

RELATÓRIO QUANTITATIVO OUVIDORIA IVB

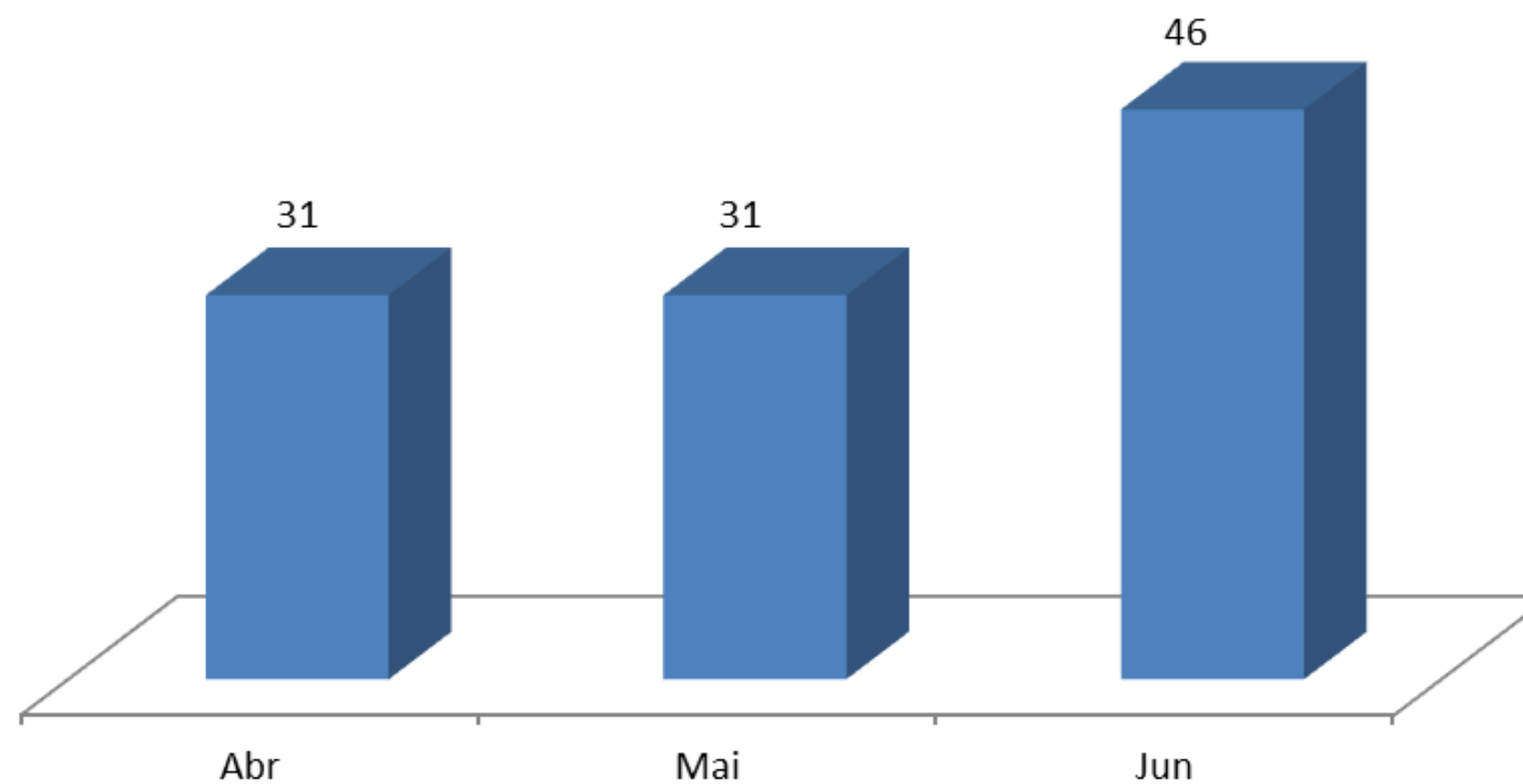
2.º Trimestre – 2025

07/2025



