



Provincia di Barletta-Andria-Trani

Tempo di attesa Gestione Chiamata

Dalla data: 01/03/2015 alla data: 31/03/2015

Elenco chiamate ricevute con tempo di attesa inferiore a 30"						
Inizio Chiamata	Risposta	Fine Chiamata	Esito		Attesa	
02/03/2015 12:38:38	02/03/2015 12:39:43	02/03/2015 12:41:15	200	OK	5 "	
02/03/2015 12:39:23	02/03/2015 12:40:36	02/03/2015 12:42:35	200	OK	14 "	
02/03/2015 12:54:47	02/03/2015 12:55:45	02/03/2015 12:56:30	200	OK	0 "	
02/03/2015 12:56:06	02/03/2015 12:57:07	02/03/2015 12:58:36	200	OK	2 "	
02/03/2015 13:40:26	02/03/2015 13:41:39	02/03/2015 13:42:11	200	OK	13 "	
03/03/2015 17:14:47	03/03/2015 17:15:47	03/03/2015 17:16:22	200	OK	1 "	
03/03/2015 17:46:26	03/03/2015 17:47:26	03/03/2015 17:50:12	200	OK	0 "	
03/03/2015 17:47:57	03/03/2015 17:48:57	03/03/2015 17:50:03	200	OK	1 "	
05/03/2015 12:41:22	05/03/2015 12:42:21	05/03/2015 12:43:13	200	OK	0 "	
05/03/2015 12:51:40	05/03/2015 12:52:39	05/03/2015 12:53:53	200	OK	0 "	
05/03/2015 12:55:24	05/03/2015 12:56:21	05/03/2015 12:57:25	200	OK	0 "	
05/03/2015 16:58:25	05/03/2015 16:59:25	05/03/2015 17:01:03	200	OK	0 "	
06/03/2015 09:56:09	06/03/2015 09:57:11	06/03/2015 09:59:56	200	OK	2 "	
06/03/2015 11:22:05	06/03/2015 11:23:06	06/03/2015 11:24:20	200	OK	2 "	
06/03/2015 13:24:38	06/03/2015 13:25:37	06/03/2015 13:26:57	200	OK	0 "	
09/03/2015 11:35:28	09/03/2015 11:36:26	09/03/2015 11:37:16	200	OK	0 "	
09/03/2015 12:19:28	09/03/2015 12:20:30	09/03/2015 12:20:42	200	OK	2 "	
09/03/2015 12:21:14	09/03/2015 12:22:16	09/03/2015 12:23:47	200	OK	3 "	

