

INFORME ANUAL 2023

UNIVERSIDAD PABLO DE OLAVIDE

Año 2023



15.077

Llamadas Recibidas

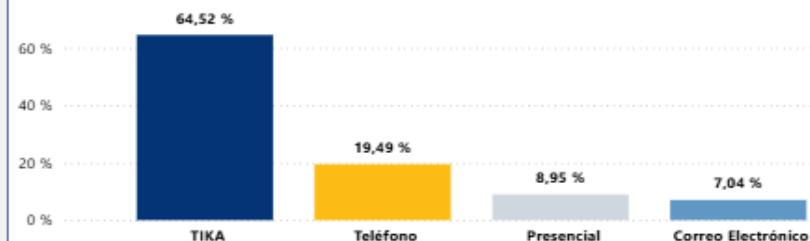
14.829

Nº Tickets Creados

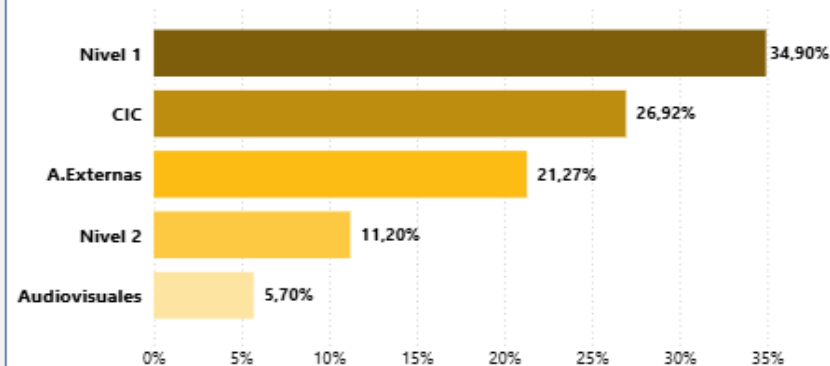
14.958

Nº Tickets Cerrados

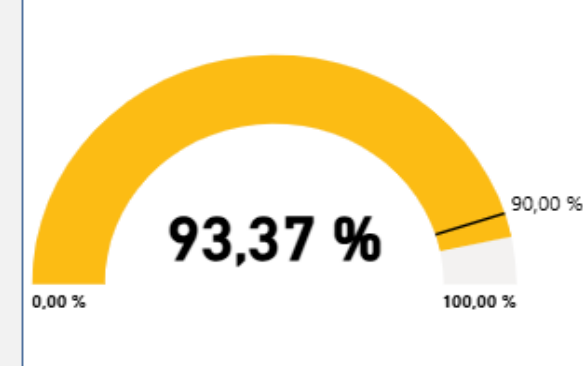
Número tickets por canal de entrada



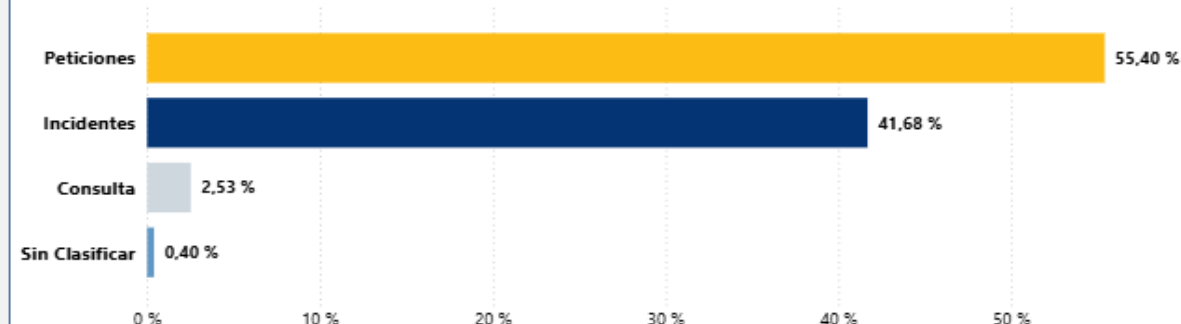
Desglose de tickets por niveles



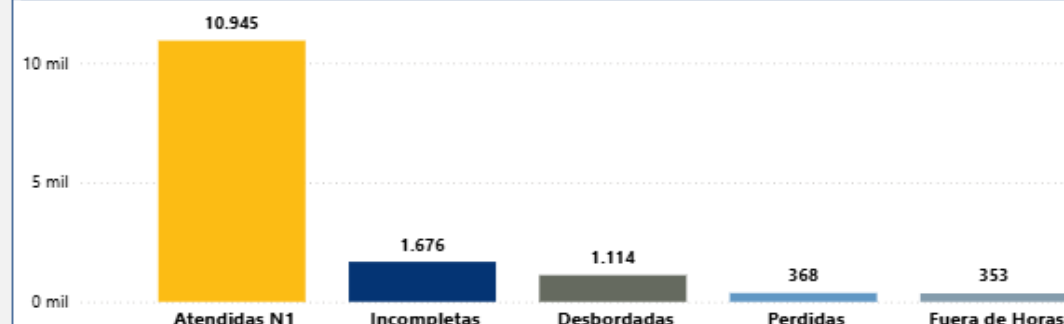
TICKETS RESUELTOS DENTRO SLA



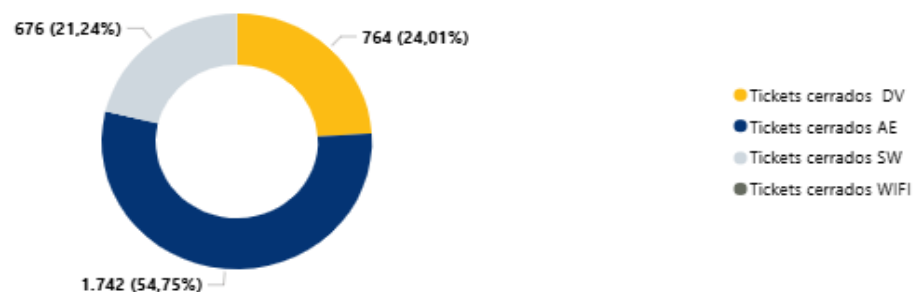
Número tickets por tipo



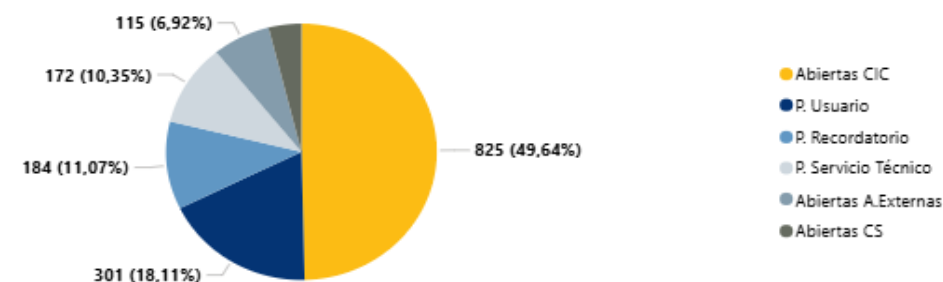
Desglose de llamadas Recibidas



