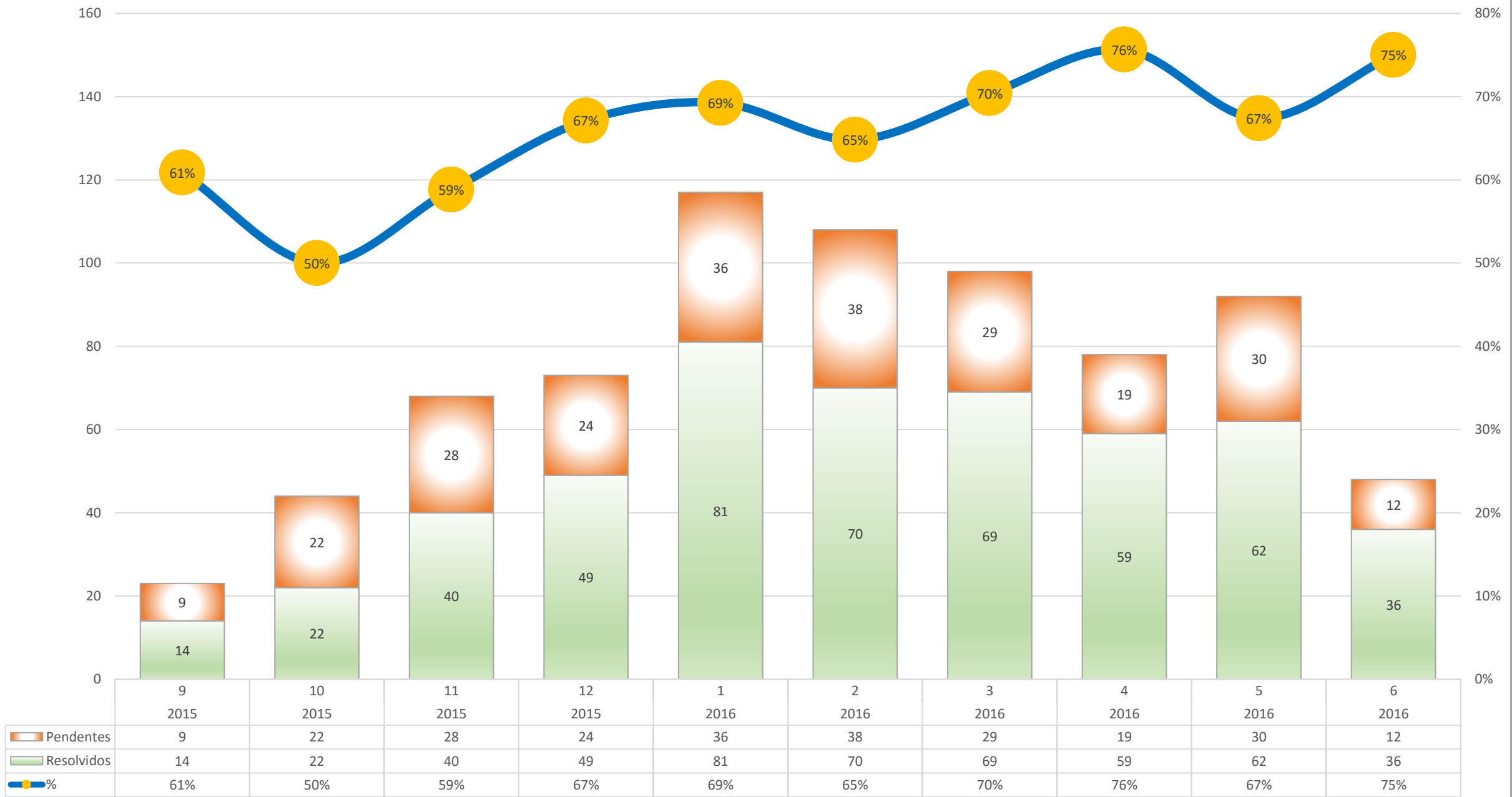
