

TOTAL ATENDIMENTOS

07/02/2024

Relatório do CRM

Total de Ocorrência

6.609

Atendimentos SAC Digital (WhatsApp)

6.229

E-mail Fale Conosco

161

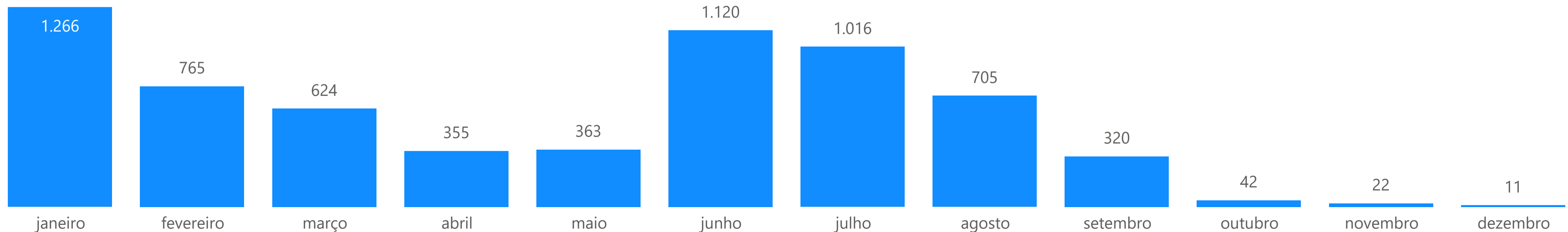
SAC Portal SENAI

90

Telefone Fale Conosco

129

Total de Ocorrência



Canais de Atendimento

07/02/2024

Relatório do CRM

Ano

Todos

Trimestre

Todos

Prazo Médio de Atendimento

2.76

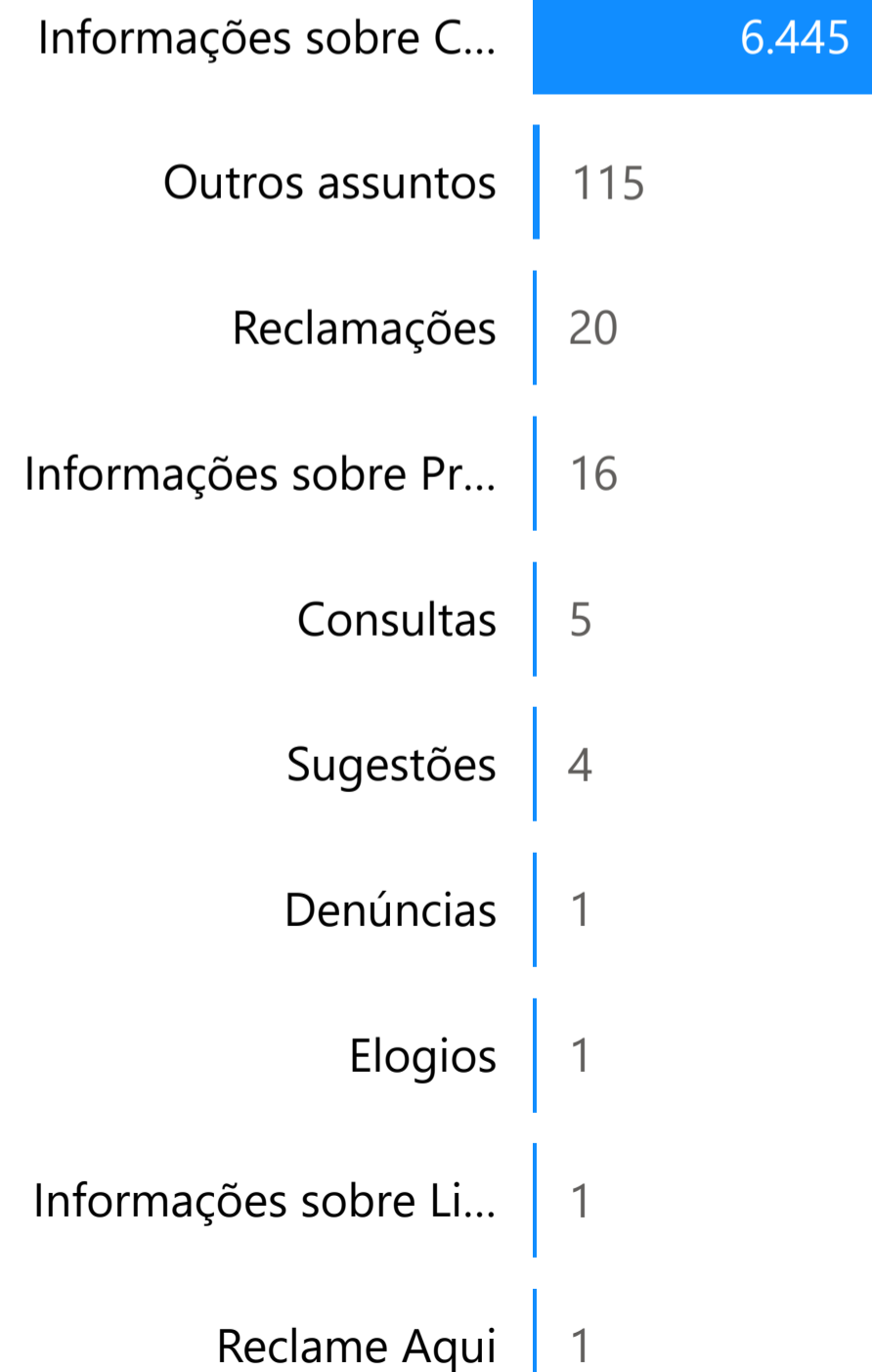
Total de Ocorrência

6.609

% Resolvido

100%

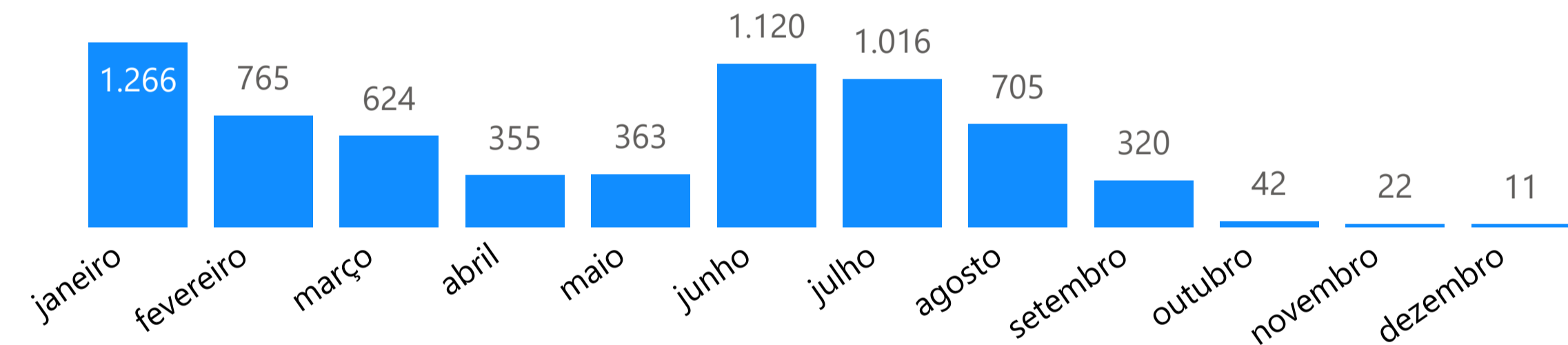
Tipo da Ocorrência



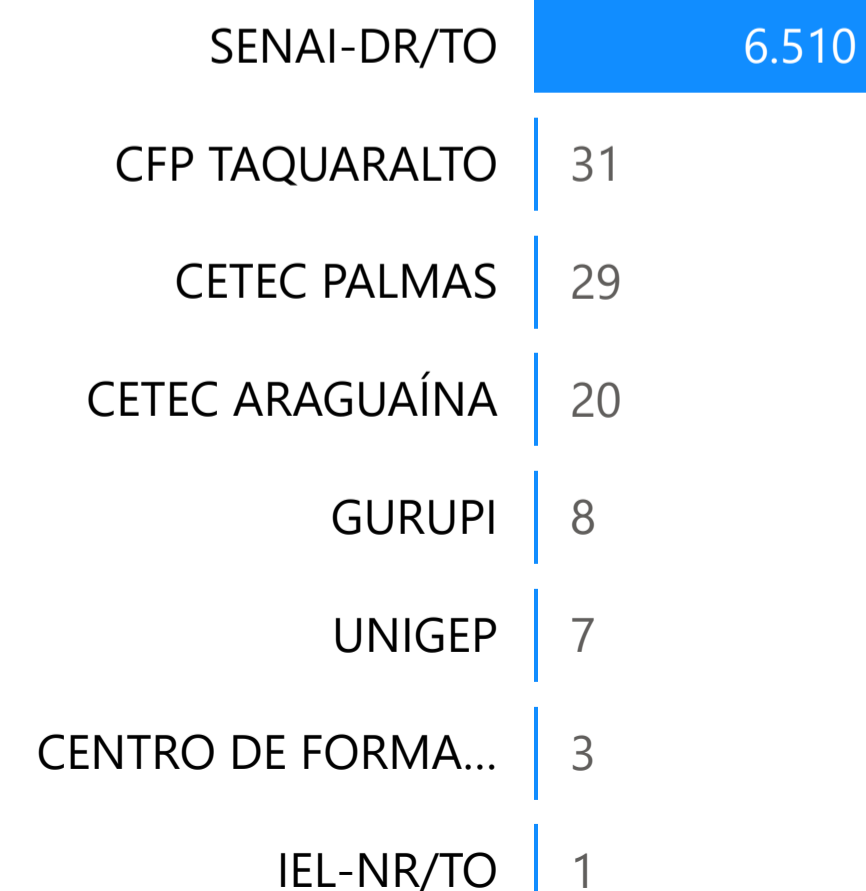
Origem das Ocorrência



