

# Atendimentos em Geral

Ano  
2020 ▾

**29.360**  
Atendimentos em Geral

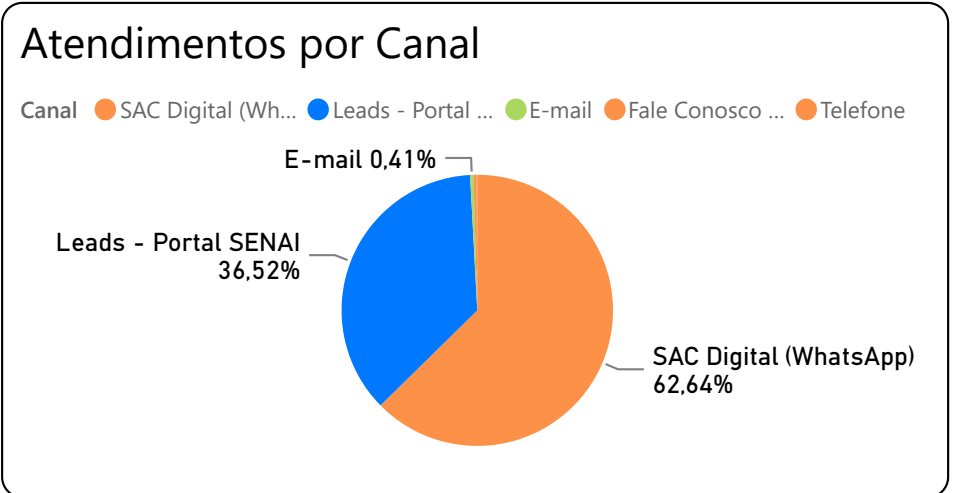
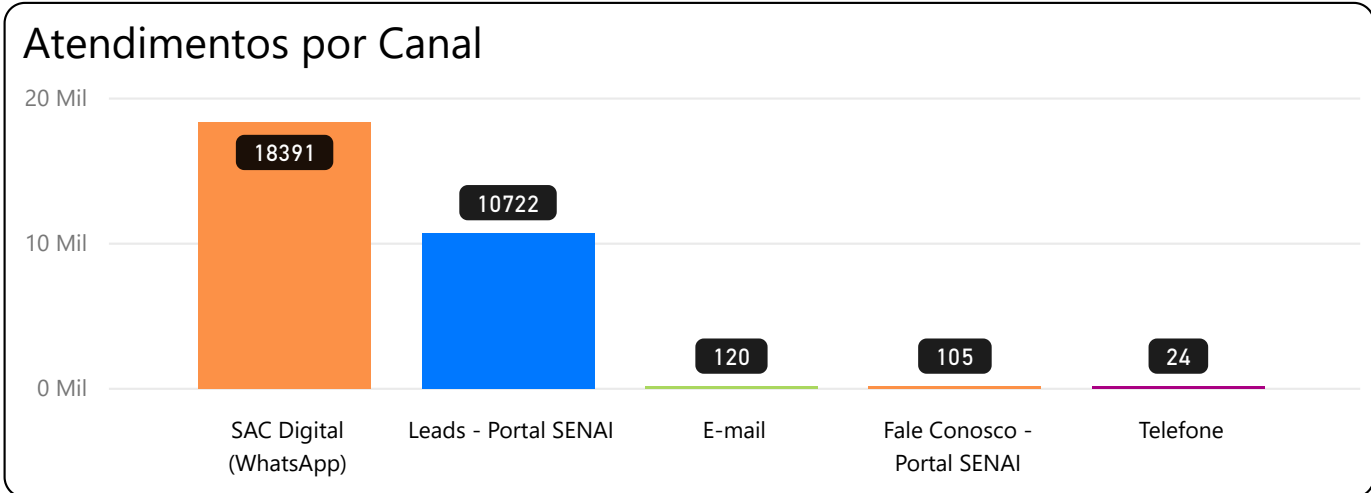
**18.391**  
Total de Protocolos - SAC Digital (WhatsApp)

