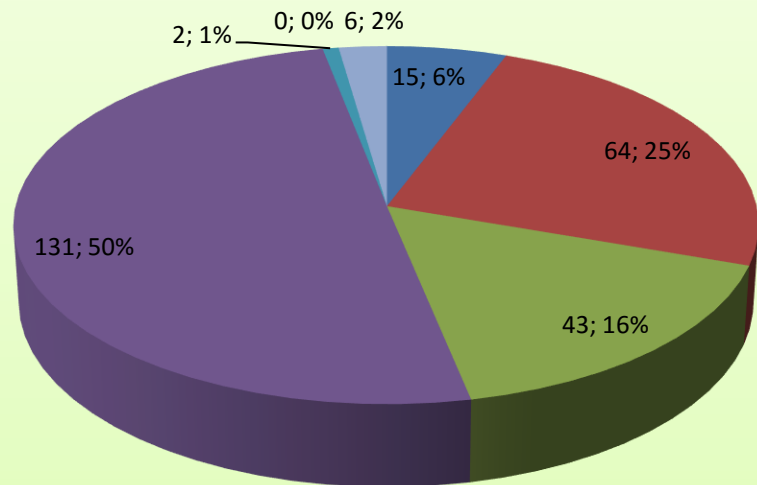
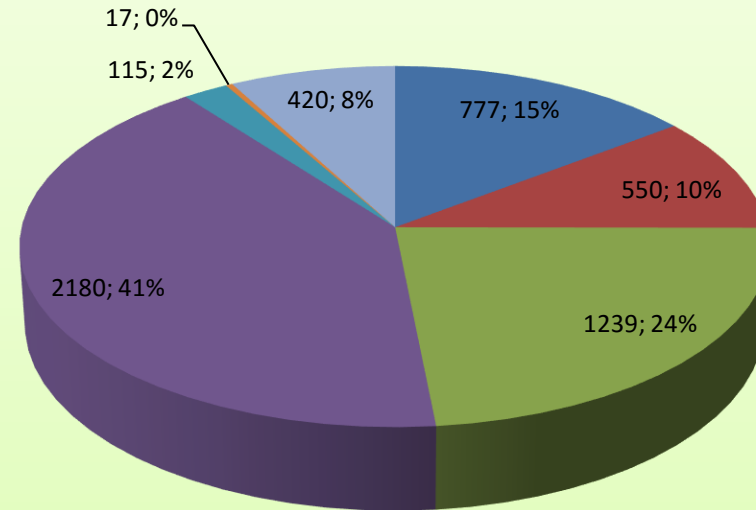


