

RELATÓRIO QUANTITATIVO

OUVIDORIA IVB

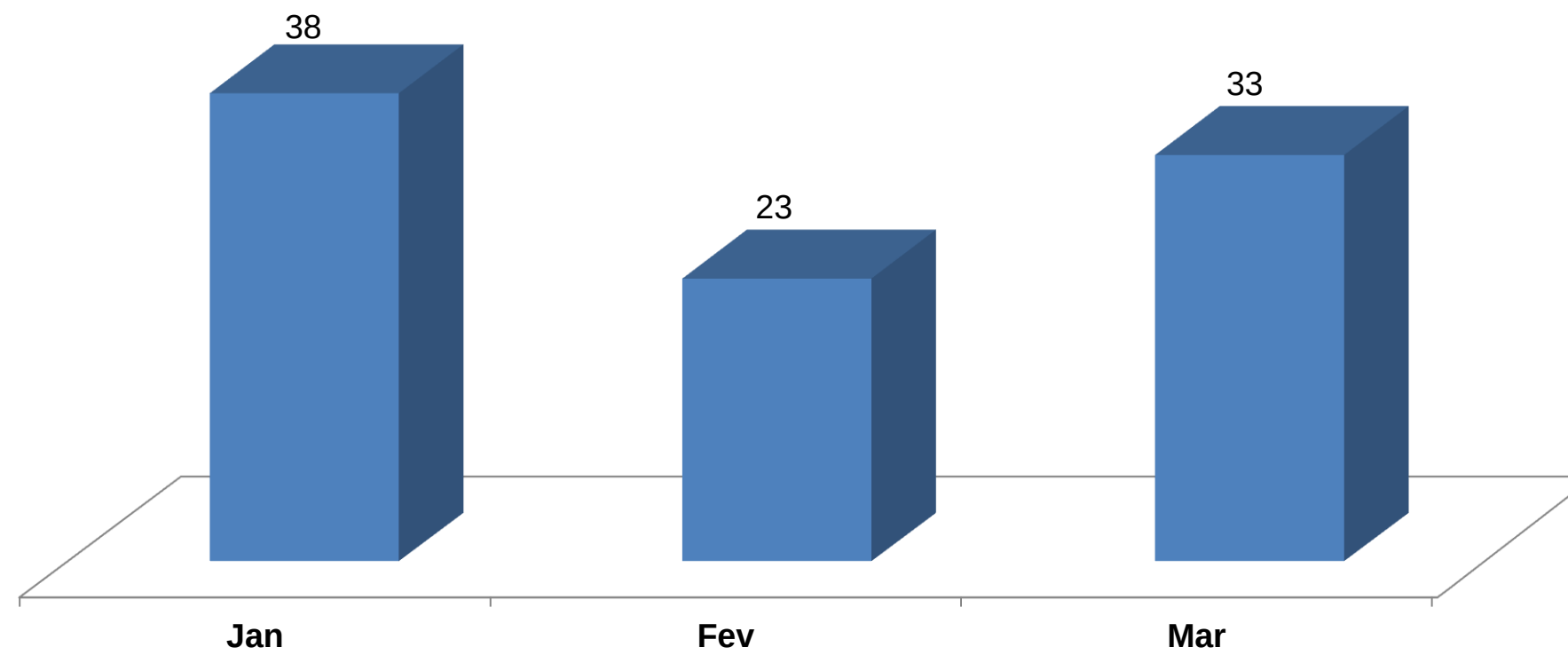
1.º Trimestre – 2025

04/2025



ATENDIMENTO TRIMESTRAL - JAN A MAR - 2024

