Ocaña, 30 de junio de 2024

Señores:
E.S.E. HOSPITAL EMIRO QUINTERO CAÑIZARES

Ref: Informe de ejecución contrato No. 295 de 2024

Cordial saludo,

En el presente informe se presentan los datos estadísticos que evidencian la funcionalidad del servicio prestado objeto del contrato.

CONTRATO No. 295 de 2024.
OBJETO DEL CONTRATO: PRESTAR EL SERVICIO DE LA PLATAFORMA OMNICANAL PARA SOPORTAR LA OPERACIÓN DEL CONTAC CENTER A TRAVÉS DE UNA INTERFAZ WEB QUE INTEGRA TODOS LOS CANALES DE ATENCIÓN DE LA ESE HOSPITAL EMIRO QUINTERO CAÑIZARES
PERIODO: 1 AL 30 DE JUNIO DE 2024
VALOR A COBRAR: CUARENTA MILLONES DE PESOS (40.000.000)
CUENTA No. 002

AGENTE	IP	VERSION IPPAD
maria ortiz	200.41.79.238	9.4.6.7
DIEGO ARMANDO ALBA	190.90.27.21	9.4.6.7
Yurany ALvarez Gonzalez	200.41.79.238	9.4.6.7
Belkis Robles Villalobos	190.90.27.21	9.4.6.2
Kelly michel sanchez rizo	190.90.27.21	9.4.6.2
Kamila Melo Perez	190.90.27.21	9.4.6.2
cindy briyith torres yaruro	190.90.27.21	9.4.6.2
Linda Gabriela Parada Ascanio	190.90.27.21	9.4.6.2
Diego Elberto Arenas Galan	190.90.27.21	9.4.6.2
Silvia Juliana Paez Vargas	190.90.27.21	9.4.6.2
Yorley Aldana Arciniegas	190.90.27.21	9.4.6.2
Mildretd Paez Bautista	190.90.27.21	9.4.6.2
Laura Andrea Gomez Quiero	190.90.27.21	9.4.6.2
Luz Dane Martinez	190.90.27.21	9.4.6.2

Tatiana Paola Arevalo Contreras	190.90.27.21	9.4.6.2
Tatiana Paola Arevalo Contreras	200.41.79.238	9.4.6.7
Leydi johanna sarmiento sanchez	190.90.27.21	9.4.6.2
Yamile Carrascal Salazar	190.90.27.21	9.4.6.2
Salomon Sanabria Bonet	190.90.27.21	9.4.6.2
Belkis Robles Villalobos	190.90.27.21	9.4.6.2
Kelly michel sanchez rizo	190.90.27.21	9.4.6.2
Kelly Johana Prince Martinez	190.90.27.21	9.4.6.2
Salomon Sanabria Bonet	190.90.27.21	9.4.6.2
Kamila Melo Perez	190.90.27.21	9.4.6.2
Yorley Aldana Arciniegas	190.90.27.21	9.4.6.2
Yorley Aldana Arciniegas	190.90.27.21	9.4.6.7
sohely dolores osorio osorio	200.41.79.238	9.4.6.2
Kelly Johana Prince Martinez	190.90.27.21	9.4.6.2
Laura Andrea Gomez Quiero	190.90.27.21	9.4.6.2
sohely dolores osorio osorio	200.41.79.238	9.4.6.2
Salomon Sanabria Bonet	190.90.27.21	9.4.6.7
Mildretd Paez Bautista	190.90.27.21	9.4.6.7
Linda Gabriela Parada Ascanio	190.90.27.21	9.4.6.7
Silvia Juliana Paez Vargas	190.90.27.21	9.4.6.7

1. CONTADOR DE EVENTOS IVR

NOMBRE	VALOR	CANTIDAD
Atender llamada	Atendida	40039
Atender llamada	El cliente corto	63
Banda Horaria	En Banda	37337
Banda Horaria	Fuera de banda	2702
MenuPpal	Corto cliente	3593
MenuPpal	Volver al menú principal	2966
Skill Derivacion	3336	22091
Abandona en Cola	3336	11648
Banda+Horaria	En+banda	24579
Banda+Horaria	Fuera+de+Banda	6512
BienvenidaRespuestaIntentos	Intentos+superado	2543
DNIS	WhatsappIN	31091