Áreas - Junho/2016



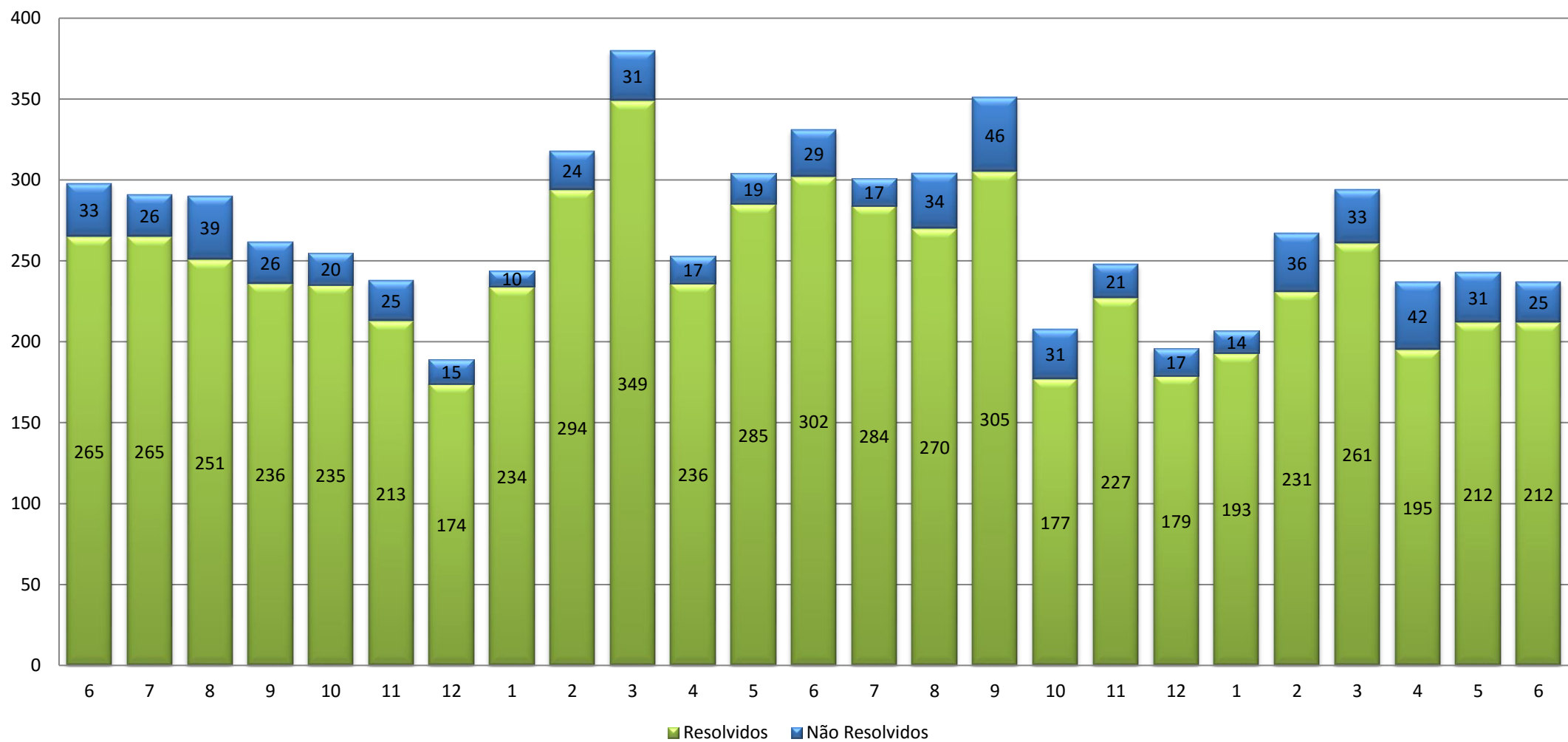
■ AcSOR ■ Contabilidade ■ Fiscal ■ Folha ■ Outros ■ Priori ■ Rumo

