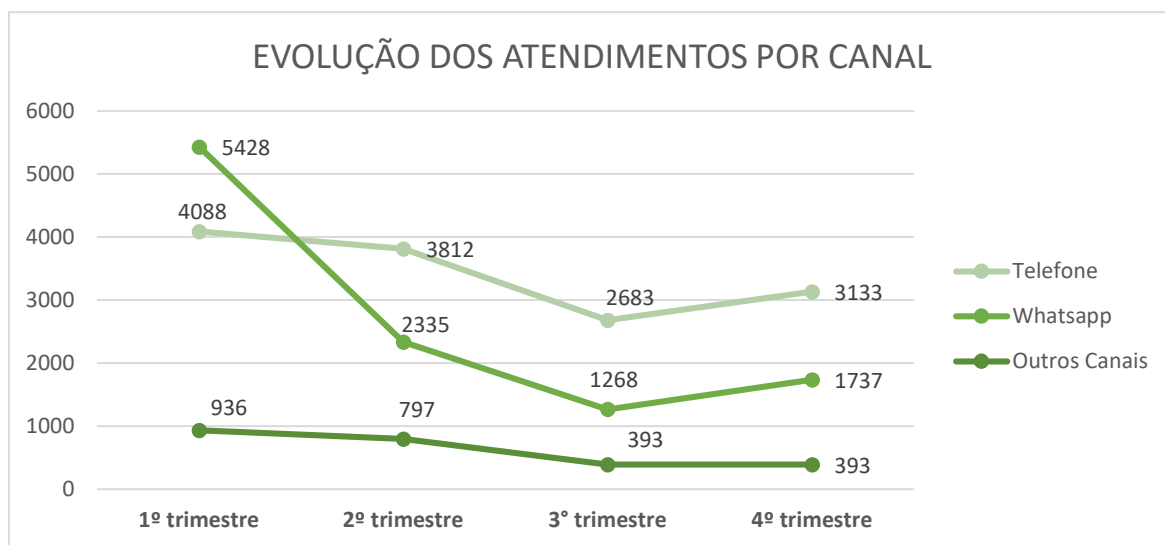
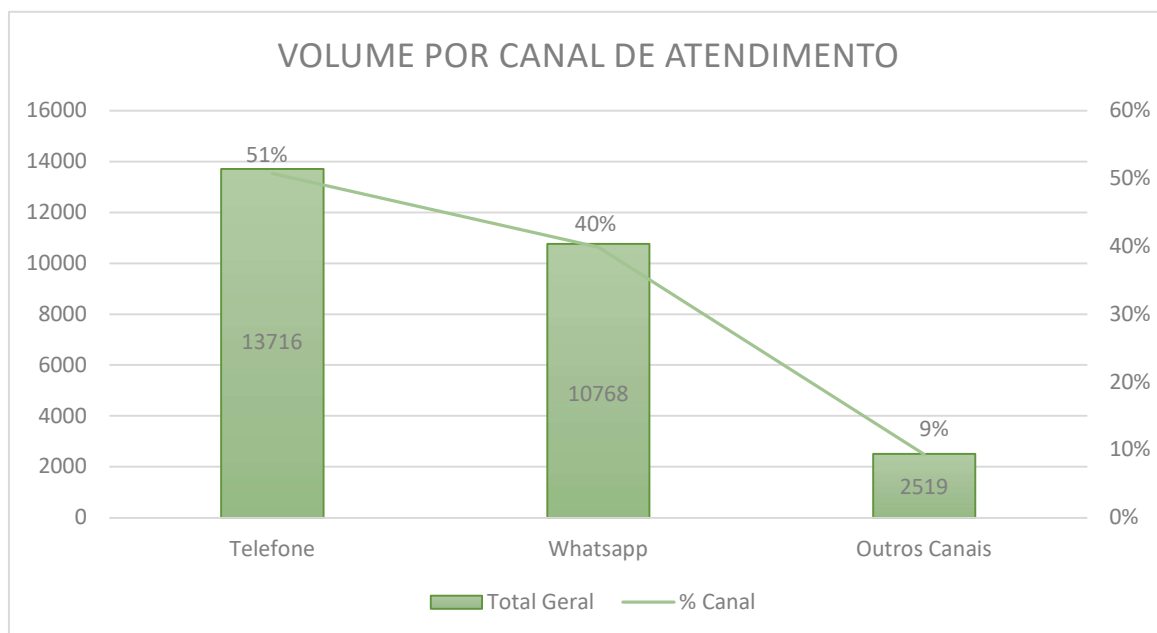