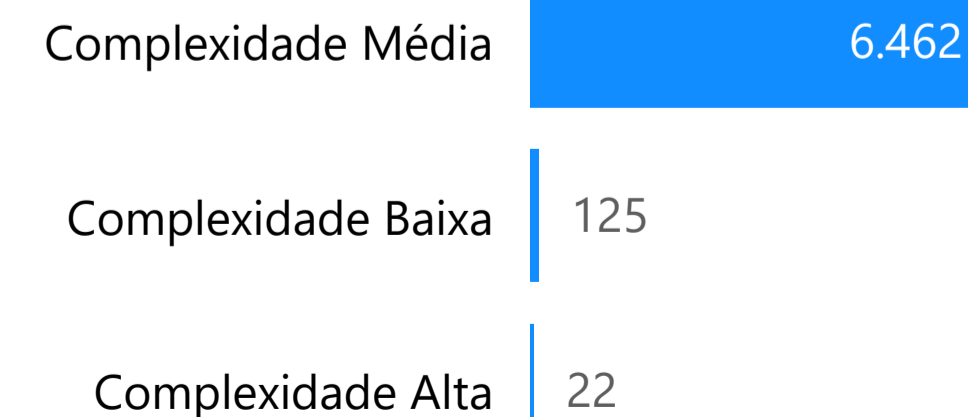
Ocorrência Por Mês



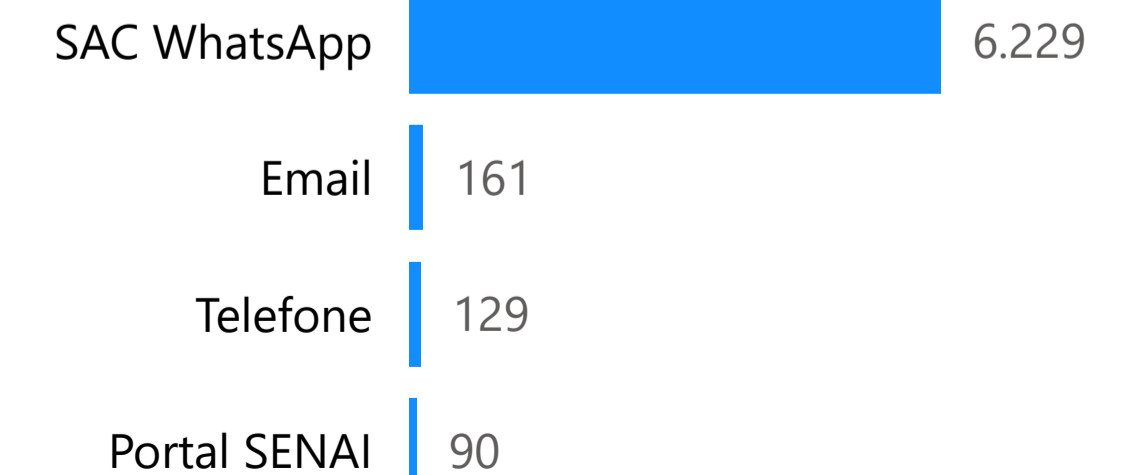
Ocorrência Por Unidade



Ocorrência por Complexidade



Origem das Ocorrência





SAC WHATSAPP

07/02/2024

Relatório do CRM

Ano

Todos

Trimestre

Todos

Total de Ocorrência

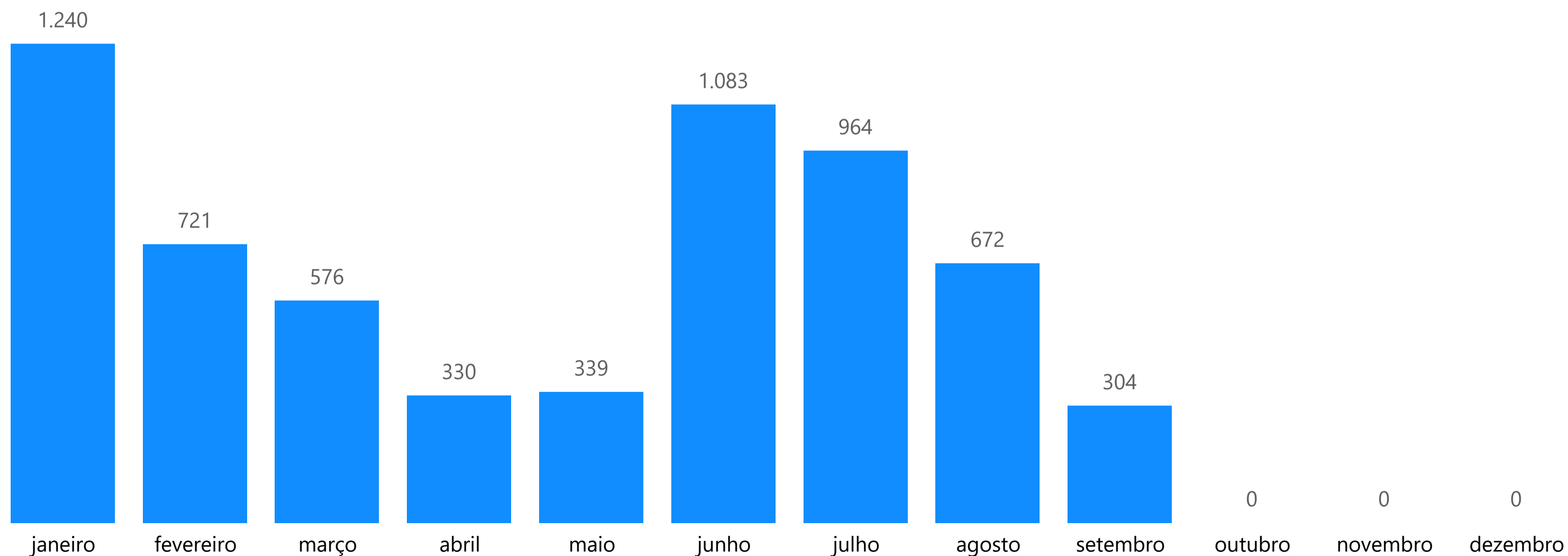
6.229

% Resolvido

100%

Ano	Mês	Ocorrência	Satisfação
2023	janeiro	1.240	4/5
2023	fevereiro	721	4/5
2023	março	576	4/5
2023	abril	330	4/5
2023	maio	339	4/5
2023	junho	1.083	4/5
2023	julho	964	4/5
2023	agosto	672	4/5
2023	setembro	304	4/5
2023	outubro	0	
2023	novembro	0	
2023	dezembro	0	
Total		6.229	

