

Centro de Asistencia al Usuario

DS-TSS-T4-2024





Llamadas de agente (resumen)

Periodo: 10/1/2024 - 10/31/2024
 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*
	252	249	21:03:27	2.08:18:56	252	249	3	21:03:27	00:05:04	00:00:05	0	0	00:00:00	00:00:00
	503	499	2.14:47:04	7.15:59:13	503	499	4	2.14:47:04	00:07:32	00:00:04	0	0	00:00:00	00:00:00
	582	578	2.07:02:15	7.07:29:35	582	578	4	2.07:02:15	00:05:42	00:00:03	0	0	00:00:00	00:00:00
	236	236	1.10:35:16	3.20:02:52	236	236	0	1.10:35:16	00:08:47	00:00:04	0	0	00:00:00	00:00:00
	427	421	1.13:38:28	5.03:16:30	427	421	6	1.13:38:28	00:05:21	00:00:07	0	0	00:00:00	00:00:00
	401	397	1.17:58:12	6.12:24:18	401	397	4	1.17:58:12	00:06:20	00:00:03	0	0	00:00:00	00:00:00
	436	434	1.21:13:13	6.00:36:27	436	434	2	1.21:13:13	00:06:15	00:00:04	0	0	00:00:00	00:00:00
	504	500	2.10:31:20	6.22:25:47	504	500	4	2.10:31:20	00:07:01	00:00:04	0	0	00:00:00	00:00:00
	526	521	1.19:17:54	6.08:31:10	526	521	5	1.19:17:54	00:04:59	00:00:04	0	0	00:00:00	00:00:00
	460	452	1.18:41:58	8.23:15:41	460	452	8	1.18:41:58	00:05:40	00:00:07	0	0	00:00:00	00:00:00
	399	394	1.17:40:56	6.01:38:42	399	394	5	1.17:40:56	00:06:20	00:00:03	0	0	00:00:00	00:00:00
	526	519	2.03:49:54	6.09:21:30	526	519	7	2.03:49:54	00:05:59	00:00:02	0	0	00:00:00	00:00:00
	524	518	1.18:35:51	6.11:59:00	524	518	6	1.18:35:51	00:04:56	00:00:04	0	0	00:00:00	00:00:00
	294	290	1.02:42:59	6.17:56:35	294	290	4	1.02:42:59	00:05:31	00:00:03	0	0	00:00:00	00:00:00
	602	599	1.23:02:07	5.20:13:23	602	599	3	1.23:02:07	00:04:42	00:00:02	0	0	00:00:00	00:00:00
	567	565	2.15:44:43	7.15:05:25	567	565	2	2.15:44:43	00:06:46	00:00:02	0	0	00:00:00	00:00:00
	472	468	2.02:40:37	5.22:54:23	472	468	4	2.02:40:37	00:06:29	00:00:04	0	0	00:00:00	00:00:00
	336	330	1.02:31:33	3.10:46:19	336	330	6	1.02:31:33	00:04:49	00:00:06	0	0	00:00:00	00:00:00
	633	631	1.20:52:50	5.22:42:43	633	631	2	1.20:52:50	00:04:16	00:00:03	0	0	00:00:00	00:00:00
TOTAL	8680	8601	34.22:30:37	115.14:58:29	8680	8601	79	34.22:30:37	00:05:50	00:00:04	0	0	00:00:00	00:00:00

* Valores promedio

Servicio de Chat en Línea. Tawk.to

CHAT VOLUME



Octubre 2024

MISSED CHATS





Llamadas de agente (resumen)

Periodo: 11/1/2023 - 11/30/2023
Horarios: 08:00:00 - 16:00:00
Agente: CENTRO DE LLAMADAS
Tipo: Todos
Perdida: Todos

