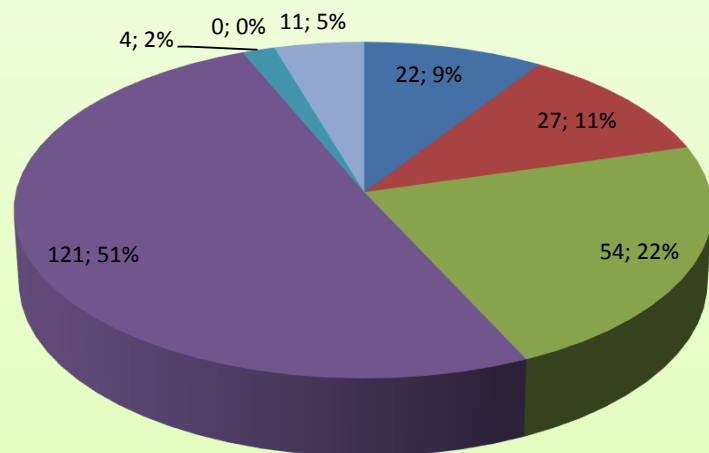
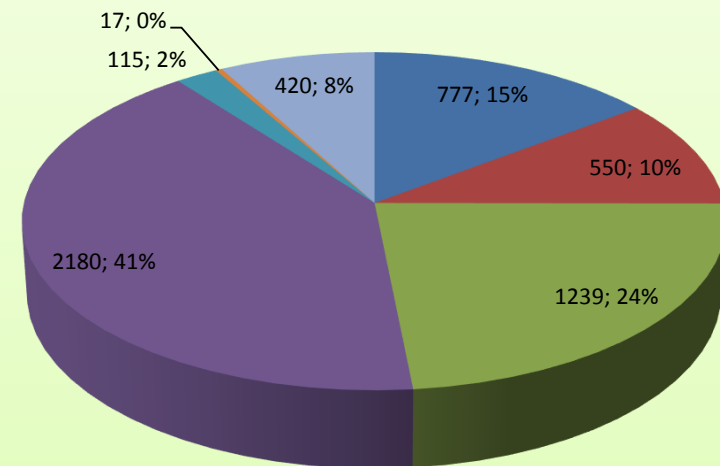


Áreas - Outubro/2013



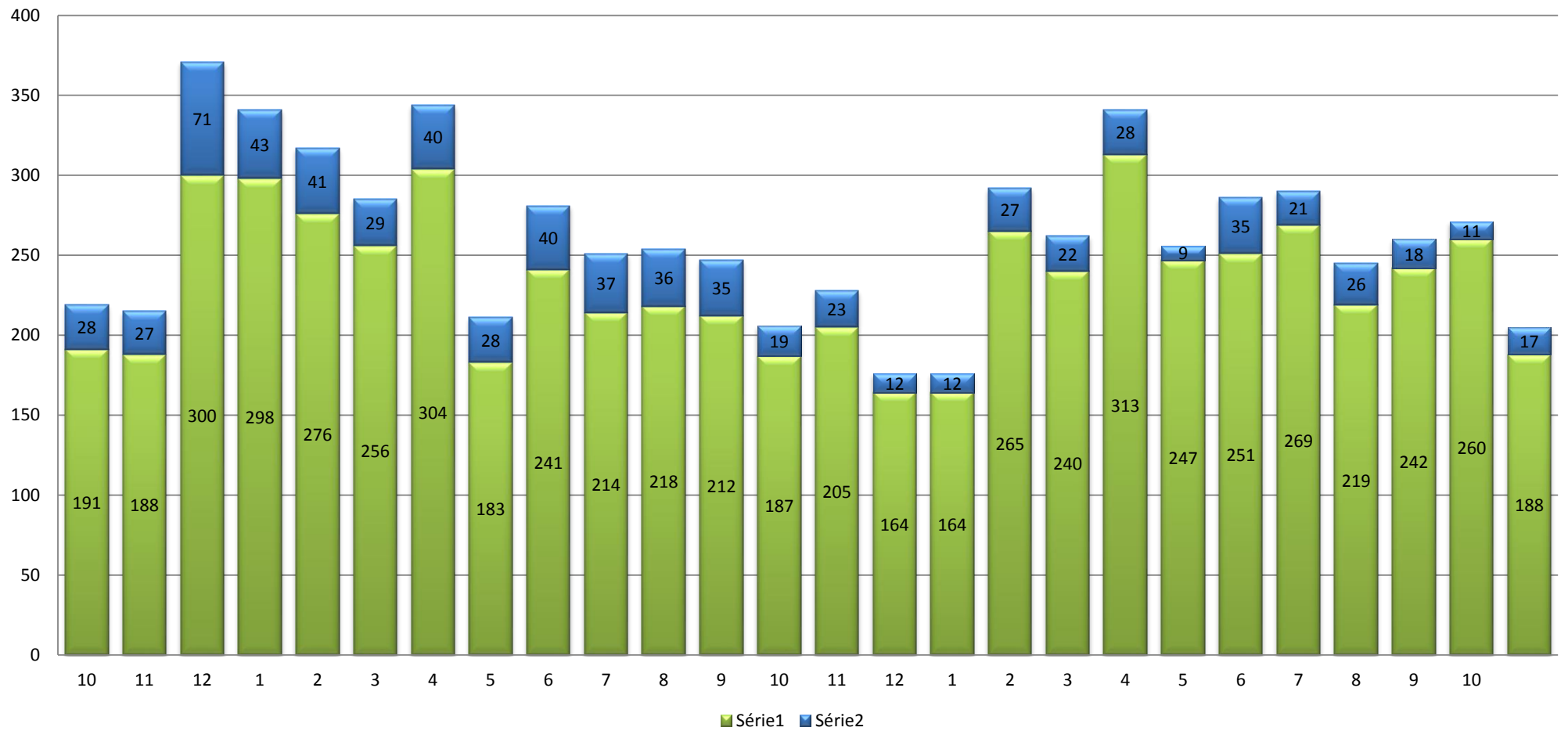
■ Acsor ■ Contabilidade ■ Fiscal ■ Folha ■ Outros ■ Priori ■ Rumo