2. CANTIDAD DE LLAMADAS/CAMPAÑAS

FECHA	CANTIDAD DE INTERACCIONES	FECHA	CANTIDAD DE INTERACCIONES
30/06/2024 22:00:00	1	15/06/2024 21:30:00	2
30/06/2024 18:30:00	3	15/06/2024 20:30:00	3
30/06/2024 17:30:00	2	15/06/2024 20:00:00	1
30/06/2024 17:00:00	2	15/06/2024 18:30:00	1
30/06/2024 16:00:00	4	15/06/2024 17:30:00	3
30/06/2024 12:00:00	4	15/06/2024 17:00:00	2
30/06/2024 11:30:00	3	15/06/2024 16:30:00	2
30/06/2024 11:00:00	1	15/06/2024 16:00:00	2
30/06/2024 10:30:00	19	15/06/2024 15:30:00	6
30/06/2024 10:00:00	12	15/06/2024 15:00:00	6
30/06/2024 09:30:00	12	15/06/2024 14:30:00	3
30/06/2024 09:00:00	9	15/06/2024 14:00:00	9
30/06/2024 08:30:00	33	15/06/2024 13:00:00	4
30/06/2024 08:00:00	49	15/06/2024 12:30:00	23
30/06/2024 07:30:00	24	15/06/2024 12:00:00	55
30/06/2024 07:00:00	23	15/06/2024 11:30:00	66
30/06/2024 06:30:00	1	15/06/2024 11:00:00	96
29/06/2024 22:00:00	2	15/06/2024 10:30:00	66
29/06/2024 21:30:00	1	15/06/2024 10:00:00	98
29/06/2024 20:30:00	1	15/06/2024 09:30:00	102
29/06/2024 20:00:00	4	15/06/2024 09:00:00	107
29/06/2024 19:00:00	2	15/06/2024 08:30:00	134
29/06/2024 18:30:00	1	15/06/2024 08:00:00	100
29/06/2024 17:30:00	4	15/06/2024 07:30:00	99
29/06/2024 17:00:00	4	15/06/2024 07:00:00	82
29/06/2024 15:30:00	9	15/06/2024 06:30:00	2
29/06/2024 15:00:00	5	15/06/2024 05:30:00	1
29/06/2024 14:30:00	1	14/06/2024 21:00:00	1
29/06/2024 14:00:00	10	14/06/2024 20:30:00	1
29/06/2024 13:30:00	1	14/06/2024 18:30:00	1
29/06/2024 13:00:00	3	14/06/2024 18:00:00	2
29/06/2024 12:30:00	46	14/06/2024 17:30:00	10
29/06/2024 12:00:00	77	14/06/2024 17:00:00	21
29/06/2024 11:30:00	101	14/06/2024 16:30:00	133

29/06/2024 11:00:00	106	14/06/2024 16:00:00	181
29/06/2024 10:30:00	120	14/06/2024 15:30:00	164
29/06/2024 10:00:00	105	14/06/2024 15:00:00	278
29/06/2024 09:30:00	127	14/06/2024 14:30:00	301
29/06/2024 09:00:00	186	14/06/2024 14:00:00	297
29/06/2024 08:30:00	153	14/06/2024 13:30:00	43
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29/06/2024 07:00:00	45	14/06/2024 12:00:00	36
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28/06/2024 20:30:00	3	14/06/2024 09:00:00	568
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28/06/2024 17:30:00	14	14/06/2024 06:00:00	12
28/06/2024 17:00:00	41	13/06/2024 22:00:00	1
28/06/2024 16:30:00	170	13/06/2024 21:00:00	6
28/06/2024 16:00:00	182	13/06/2024 20:30:00	6
28/06/2024 15:30:00	222	13/06/2024 20:00:00	7
28/06/2024 15:00:00	277	13/06/2024 19:00:00	6
28/06/2024 14:30:00	375	13/06/2024 18:30:00	6
28/06/2024 14:00:00	444	13/06/2024 18:00:00	5
28/06/2024 13:30:00	38	13/06/2024 17:30:00	65
28/06/2024 13:00:00	25	13/06/2024 17:00:00	171
28/06/2024 12:30:00	20	13/06/2024 16:30:00	246
28/06/2024 12:00:00	46	13/06/2024 16:00:00	339
28/06/2024 11:30:00	200	13/06/2024 15:30:00	567
28/06/2024 11:00:00	339	13/06/2024 15:00:00	697
28/06/2024 10:30:00	475	13/06/2024 14:30:00	711
28/06/2024 10:00:00	457	13/06/2024 14:00:00	942
28/06/2024 09:30:00	512	13/06/2024 13:30:00	103

