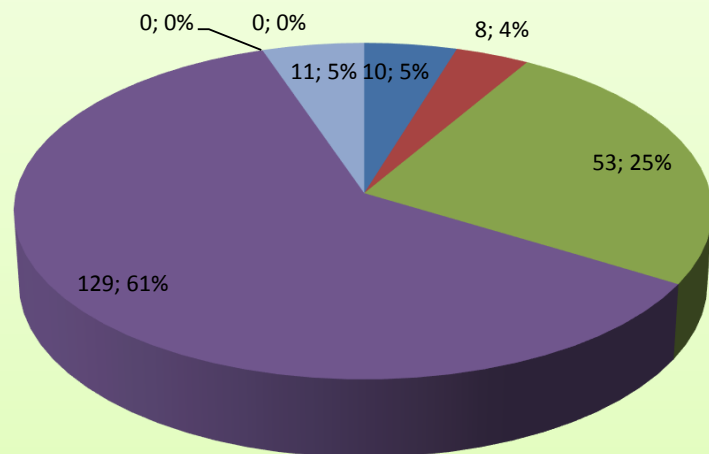
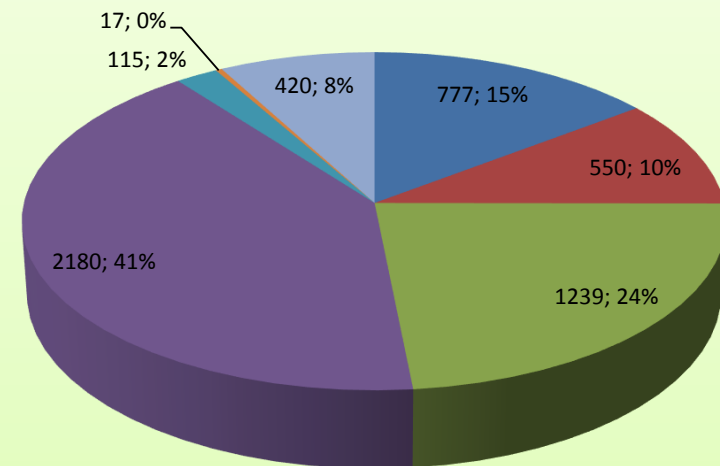


Áreas - Dezembro/2014



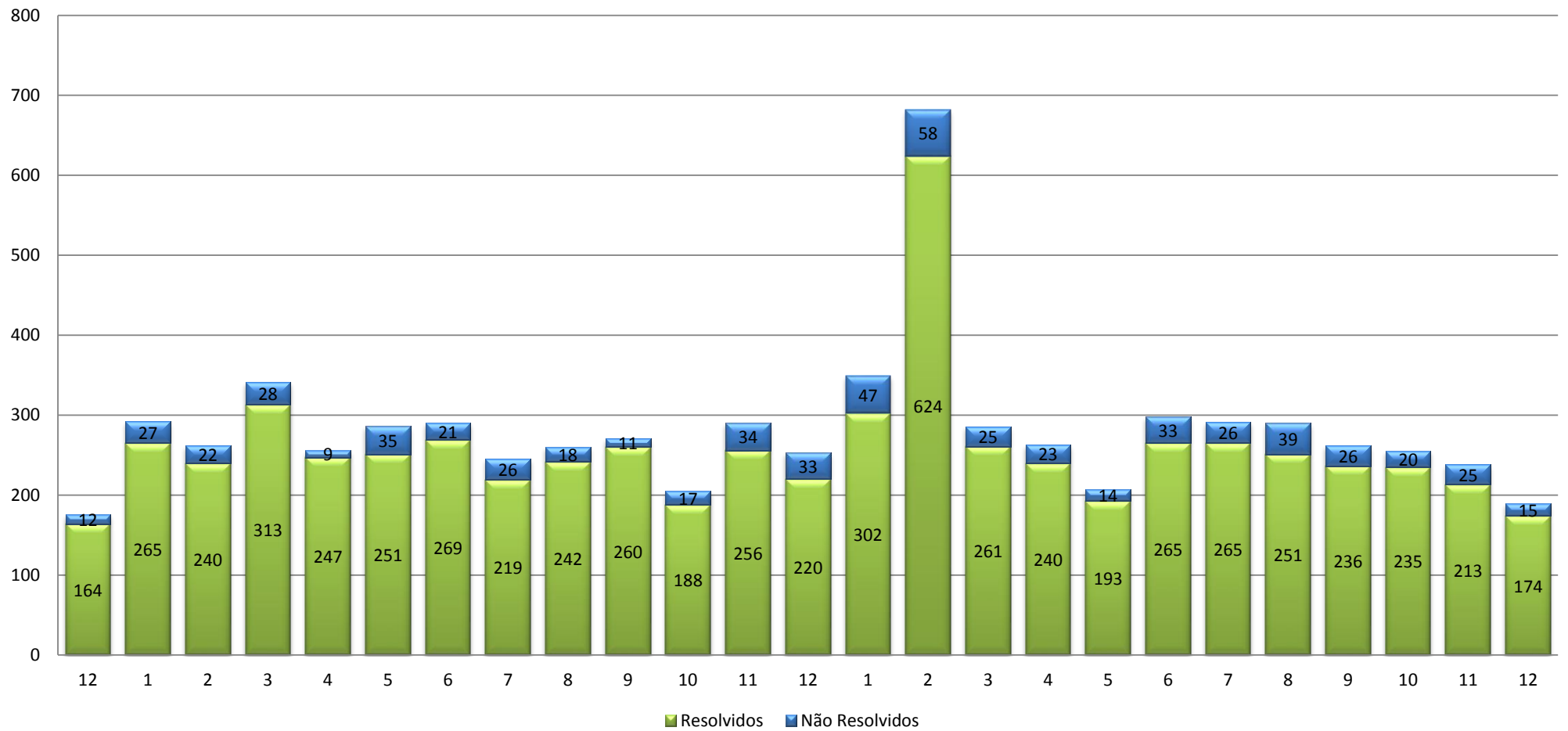
■ Aczor ■ Contabilidade ■ Fiscal ■ Folha ■ Outros ■ Priori ■ Rumo