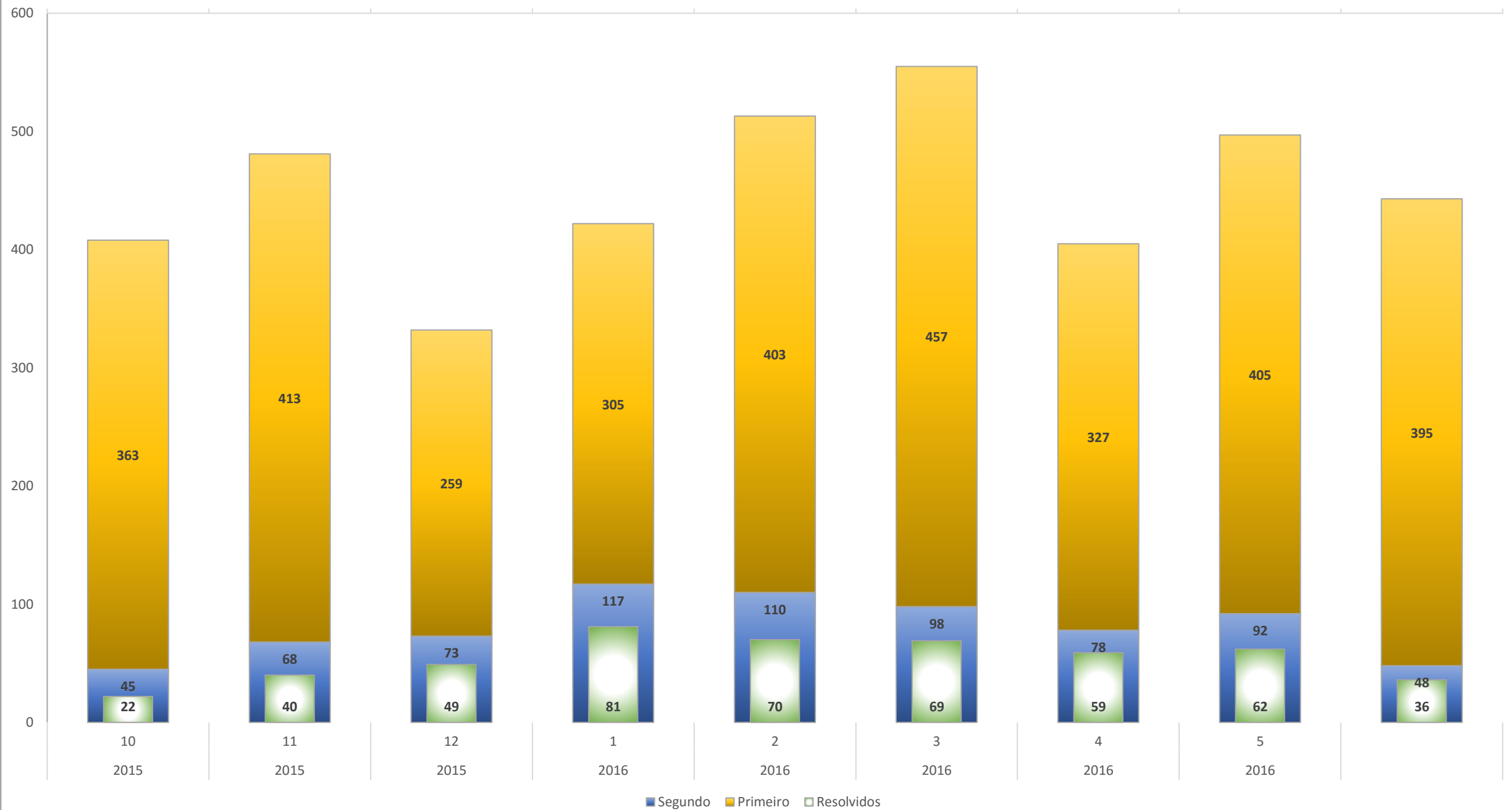