Áreas - Total

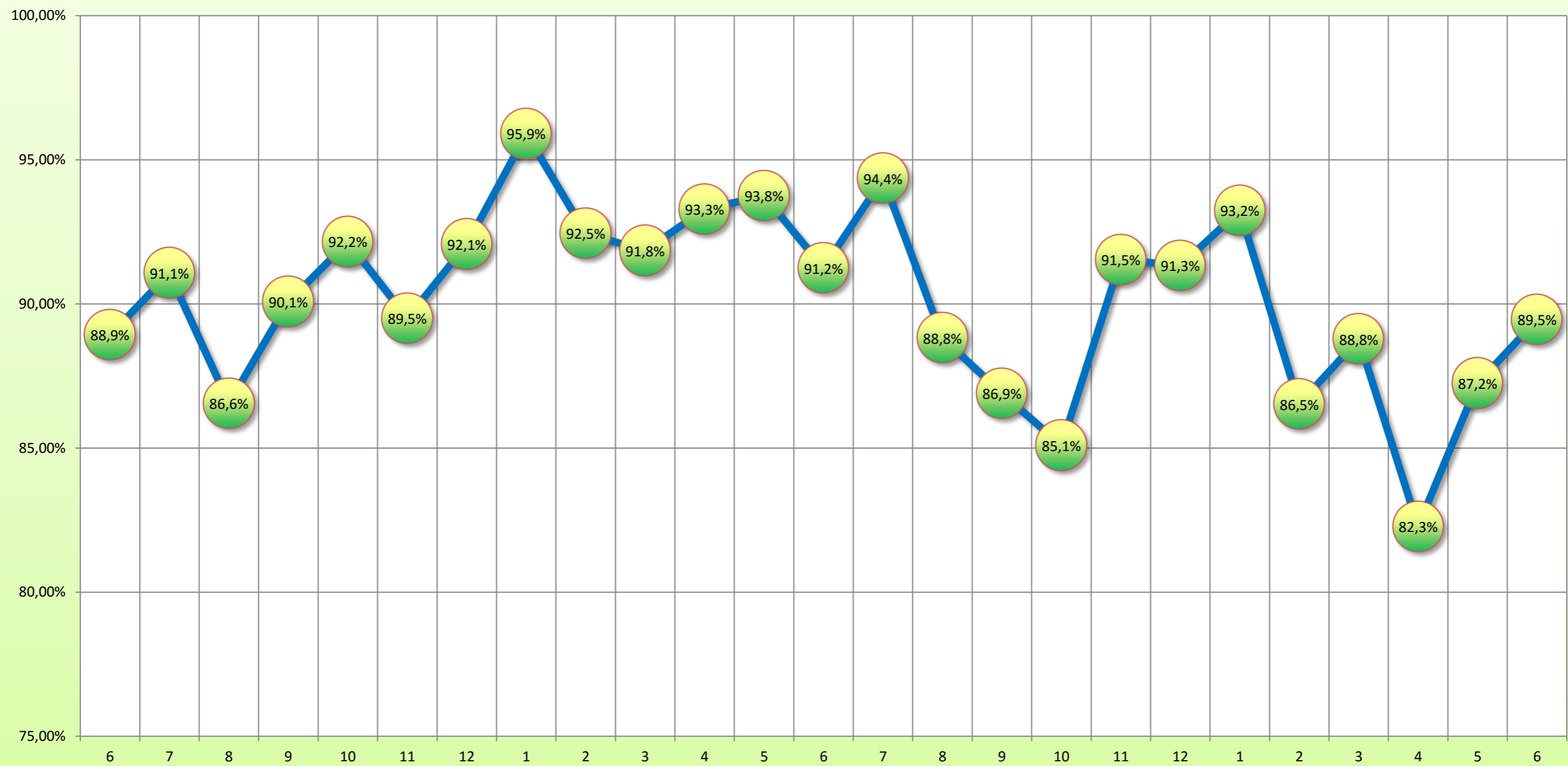


■ AcSOR ■ Contabilidade ■ Fiscal ■ Folha ■ Outros ■ Priori ■ Rumo

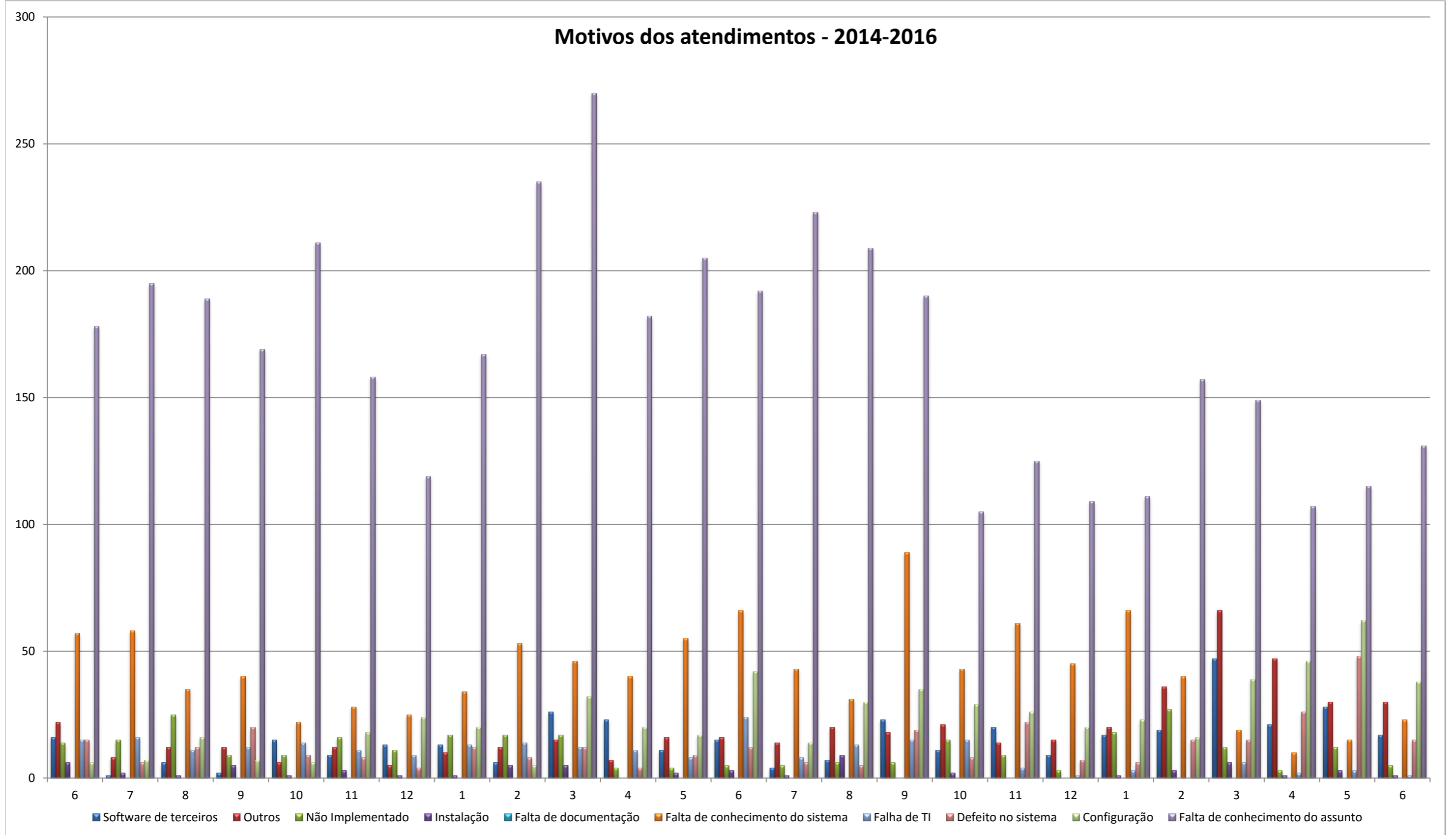
## Total de Atendimentos - 