Áreas - Total

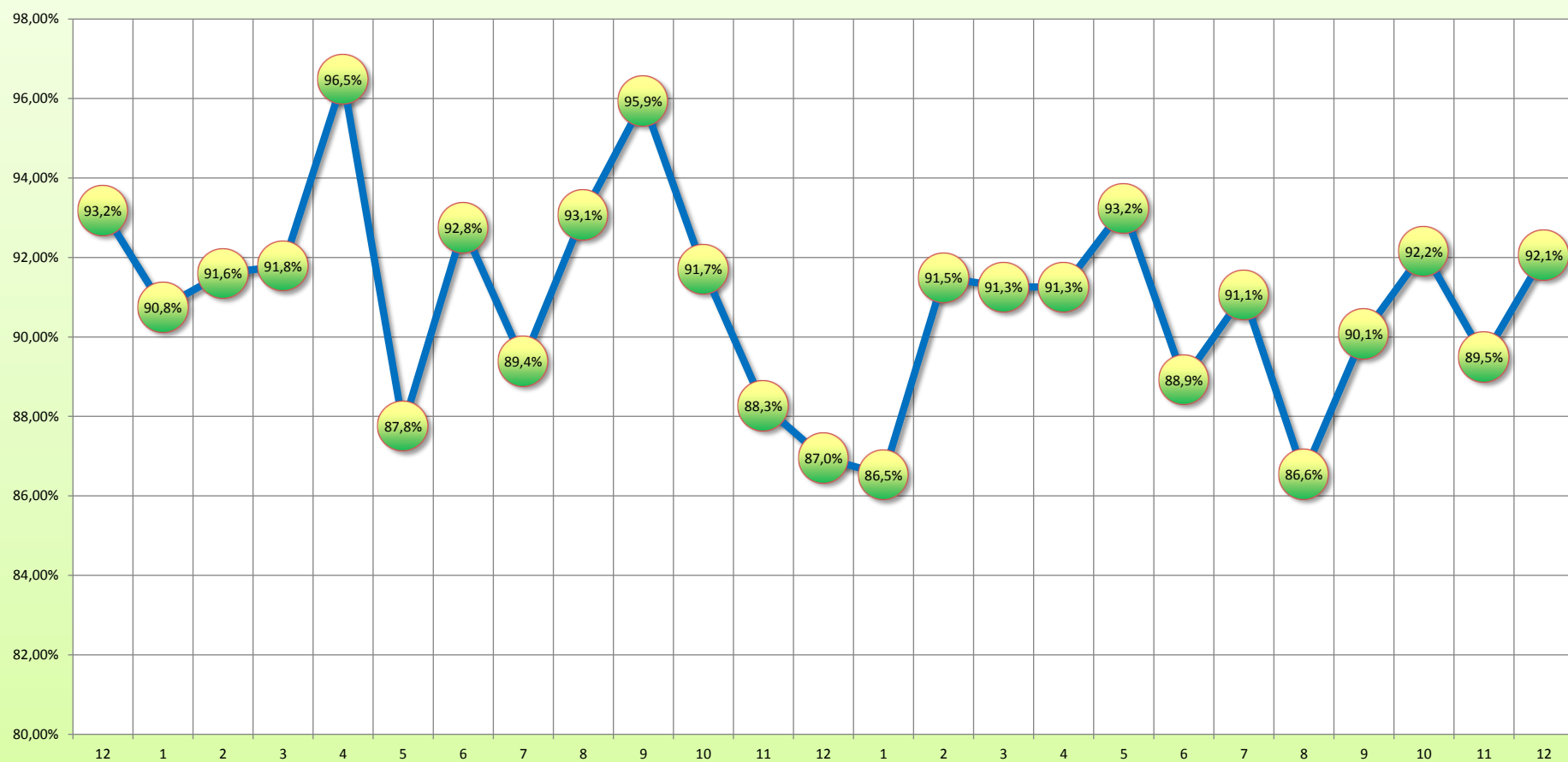


■ Aczor ■ Contabilidade ■ Fiscal ■ Folha ■ Outros ■ Priori ■ Rumo

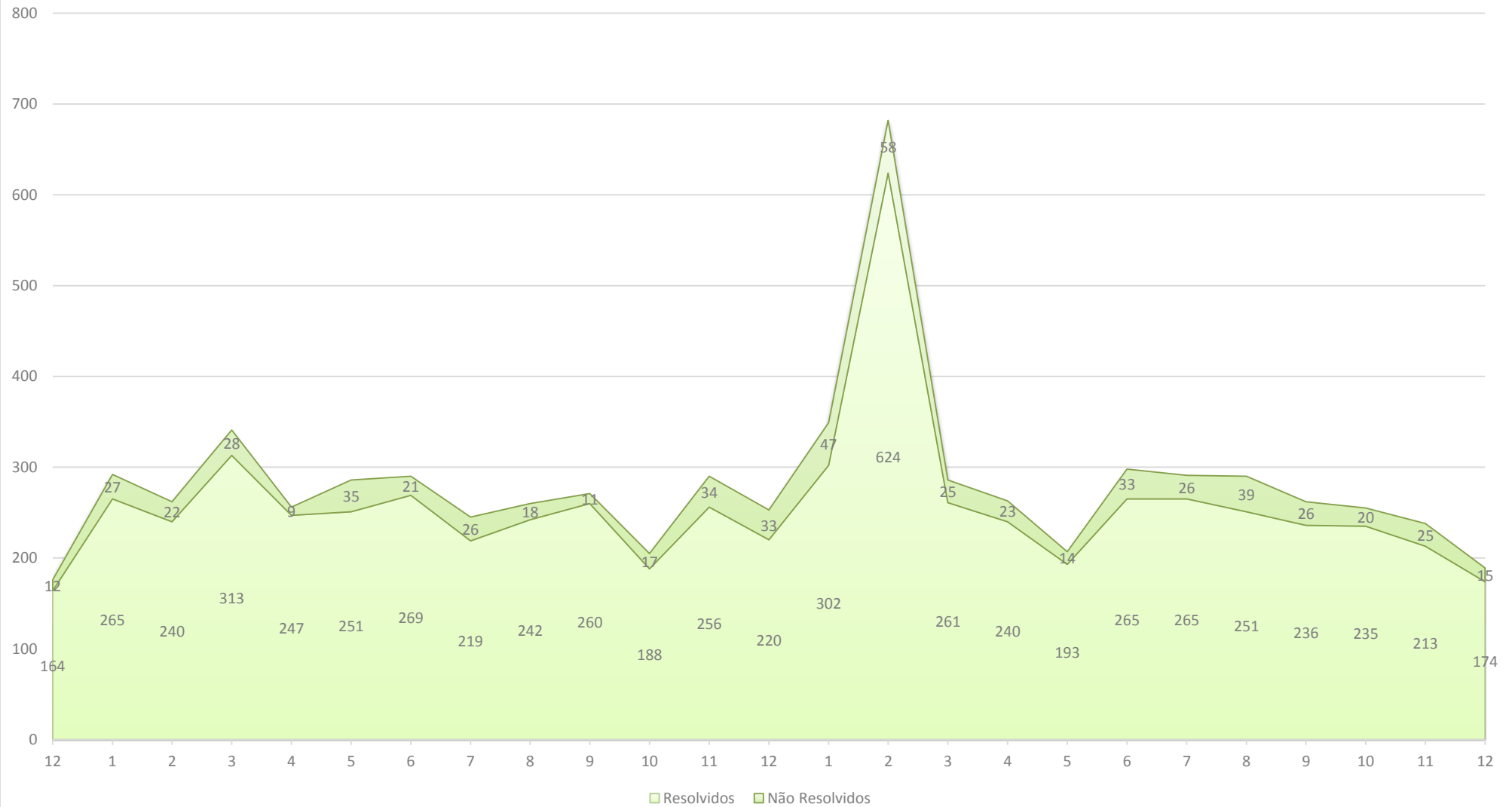
Total de Atendimentos - 2012-2014