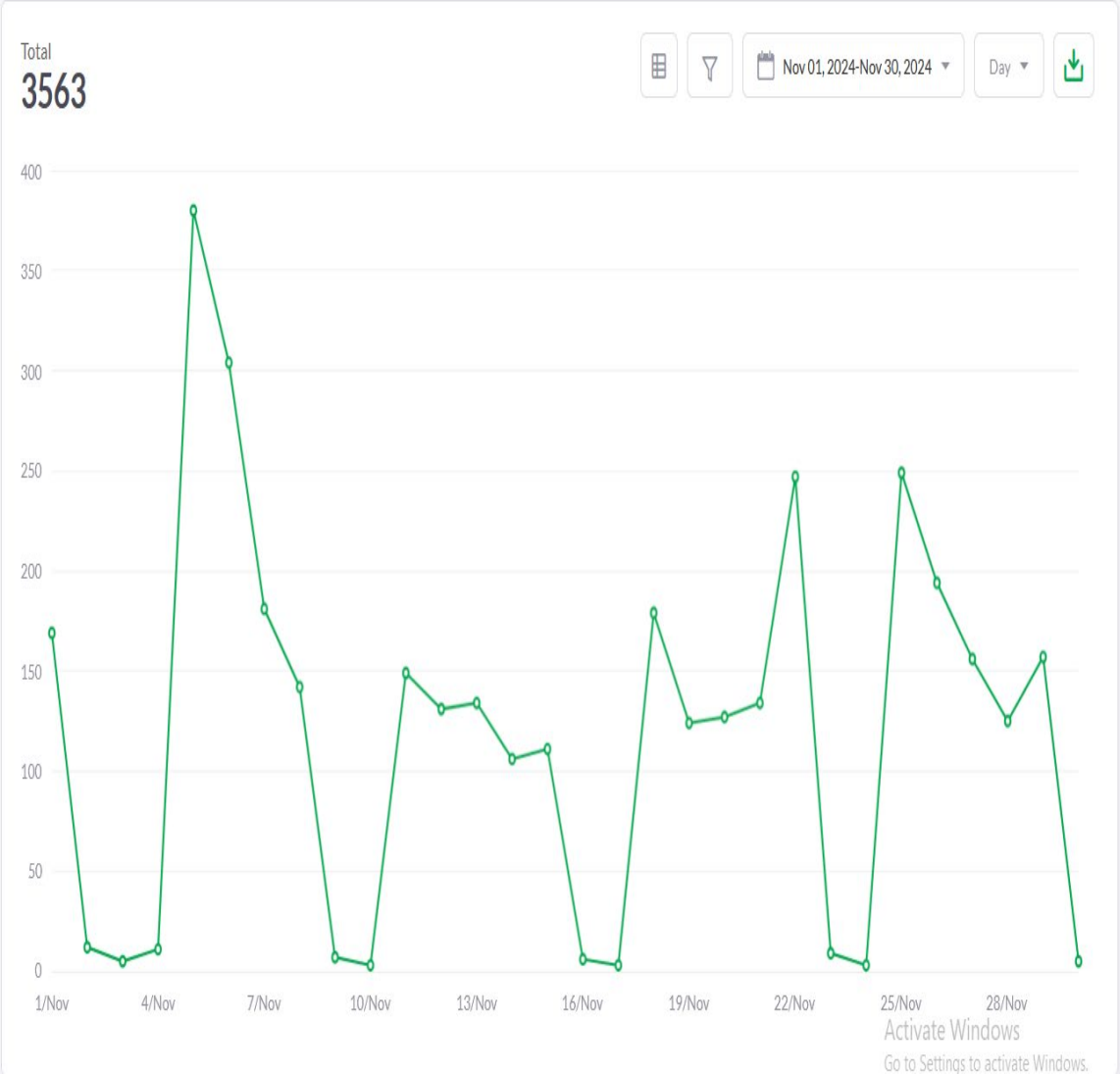
Solo call center: Si
Entrantes:
Salientes:

Agente	total	Atendidas	Hablando	I. registrado	total	Atendidas	Perdidas	Hablando	Hablando*	Sonando*	total	Atendidas	Hablando	Hablando*
	599	593	2.13:13:04	5.01:35:31	599	593	6	2.13:13:04	00:06:11	00:00:07	0	0	00:00:00	00:00:00
	4	4	00:28:30	00:40:39	4	4	0	00:28:30	00:07:07	00:00:07	0	0	00:00:00	00:00:00
	118	117	20:30:30	1.19:40:33	118	117	1	20:30:30	00:10:31	00:00:04	0	0	00:00:00	00:00:00
	1	1	00:02:52	00:09:03	1	1	0	00:02:52	00:02:52	00:00:02	0	0	00:00:00	00:00:00
	367	365	1.10:09:04	3.03:00:06	367	365	2	1.10:09:04	00:05:36	00:00:07	0	0	00:00:00	00:00:00
	692	687	3.10:59:18	9.08:24:28	692	687	5	3.10:59:18	00:07:14	00:00:02	0	0	00:00:00	00:00:00
	106	105	12:38:40	23:18:20	106	105	1	12:38:40	00:07:13	00:00:03	0	0	00:00:00	00:00:00
	503	501	2.17:12:35	5.10:03:54	503	501	2	2.17:12:35	00:07:48	00:00:05	0	0	00:00:00	00:00:00
	268	267	1.04:56:58	3.09:45:21	268	267	1	1.04:56:58	00:06:30	00:00:05	0	0	00:00:00	00:00:00
	714	710	3.14:34:13	7.11:00:13	714	710	4	3.14:34:13	00:07:18	00:00:03	0	0	00:00:00	00:00:00
	468	465	2.07:06:33	5.07:08:01	468	465	3	2.07:06:33	00:07:06	00:00:03	0	0	00:00:00	00:00:00
	519	516	3.02:19:45	6.09:56:16	519	516	3	3.02:19:45	00:08:38	00:00:07	0	0	00:00:00	00:00:00
	341	341	1.09:55:34	6.11:42:15	341	341	0	1.09:55:34	00:05:58	00:00:03	0	0	00:00:00	00:00:00
	881	877	3.13:48:33	7.07:52:16	881	877	4	3.13:48:33	00:05:52	00:00:02	0	0	00:00:00	00:00:00
	583	577	2.06:37:51	4.22:48:06	583	577	6	2.06:37:51	00:05:40	00:00:05	0	0	00:00:00	00:00:00
	123	122	19:15:23	1.12:49:20	123	122	1	19:15:23	00:09:28	00:00:07	0	0	00:00:00	00:00:00
	742	737	3.00:58:11	6.00:27:43	742	737	5	3.00:58:11	00:05:56	00:00:08	0	0	00:00:00	00:00:00
	174	173	19:55:25	1.15:53:41	174	173	1	19:55:25	00:06:54	00:00:04	0	0	00:00:00	00:00:00
TOTAL	7203	7150	33.16:42:59	76.08:15:46	7203	7158	45	33.16:42:59	00:06:46	00:00:05	0	0	00:00:00	00:00:00