09/03/2015 12:32:15	09/03/2015 12:33:22	09/03/2015 12:35:08	200	OK	6 "
09/03/2015 12:46:48	09/03/2015 12:47:45	09/03/2015 12:48:47	200	OK	0 "
10/03/2015 10:57:41	10/03/2015 10:58:46	10/03/2015 10:59:27	200	OK	5 "
10/03/2015 12:04:44	10/03/2015 12:05:47	10/03/2015 12:07:19	200	OK	3 "
10/03/2015 13:02:10	10/03/2015 13:03:13	10/03/2015 13:04:43	200	OK	4 "
10/03/2015 17:29:59	10/03/2015 17:30:59	10/03/2015 17:32:12	200	OK	1 "
11/03/2015 10:57:16	11/03/2015 10:58:15	11/03/2015 11:01:18	200	OK	0 "
12/03/2015 09:34:03	12/03/2015 09:34:59	12/03/2015 09:35:42	200	OK	0 "
12/03/2015 11:49:34	12/03/2015 11:50:33	12/03/2015 11:51:30	200	OK	0 "
12/03/2015 12:05:08	12/03/2015 12:06:16	12/03/2015 12:07:11	200	OK	7 "
12/03/2015 12:56:01	12/03/2015 12:56:58	12/03/2015 12:58:31	200	OK	0 "
12/03/2015 13:12:53	12/03/2015 13:13:52	12/03/2015 13:21:41	200	OK	0 "
12/03/2015 13:32:32	12/03/2015 13:33:31	12/03/2015 13:37:17	200	OK	0 "
13/03/2015 10:57:19	13/03/2015 10:58:20	13/03/2015 10:59:46	200	OK	2 "
13/03/2015 11:49:42	13/03/2015 11:50:56	13/03/2015 11:52:17	200	OK	14 "
16/03/2015 10:22:42	16/03/2015 10:23:45	16/03/2015 10:24:58	200	OK	4 "
16/03/2015 14:23:04	16/03/2015 14:24:04	16/03/2015 14:24:53	200	OK	0 "
17/03/2015 11:38:37	17/03/2015 11:39:46	17/03/2015 11:42:48	200	OK	11 "
17/03/2015 12:06:21	17/03/2015 12:07:25	17/03/2015 12:08:43	200	OK	4 "
17/03/2015 13:11:08	17/03/2015 13:12:08	17/03/2015 13:13:05	200	OK	1 "
17/03/2015 14:05:55	17/03/2015 14:06:59	17/03/2015 14:07:40	200	OK	4 "
18/03/2015 13:41:58	18/03/2015 13:43:01	18/03/2015 13:45:32	200	OK	4 "
19/03/2015 11:02:12	19/03/2015 11:03:12	19/03/2015 11:04:20	200	OK	0 "
19/03/2015 11:13:26	19/03/2015 11:14:23	19/03/2015 11:15:34	200	OK	0 "
19/03/2015 12:19:52	19/03/2015 12:20:52	19/03/2015 12:21:50	200	OK	1 "
20/03/2015 10:43:02	20/03/2015 10:44:06	20/03/2015 10:45:10	200	OK	4 "
20/03/2015 11:16:21	20/03/2015 11:17:22	20/03/2015 11:19:41	200	OK	3 "
20/03/2015 12:30:59	20/03/2015 12:32:00	20/03/2015 12:33:22	200	OK	2 "
23/03/2015 10:43:25	23/03/2015 10:44:36	23/03/2015 10:46:19	200	OK	11 "
23/03/2015 12:22:40	23/03/2015 12:23:46	23/03/2015 12:25:05	200	OK	7 "
23/03/2015 12:22:59	23/03/2015 12:23:57	23/03/2015 12:33:22	200	OK	0 "
23/03/2015 14:20:59	23/03/2015 14:22:03	23/03/2015 14:25:15	200	OK	4 "
23/03/2015 16:58:01	23/03/2015 16:59:03	23/03/2015 17:00:46	200	OK	2 "
25/03/2015 11:10:49	25/03/2015 11:11:55	25/03/2015 11:14:36	200	OK	7 "
26/03/2015 12:09:10	26/03/2015 12:10:18	26/03/2015 12:11:05	200	OK	9 "
26/03/2015 12:35:12	26/03/2015 12:36:11	26/03/2015 12:39:49	200	OK	0 "

26/03/2015 13:24:51	26/03/2015 13:25:50	26/03/2015 13:27:57	200	OK	0 "
27/03/2015 10:49:53	27/03/2015 10:50:54	27/03/2015 10:52:22	200	OK	2 "
27/03/2015 11:15:24	27/03/2015 11:16:34	27/03/2015 11:18:17	200	OK	11 "
27/03/2015 13:02:48	27/03/2015 13:03:49	27/03/2015 13:04:43	200	OK	1 "
30/03/2015 12:41:23	30/03/2015 12:42:28	30/03/2015 12:44:20	200	OK	6 "
30/03/2015 13:11:08	30/03/2015 13:12:07	30/03/2015 13:14:35	200	OK	0 "
30/03/2015 13:24:29	30/03/2015 13:25:34	30/03/2015 13:26:48	200	OK	5 "
30/03/2015 13:52:17	30/03/2015 13:53:21	30/03/2015 13:55:24	200	OK	6 "
30/03/2015 14:05:18	30/03/2015 14:06:21	30/03/2015 14:07:04	200	OK	3 "
31/03/2015 10:28:51	31/03/2015 10:29:55	31/03/2015 10:32:03	200	OK	5 "
31/03/2015 10:39:55	31/03/2015 10:41:01	31/03/2015 10:43:49	200	OK	5 "
31/03/2015 11:13:44	31/03/2015 11:14:46	31/03/2015 11:16:24	200	OK	3 "
31/03/2015 11:15:45	31/03/2015 11:16:44	31/03/2015 11:19:09	200	OK	0 "
31/03/2015 11:20:43	31/03/2015 11:21:47	31/03/2015 11:22:44	200	OK	4 "
31/03/2015 17:12:19	31/03/2015 17:13:19	31/03/2015 17:17:39	200	OK	0 "

Risultato atteso: Segnalazione se TT1 [(CRT/CT)*100] < 90%

chiamate ricevute

108,00

chiamate ricevute con risposta dell'operatore (CT)

69,00

69,00

Chiamate con risposta entro un tempo < 30" (CRT)

3,13

tempo medio di attesa (secondi)

100,00