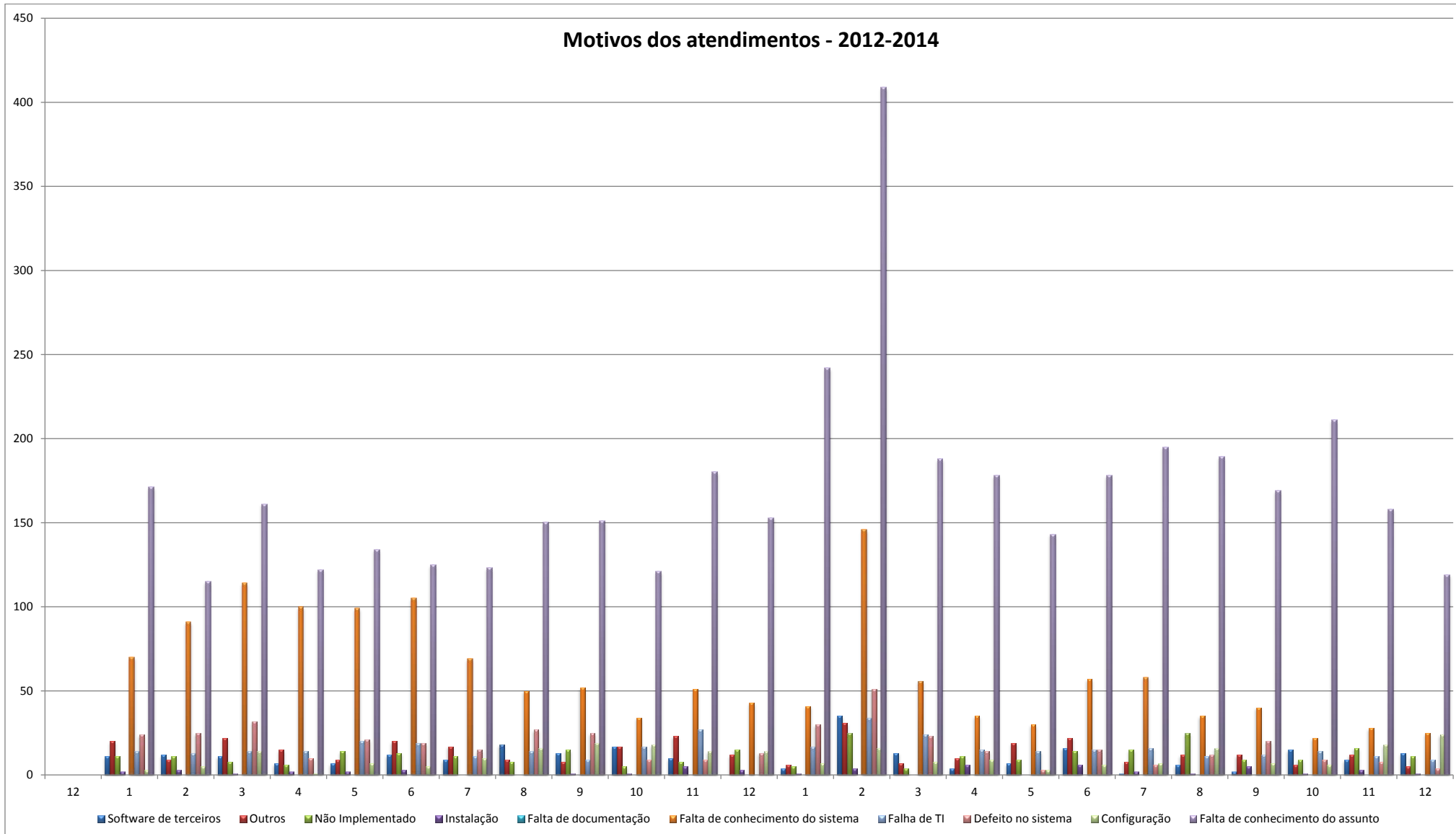
Casos Resolvidos no 1º Atendimento - 2012-2014