28/06/2024 09:00:00	502	13/06/2024 13:00:00	38
28/06/2024 08:30:00	539	13/06/2024 12:30:00	49
28/06/2024 08:00:00	606	13/06/2024 12:00:00	89
28/06/2024 07:30:00	491	13/06/2024 11:30:00	549
28/06/2024 07:00:00	468	13/06/2024 11:00:00	533
28/06/2024 06:30:00	31	13/06/2024 10:30:00	592
28/06/2024 06:00:00	5	13/06/2024 10:00:00	601
27/06/2024 22:30:00	2	13/06/2024 09:30:00	546
27/06/2024 22:00:00	4	13/06/2024 09:00:00	463
27/06/2024 21:30:00	3	13/06/2024 08:30:00	491
27/06/2024 20:30:00	1	13/06/2024 08:00:00	511
27/06/2024 20:00:00	4	13/06/2024 07:30:00	437
27/06/2024 19:30:00	4	13/06/2024 07:00:00	523
27/06/2024 19:00:00	4	13/06/2024 06:30:00	90
27/06/2024 18:30:00	6	13/06/2024 06:00:00	2
27/06/2024 18:00:00	10	13/06/2024 05:30:00	2
27/06/2024 17:30:00	38	12/06/2024 20:30:00	5
27/06/2024 17:00:00	120	12/06/2024 19:30:00	2
27/06/2024 16:30:00	272	12/06/2024 18:30:00	9
27/06/2024 16:00:00	350	12/06/2024 18:00:00	2
27/06/2024 15:30:00	412	12/06/2024 17:30:00	23
27/06/2024 15:00:00	458	12/06/2024 17:00:00	63
27/06/2024 14:30:00	570	12/06/2024 16:30:00	160
27/06/2024 14:00:00	666	12/06/2024 16:00:00	215
27/06/2024 13:30:00	120	12/06/2024 15:30:00	182
27/06/2024 13:00:00	32	12/06/2024 15:00:00	320
27/06/2024 12:30:00	49	12/06/2024 14:30:00	308
27/06/2024 12:00:00	57	12/06/2024 14:00:00	328
27/06/2024 11:30:00	338	12/06/2024 13:30:00	53
27/06/2024 11:00:00	488	12/06/2024 13:00:00	35
27/06/2024 10:30:00	584	12/06/2024 12:30:00	19
27/06/2024 10:00:00	600	12/06/2024 12:00:00	33
27/06/2024 09:30:00	620	12/06/2024 11:30:00	192
27/06/2024 09:00:00	611	12/06/2024 11:00:00	275
27/06/2024 08:30:00	539	12/06/2024 10:30:00	299
27/06/2024 08:00:00	577	12/06/2024 10:00:00	359
27/06/2024 07:30:00	476	12/06/2024 09:30:00	461

27/06/2024 07:00:00	509	12/06/2024 09:00:00	454
27/06/2024 06:30:00	65	12/06/2024 08:30:00	487
27/06/2024 06:00:00	8	12/06/2024 08:00:00	465
27/06/2024 05:30:00	5	12/06/2024 07:30:00	583
26/06/2024 22:30:00	1	12/06/2024 07:00:00	628
26/06/2024 21:30:00	1	12/06/2024 06:30:00	26
26/06/2024 19:30:00	3	12/06/2024 06:00:00	9
26/06/2024 19:00:00	4	12/06/2024 03:00:00	1
26/06/2024 18:30:00	6	11/06/2024 22:30:00	9
26/06/2024 18:00:00	7	11/06/2024 22:00:00	27
26/06/2024 17:30:00	26	11/06/2024 20:30:00	3
26/06/2024 17:00:00	75	11/06/2024 19:30:00	3
26/06/2024 16:30:00	130	11/06/2024 19:00:00	9
26/06/2024 16:00:00	160	11/06/2024 18:30:00	7
26/06/2024 15:30:00	174	11/06/2024 18:00:00	3
26/06/2024 15:00:00	222	11/06/2024 17:30:00	38
26/06/2024 14:30:00	257	11/06/2024 17:00:00	94
26/06/2024 14:00:00	347	11/06/2024 16:30:00	205
26/06/2024 13:30:00	37	11/06/2024 16:00:00	241
26/06/2024 13:00:00	35	11/06/2024 15:30:00	270
26/06/2024 12:30:00	20	11/06/2024 15:00:00	300
26/06/2024 12:00:00	12	11/06/2024 14:30:00	407
26/06/2024 11:30:00	98	11/06/2024 14:00:00	485
26/06/2024 11:00:00	201	11/06/2024 13:30:00	58
26/06/2024 10:30:00	276	11/06/2024 13:00:00	29
26/06/2024 10:00:00	285	11/06/2024 12:30:00	25
26/06/2024 09:30:00	328	11/06/2024 12:00:00	44
26/06/2024 09:00:00	329	11/06/2024 11:30:00	226
26/06/2024 08:30:00	334	11/06/2024 11:00:00	268
26/06/2024 08:00:00	362	11/06/2024 10:30:00	430
26/06/2024 07:30:00	429	11/06/2024 10:00:00	433
26/06/2024 07:00:00	551	11/06/2024 09:30:00	474
26/06/2024 06:30:00	30	11/06/2024 09:00:00	452
26/06/2024 06:00:00	10	11/06/2024 08:30:00	564
26/06/2024 05:00:00	3	11/06/2024 08:00:00	787
26/06/2024 03:30:00	1	11/06/2024 07:30:00	773
25/06/2024 23:00:00	1	11/06/2024 07:00:00	755