ATENDIMENTO GERAL IVB - ABR A JUN - 2025

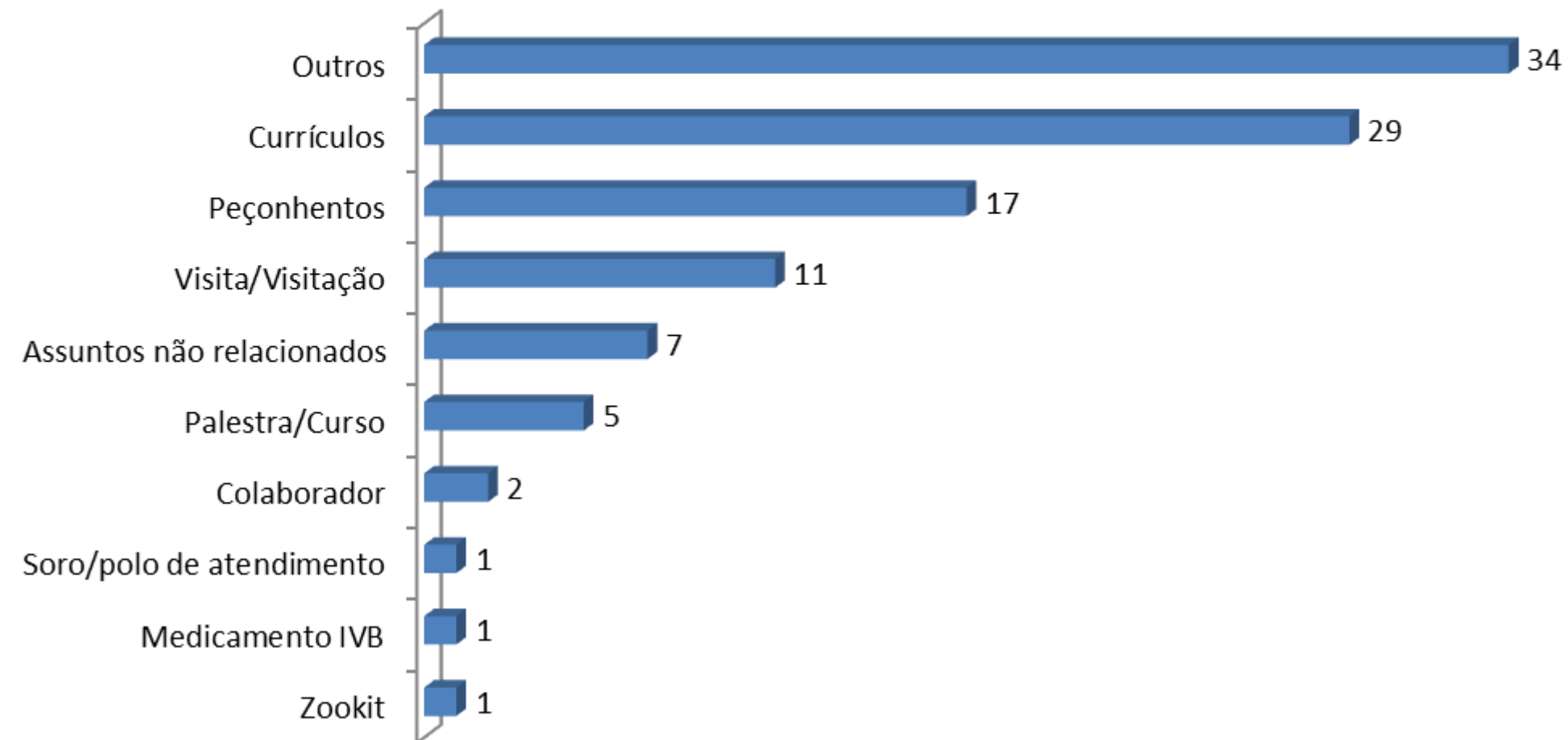
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