Desglose tickets Alianzas Externas



Desglose tickets Pendientes





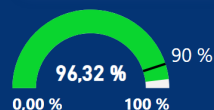
Tickets resueltos total

14.958

Resueltos fuera SLA

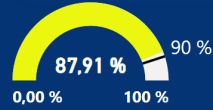
A. Externas

117



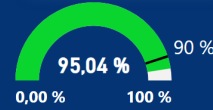
CIC

481



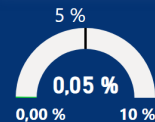
CS

379



Reabiertos

8



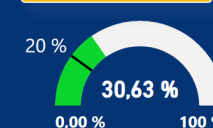
Quejas

1



Resuelto primer contacto por CS

1.599



Tickets mal escalados por CS

80

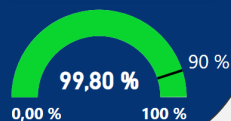


Tickets abiertos por TIKa

9.779

Atendidos > 1 hora

21

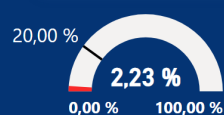


Tickets resueltos por A. Externas

3.182

Resuelto primer contacto A. Externas

45

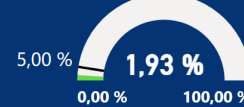


Llamadas atendidas CS Cola: Consulta Téc.

4.241

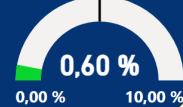
Atendidas con retardo 0-15 seg

72



Atendidas con retardo 0-30 seg

1.096

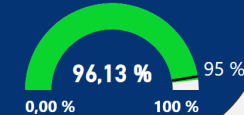


Total llamadas Recibidas

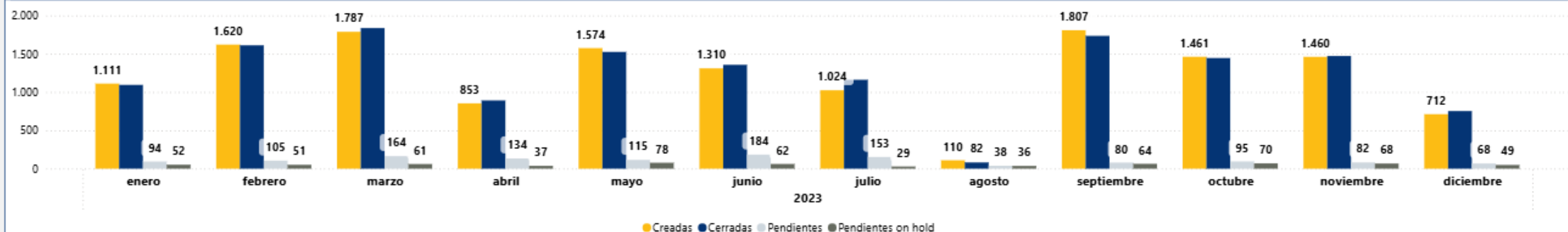
4.827

Llamadas Perdidas

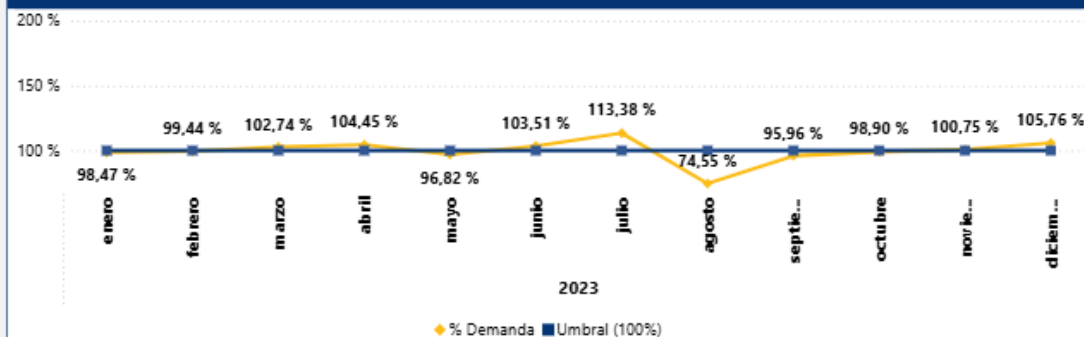
187



Capacidad vs Demanda



Demanda



% Reapertura Tickets



Comparativa mensual tickets creados vs año anterior