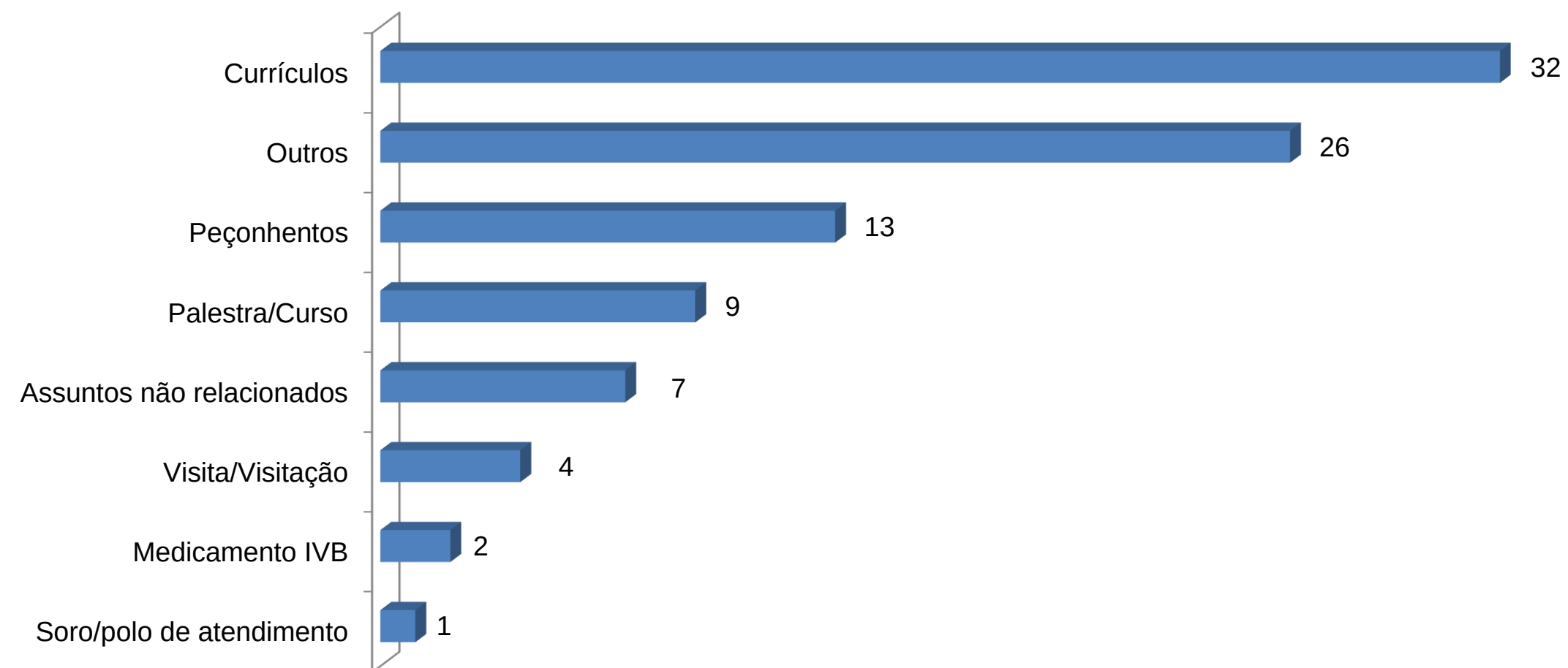
Total = 94



PANORAMA GERAL DE ATENDIMENTO - JAN A MAR - 2025

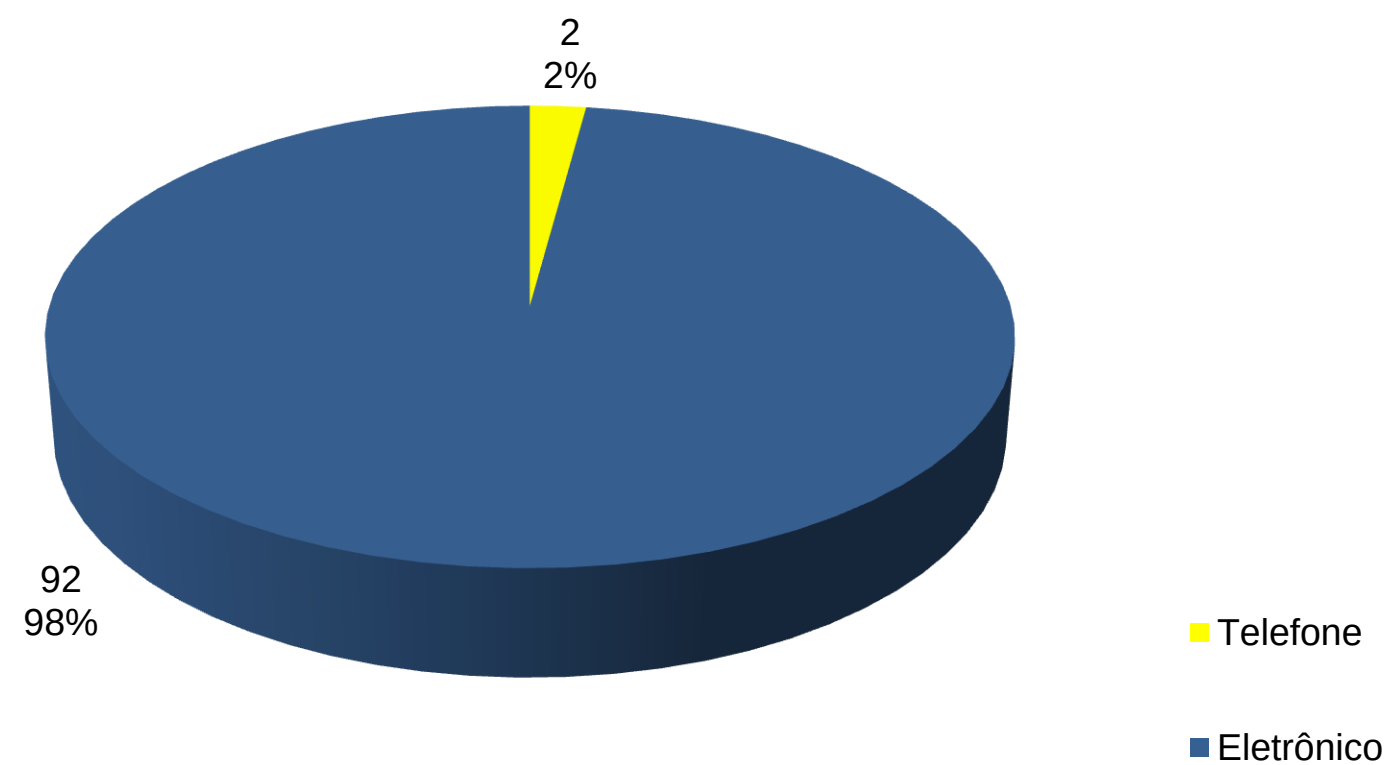
Total = 94

* 34% demandas para currículos.