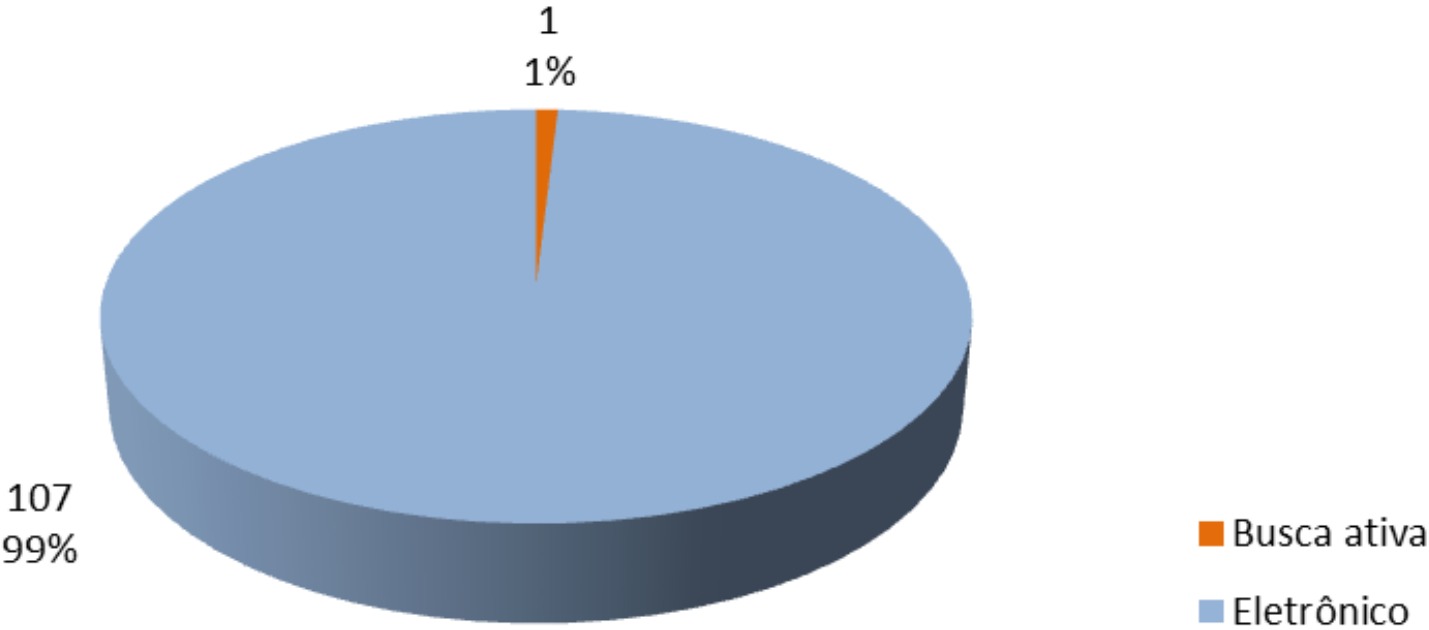
PANORAMA GERAL DE ATENDIMENTO - ABR A JUN - 2025