2014-2016



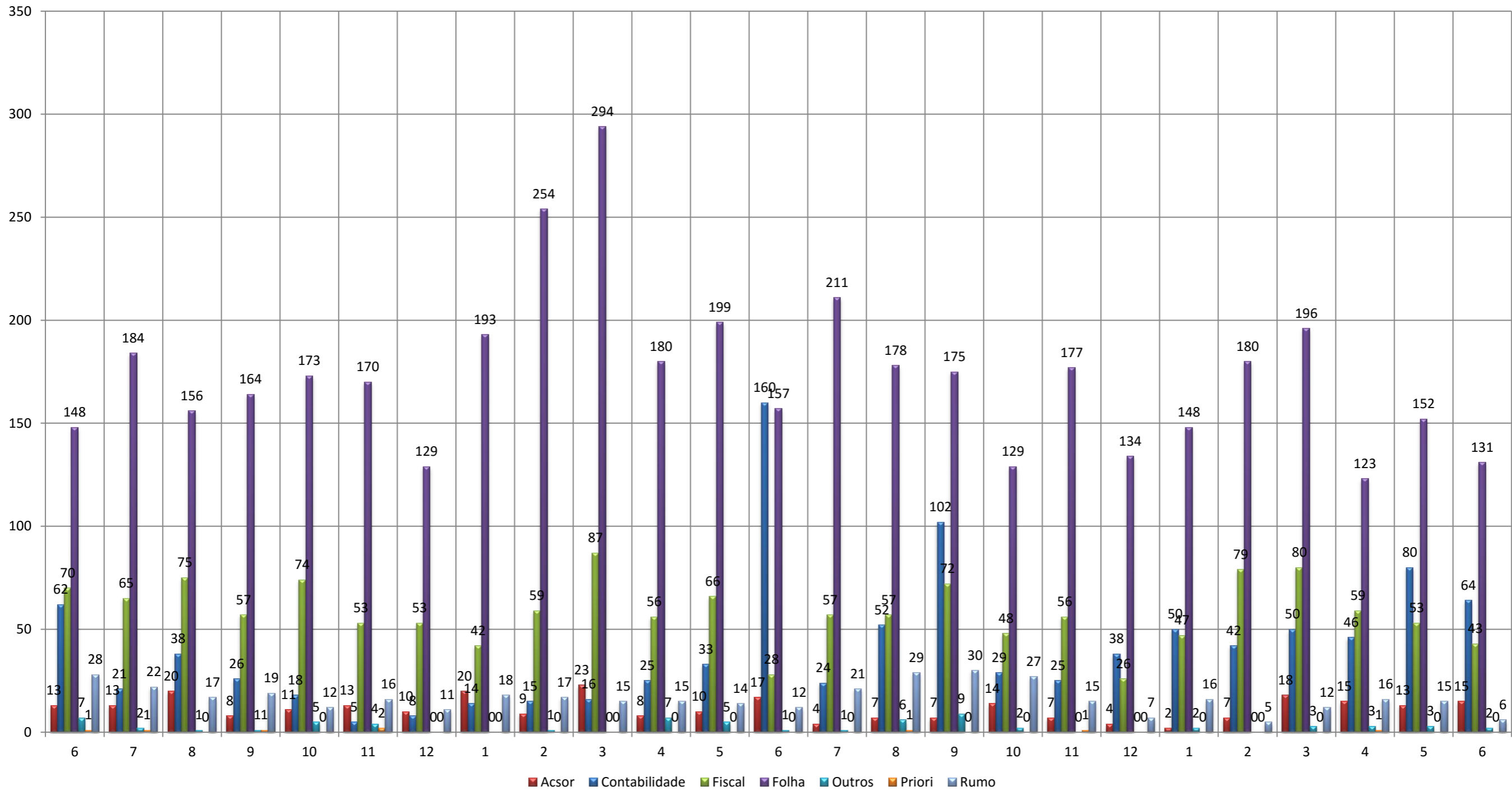
Casos Resolvidos no 1º Atendimento - 2014-2016