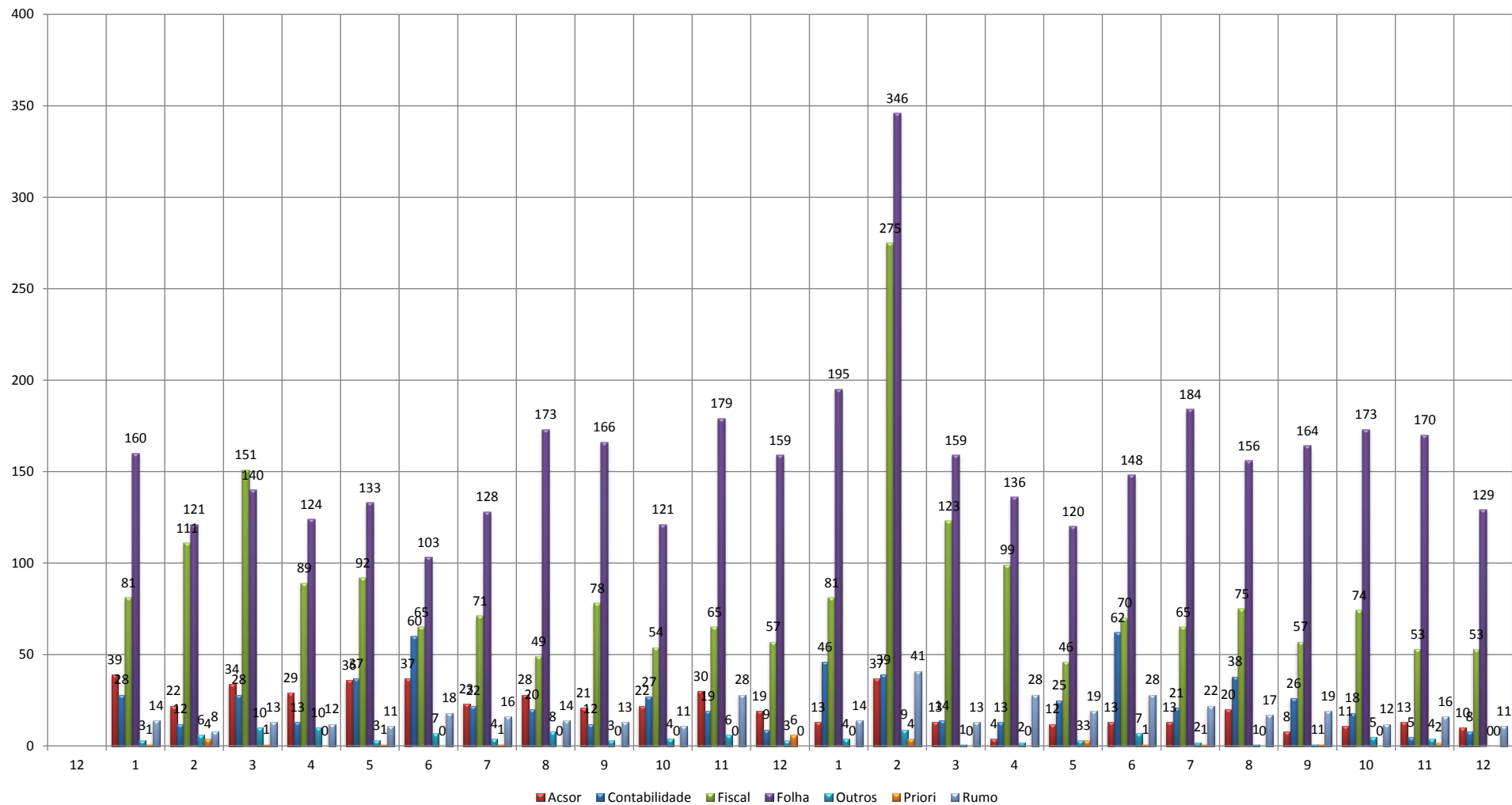
Evolução dos Atendimentos x Não Resolvidos - 2012-2014