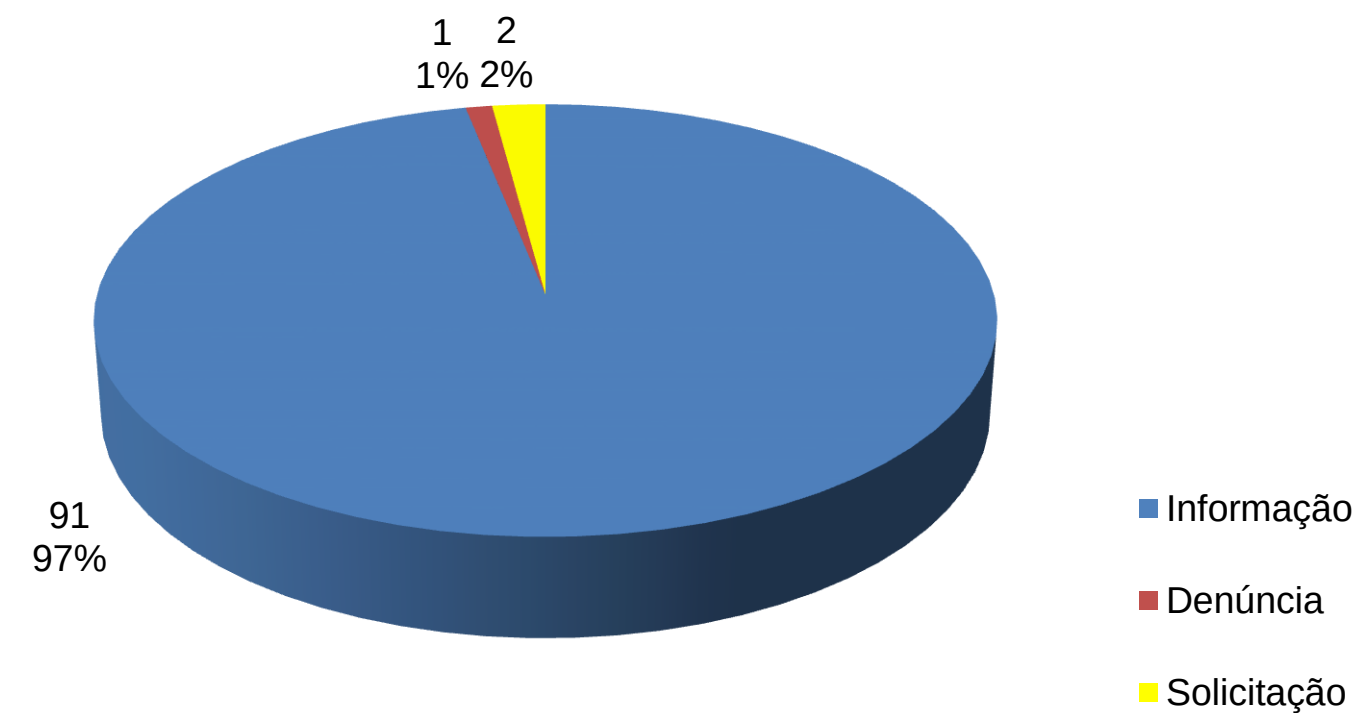
FORMA DE ATENDIMENTO - JAN A MAR - 2025

* 98% Eletrônico



