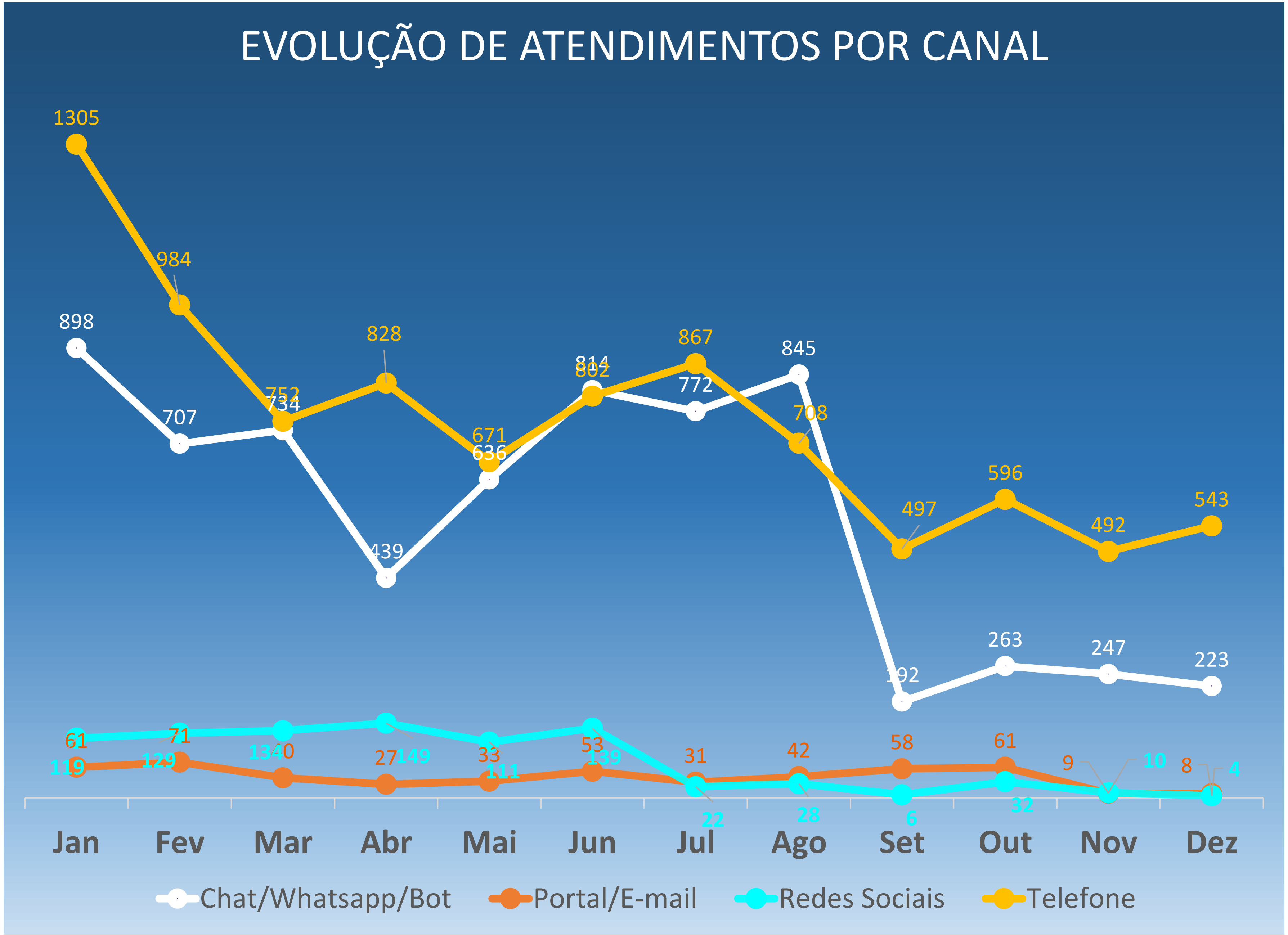