25/06/2024 22:00:00	2	11/06/2024 06:30:00	61
25/06/2024 21:00:00	1	11/06/2024 06:00:00	15
25/06/2024 20:30:00	1	11/06/2024 05:30:00	1
25/06/2024 20:00:00	2	11/06/2024 04:30:00	2
25/06/2024 19:00:00	3	10/06/2024 22:00:00	1
25/06/2024 18:30:00	15	10/06/2024 21:30:00	1
25/06/2024 18:00:00	5	10/06/2024 21:00:00	1
25/06/2024 17:30:00	21	10/06/2024 20:30:00	2
25/06/2024 17:00:00	66	10/06/2024 20:00:00	1
25/06/2024 16:30:00	130	10/06/2024 19:00:00	3
25/06/2024 16:00:00	199	10/06/2024 18:30:00	1
25/06/2024 15:30:00	223	10/06/2024 18:00:00	1
25/06/2024 15:00:00	245	10/06/2024 17:30:00	13
25/06/2024 14:30:00	271	10/06/2024 17:00:00	4
25/06/2024 14:00:00	386	10/06/2024 16:30:00	25
25/06/2024 13:30:00	32	10/06/2024 16:00:00	13
25/06/2024 13:00:00	30	10/06/2024 15:30:00	14
25/06/2024 12:30:00	25	10/06/2024 15:00:00	25
25/06/2024 12:00:00	36	10/06/2024 14:30:00	14
25/06/2024 11:30:00	145	10/06/2024 14:00:00	37
25/06/2024 11:00:00	185	10/06/2024 13:30:00	3
25/06/2024 10:30:00	314	10/06/2024 13:00:00	6
25/06/2024 10:00:00	333	10/06/2024 12:00:00	20
25/06/2024 09:30:00	358	10/06/2024 11:30:00	28
25/06/2024 09:00:00	456	10/06/2024 11:00:00	43
25/06/2024 08:30:00	383	10/06/2024 10:30:00	56
25/06/2024 08:00:00	342	10/06/2024 10:00:00	56
25/06/2024 07:30:00	374	10/06/2024 09:30:00	45
25/06/2024 07:00:00	442	10/06/2024 09:00:00	86
25/06/2024 06:30:00	37	10/06/2024 08:30:00	54
25/06/2024 06:00:00	3	10/06/2024 08:00:00	50
24/06/2024 22:00:00	2	10/06/2024 07:30:00	56
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24/06/2024 20:30:00	2	10/06/2024 06:30:00	8
24/06/2024 20:00:00	1	10/06/2024 06:00:00	1
24/06/2024 19:30:00	1	09/06/2024 19:00:00	1
24/06/2024 19:00:00	4	09/06/2024 18:30:00	2