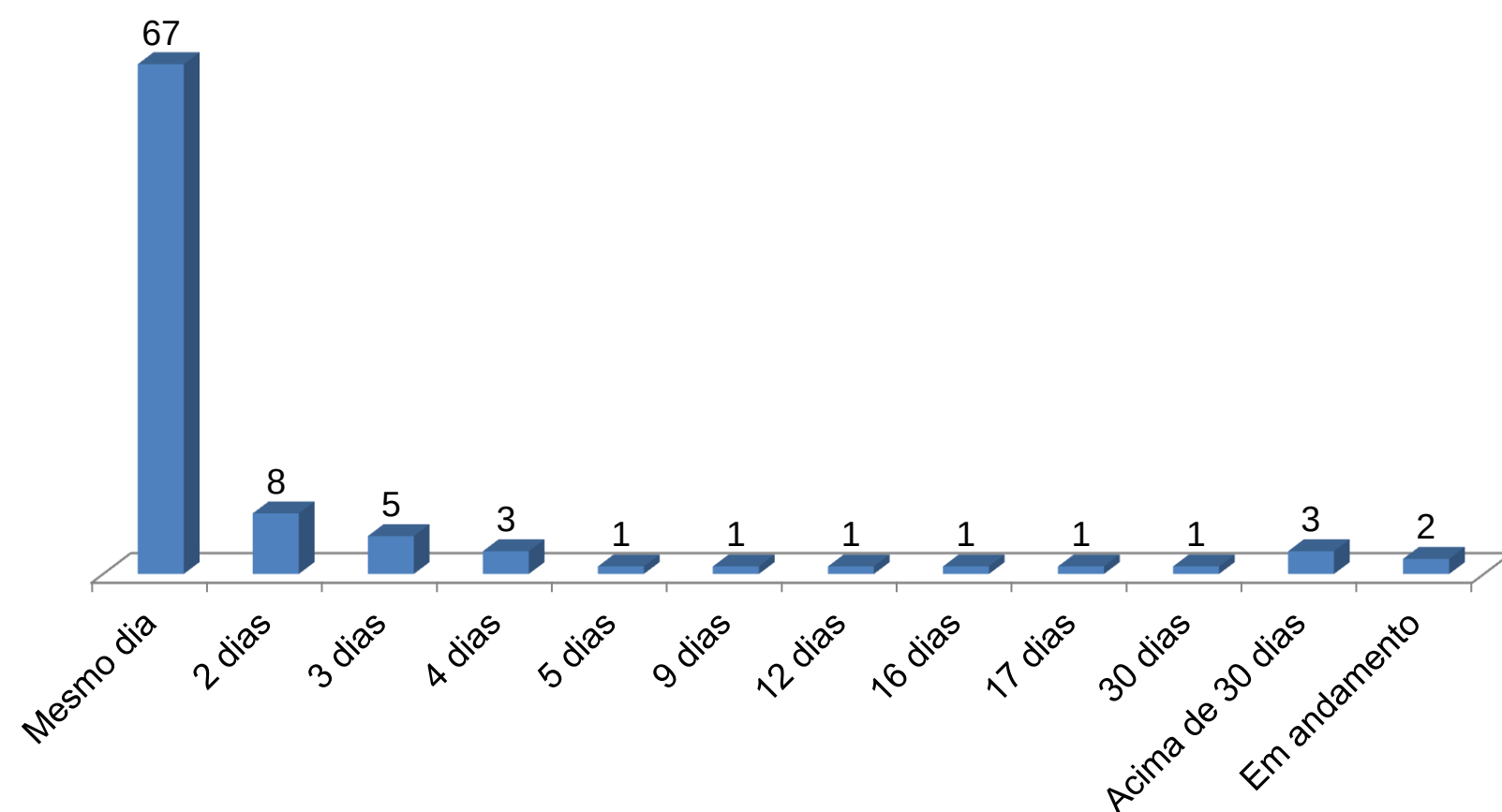
NATUREZA DO ATENDIMENTO - JAN A MAR - 2025