Áreas - Total

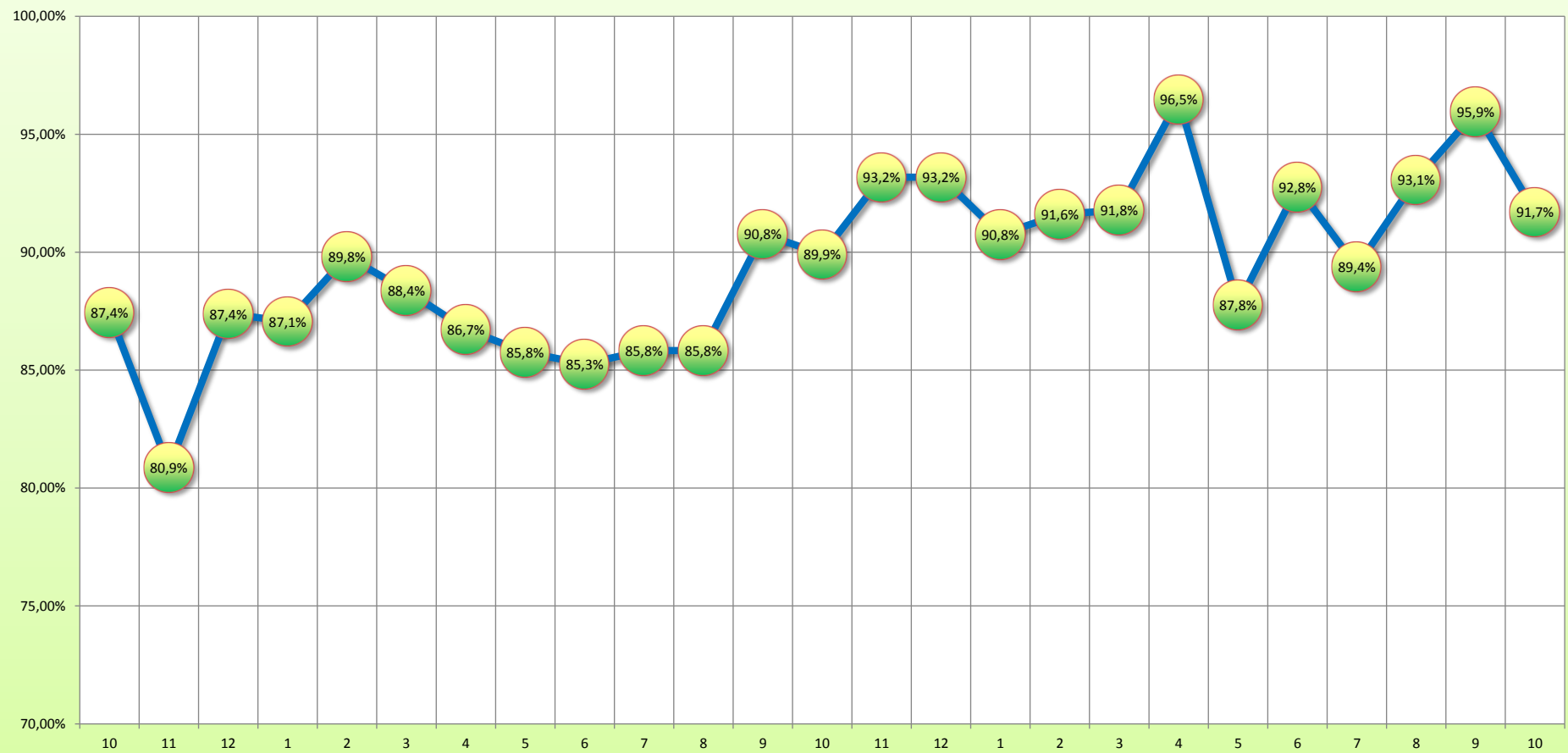


■ Acsor ■ Contabilidade ■ Fiscal ■ Folha ■ Outros ■ Priori ■ Rumo

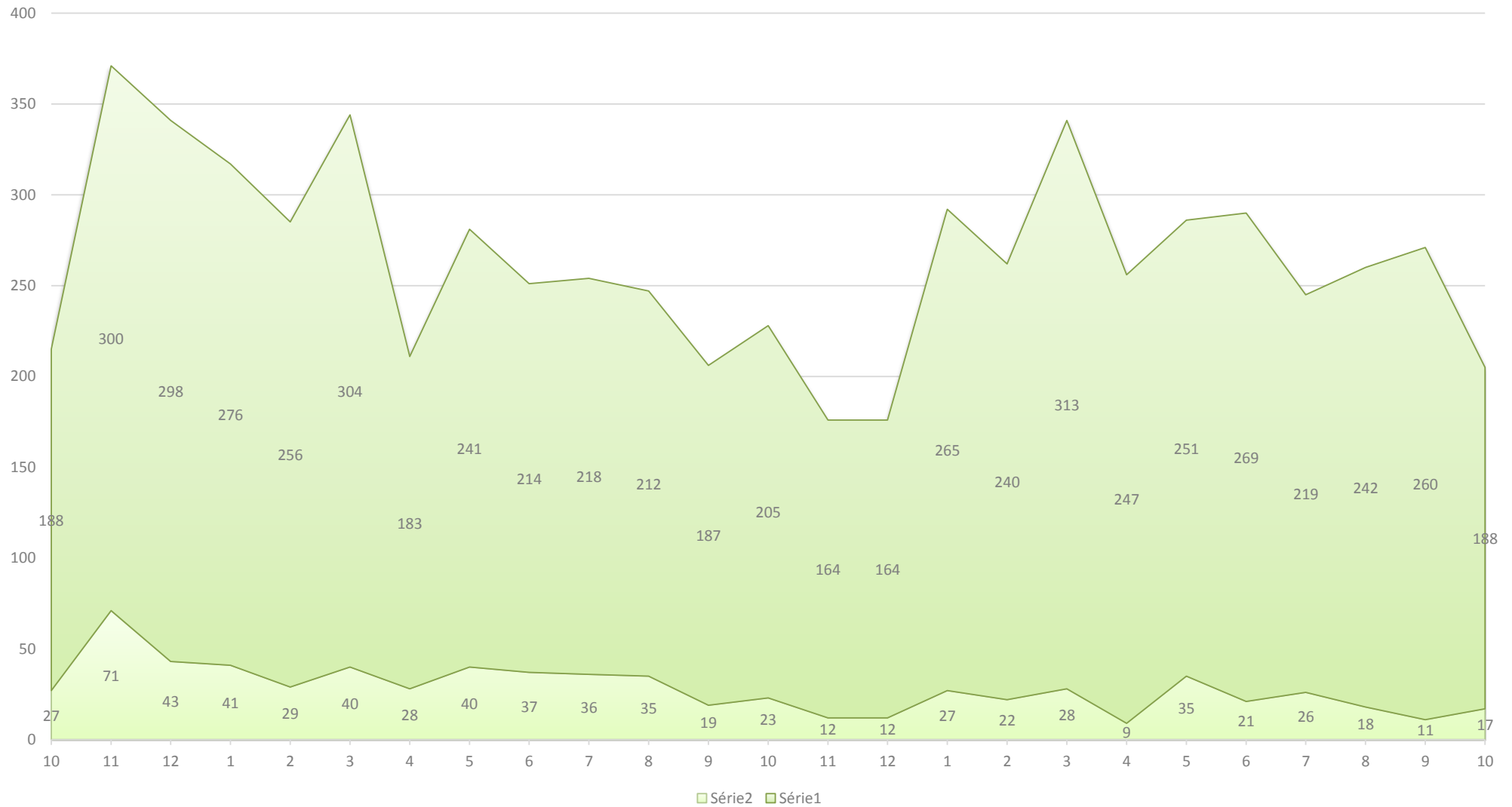
Total de Atendimentos - 2011-2013