Atendimentos de Segundo Nível

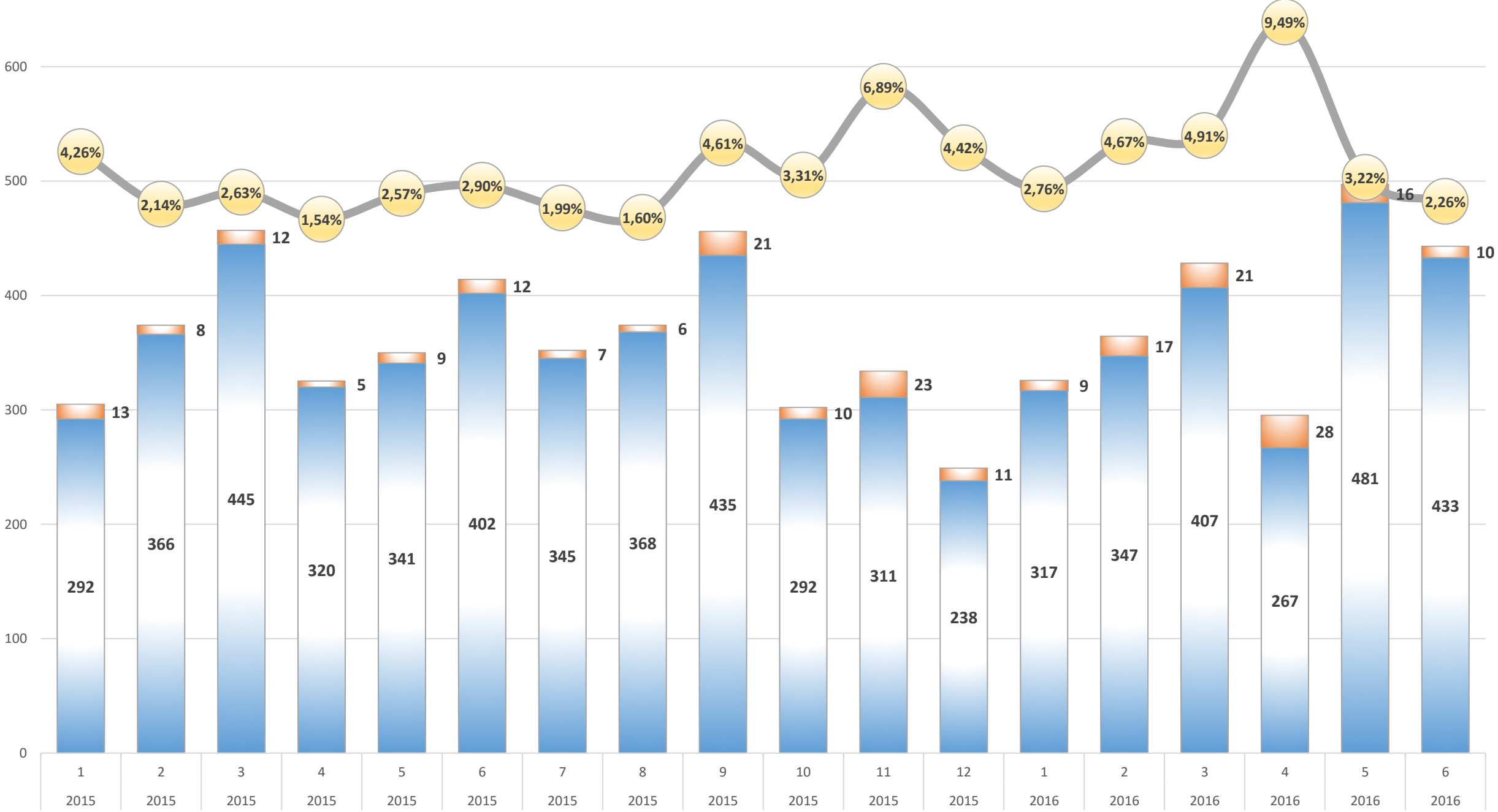


Resolvidos Pendentes %