24/06/2024 18:30:00	2	09/06/2024 16:30:00	2
24/06/2024 18:00:00	5	09/06/2024 16:00:00	2
24/06/2024 17:30:00	43	09/06/2024 14:30:00	1
24/06/2024 17:00:00	102	09/06/2024 14:00:00	2
24/06/2024 16:30:00	189	09/06/2024 13:30:00	2
24/06/2024 16:00:00	232	09/06/2024 12:30:00	1
24/06/2024 15:30:00	239	09/06/2024 12:00:00	2
24/06/2024 15:00:00	266	09/06/2024 11:30:00	5
24/06/2024 14:30:00	334	09/06/2024 11:00:00	1
24/06/2024 14:00:00	446	09/06/2024 10:30:00	11
24/06/2024 13:30:00	55	09/06/2024 10:00:00	7
24/06/2024 13:00:00	47	09/06/2024 09:30:00	10
24/06/2024 12:30:00	26	09/06/2024 09:00:00	11
24/06/2024 12:00:00	22	09/06/2024 08:30:00	4
24/06/2024 11:30:00	133	09/06/2024 08:00:00	7
24/06/2024 11:00:00	239	09/06/2024 07:30:00	5
24/06/2024 10:30:00	321	09/06/2024 07:00:00	5
24/06/2024 10:00:00	334	08/06/2024 23:00:00	1
24/06/2024 09:30:00	414	08/06/2024 21:00:00	1
24/06/2024 09:00:00	429	08/06/2024 20:30:00	1
24/06/2024 08:30:00	462	08/06/2024 19:30:00	1
24/06/2024 08:00:00	365	08/06/2024 19:00:00	1
24/06/2024 07:30:00	345	08/06/2024 17:30:00	3
24/06/2024 07:00:00	438	08/06/2024 17:00:00	1
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24/06/2024 06:00:00	1	08/06/2024 16:00:00	7
24/06/2024 05:30:00	2	08/06/2024 15:30:00	13
24/06/2024 05:00:00	1	08/06/2024 15:00:00	3
24/06/2024 02:30:00	1	08/06/2024 14:30:00	5
23/06/2024 22:00:00	1	08/06/2024 14:00:00	10
23/06/2024 20:00:00	3	08/06/2024 13:30:00	2
23/06/2024 19:30:00	3	08/06/2024 13:00:00	2
23/06/2024 18:30:00	1	08/06/2024 12:30:00	9
23/06/2024 15:00:00	1	08/06/2024 12:00:00	10
23/06/2024 13:30:00	3	08/06/2024 11:30:00	41
23/06/2024 12:00:00	1	08/06/2024 11:00:00	34
23/06/2024 11:30:00	2	08/06/2024 10:30:00	72

23/06/2024 11:00:00	5	08/06/2024 10:00:00	70
23/06/2024 10:30:00	5	08/06/2024 09:30:00	84
23/06/2024 10:00:00	3	08/06/2024 09:00:00	81
23/06/2024 09:30:00	3	08/06/2024 08:30:00	90
23/06/2024 09:00:00	6	08/06/2024 08:00:00	123
23/06/2024 08:30:00	3	08/06/2024 07:30:00	107
23/06/2024 08:00:00	4	08/06/2024 07:00:00	73
23/06/2024 07:30:00	2	08/06/2024 06:30:00	1
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23/06/2024 00:00:00	1	07/06/2024 20:30:00	1
22/06/2024 21:30:00	3	07/06/2024 19:30:00	2
22/06/2024 17:00:00	2	07/06/2024 19:00:00	1
22/06/2024 16:30:00	4	07/06/2024 18:30:00	2
22/06/2024 16:00:00	5	07/06/2024 18:00:00	2
22/06/2024 15:30:00	2	07/06/2024 17:30:00	15
22/06/2024 15:00:00	12	07/06/2024 17:00:00	39
22/06/2024 14:30:00	2	07/06/2024 16:30:00	125
22/06/2024 14:00:00	6	07/06/2024 16:00:00	198
22/06/2024 13:30:00	2	07/06/2024 15:30:00	241
22/06/2024 12:30:00	10	07/06/2024 15:00:00	225
22/06/2024 12:00:00	13	07/06/2024 14:30:00	309
22/06/2024 11:30:00	32	07/06/2024 14:00:00	360
22/06/2024 11:00:00	60	07/06/2024 13:30:00	62
22/06/2024 10:30:00	69	07/06/2024 13:00:00	28
22/06/2024 10:00:00	90	07/06/2024 12:30:00	26
22/06/2024 09:30:00	79	07/06/2024 12:00:00	35
22/06/2024 09:00:00	71	07/06/2024 11:30:00	151
22/06/2024 08:30:00	96	07/06/2024 11:00:00	253
22/06/2024 08:00:00	52	07/06/2024 10:30:00	424
22/06/2024 07:30:00	78	07/06/2024 10:00:00	434
22/06/2024 07:00:00	84	07/06/2024 09:30:00	484
22/06/2024 06:30:00	8	07/06/2024 09:00:00	664
22/06/2024 06:00:00	1	07/06/2024 08:30:00	766
22/06/2024 05:00:00	2	07/06/2024 08:00:00	589
22/06/2024 00:30:00	2	07/06/2024 07:30:00	590
21/06/2024 21:00:00	1	07/06/2024 07:00:00	681

