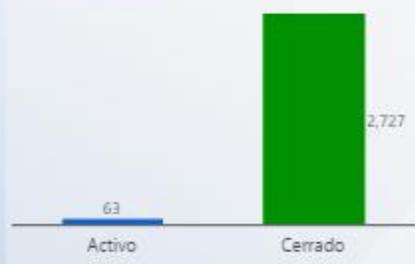
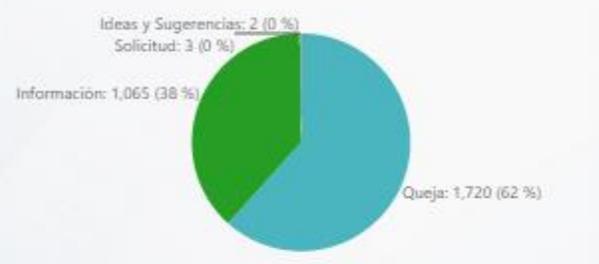


Entidad: Area: Tipo: Desde: Hasta:

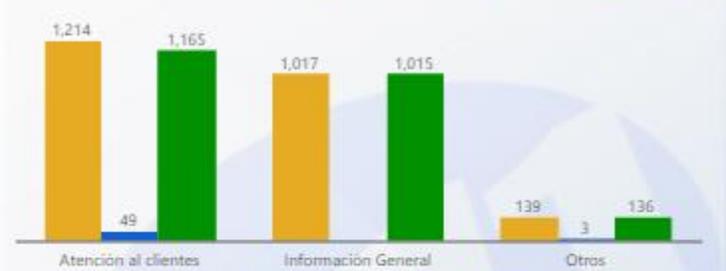
TOTAL DE SERVICIOS SOLICITADOS



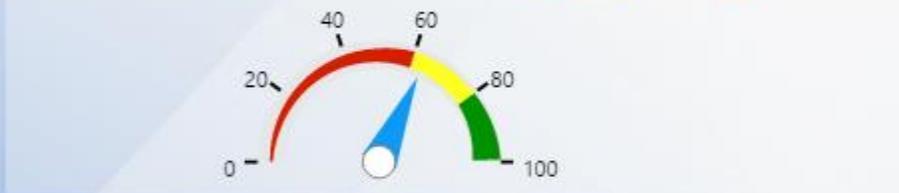
TIPO DE SERVICIOS SOLICITADOS



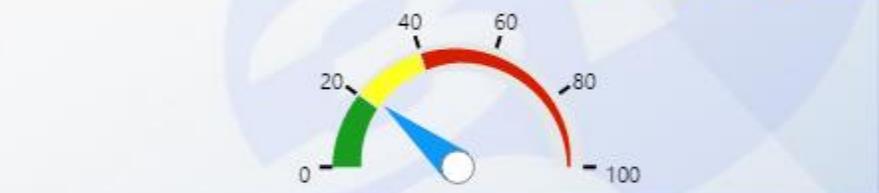
TOP 3 SERVICIOS SOLICITADOS



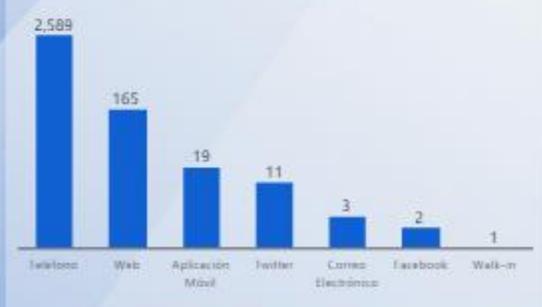
63 % DE EFECTIVIDAD DEL PROCESO



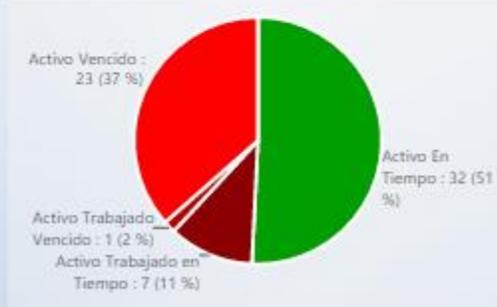
22 % DE RESOLUCIÓN FUERA DE LOS SLA



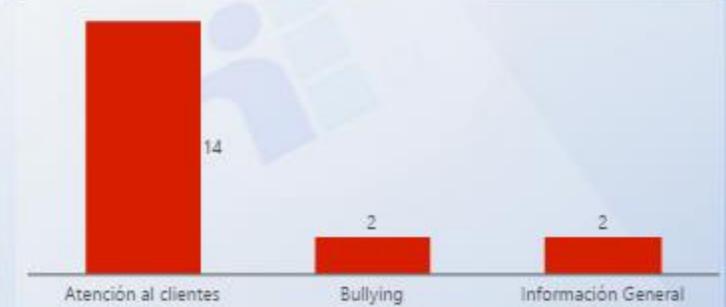
ORIGEN DE SERVICIOS SOLICITADOS



ESTATUS ACTIVOS



TOP 3 SERVICIOS VENCIDOS



| Svc Solicitados | Svc Activos | % Svc Activos | Svc Vencidos | % Svc Vencidos | Svc Cerrados | % Svc Cerrados | % Efect Proceso | Efect Pro | % Resolución Tarde | Res Tarde |
|-----------------|-------------|---------------|--------------|----------------|--------------|----------------|-----------------|-----------|--------------------|-----------|
| 2,790 | 63 | 2 % | 25 | 40 % | 2,725 | 98 % | 63 % | ● | 22 % | ● |