Todos atendimentos por mês



Telefone

07/02/2024
Relatório do CRM

Ano

Todos ▾

Trimestre

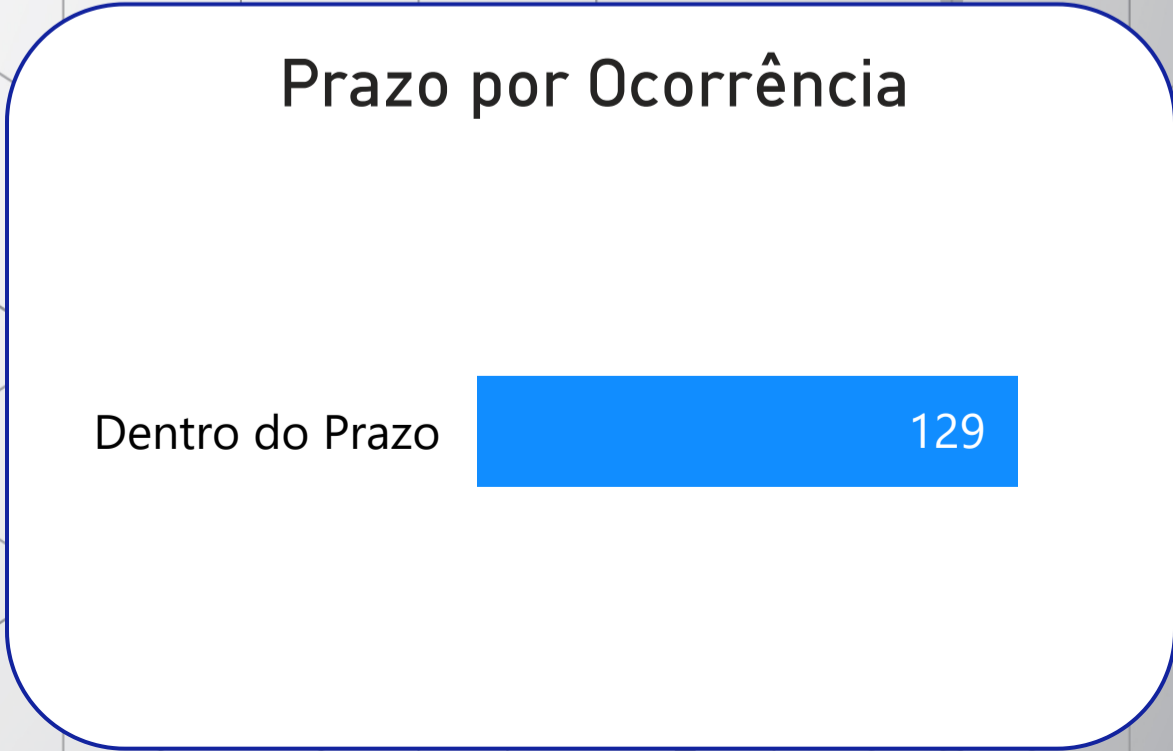