21/06/2024 19:30:00	2	07/06/2024 06:30:00	54
21/06/2024 18:30:00	1	07/06/2024 06:00:00	9
21/06/2024 18:00:00	3	07/06/2024 05:30:00	2
21/06/2024 17:30:00	16	07/06/2024 05:00:00	2
21/06/2024 17:00:00	41	07/06/2024 01:00:00	1
21/06/2024 16:30:00	142	06/06/2024 23:00:00	1
21/06/2024 16:00:00	189	06/06/2024 20:30:00	6
21/06/2024 15:30:00	265	06/06/2024 20:00:00	1
21/06/2024 15:00:00	274	06/06/2024 19:30:00	3
21/06/2024 14:30:00	301	06/06/2024 18:00:00	10
21/06/2024 14:00:00	277	06/06/2024 17:30:00	58
21/06/2024 13:30:00	30	06/06/2024 17:00:00	80
21/06/2024 13:00:00	19	06/06/2024 16:30:00	301
21/06/2024 12:30:00	30	06/06/2024 16:00:00	475
21/06/2024 12:00:00	28	06/06/2024 15:30:00	660
21/06/2024 11:30:00	159	06/06/2024 15:00:00	640
21/06/2024 11:00:00	262	06/06/2024 14:30:00	679
21/06/2024 10:30:00	472	06/06/2024 14:00:00	753
21/06/2024 10:00:00	390	06/06/2024 13:30:00	91
21/06/2024 09:30:00	479	06/06/2024 13:00:00	50
21/06/2024 09:00:00	459	06/06/2024 12:30:00	29
21/06/2024 08:30:00	413	06/06/2024 12:00:00	56
21/06/2024 08:00:00	462	06/06/2024 11:30:00	498
21/06/2024 07:30:00	527	06/06/2024 11:00:00	681
21/06/2024 07:00:00	512	06/06/2024 10:30:00	763
21/06/2024 06:30:00	19	06/06/2024 10:00:00	623
21/06/2024 06:00:00	10	06/06/2024 09:30:00	616
20/06/2024 21:30:00	1	06/06/2024 09:00:00	661
20/06/2024 20:30:00	2	06/06/2024 08:30:00	607
20/06/2024 19:30:00	6	06/06/2024 08:00:00	525
20/06/2024 18:30:00	1	06/06/2024 07:30:00	503
20/06/2024 18:00:00	18	06/06/2024 07:00:00	557
20/06/2024 17:30:00	115	06/06/2024 06:30:00	84
20/06/2024 17:00:00	163	06/06/2024 06:00:00	10
20/06/2024 16:30:00	387	06/06/2024 05:30:00	6
20/06/2024 16:00:00	469	06/06/2024 01:00:00	2
20/06/2024 15:30:00	537	06/06/2024 00:00:00	1

20/06/2024 15:00:00	557	05/06/2024 22:00:00	2
20/06/2024 14:30:00	405	05/06/2024 20:00:00	3
20/06/2024 14:00:00	512	05/06/2024 19:30:00	4
20/06/2024 13:30:00	96	05/06/2024 18:30:00	3
20/06/2024 13:00:00	60	05/06/2024 18:00:00	11
20/06/2024 12:30:00	47	05/06/2024 17:30:00	49
20/06/2024 12:00:00	87	05/06/2024 17:00:00	94
20/06/2024 11:30:00	379	05/06/2024 16:30:00	168
20/06/2024 11:00:00	518	05/06/2024 16:00:00	185
20/06/2024 10:30:00	590	05/06/2024 15:30:00	256
20/06/2024 10:00:00	568	05/06/2024 15:00:00	247
20/06/2024 09:30:00	423	05/06/2024 14:30:00	324
20/06/2024 09:00:00	322	05/06/2024 14:00:00	324
20/06/2024 08:30:00	286	05/06/2024 13:30:00	48
20/06/2024 08:00:00	321	05/06/2024 13:00:00	49
20/06/2024 07:30:00	435	05/06/2024 12:30:00	26
20/06/2024 07:00:00	508	05/06/2024 12:00:00	31
20/06/2024 06:30:00	74	05/06/2024 11:30:00	173
20/06/2024 06:00:00	7	05/06/2024 11:00:00	309
20/06/2024 05:30:00	1	05/06/2024 10:30:00	434
19/06/2024 22:00:00	4	05/06/2024 10:00:00	428
19/06/2024 20:00:00	2	05/06/2024 09:30:00	386
19/06/2024 19:30:00	3	05/06/2024 09:00:00	447
19/06/2024 19:00:00	3	05/06/2024 08:30:00	490
19/06/2024 18:30:00	5	05/06/2024 08:00:00	546
19/06/2024 18:00:00	4	05/06/2024 07:30:00	568
19/06/2024 17:30:00	40	05/06/2024 07:00:00	714
19/06/2024 17:00:00	78	05/06/2024 06:30:00	61
19/06/2024 16:30:00	136	05/06/2024 06:00:00	7
19/06/2024 16:00:00	152	05/06/2024 05:30:00	3
19/06/2024 15:30:00	158	04/06/2024 22:00:00	4
19/06/2024 15:00:00	198	04/06/2024 21:00:00	1
19/06/2024 14:30:00	241	04/06/2024 20:30:00	1
19/06/2024 14:00:00	321	04/06/2024 19:30:00	2
19/06/2024 13:30:00	55	04/06/2024 19:00:00	5
19/06/2024 13:00:00	34	04/06/2024 18:30:00	1
19/06/2024 12:30:00	15	04/06/2024 18:00:00	5