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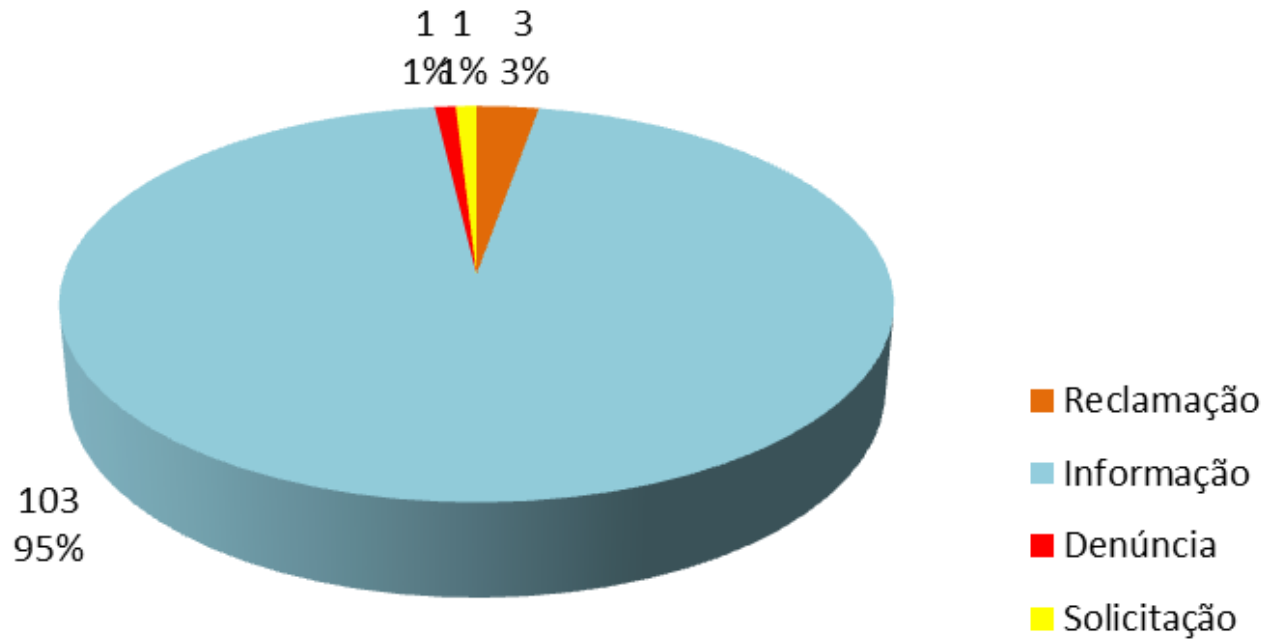
* 27% para currículos



