13:13:40	7.13:44:29	543	541	2	2.13:13:40	00:06:47	00:00:03	0	0	00:00:00	00:00:00	
473	471	2.00:28:06	5.23:57:04	473	471	2	2.00:28:06	00:06:10	00:00:02	0	0	00:00:00	00:00:00	
266	264	1.02:45:21	7.22:10:34	266	264	2	1.02:45:21	00:06:04	00:00:04	0	0	00:00:00	00:00:00	
346	345	1.06:51:45	4.22:18:41	346	345	1	1.06:51:45	00:05:22	00:00:03	0	0	00:00:00	00:00:00	
621	614	2.00:35:16	5.23:00:35	621	614	7	2.00:35:16	00:04:44	00:00:02	0	0	00:00:00	00:00:00	
514	510	2.13:51:32	6.19:48:59	514	510	4	2.13:51:32	00:07:16	00:00:02	0	0	00:00:00	00:00:00	
383	378	1.15:14:49	5.12:41:39	383	378	5	1.15:14:49	00:06:13	00:00:04	0	0	00:00:00	00:00:00	
417	414	1.04:45:38	12.07:48:01	417	414	3	1.04:45:38	00:04:10	00:00:03	0	0	00:00:00	00:00:00	
TOTAL	7613	7560	31.17:09:41	118.07:35:35	7613	7560	53	31.17:09:41	00:06:02	00:00:04	0	0	00:00:00	00:00:00

* Valores promedio
 10/3/2024 10:16:23 AM

Septiembre 2024

CHAT VOLUME



MISSED CHATS