19/06/2024 12:00:00	19	04/06/2024 17:30:00	99
19/06/2024 11:30:00	96	04/06/2024 17:00:00	118
19/06/2024 11:00:00	172	04/06/2024 16:30:00	201
19/06/2024 10:30:00	334	04/06/2024 16:00:00	235
19/06/2024 10:00:00	308	04/06/2024 15:30:00	311
19/06/2024 09:30:00	361	04/06/2024 15:00:00	403
19/06/2024 09:00:00	356	04/06/2024 14:30:00	442
19/06/2024 08:30:00	297	04/06/2024 14:00:00	577
19/06/2024 08:00:00	347	04/06/2024 13:30:00	106
19/06/2024 07:30:00	388	04/06/2024 13:00:00	30
19/06/2024 07:00:00	455	04/06/2024 12:30:00	35
19/06/2024 06:30:00	40	04/06/2024 12:00:00	49
19/06/2024 06:00:00	2	04/06/2024 11:30:00	233
18/06/2024 21:00:00	3	04/06/2024 11:00:00	288
18/06/2024 20:00:00	8	04/06/2024 10:30:00	418
18/06/2024 18:00:00	3	04/06/2024 10:00:00	477
18/06/2024 17:30:00	40	04/06/2024 09:30:00	422
18/06/2024 17:00:00	79	04/06/2024 09:00:00	655
18/06/2024 16:30:00	139	04/06/2024 08:30:00	710
18/06/2024 16:00:00	166	04/06/2024 08:00:00	655
18/06/2024 15:30:00	228	04/06/2024 07:30:00	735
18/06/2024 15:00:00	197	04/06/2024 07:00:00	756
18/06/2024 14:30:00	255	04/06/2024 06:30:00	49
18/06/2024 14:00:00	280	04/06/2024 06:00:00	11
18/06/2024 13:30:00	39	04/06/2024 05:00:00	1
18/06/2024 13:00:00	32	03/06/2024 21:00:00	4
18/06/2024 12:30:00	20	03/06/2024 20:00:00	2
18/06/2024 12:00:00	12	03/06/2024 19:30:00	1
18/06/2024 11:30:00	136	03/06/2024 19:00:00	4
18/06/2024 11:00:00	197	03/06/2024 18:30:00	2
18/06/2024 10:30:00	285	03/06/2024 18:00:00	1
18/06/2024 10:00:00	319	03/06/2024 17:30:00	8
18/06/2024 09:30:00	347	03/06/2024 17:00:00	5
18/06/2024 09:00:00	393	03/06/2024 16:30:00	16
18/06/2024 08:30:00	443	03/06/2024 16:00:00	14
18/06/2024 08:00:00	360	03/06/2024 15:30:00	20
18/06/2024 07:30:00	406	03/06/2024 15:00:00	29

