

## Aantallen interne/externe gesprekken in wachtrij per periode

[mivb1] P601 - DGSC Burgerzaken

18-9-2025 - 18-9-2025 - 09:00 - 17:00

Gemaakt op 29-9-2025 13:13:46 by glz-ict\shezi

Activiteitsperiode	Aangebo den ACD-oproepen	Afgehand elde ACD-oproepen	Beantwoorde interne oproepen	Beantwoorde externe oproepen	Opgehangen oproepen (kort)	Opgehangen oproepen (lang)	Doorgestuurd e oproepen	Oproepen opnieuw in wachtrij	Duur interne oproepen (uu:mm:ss)	Totaal verwerkingstijd extern ACD (uu:mm:ss)	Gemiddelde duur intern (uu:mm:ss)	Gemiddelde duur extern (uu:mm:ss)	Gemiddelde antwoordsnelheid (uu:mm:ss)	Gemiddelde ophangvertraging (uu:mm:ss)	Gemiddelde doorstuurvertraging (uu:mm:ss)	Service niveau %	% beantwo ord
09:00	6	6	0	6	0	0	0	3	00:00:00	00:38:24	00:00:00	00:06:24	00:00:07	00:00:00	00:00:00	100,0%	100,0%
09:15	9	9	0	9	0	0	0	0	00:00:00	00:43:39	00:00:00	00:04:51	00:00:10	00:00:00	00:00:00	100,0%	100,0%
09:30	9	9	0	9	0	0	0	1	00:00:00	00:43:46	00:00:00	00:04:52	00:01:00	00:00:00	00:00:00	77,8%	100,0%
09:45	9	8	0	8	0	1	0	0	00:00:00	00:39:41	00:00:00	00:04:58	00:00:14	00:00:08	00:00:00	100,0%	88,9%
10:00	6	6	0	6	0	0	0	2	00:00:00	00:21:51	00:00:00	00:03:39	00:00:10	00:00:00	00:00:00	100,0%	100,0%
10:15	2	2	0	2	0	0	0	0	00:00:00	00:28:20	00:00:00	00:14:10	00:00:10	00:00:00	00:00:00	100,0%	100,0%
10:30	8	8	0	8	0	0	0	0	00:00:00	00:34:54	00:00:00	00:04:22	00:00:08	00:00:00	00:00:00	100,0%	100,0%
10:45	3	3	0	3	0	0	0	0	00:00:00	00:10:51	00:00:00	00:03:37	00:00:06	00:00:00	00:00:00	100,0%	100,0%
11:00	6	6	0	6	0	0	0	1	00:00:00	00:38:41	00:00:00	00:06:27	00:00:08	00:00:00	00:00:00	100,0%	100,0%
11:15	3	3	0	3	0	0	0	0	00:00:00	00:19:22	00:00:00	00:06:27	00:00:13	00:00:00	00:00:00	100,0%	100,0%
11:30	4	3	0	3	0	1	0	1	00:00:00	00:10:30	00:00:00	00:03:30	00:00:09	00:00:23	00:00:00	100,0%	75,0%
11:45	4	4	0	4	0	0	0	1	00:00:00	00:21:25	00:00:00	00:05:21	00:00:10	00:00:00	00:00:00	100,0%	100,0%
12:00	1	1	0	1	0	0	0	0	00:00:00	00:01:08	00:00:00	00:01:08	00:00:07	00:00:00	00:00:00	100,0%	100,0%
12:15	3	3	0	3	0	0	0	0	00:00:00	00:18:42	00:00:00	00:06:14	00:00:11	00:00:00	00:00:00	100,0%	100,0%
12:30	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100,0%	0,0%
12:45	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100,0%	0,0%
13:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100,0%	0,0%
13:15	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100,0%	0,0%
13:30	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100,0%	0,0%
13:45	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100,0%	0,0%
14:00	8	8	0	8	0	0	0	1	00:00:00	00:36:27	00:00:00	00:04:33	00:00:43	00:00:00	00:00:00	87,5%	100,0%
14:15	2	2	0	2	0	0	0	0	00:00:00	00:05:10	00:00:00	00:02:35	00:00:07	00:00:00	00:00:00	100,0%	100,0%
14:30	4	4	0	4	0	0	0	0	00:00:00	00:12:18	00:00:00	00:03:05	00:00:12	00:00:00	00:00:00	100,0%	100,0%
14:45	9	9	0	9	0	0	0	4	00:00:00	00:31:48	00:00:00	00:03:32	00:00:13	00:00:00	00:00:00	100,0%	100,0%
15:00	3	3	0	3	0	0	0	1	00:00:00	00:13:02	00:00:00	00:04:21	00:00:08	00:00:00	00:00:00	100,0%	100,0%
15:15	3	3	0	3	0	0	0	0	00:00:00	00:02:34	00:00:00	00:00:51	00:00:09	00:00:00	00:00:00	100,0%	100,0%
15:30	2	2	0	2	0	0	0	0	00:00:00	00:06:23	00:00:00	00:03:12	00:00:10	00:00:00	00:00:00	100,0%	100,0%
15:45	3	3	0	3	1	0	0	0	00:00:00	00:32:13	00:00:00	00:10:44	00:00:10	00:00:00	00:00:00	100,0%	100,0%
16:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100,0%	0,0%
16:15	2	2	0	2	0	0	0	0	00:00:00	00:03:22	00:00:00	00:01:41	00:00:06	00:00:00	00:00:00	100,0%	100,0%
16:30	2	2	0	2	0	0	0	0	00:00:00	00:04:33	00:00:00	00:02:17	00:00:07	00:00:00	00:00:00	100,0%	100,0%
16:45	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100,0%	0,0%
<b>Totaal</b>	<b>111</b>	<b>109</b>	<b>0</b>	<b>109</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>15</b>	<b>00:00:00</b>	<b>08:39:04</b>	<b>00:00:00</b>	<b>00:04:46</b>	<b>00:00:16</b>	<b>00:00:16</b>	<b>00:00:00</b>	<b>97,3%</b>	<b>98,2%</b>