* 97% Informação



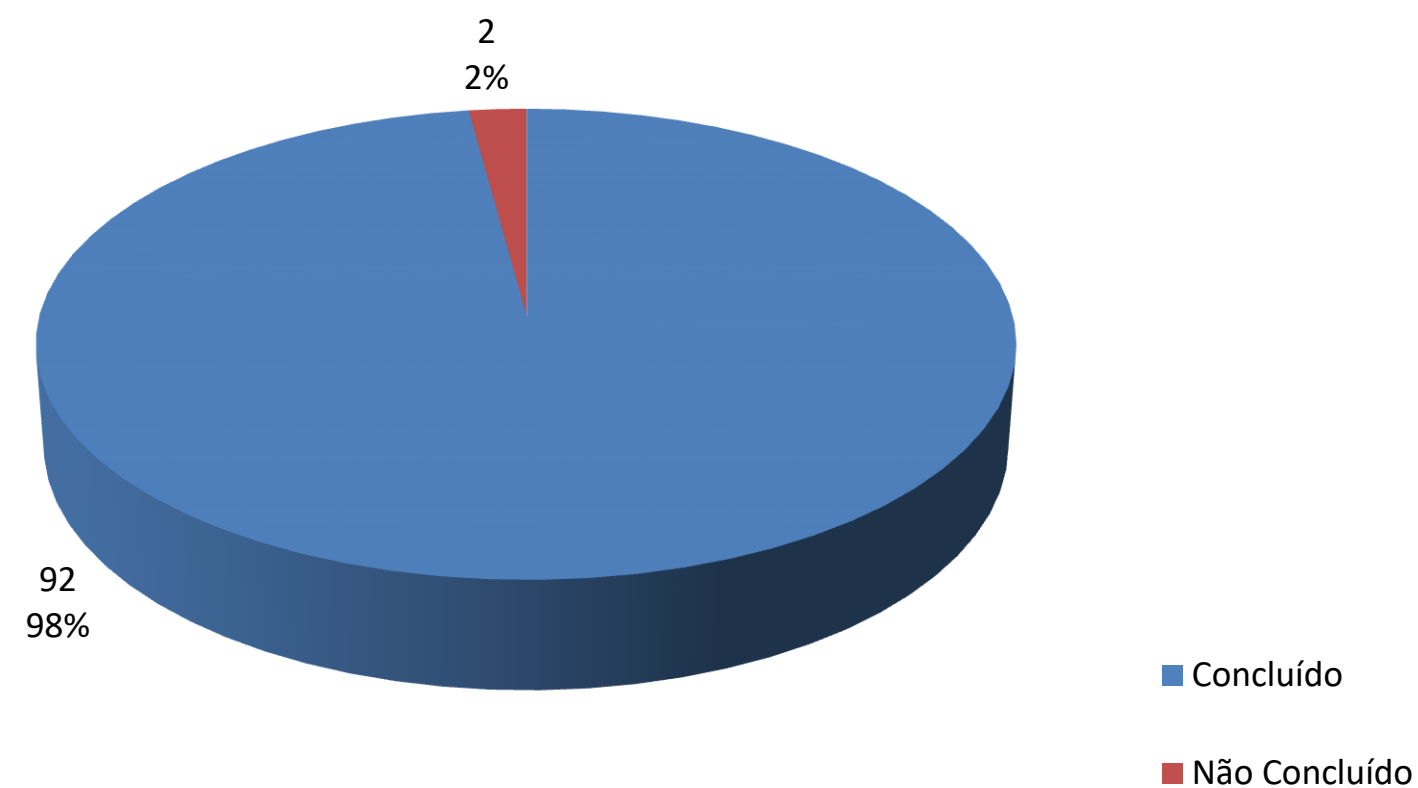
TEMPO DE RESPOSTA - JAN A MAR - 2025

* 80% respondido e concluído em até 2 dias.



INDICADOR DE RESOLUBILIDADE - JAN A MAR - 2025

* 2 demandas de março em andamento





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