

Quantité et qualité des appels TIS Niveau 1 - Janvier 2024

Date appel	Appels reçus sur 3989	Appels reçus pendant ouverture	Appels reçus pendant fermeture	Abandons sur SVI en état ouvert	Appels reçus en ouverture (hors abandon sur	Appels Traites par TC	Appels dissuadés	Appels abandonnés	QS	QS hors abd <5s	QS hors abd <15s	DMT	DMC	ACW	Temps moyen de com app +20 sec	Délai Moy de réponse	Temps moy d'abandon	Appels abd <5s	Appels abd <15s	Appels abd <20s	Appels décroches <5s	Appels décroches <20s
01/01/2024	82	0	82	0	0	0	0	0										0	0	0	0	0
02/01/2024	301	273	28	82	191	163	0	28	85%	86%	92%	00:04:07	00:03:48	00:00:08	00:04:01	00:00:53	00:00:19	2	13	14	99	102
03/01/2024	266	240	26	74	166	143	1	22	86%	87%	89%	00:04:33	00:04:19	00:00:04	00:04:32	00:01:53	00:00:43	1	6	6	73	73
04/01/2024	263	244	19	62	182	175	0	7	96%	97%	97%	00:03:29	00:03:19	00:00:02	00:03:34	00:00:29	00:00:10	1	2	2	138	141
05/01/2024	248	225	23	61	164	158	2	4	96%	96%	98%	00:03:42	00:03:30	00:00:02	00:03:42	00:00:15	00:00:05	0	2	2	141	142
06/01/2024	156	127	29	37	90	89	0	2	99%	99%	99%	00:04:22	00:04:09	00:00:02	00:04:33	00:00:05	00:00:07	0	0	0	79	84
07/01/2024	56	0	56	0	0	0	0	0										0	0	0	0	0
Total S1	1372	1109	263	316	793	728	3	63	92%	92%	95%	00:03:59	00:03:46	00:00:04	00:04:00	00:00:45	00:00:20	4	23	24	530	542
08/01/2024	267	251	16	80	171	162	2	8	95%	95%	96%	00:03:22	00:03:09	00:00:04	00:03:16	00:00:26	00:00:10	0	2	3	125	132
09/01/2024	231	215	16	59	156	149	2	5	96%	96%	98%	00:03:53	00:03:38	00:00:04	00:03:57	00:00:35	00:00:00	1	4	5	114	116
10/01/2024	193	172	21	45	127	121	3	3	95%	95%	95%	00:04:15	00:04:01	00:00:03	00:04:28	00:00:21	00:00:10	0	0	0	97	102
11/01/2024	196	183	13	64	119	113	0	6	95%	95%	96%	00:04:17	00:04:01	00:00:04	00:04:26	00:00:27	00:00:16	0	1	1	94	95
12/01/2024	179	161	18	62	99	99	0	0	100%	100%	100%	00:03:58	00:03:43	00:00:03	00:03:57	00:00:02	00:00:00	0	0	0	95	95
13/01/2024	119	103	16	34	69	69	0	0	100%	100%	100%	00:04:09	00:03:54	00:00:02	00:04:04	00:00:06	00:00:00	0	0	0	65	65
14/01/2024	58	0	58	0	0	0	0	0										0	0	0	0	0
Total S2	1243	1085	158	344	741	713	7	22	96%	96%	97%	00:03:56	00:03:41	00:00:03	00:03:58	00:00:22	00:00:07	1	7	9	590	605
15/01/2024	225	208	17	75	133	132	0	1	99%	99%	99%	00:03:30	00:03:17	00:00:03	00:03:28	00:00:03	00:00:03	0	0	0	122	123
16/01/2024	208	189	19	58	131	129	0	2	98%	98%	99%	00:03:55	00:03:41	00:00:03	00:03:55	00:00:19	00:00:05	0	1	1	112	113
17/01/2024	235	205	30	63	142	137	0	5	96%	96%	98%	00:04:07	00:03:54	00:00:02	00:03:58	00:00:23	00:00:05	0	2	2	111	113
18/01/2024	201	180	21	39	141	140	0	1	99%	99%	99%	00:03:36	00:03:21	00:00:03	00:03:40	00:00:08	00:00:04	0	0	0	126	127
19/01/2024	190	169	21	59	110	110	0	0	100%	100%	100%	00:03:45	00:03:30	00:00:04	00:03:42	00:00:00	00:00:00	0	0	0	110	110
20/01/2024	136	119	17	29	90	87	0	3	97%	97%	98%	00:03:21	00:03:06	00:00:03	00:03:53	00:00:16	00:00:02	0	1	1	76	79
21/01/2024	48	0	48	0	0	0	0	0										0	0	0	0	0
Total S3	1243	1070	173	323	747	735	0	12	98%	98%	99%	00:03:43	00:03:30	00:00:03	00:03:45	00:00:12	00:00:03	0	4	4	657	665
22/01/2024	225	204	21	55	149	147	0	2	99%	99%	99%	00:03:06	00:02:53	00:00:03	00:03:03	00:00:07	00:00:02	0	1	1	134	136
23/01/2024	196	177	19	53	124	122	1	1	98%	98%	99%	00:03:42	00:03:30	00:00:02	00:03:42	00:00:07	00:00:00	0	1	1	114	117
24/01/2024	204	184	20	51	133	129	0	4	97%	97%	97%	00:03:46	00:03:34	00:00:02	00:03:41	00:00:32	00:00:04	0	0	1	98	100
25/01/2024	207	183	24	55	128	122	0	6	95%	95%	99%	00:03:34	00:03:21	00:00:02	00:03:37	00:00:18	00:00:01	0	5	5	106	106
26/01/2024	202	185	17	55	130	117	3	11	90%	90%	93%	00:04:14	00:03:59	00:00:04	00:04:01	00:00:37	00:00:11	0	4	4	86	88
27/01/2024	93	73	20	12	61	59	0	3	97%	97%	97%	00:04:08	00:03:44	00:00:13	00:04:13	00:00:09	00:00:20	0	0	0	55	55
28/01/2024	78	0	78	0	0	0	0	0										0	0	0	0	0
Total S4	1205	1006	199	281	725	696	4	27	96%	96%	97%	00:03:42	00:03:27	00:00:04	00:03:39	00:00:19	00:00:04	0	11	12	593	602
29/01/2024	258	233	25	65	168	164	1	3	98%	98%	99%	00:03:00	00:02:48	00:00:03	00:02:59	00:00:09	00:00:00	0	3	3	144	148
30/01/2024	179	169	10	53	116	115	0	1	99%	99%	100%	00:03:53	00:03:39	00:00:02	00:03:55	00:00:11	00:00:00	0	1	1	109	110
31/01/2024	216	194	22	58	136	132	0	4	97%	98%	99%	00:04:05	00:03:53	00:00:03	00:04:02	00:00:31	00:00:01	1	2	2	100	104
Total S5	653	596	57	176	420	411	1	8	98%	98%	99%	00:03:36	00:03:23	00:00:03	00:03:35	00:00:16	00:00:00	1	6	6	353	362
Total mois	5716	4866	850	1440	3426	3283	15	132	96%	96%	97%	00:03:48	00:03:34	00:00:03	00:03:49	00:00:23	00:00:08	6	51	55	2723	2776