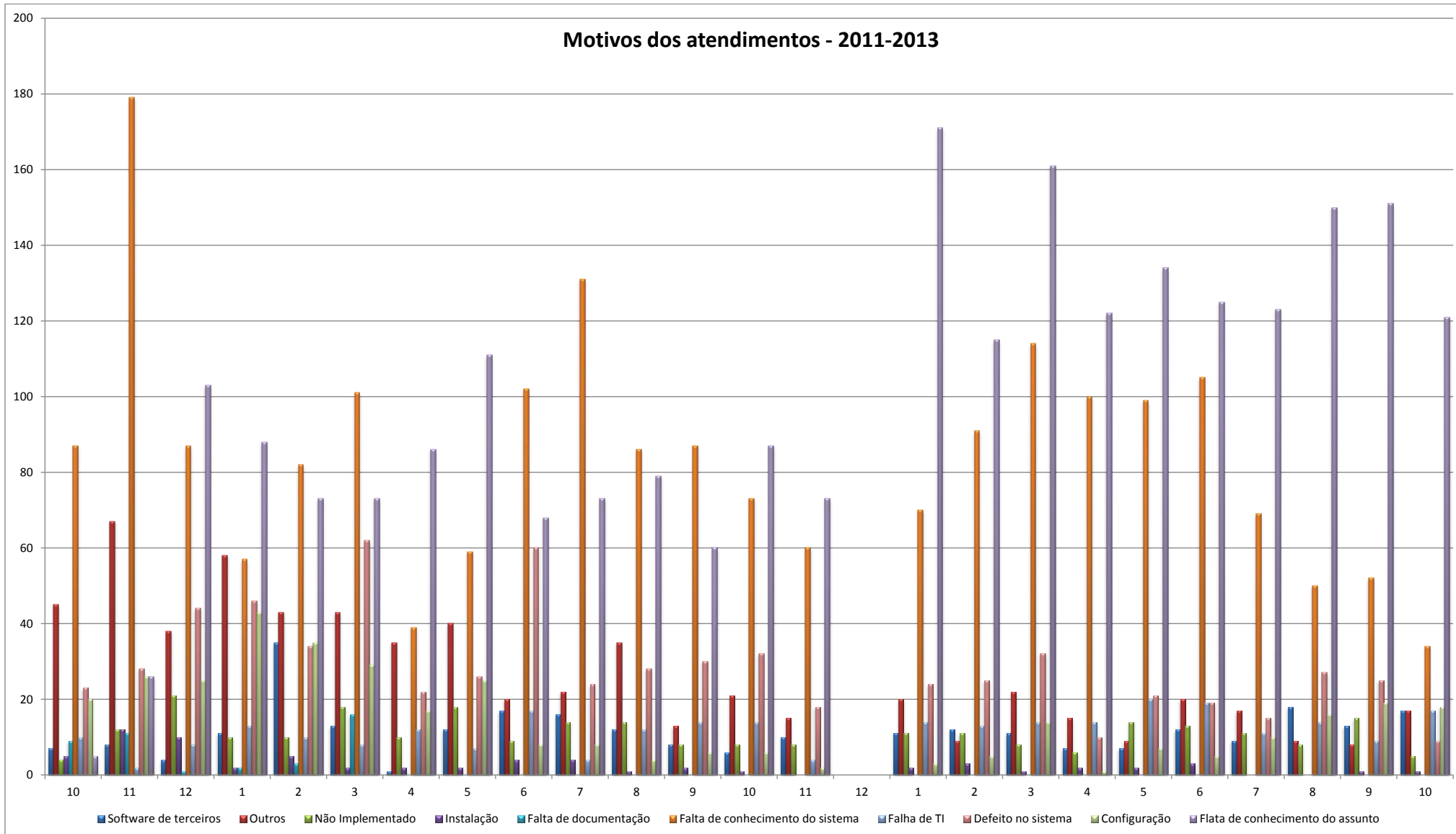
Casos Resolvidos no 1º Atendimento - 2011-2013