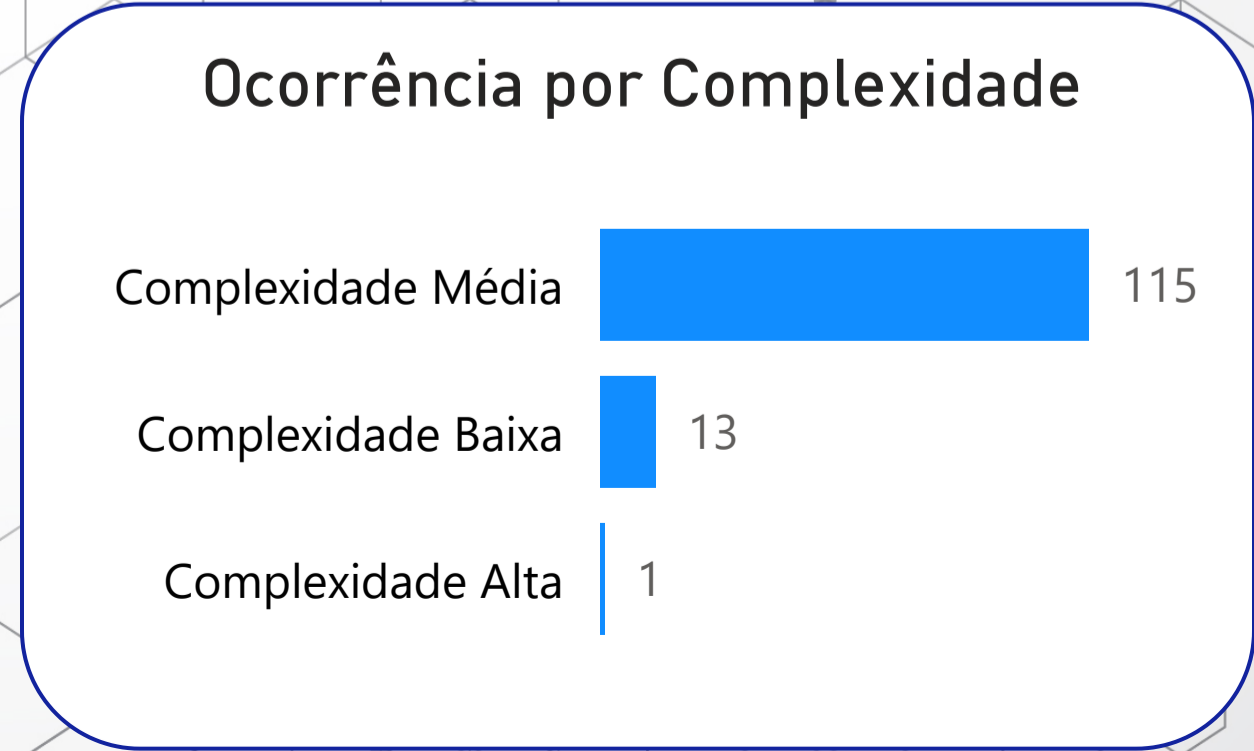
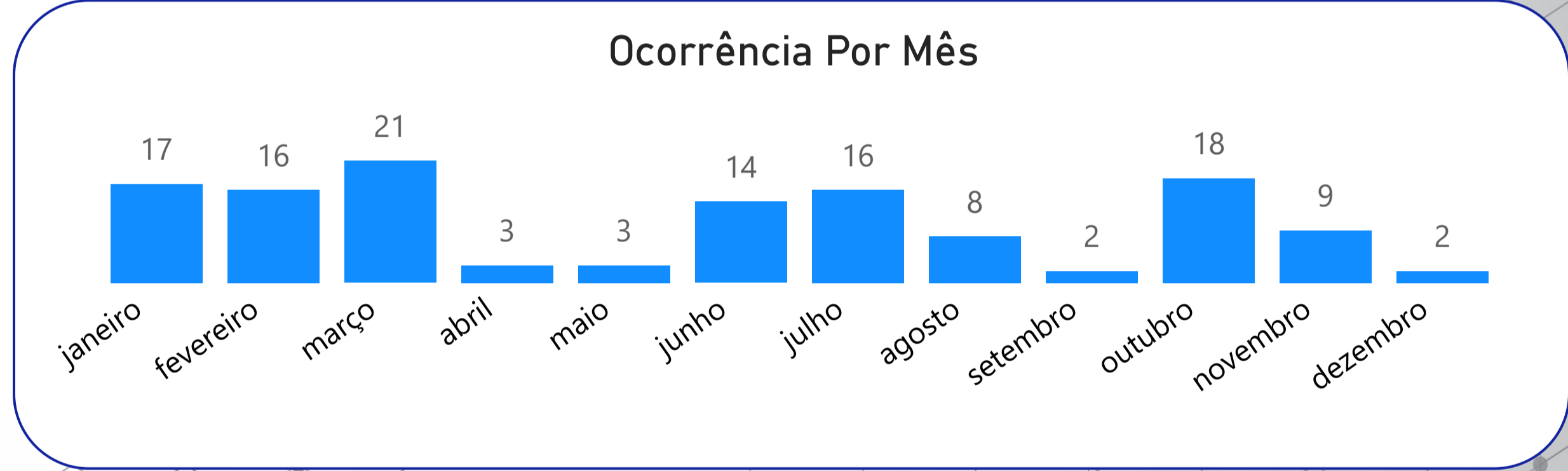
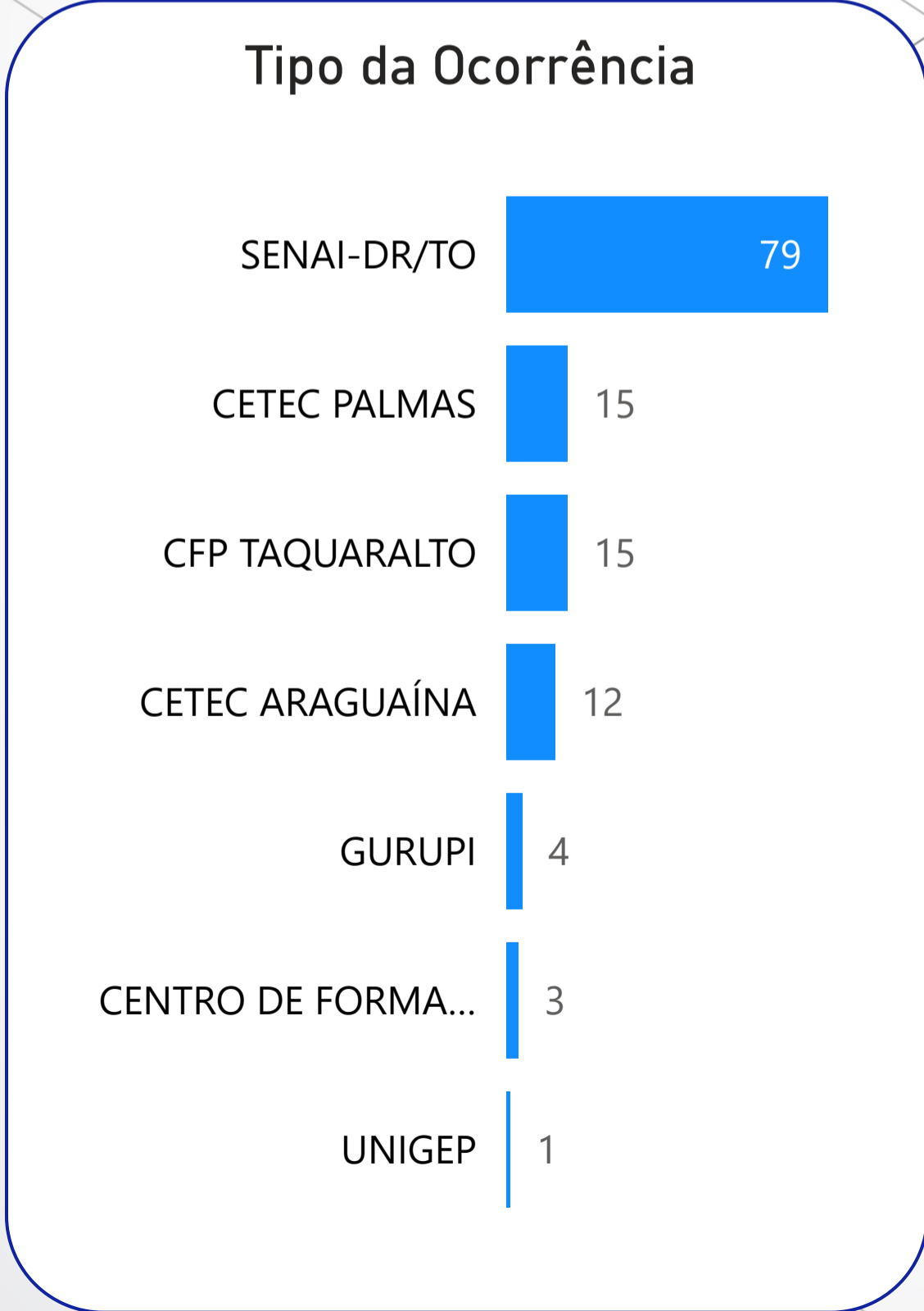
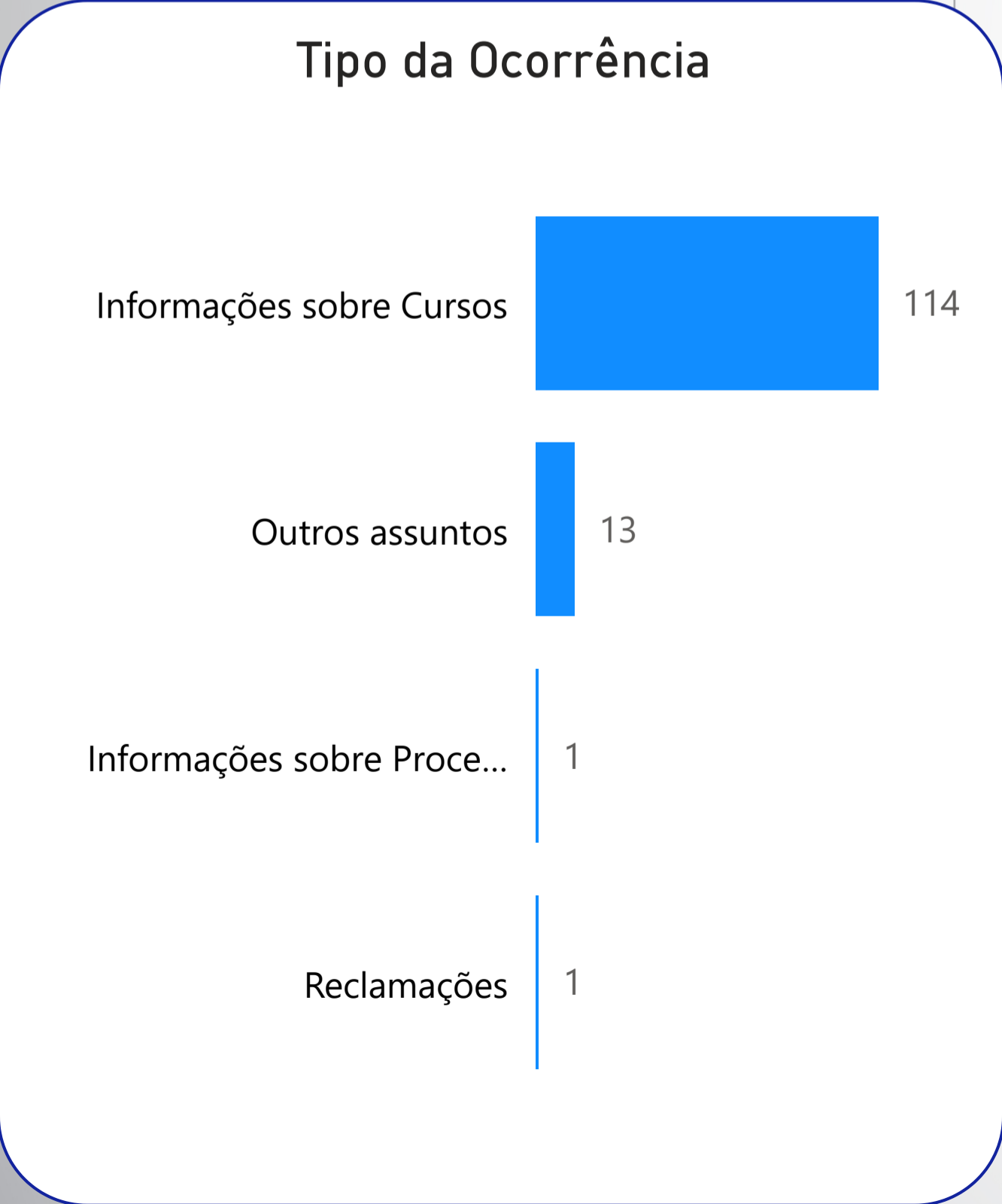
Todos ▾