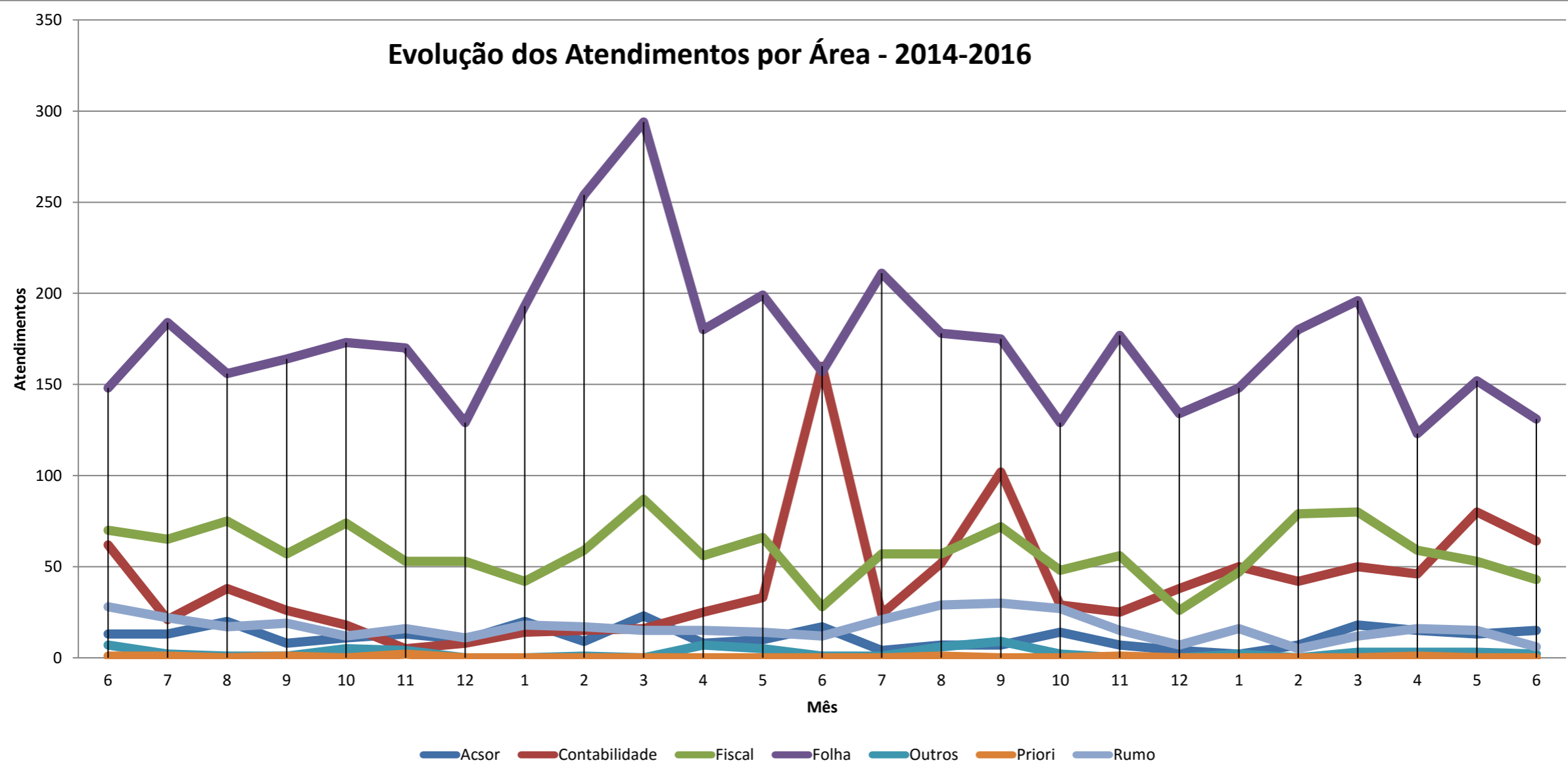
Motivos dos atendimentos - 2014-2016



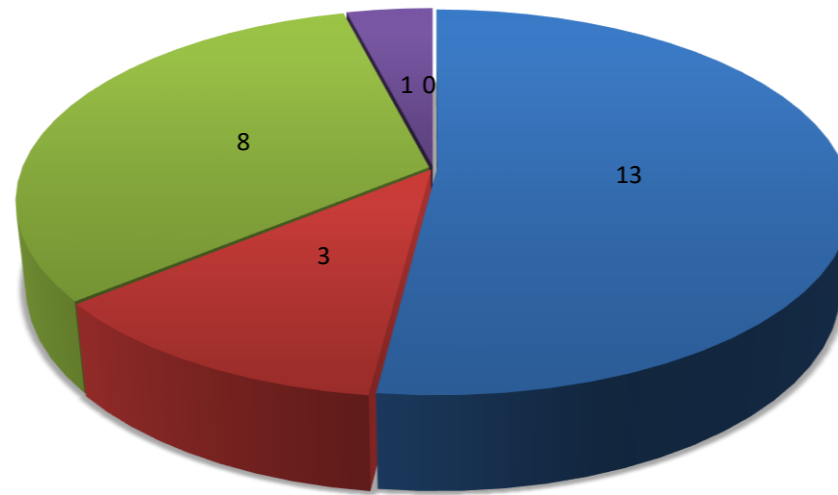
### Atendimentos por área - 2014-2016



### Evolução dos Atendimentos por Área - 2014-2016

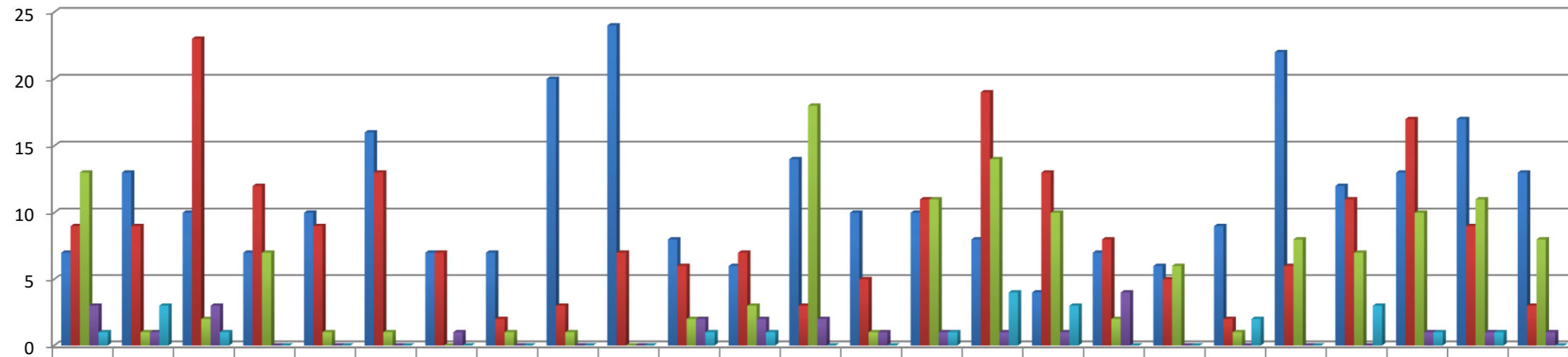


**Casos não resolvidos  
por área  
Junho/2016**



- Folha
- Fiscal
- Contabilidade
- Acsor
- Rumo

**2014  
-  
2016**



|               | 6  | 7  | 8  | 9  | 10 | 11 | 12 | 1 | 2  | 3  | 4 | 5 | 6  | 7  | 8  | 9  | 10 | 11 | 12 | 1 | 2  | 3  | 4  | 5  | 6  |
|---------------|----|----|----|----|----|----|----|---|----|----|---|---|----|----|----|----|----|----|----|---|----|----|----|----|----|