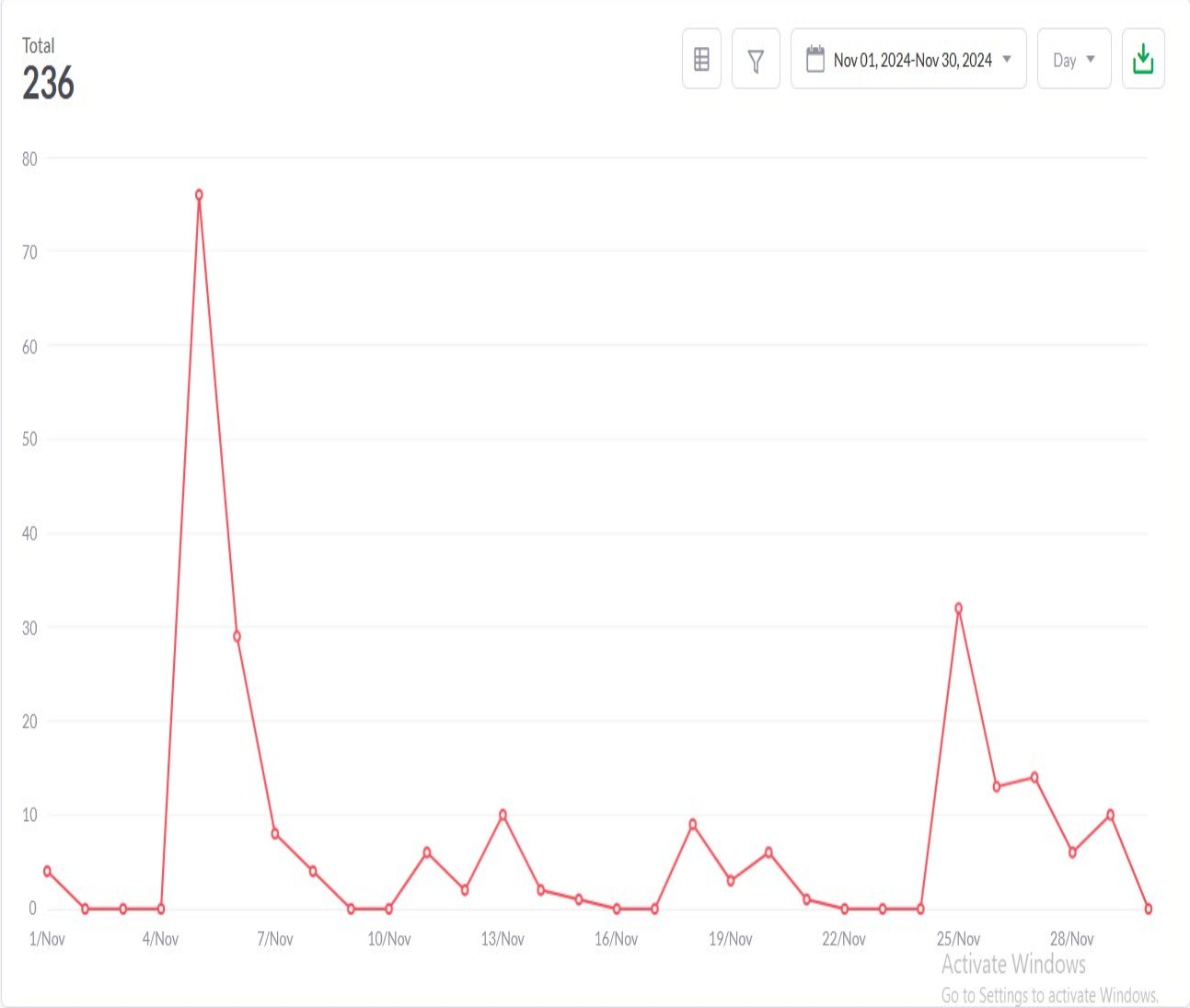
Servicio de Chat en Línea. Tawk.to

Noviembre 2024

CHAT VOLUME



MISSSED CHATS





Llamadas de agente (resumen)

Periodo: 12/1/2024 - 12/31/2024
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	Sin actividad	Total	Atendidas	Perdidas	Hablando	Hablando*	Sonando*	Atendidas	Hablando	Hablando*
	364	363	2.00:45:35	6.02:13:31	1.11:36:55	364	363	1	2.00:45:35	00:08:03	00:00:05	0	00:00:00	00:00:00
	478	473	1.16:18:46	6.17:46:17	1.17:11:40	478	473	5	1.16:18:46	00:05:06	00:00:04	0	00:00:00	00:00:00
	294	293	1.11:37:24	3.06:21:27	21:23:19	294	293	1	1.11:37:24	00:07:17	00:00:04	0	00:00:00	00:00:00
	391	385	1.07:12:34	5.14:39:56	1.17:46:12	391	385	6	1.07:12:34	00:04:51	00:00:06	0	00:00:00	00:00:00
	260	260	1.05:28:57	3.20:20:59	23:58:54	260	260	0	1.05:28:57	00:06:48	00:00:04	0	00:00:00	00:00:00
	315	313	1.08:36:39	5.05:14:44	23:25:24	315	313	2	1.08:36:39	00:06:15	00:00:03	0	00:00:00	00:00:00
	367	364	1.23:48:07	5.11:20:20	1.13:28:10	367	364	3	1.23:48:07	00:07:52	00:00:04	0	00:00:00	00:00:00
	315	312	1.03:26:02	5.20:18:33	1.04:57:54	315	312	3	1.03:26:02	00:05:16	00:00:05	0	00:00:00	00:00:00
	276	272	1.06:12:48	8.07:54:29	23:43:56	276	272	4	1.06:12:48	00:06:39	00:00:06	0	00:00:00	00:00:00
	391	389	1.20:17:38	5.14:08:59	1.13:05:13	391	389	2	1.20:17:38	00:06:49	00:00:03	0	00:00:00	00:00:00
	400	398	1.17:09:41	8.07:17:21	1.19:00:39	400	398	2	1.17:09:41	00:06:12	00:00:03	0	00:00:00	00:00:00
	399	397	1.11:38:40	7.18:03:29	2.06:26:32	399	397	2	1.11:38:40	00:05:23	00:00:04	0	00:00:00	00:00:00
	148	146	14:00:53	2.17:59:19	14:14:46	148	146	2	14:00:53	00:05:45	00:00:03	0	00:00:00	00:00:00
	527	527	1.18:46:44	5.07:39:48	2.00:30:22	527	527	0	1.18:46:44	00:04:52	00:00:02	0	00:00:00	00:00:00
	410	410	1.19:14:48	5.08:09:27	1.15:00:41	410	410	0	1.19:14:48	00:06:19	00:00:03	0	00:00:00	00:00:00
	409	406	1.15:29:56	4.23:48:56	1.11:07:03	409	406	3	1.15:29:56	00:05:50	00:00:04	0	00:00:00	00:00:00
	369	368	1.03:42:43	5.03:54:24	1.07:10:58	369	368	1	1.03:42:43	00:04:31	00:00:04	0	00:00:00	00:00:00
TOTAL	6113	6076	25.11:47:55	95.15:11:59	24.04:08:38	6113	6076	37	25.11:47:55	00:06:02	00:00:04	0	00:00:00	00:00:00

Servicio de Chat en Línea. Tawk.to

Diciembre 2024