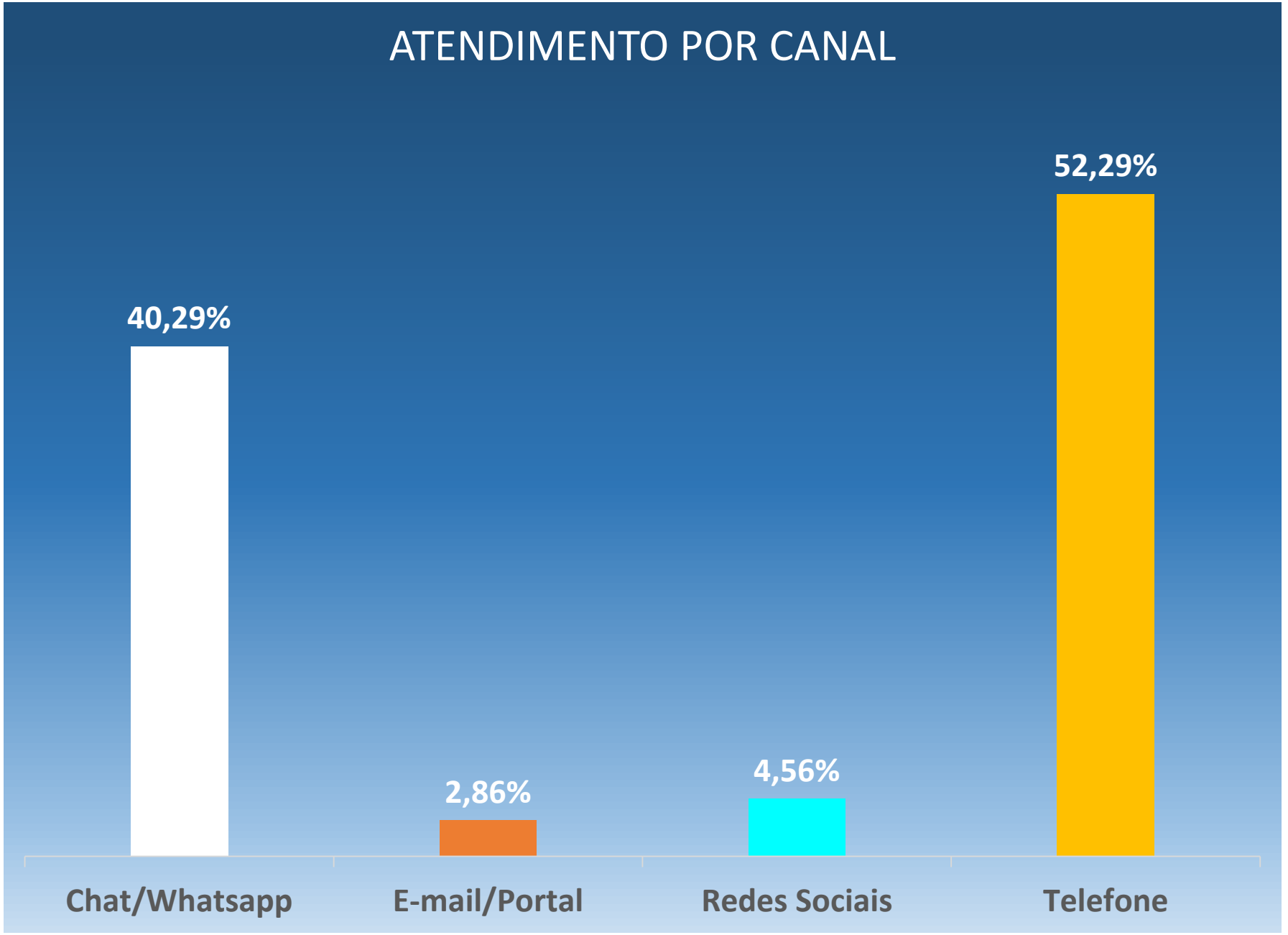
SENAI