Total de Ocorrência

129

% Resolvido

100%



Ano

Todos ▾

Trimestre

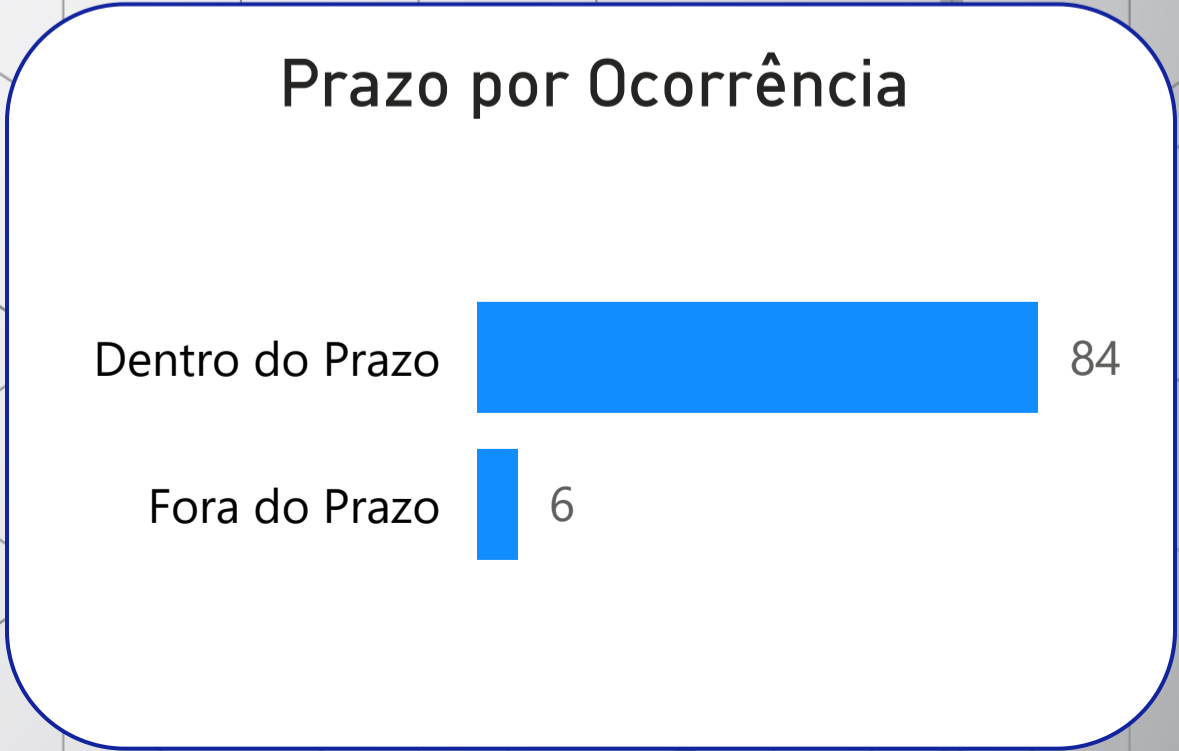
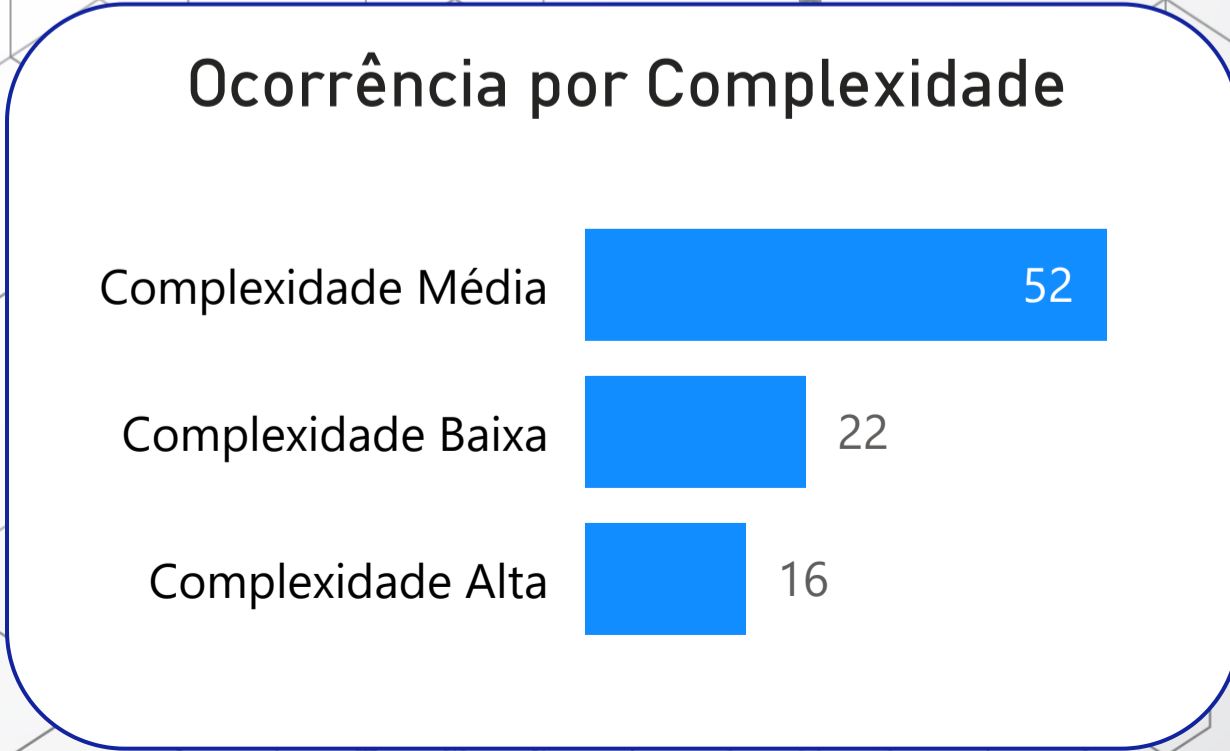