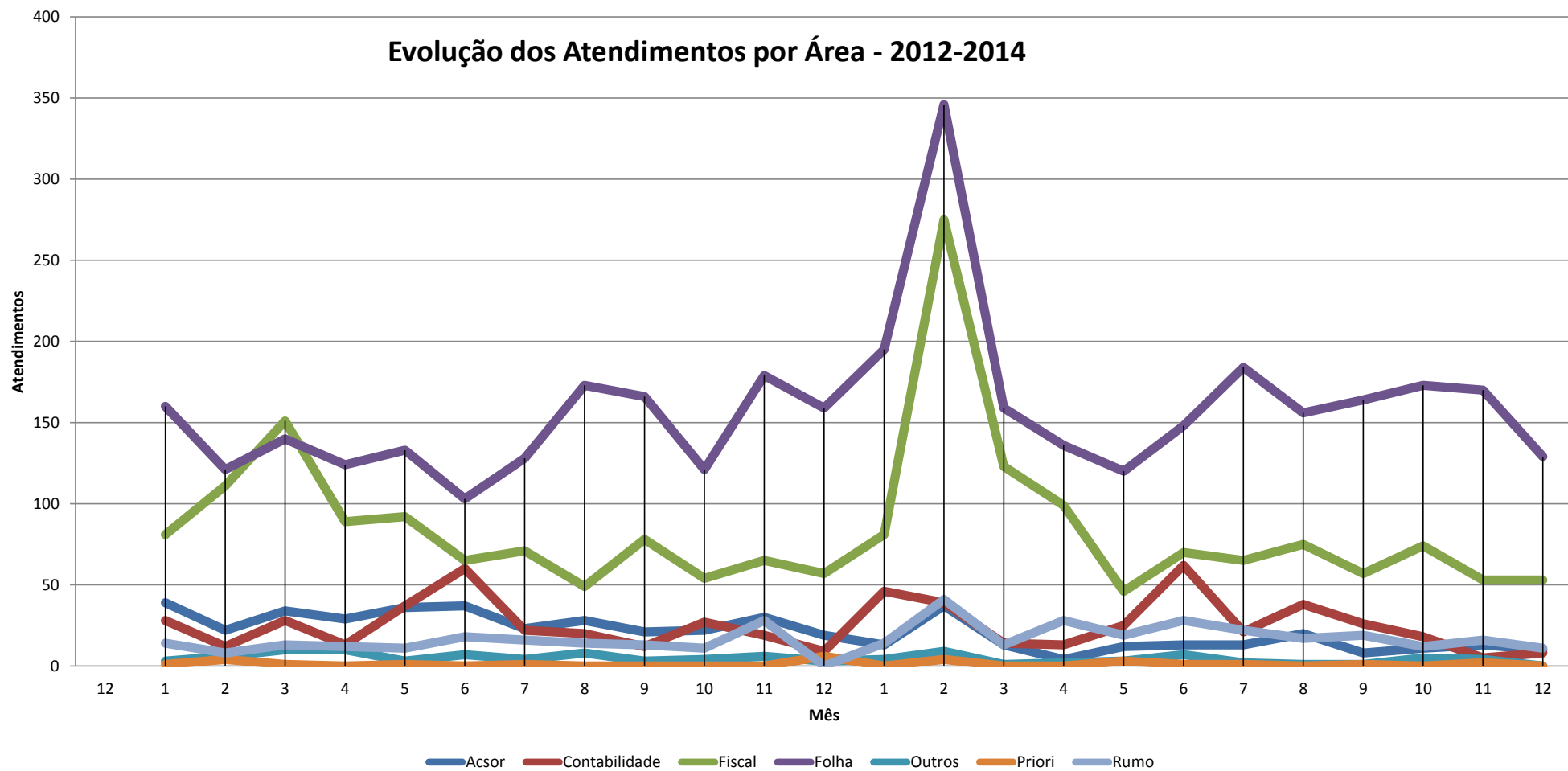
Motivos dos atendimentos - 2012-2014



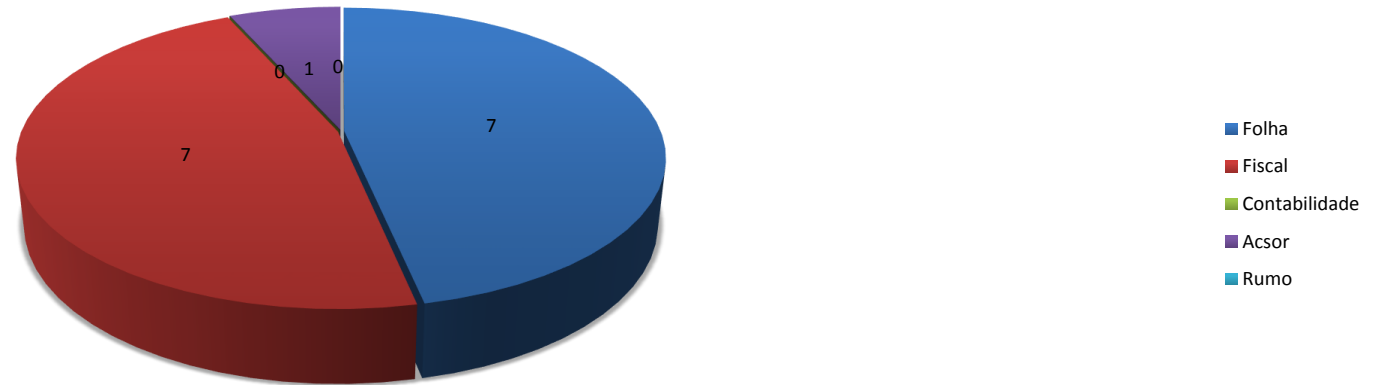
Atendimentos por área - 2012-2014



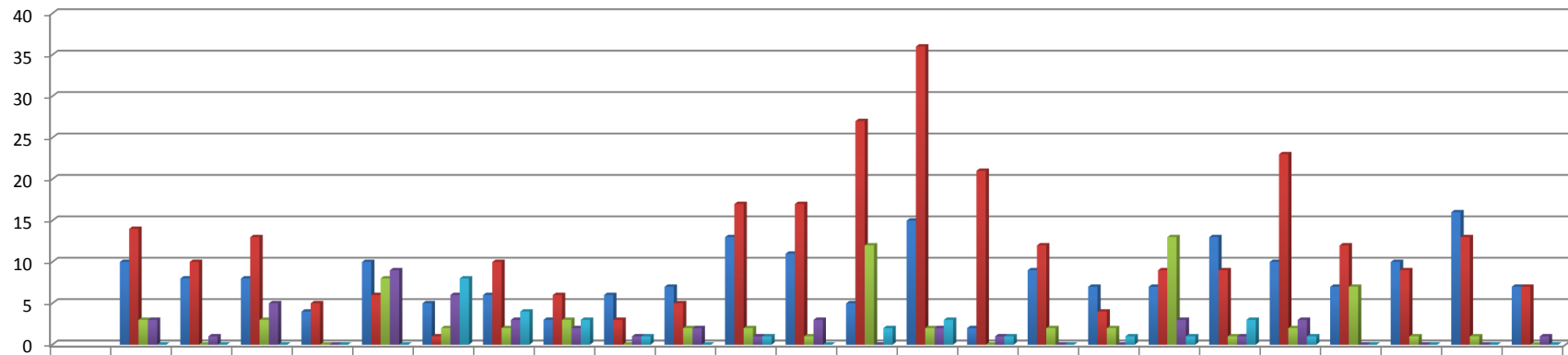
Evolução dos Atendimentos por Área - 2012-2014



**Casos não resolvidos
por área
Dezembro/2014**



**2012
-
2014**



	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
Folha		10	8	8	4	10	5	6	3	6	7	13	11	5	15	2	9	7	7	13	10	7	10	16	7
Fiscal		14	10	13	5	6	1	10	6	3	5	17	17	27	36	21	12	4	9	9	23	12	9	13	7
Contabilidade		3	0	3	0	8	2	2	3	0	2	2	1	12	2	0	2	2	13	1	2	7	1	1	0
Accsor		3	1	5	0	9	6	3	2	1	2	1	3	0	2	1	0	0	3	1	3	0	0	0	1
Rumo		0	0	0	0	0	8	4	3	1	0	1	0	2	3	1	0	1	1	3	1	0	0	0	0

■ Folha ■ Fiscal ■ Contabilidade ■ Accsor ■ Rumo