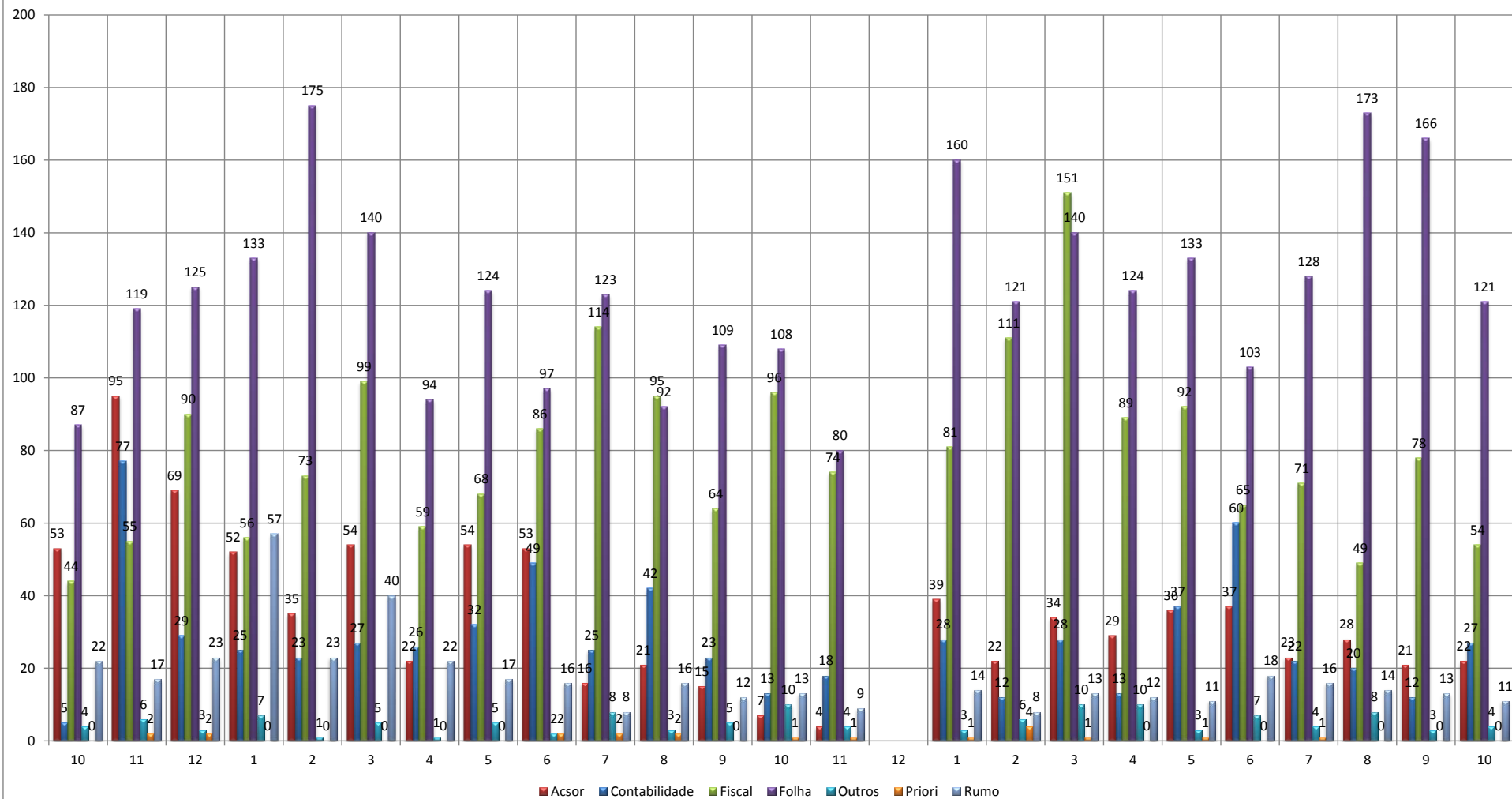
Evolução dos Atendimentos x Não Resolvidos - 2011-2013