**10722**  
Leads - Portal SENAI

**119**  
E-mail - Fale Conosco

**105**  
SAC Portal SENAI - Fale Conosco

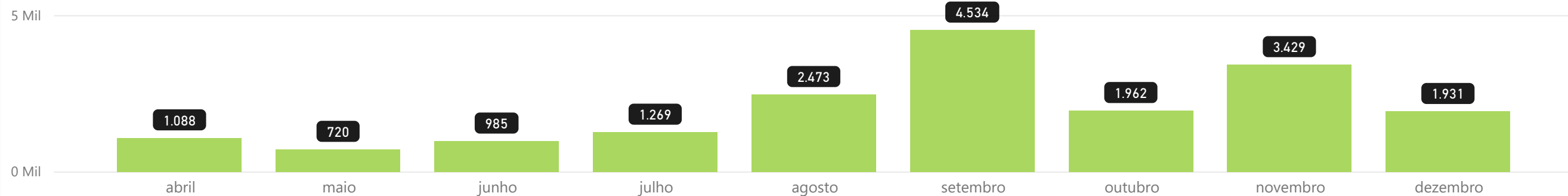
**23**  
Telefone - Fale Conosco



Ano

**18 Mil**  
Total de Protocolos - SAC

## Atendimentos WhatsApp



## Média Satisfação WhatsApp - 1 a 5 pontos



# Portal SENAI - Leads

Ano  
2020

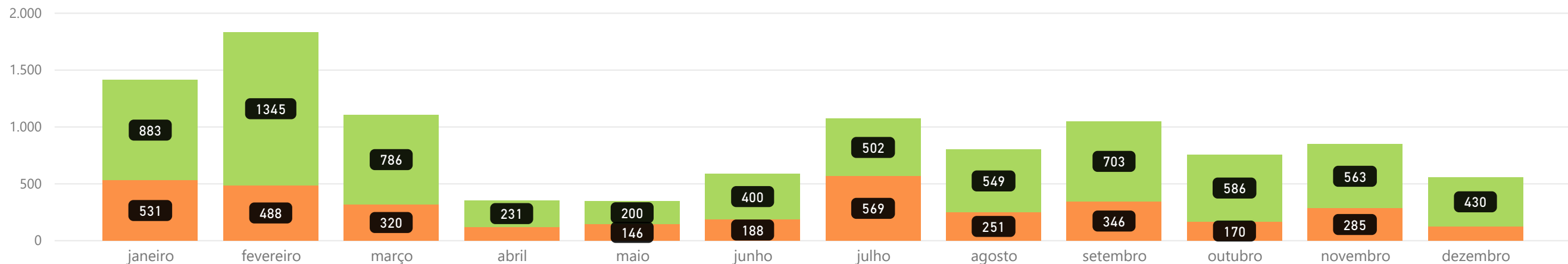
**10,72 Mil**  
Leads

**3544**  
Pré-matricula

**7178**  
Registro de Interesse

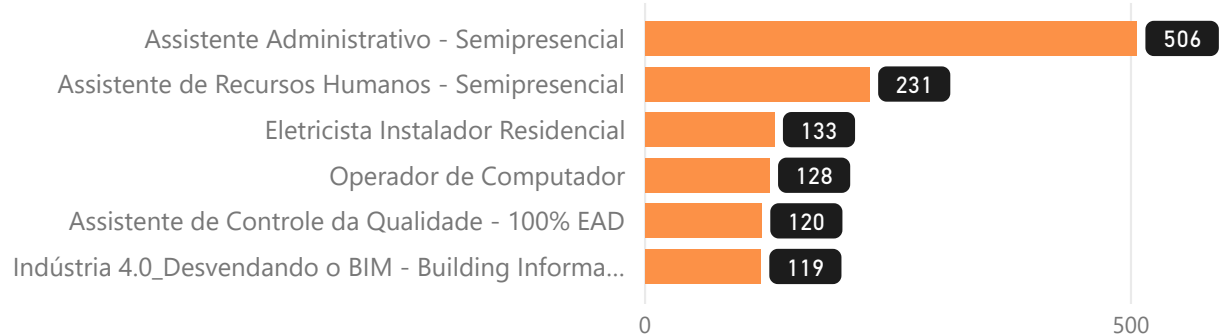
## Leads

Leads ● Pré-matricula/Confirmação de Interesse ● Prospecção/Registro de Interesse