FORMA DE ATENDIMENTO - ABR A JUN - 2025



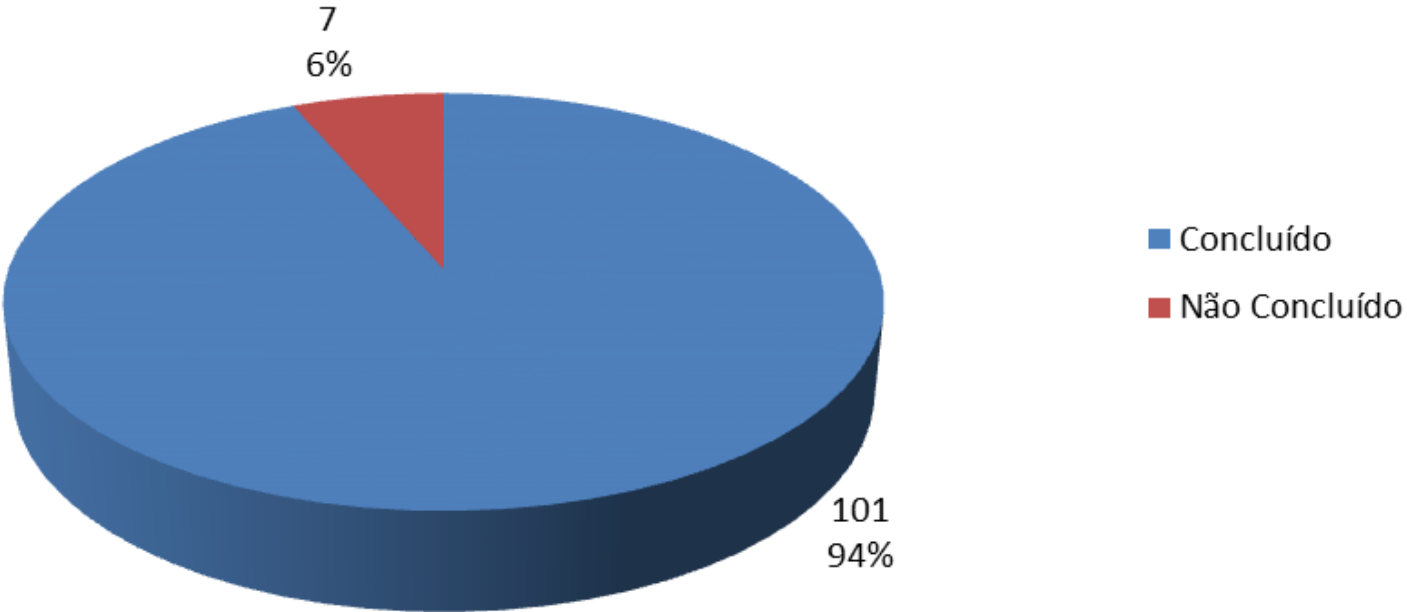
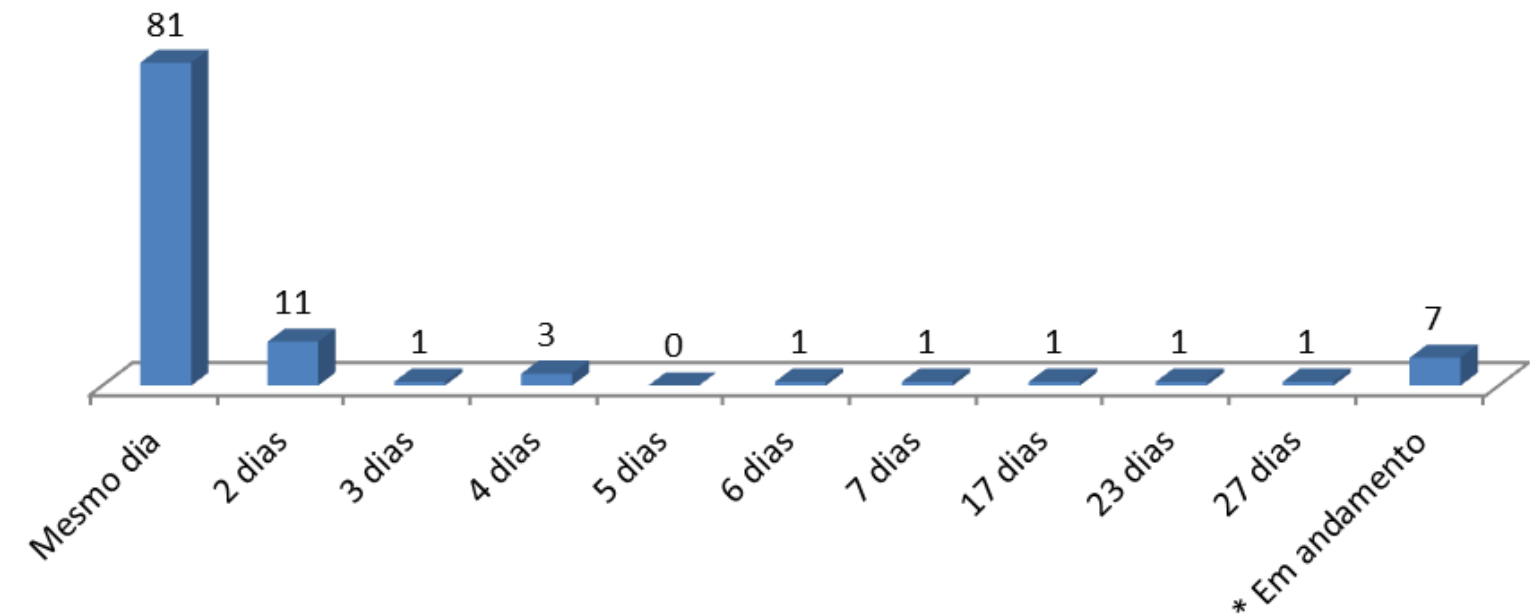
NATUREZA DO ATENDIMENTO - ABR A JUN - 2025



TEMPO DE RESPOSTA A PARTIR DA ABERTURA - ABR A JUN - 2025

* 85% Respondido e concluído em até 2 dias.

RESOLUBILIDADE - ABR A JUN - 2025





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