附件1：

**12328 电话系统运行服务质量考评指标项表**

统计时间：2022.5.1--2022.5.31

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **业务受理** | **业务办理** | **投诉举报业务办理** | **数据报送** |
| **地区** | **工单数量** | **工单分类正确率** | **信息咨询类及时答复率** | **非投诉类限时办结率** | **即时答复满意率** | **转办工单回访率** | **一次办结率** | **差评整改率** | **投诉类限时办结率** | **投诉举报回访满意率** | **数据即时报送率** | **数据规范率** | **断网时长** |
| 长春市 | 9143 | 99.95% | 99.82% | 100% | 99.85% | 100% | 99.89% | 100% | 100% | 100% | 99.98% | 99.99% | 0 |
| 吉林市 | 1476 | 95.51% | 95.97% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98.98% | 0 |
| 延边州 | 313 | 99.36% | 97.09% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 92.6% | 99.36% | 0 |
| 四平市 | 460 | 97.36% | 94.44% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98.24% | 99.78% | 0 |
| 通化市 | 294 | 99.66% | 98.4% | 100% | 100% | 100% | 98.0% | 100% | 100% | 100% | 100% | 99.32% | 0 |
| 梅河口 | 163 | 99.38% | 100.0% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98.15% | 0 |
| 白城市 | 880 | 99.89% | 99.52% | 100% | 99.16% | 100% | 100% | 100% | 100% | 100% | 100% | 100.0% | 0 |
| 辽源市 | 98 | 90.72% | 95.0% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100.0% | 0 |
| 松原市 | 936 | 99.57% | 99.04% | 100% | 98.79% | 100% | 100% | 100% | 100% | 100% | 100% | 99.90% | 0 |
| 白山市 | 278 | 99.64% | 99.49% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.28% | 0 |
| 平均值 | 14041 | 99.27% | 99.09% | 100% | 99.72% | 100% | 99.92% | 100% | 100% | 100% | 99.9% | 99.84% | 0 |

附件2：

**12328 电话系统运行服务质量考评评分表**

统计时间：2022.5.1--2022.5.31

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 地区 | 排名 | 评分 | 工单分类正确得分 | 信息咨询类及时答复得分 | **业务受理得分** | 非投诉类限时办结得分 | 即时答复满意得分 | 转办工单回访得分 | 一次办结得分 | 差评整改得分 | **业务办理得分** | 投诉类限时办结得分 | 投诉举报类限时办结情况 | 投诉举报回访满意得分 | **投诉举报业务管理得分** | 数据即时报送得分 | 数据规范得分 | 断网时长(秒) | **数据报送得分** |
| 白城市 | 1 | 85.5 | 5.5 | 6 | 11.5 | 6 | 6 | 6 | 4 | 8 | 30 | 8 | 10 | 12 | 30 | 5 | 5 | 4 | 14 |
| 松原市 | 2 | 84.8 | 5.5 | 6 | 11.5 | 6 | 5.5 | 6 | 4 | 8 | 29.5 | 8 | 10.8 | 12 | 30.8 | 5 | 4 | 4 | 13 |
| 梅河口 | 3 | 84.5 | 5.5 | 6 | 11.5 | 6 | 6 | 6 | 4 | 8 | 30 | 8 | 11 | 12 | 31 | 5 | 3 | 4 | 12 |
| 白山市 | 3 | 84.5 | 5.5 | 6 | 11.5 | 6 | 6 | 6 | 4 | 8 | 30 | 8 | 10 | 12 | 30 | 5 | 4 | 4 | 13 |
| 长春市 | 5 | 83.8 | 5.5 | 6 | 11.5 | 6 | 6 | 6 | 3 | 8 | 29 | 8 | 10.8 | 12 | 30.8 | 4.5 | 4 | 4 | 12.5 |
| 通化市 | 6 | 82.5 | 5.5 | 5.5 | 11 | 6 | 6 | 6 | 2 | 8 | 28 | 8 | 10.5 | 12 | 30.5 | 5 | 4 | 4 | 13 |
| 四平市 | 7 | 81 | 4.5 | 3.5 | 8 | 6 | 6 | 6 | 4 | 8 | 30 | 8 | 11 | 12 | 31 | 4 | 4 | 4 | 12 |
| 延边州 | 8 | 80 | 5.5 | 5 | 10.5 | 6 | 6 | 6 | 4 | 8 | 30 | 8 | 10.5 | 12 | 30.5 | 1 | 4 | 4 | 9 |
| 吉林市 | 8 | 80 | 3.5 | 4 | 7.5 | 6 | 6 | 6 | 4 | 8 | 30 | 8 | 10.5 | 12 | 30.5 | 5 | 3 | 4 | 12 |
| 辽源市 | 10 | 79 | 1 | 4 | 5 | 6 | 6 | 6 | 4 | 8 | 30 | 8 | 10 | 12 | 30 | 5 | 5 | 4 | 14 |
| 汇总值 | -- | 83.5 | 5.5 | 6 | 11.5 | 6 | 6 | 6 | 3 | 8 | 29 | 8 | 10.5 | 12 | 30.5 | 4.5 | 4 | 4 | 12.5 |