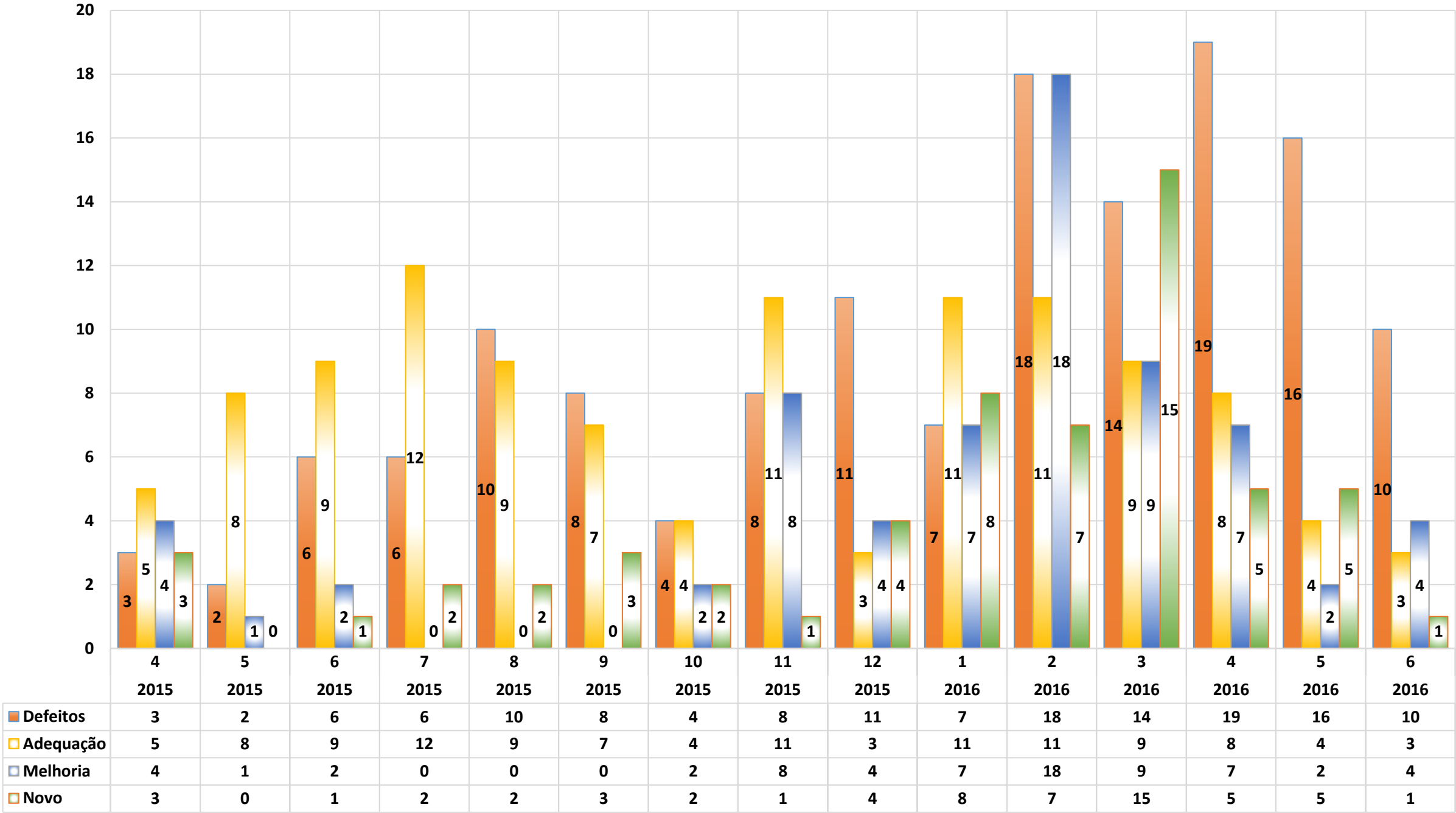
Atendimentos Escalados - 10/2015 a 05/2016