| Folha         | 7  | 13 | 10 | 7  | 10 | 16 | 7  | 7 | 20 | 24 | 8 | 6 | 14 | 10 | 10 | 8  | 4  | 7  | 6  | 9 | 22 | 12 | 13 | 17 | 13 |
| Fiscal        | 9  | 9  | 23 | 12 | 9  | 13 | 7  | 2 | 3  | 7  | 6 | 7 | 3  | 5  | 11 | 19 | 13 | 8  | 5  | 2 | 6  | 11 | 17 | 9  | 3  |
| Contabilidade | 13 | 1  | 2  | 7  | 1  | 1  | 0  | 1 | 1  | 0  | 2 | 3 | 18 | 1  | 11 | 14 | 10 | 2  | 6  | 1 | 8  | 7  | 10 | 11 | 8  |
| Acsor         | 3  | 1  | 3  | 0  | 0  | 0  | 1  | 0 | 0  | 0  | 2 | 2 | 2  | 1  | 1  | 1  | 1  | 4  | 0  | 0 | 0  | 0  | 1  | 1  | 1  |
| Rumo          | 1  | 3  | 1  | 0  | 0  | 0  | 0  | 0 | 0  | 0  | 1 | 1 | 0  | 0  | 1  | 4  | 3  | 0  | 0  | 2 | 0  | 3  | 1  | 1  | 0  |

- Folha
- Fiscal
- Contabilidade
- Acsor
- Rumo