SAC - Serviço de Atendimento ao Cidadão

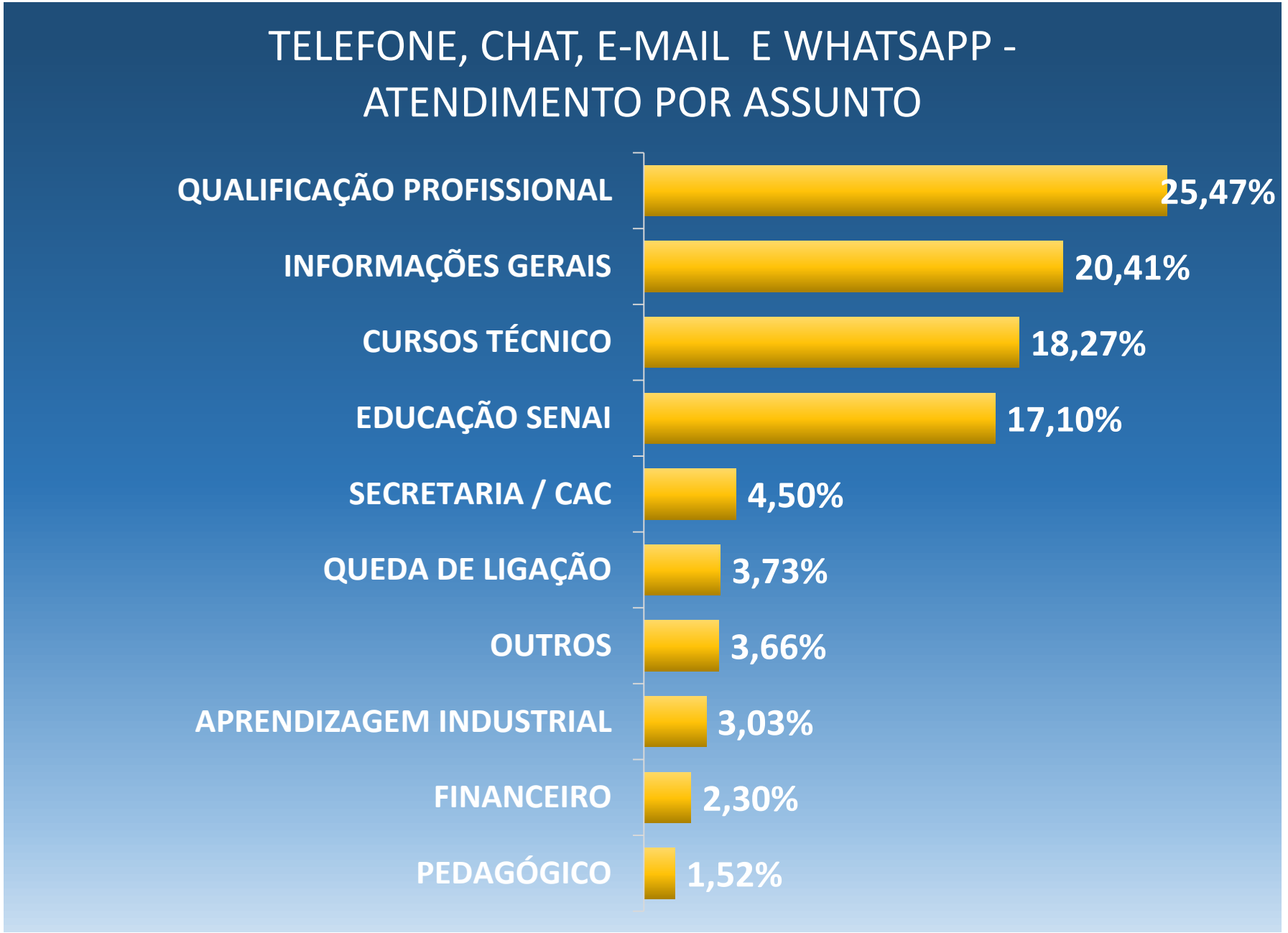
2024

FINDES
PELO FUTURO DA INDÚSTRIA

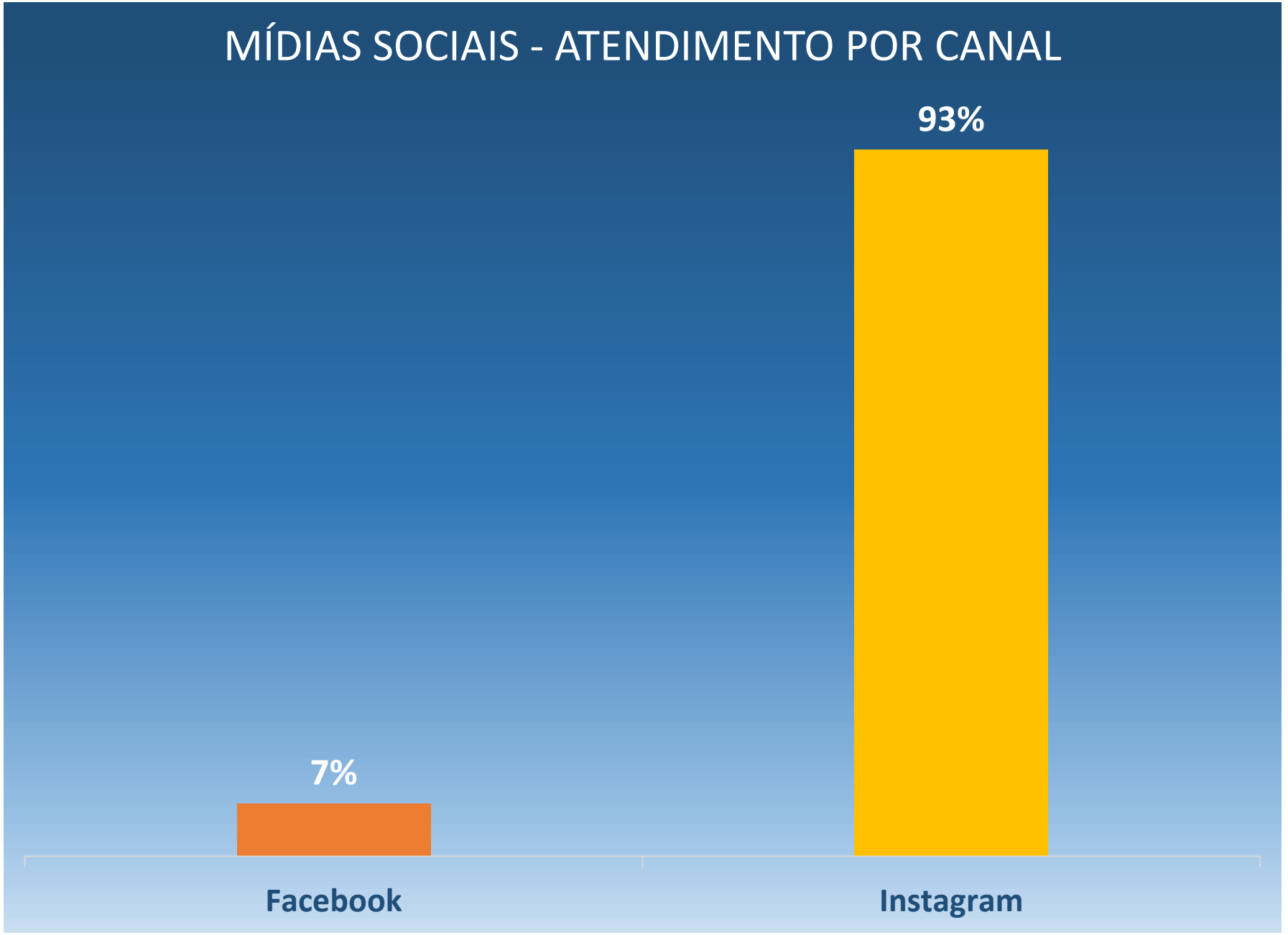
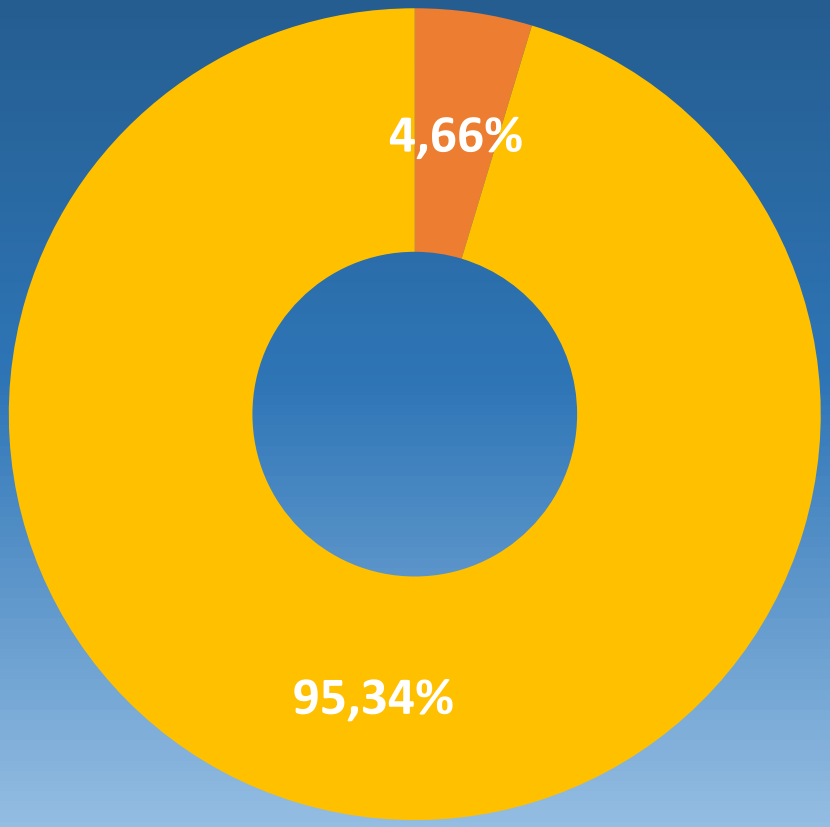

EVOLUÇÃO DE ATENDIMENTOS POR CANAL
1305
984
898
707
828
439
671
636
867
772
845
708
497
192
596
263
492
247
543
223
61
71
33
53
31
42
58
61
9
8
10
4
22
28
6
32
Jan
Fev
Mar
Abr
Mai
Jun
Jul
Ago
Set
Out
Nov
Dez
Chat/Whatsapp/Bot
Portal/E-mail
Redes Sociais
Telefone


ATENDIMENTO POR CANAL
40,29%
2,86%
4,56%
52,29%
Chat/Whatsapp
E-mail/Portal
Redes Sociais
Telefone

TELEFONE, CHAT, E-MAIL E WHATSAPP - ATENDIMENTO POR ASSUNTO



MÍDIAS SOCIAIS - ATENDIMENTO POR ASSUNTO


MÍDIAS SOCIAIS - ATENDIMENTO POR CANAL
93%
7%
Facebook
Instagram

TELEFONE, CHAT, E-MAIL E WHATSAPP
ATENDIMENTOS DENTRO E FORA DO PRAZO