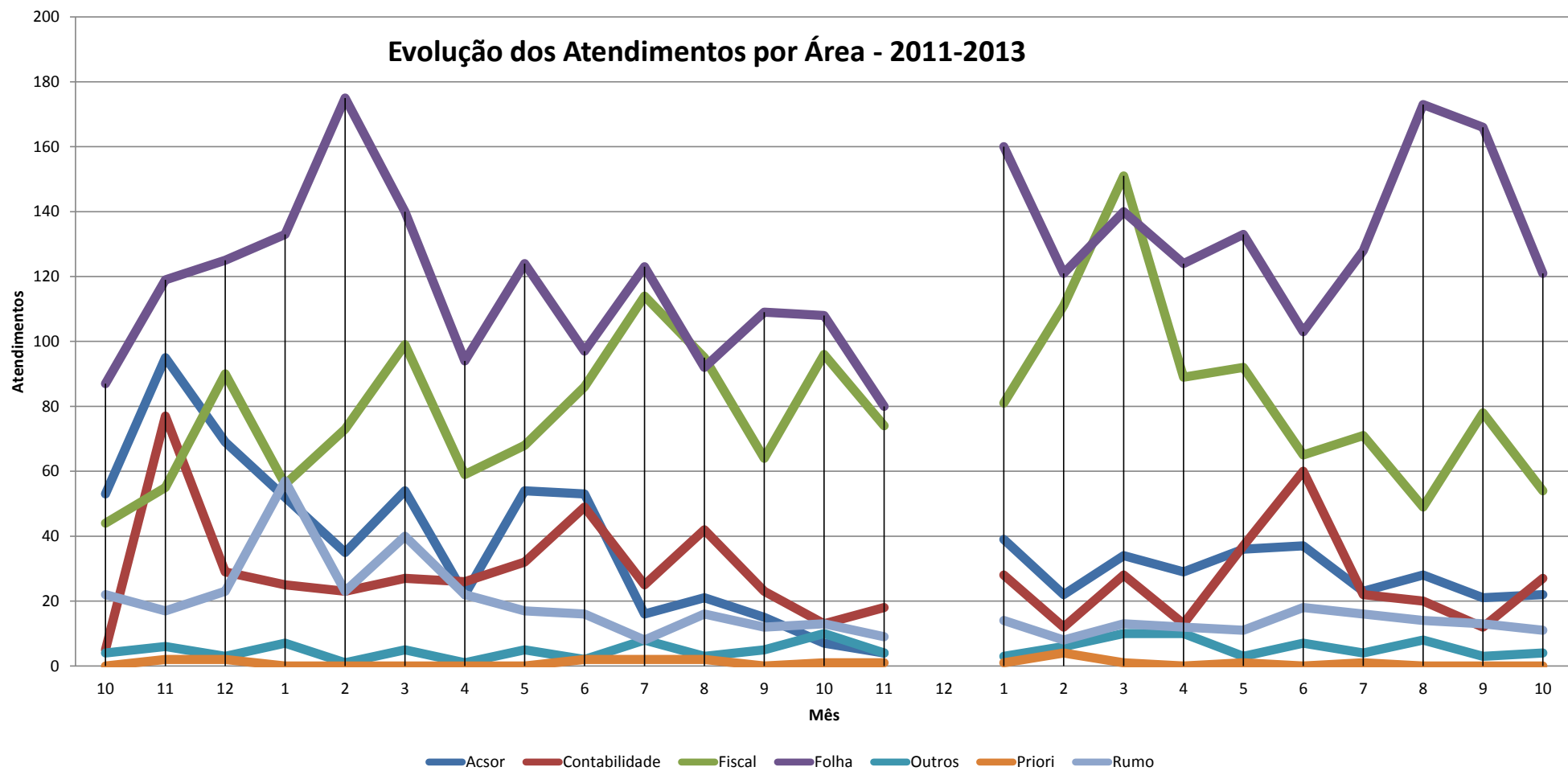
Motivos dos atendimentos - 2011-2013



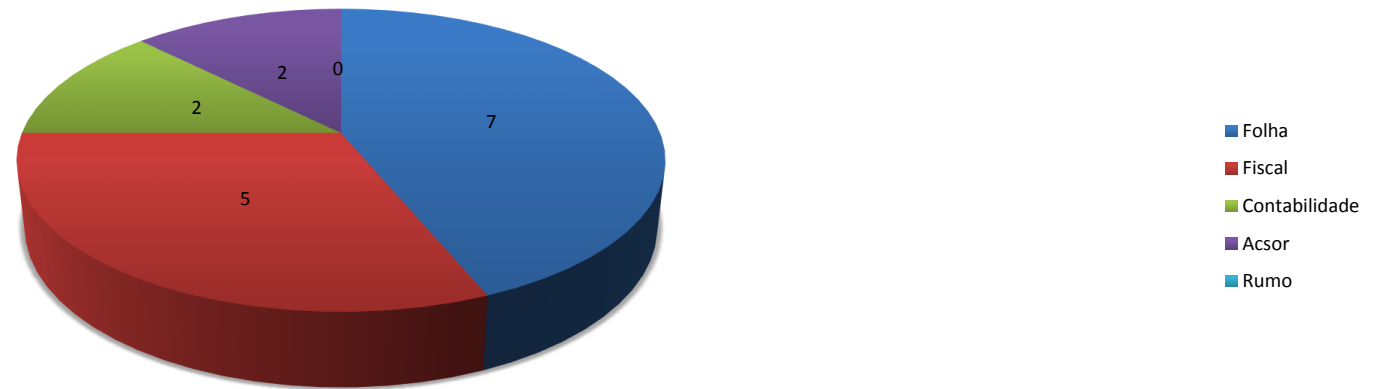
Atendimentos por área - 2011-2013



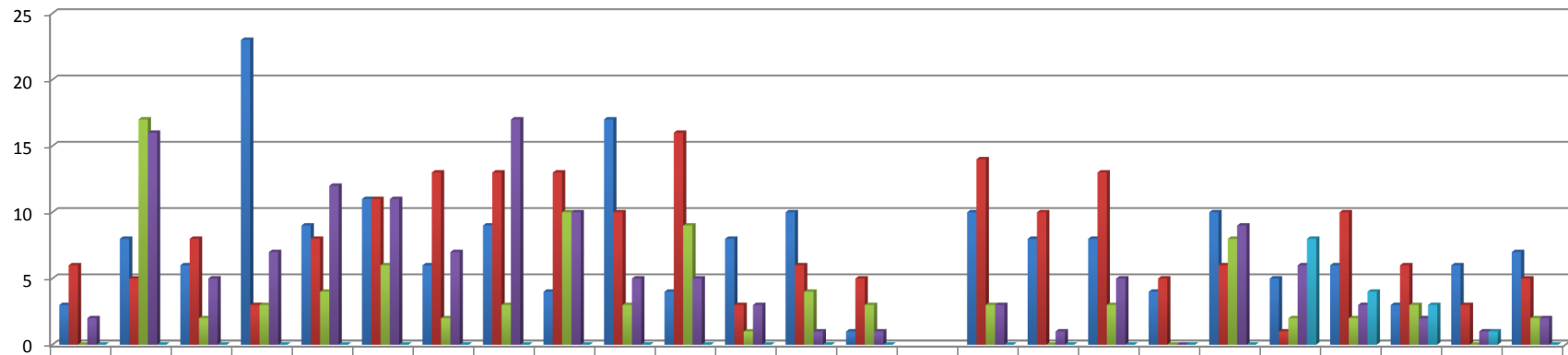
Evolução dos Atendimentos por Área - 2011-2013



**Casos não resolvidos
por área
Outubro/2013**



**2012
-
2013**



	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10
Folha	3	8	6	23	9	11	6	9	4	17	4	8	10	1		10	8	8	4	10	5	6	3	6	7
Fiscal	6	5	8	3	8	11	13	13	13	10	16	3	6	5		14	10	13	5	6	1	10	6	3	5
Contabilidade	0	17	2	3	4	6	2	3	10	3	9	1	4	3		3	0	3	0	8	2	2	3	0	2
Accsor	2	16	5	7	12	11	7	17	10	5	5	3	1	1		3	1	5	0	9	6	3	2	1	2
Rumo	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	8	4	3	1	0

Folha Fiscal Contabilidade Accsor Rumo