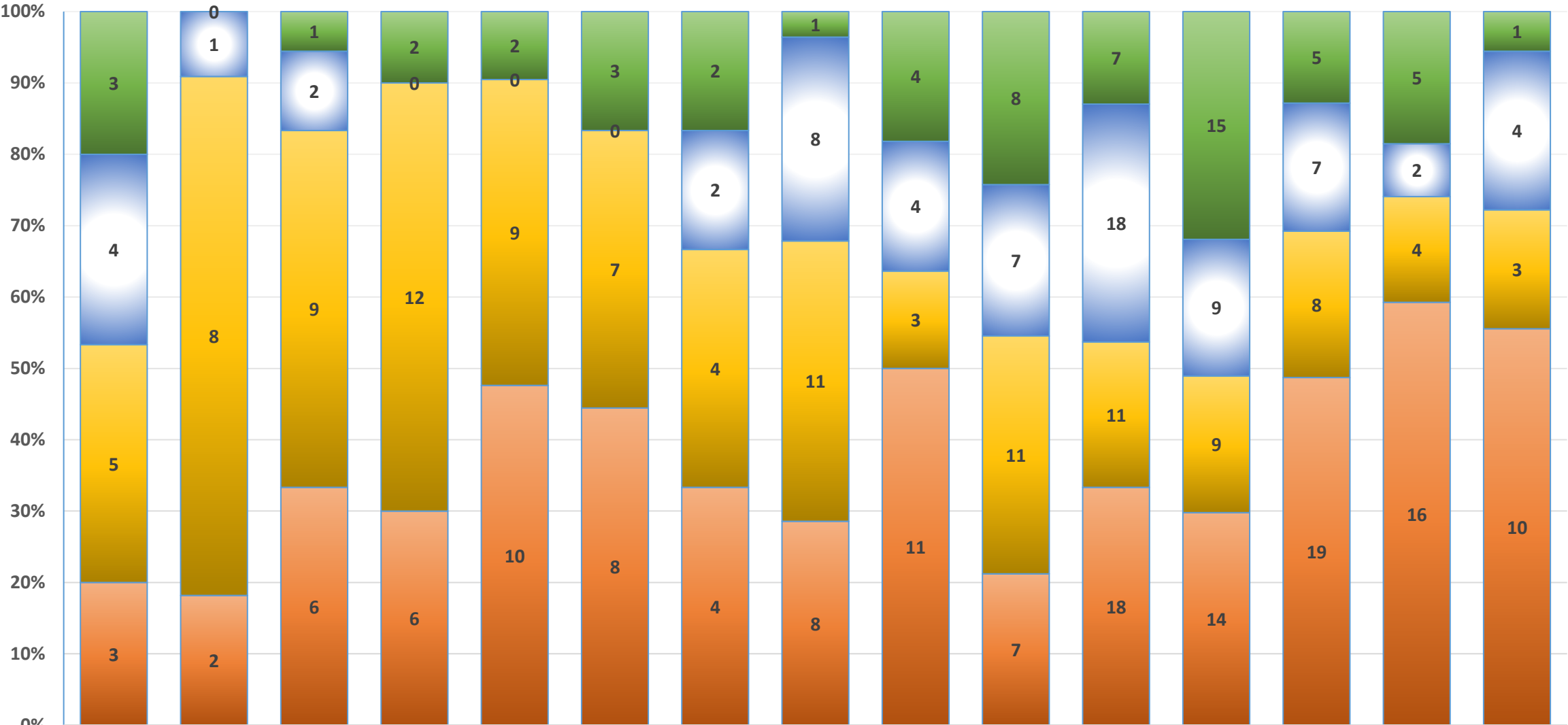
Defeitos Reclamados x Total de Atendimentos - 01/2015 a 04/2016



Alterações



Alterações



■ Novo	3	0	1	2	2	3	2	1	4	8	7	15	5	5	1
■ Melhoria	4	1	2	0	0	0	2	8	4	7	18	9	7	2	4
■ Adequação	5	8	9	12	9	7	4	11	3	11	11	9	8	4	3
■ Defeitos	3	2	6	6	10	8	4	8	11	7	18	14	19	16	10

Percepção das Alterações