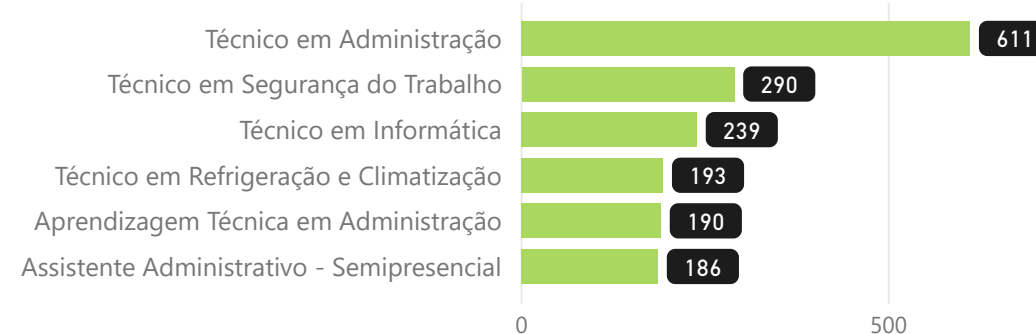
## Leads

Leads ● Pré-matricula/Confirmação de Interesse



## Leads

Leads ● Prospecção/Registro de Interesse

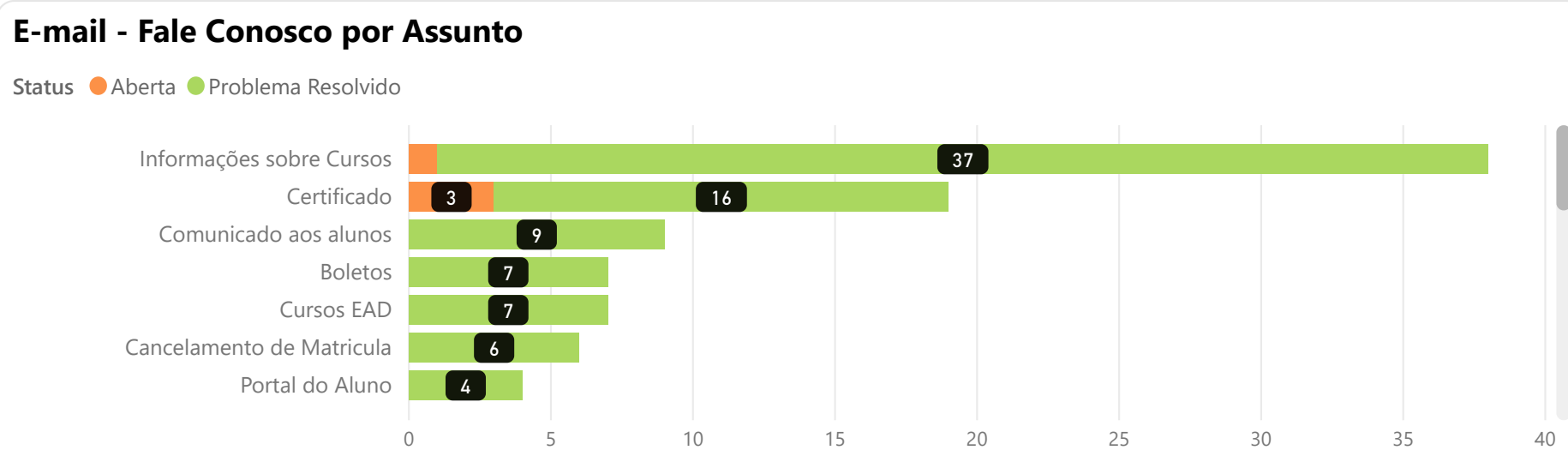
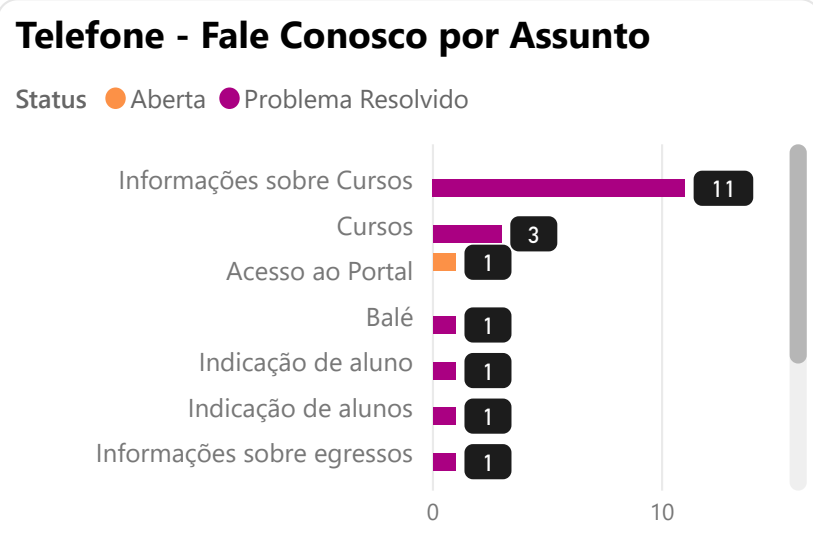
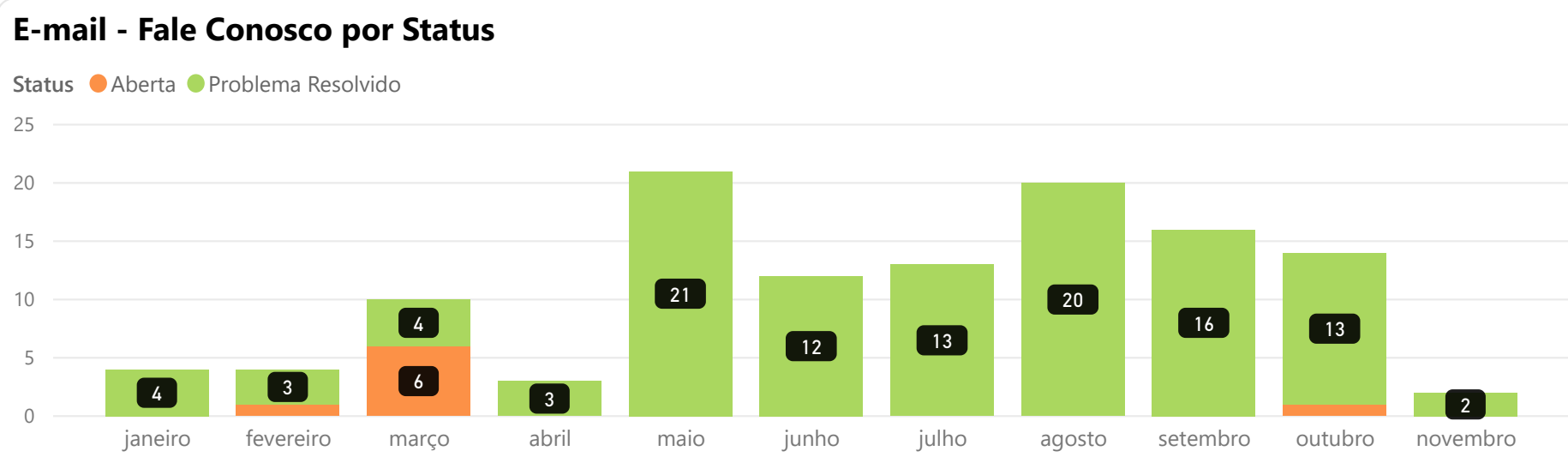
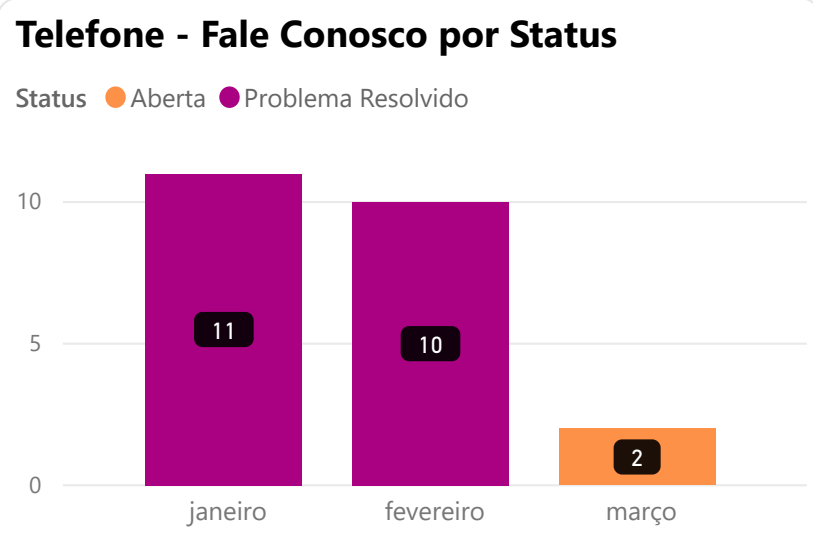