18/06/2024 07:00:00	304	03/06/2024 14:30:00	25
18/06/2024 06:30:00	39	03/06/2024 14:00:00	29
18/06/2024 06:00:00	2	03/06/2024 13:30:00	11
18/06/2024 05:00:00	1	03/06/2024 13:00:00	8
17/06/2024 23:00:00	1	03/06/2024 12:30:00	5
17/06/2024 22:30:00	3	03/06/2024 12:00:00	7
17/06/2024 22:00:00	1	03/06/2024 11:30:00	40
17/06/2024 20:30:00	1	03/06/2024 11:00:00	75
17/06/2024 19:30:00	3	03/06/2024 10:30:00	97
17/06/2024 19:00:00	2	03/06/2024 10:00:00	76
17/06/2024 18:30:00	6	03/06/2024 09:30:00	96
17/06/2024 18:00:00	6	03/06/2024 09:00:00	91
17/06/2024 17:30:00	65	03/06/2024 08:30:00	61
17/06/2024 17:00:00	101	03/06/2024 08:00:00	77
17/06/2024 16:30:00	175	03/06/2024 07:30:00	88
17/06/2024 16:00:00	200	03/06/2024 07:00:00	51
17/06/2024 15:30:00	228	03/06/2024 06:30:00	5
17/06/2024 15:00:00	267	03/06/2024 00:00:00	2
17/06/2024 14:30:00	248	02/06/2024 23:30:00	4
17/06/2024 14:00:00	415	02/06/2024 21:00:00	5
17/06/2024 13:30:00	70	02/06/2024 19:30:00	4
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17/06/2024 12:30:00	11	02/06/2024 18:00:00	1
17/06/2024 12:00:00	24	02/06/2024 17:30:00	2
17/06/2024 11:30:00	190	02/06/2024 15:30:00	11
17/06/2024 11:00:00	215	02/06/2024 15:00:00	3
17/06/2024 10:30:00	317	02/06/2024 14:30:00	2
17/06/2024 10:00:00	282	02/06/2024 12:30:00	1
17/06/2024 09:30:00	354	02/06/2024 12:00:00	6
17/06/2024 09:00:00	385	02/06/2024 11:30:00	20
17/06/2024 08:30:00	357	02/06/2024 11:00:00	10
17/06/2024 08:00:00	408	02/06/2024 10:30:00	10
17/06/2024 07:30:00	400	02/06/2024 10:00:00	16
17/06/2024 07:00:00	429	02/06/2024 09:30:00	26
17/06/2024 06:30:00	29	02/06/2024 09:00:00	26
17/06/2024 06:00:00	2	02/06/2024 08:30:00	6
17/06/2024 05:00:00	1	02/06/2024 08:00:00	11

16/06/2024 22:30:00	1	02/06/2024 07:30:00	12
16/06/2024 21:30:00	1	02/06/2024 07:00:00	16
16/06/2024 18:00:00	2	01/06/2024 23:30:00	2
16/06/2024 16:00:00	2	01/06/2024 18:00:00	4
16/06/2024 15:30:00	3	01/06/2024 16:30:00	8
16/06/2024 13:00:00	1	01/06/2024 16:00:00	1
16/06/2024 12:00:00	3	01/06/2024 15:30:00	2
16/06/2024 11:00:00	2	01/06/2024 15:00:00	5
16/06/2024 10:30:00	3	01/06/2024 14:30:00	5
16/06/2024 10:00:00	3	01/06/2024 14:00:00	3
16/06/2024 09:30:00	2	01/06/2024 13:30:00	6
16/06/2024 08:30:00	3	01/06/2024 13:00:00	1
16/06/2024 08:00:00	12	01/06/2024 12:30:00	2
16/06/2024 07:30:00	12	01/06/2024 12:00:00	7
16/06/2024 07:00:00	6	01/06/2024 11:30:00	22
16/06/2024 06:30:00	1	01/06/2024 11:00:00	62
16/06/2024 03:00:00	1	01/06/2024 10:30:00	73
		01/06/2024 10:00:00	68
		01/06/2024 09:30:00	54
		01/06/2024 09:00:00	106
		01/06/2024 08:30:00	93
		01/06/2024 08:00:00	92
		01/06/2024 07:30:00	70
		01/06/2024 07:00:00	70
		01/06/2024 06:30:00	5
		01/06/2024 06:00:00	3
		01/06/2024 05:30:00	3
		01/06/2024 02:00:00	1

3. GRABACIONES

Duración Audio en horas	Grupo	Pantalla
728	Agentes	web

4. TICKET DE SOPORTE

Nº	Departamento	Remitente	Asunto	Técnico	Fecha	Estado
0018691	SERVICIOS CLOUD	EMPRESA SOCIAL DEL ESTADO	CAPACITACION PSUP+ACD+REPORTES	JARLEUDER MORENO	06/06/2024 08:06:11 am	CERRADO
0018670	SERVICIOS CLOUD	EMPRESA SOCIAL DEL ESTADO	CAMBIAR AUDIO EN IVR BANDA HORARIA	JARLEUDER MORENO	04/06/2024 04:33:25 pm	CERRADO

De antemano, mil gracias por la atención prestada y quedo a la espera de sus comentarios.

Atentamente:



Leonor Paola Álvarez Ortega

Representante Legal