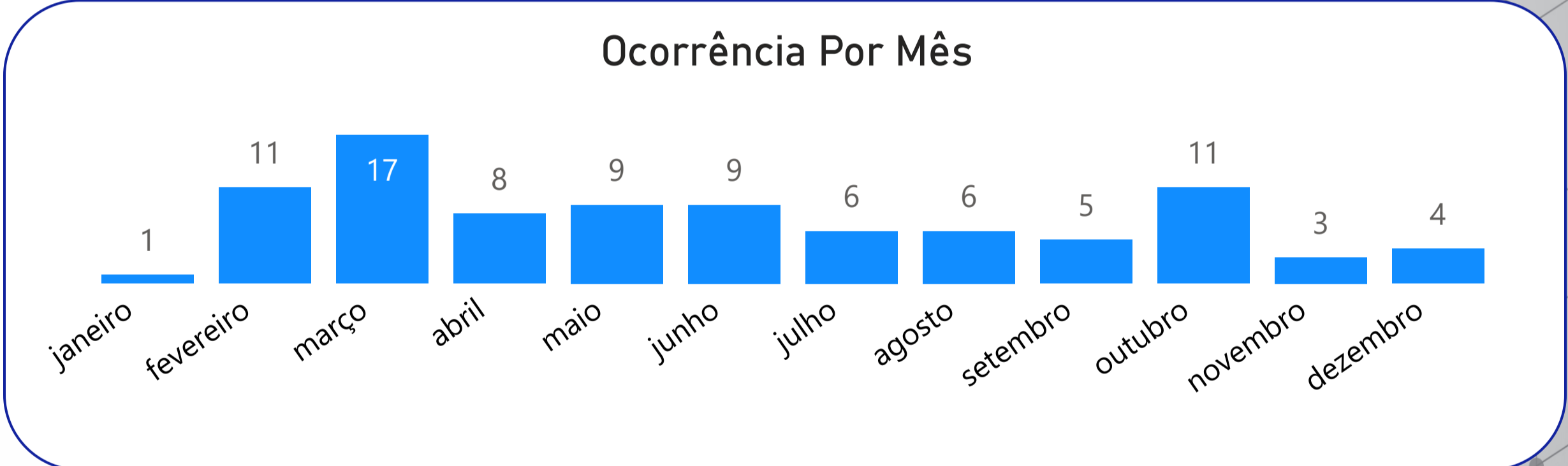
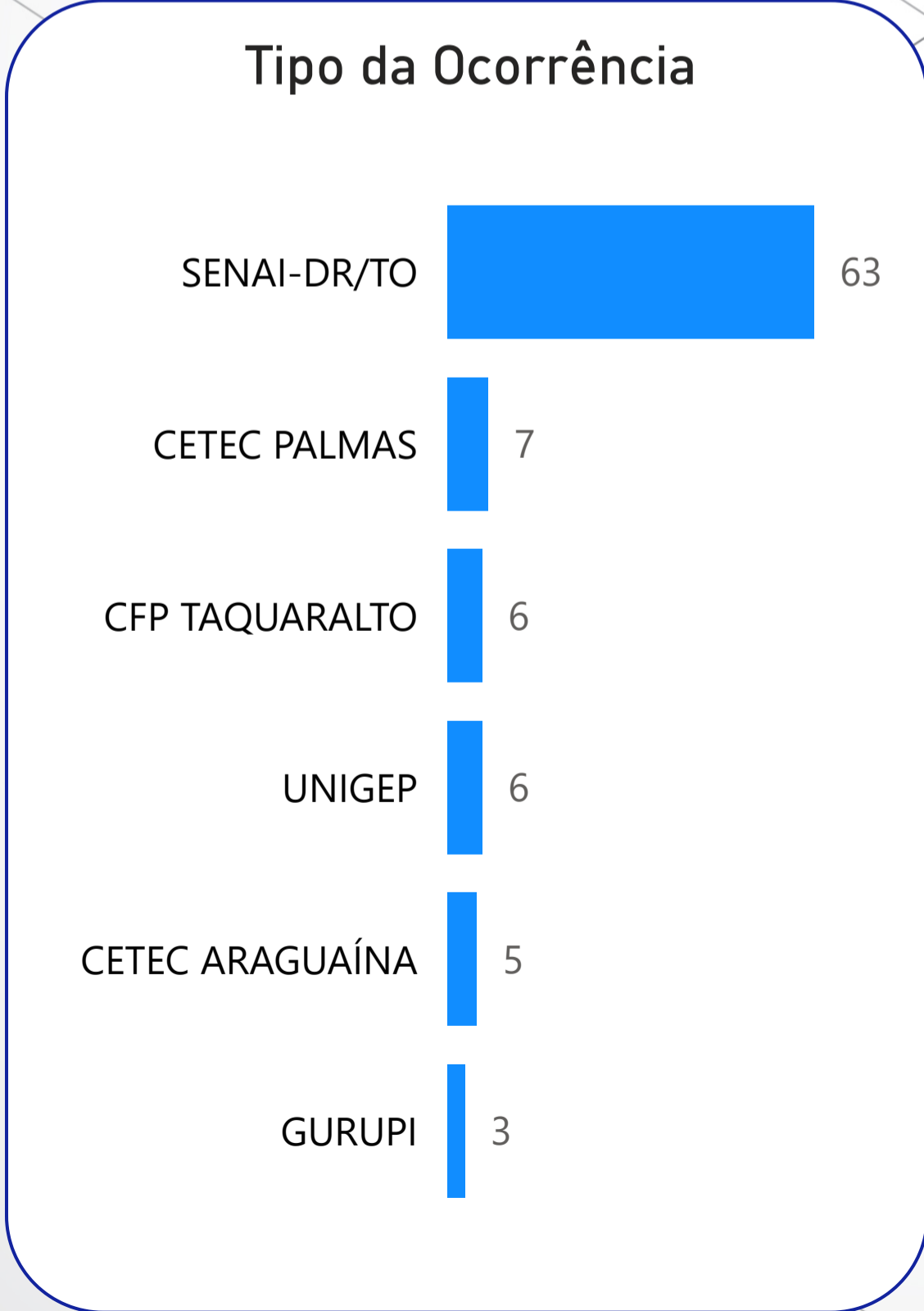
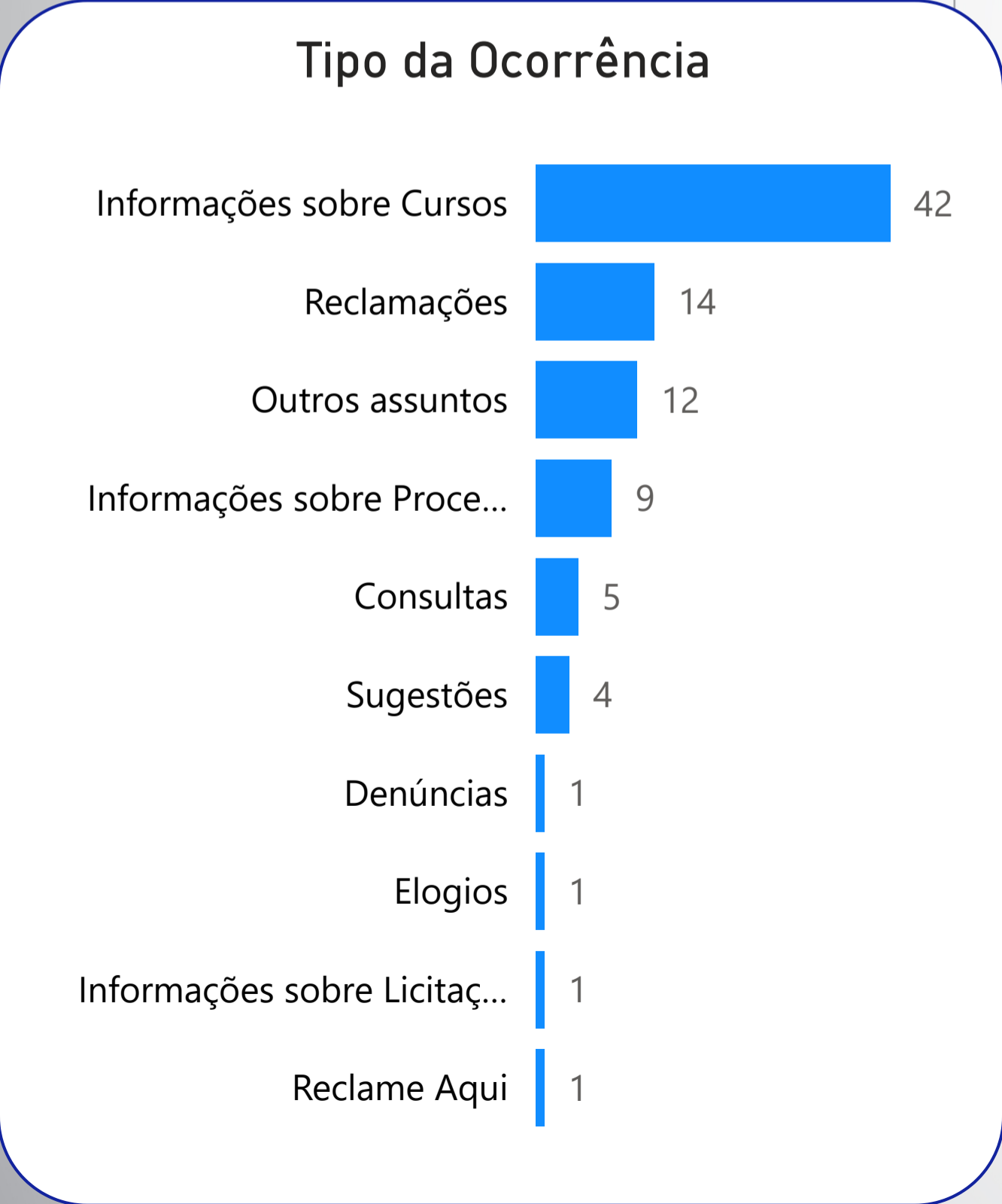
Todos ▾