# Portal SENAI - Telefone e E-mail

Ano ▼  
 ▼

**23**  
Telefone

**119**  
E-mail



# Portal SENAI - Fale Conosco

Ano ▼  
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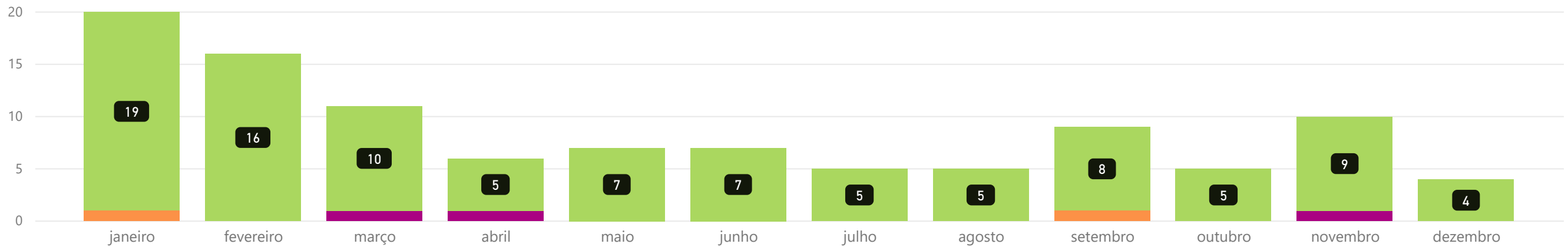
**105**  
Ocorrências

**100**  
Ocorrências Resolvidas

**3**  
Ocorrências Canceladas

## Fale Conosco por Status

Status ● Aberta ● Cancelado ● Problema Resolvido



## Fale Conosco por Assunto

Status ● Aberta ● Cancelado ● Problema Resolvido