Total de Ocorrência

90

% Resolvido

100%



Ano

Todos

Trimestre

Todos

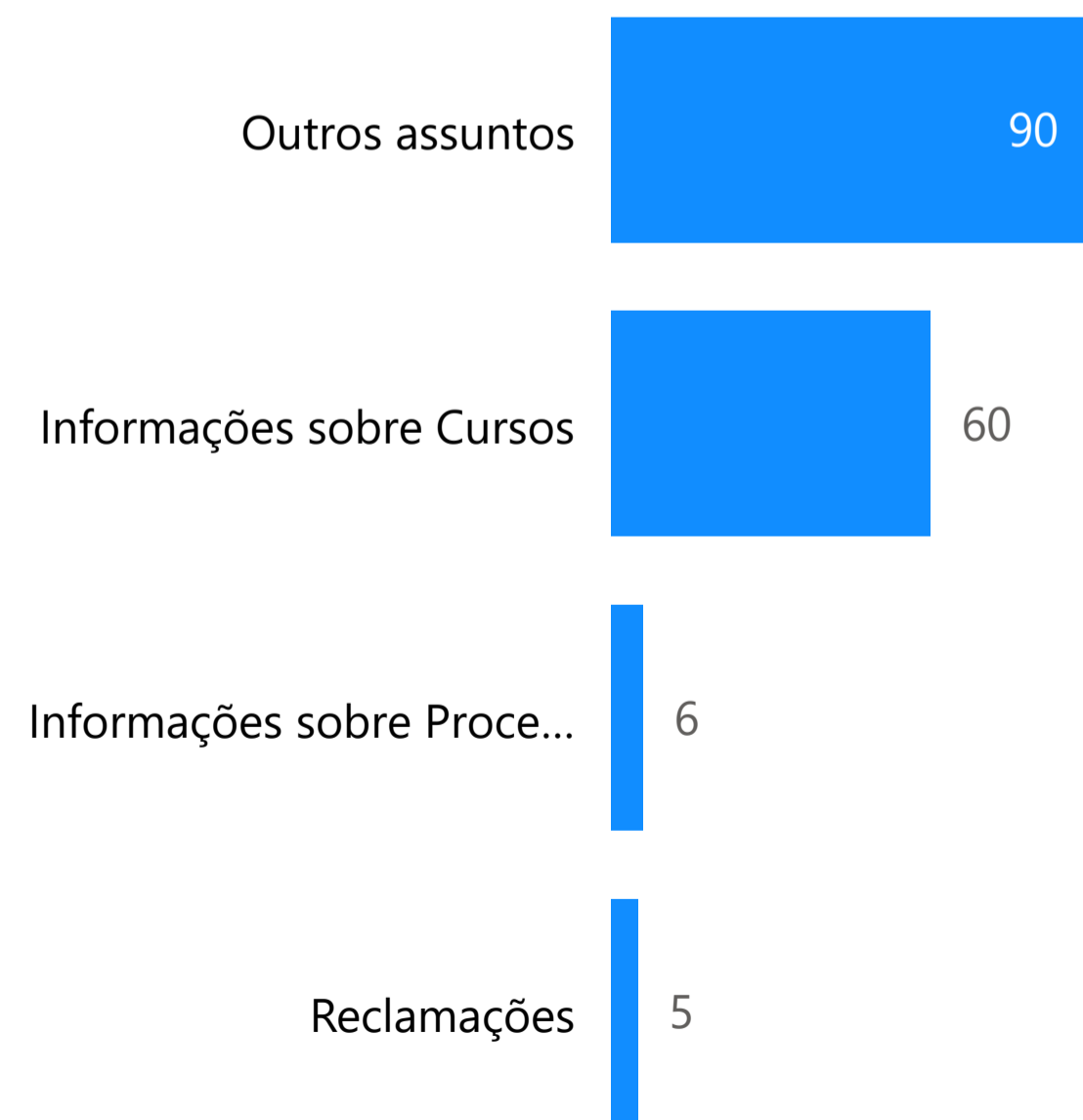
Total de Ocorrência

161

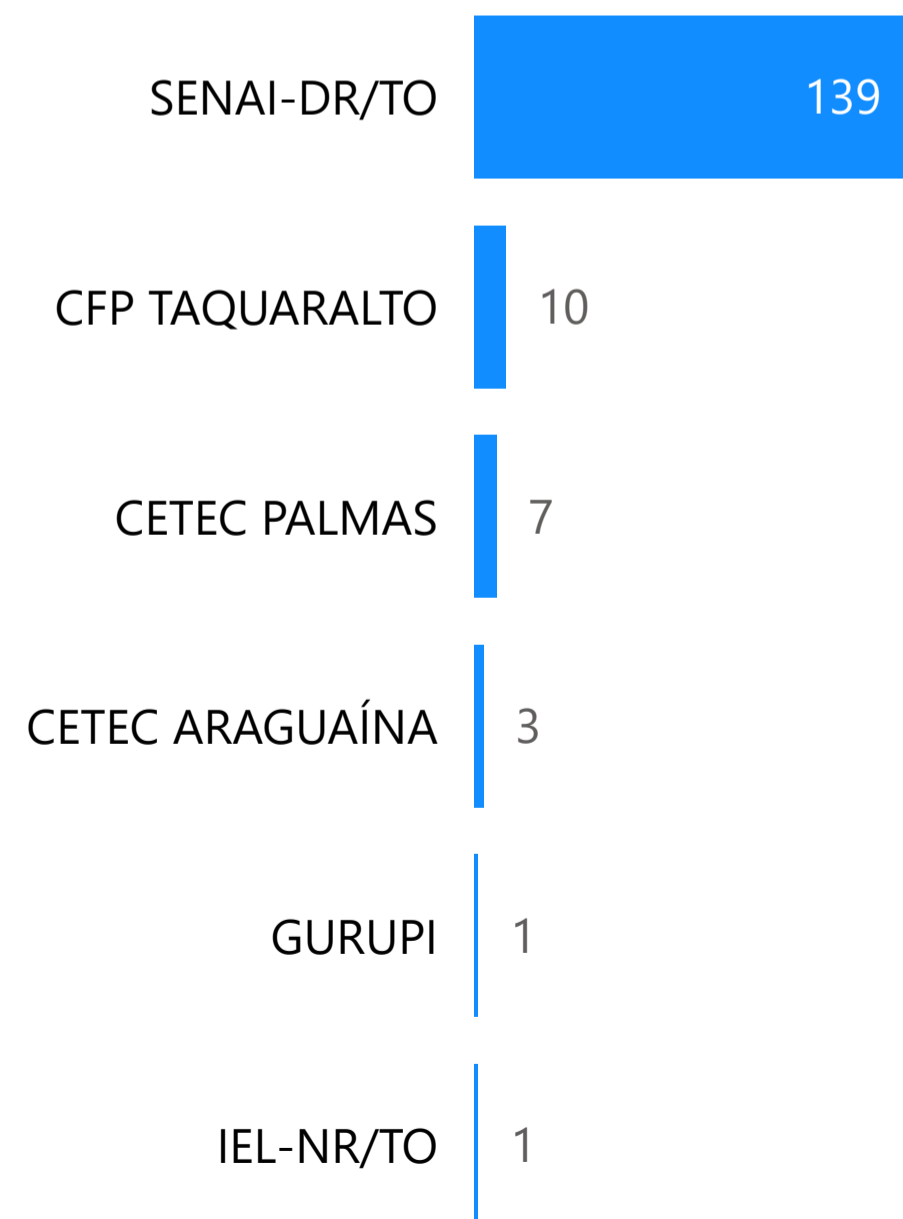
% Resolvido

100%

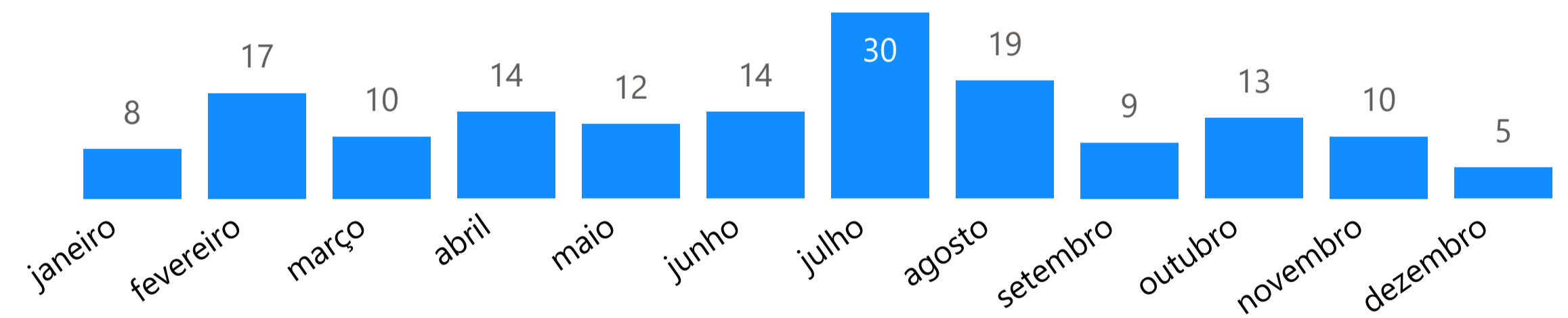
Tipo da Ocorrência



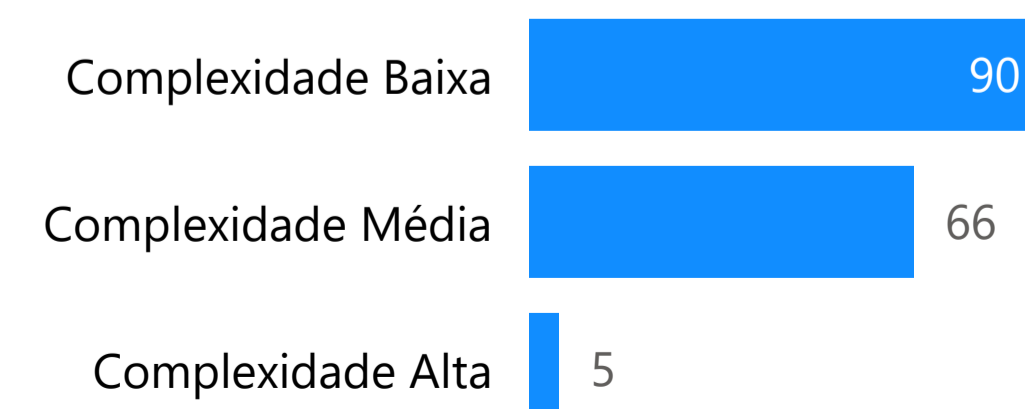
Tipo da Ocorrência



Ocorrência Por Mês



Ocorrência por Complexidade



Prazo por Ocorrência