DEMONSTRATIVO CONSOLIDADO DE RESULTADOS DA CENTRAL DE RELACIONAMENTO REFERENTE AO SAC SESI-RS

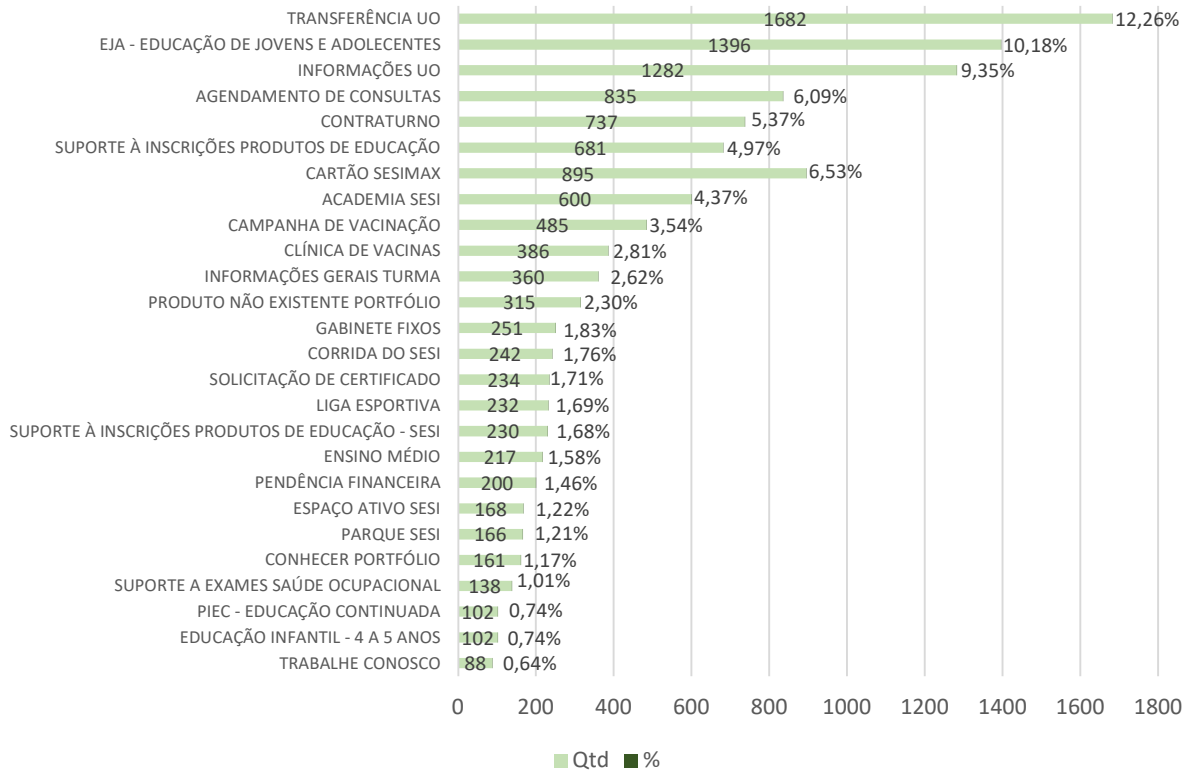
- EXERCÍCIO 2023 -

Em 2023, a Central de Relacionamento Sesi-RS realizou 27.003 atendimentos referente a SAC, conforme informações abaixo:

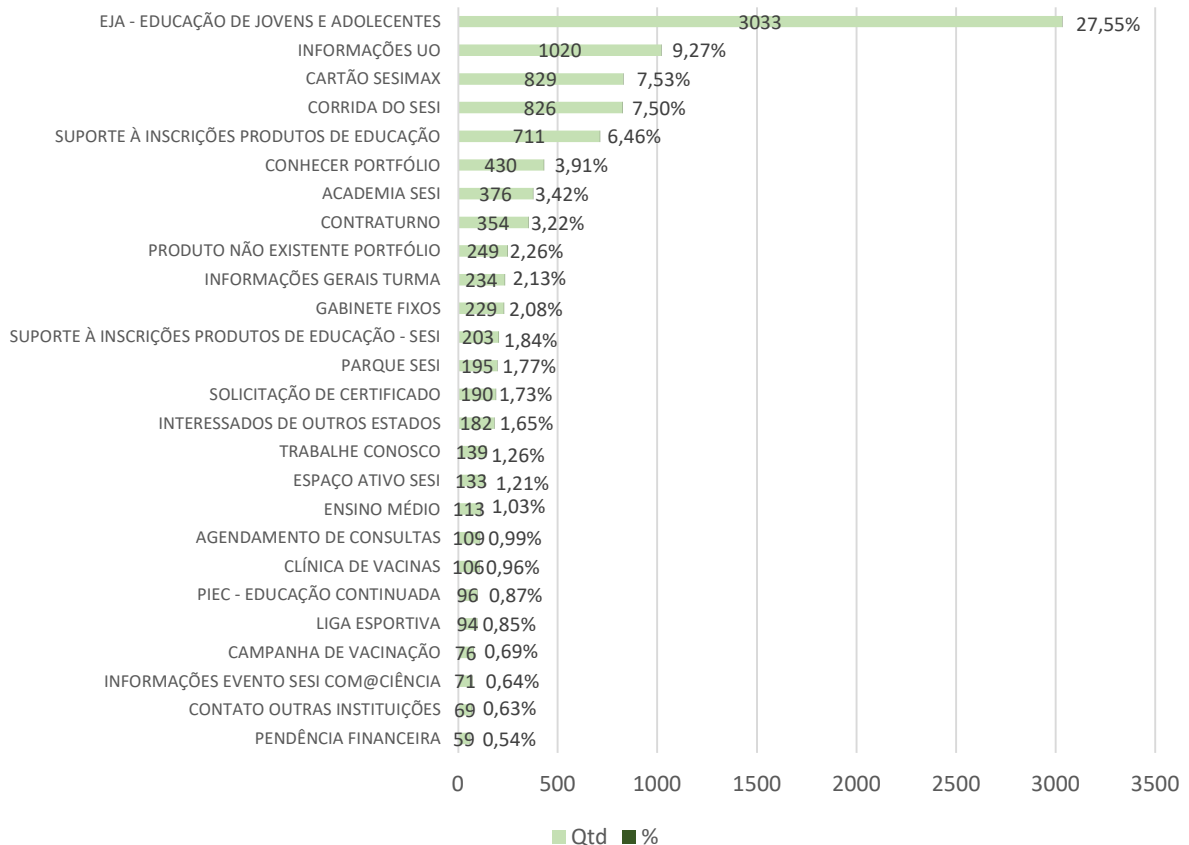


¹Outros Canais: E-mail, Redes Sociais, Site, Portal da Transparência.
Base de Dados CRM Dynamics

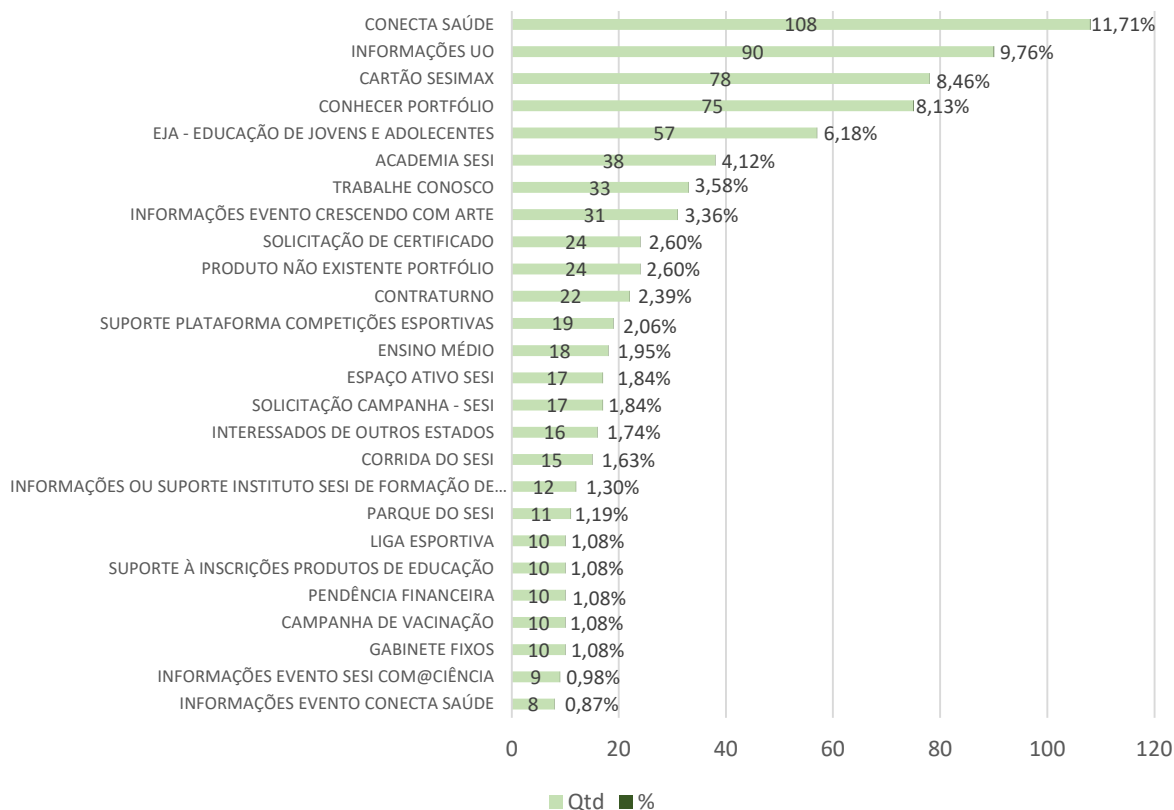
ASSUNTO POR CANAL - TELEFONE



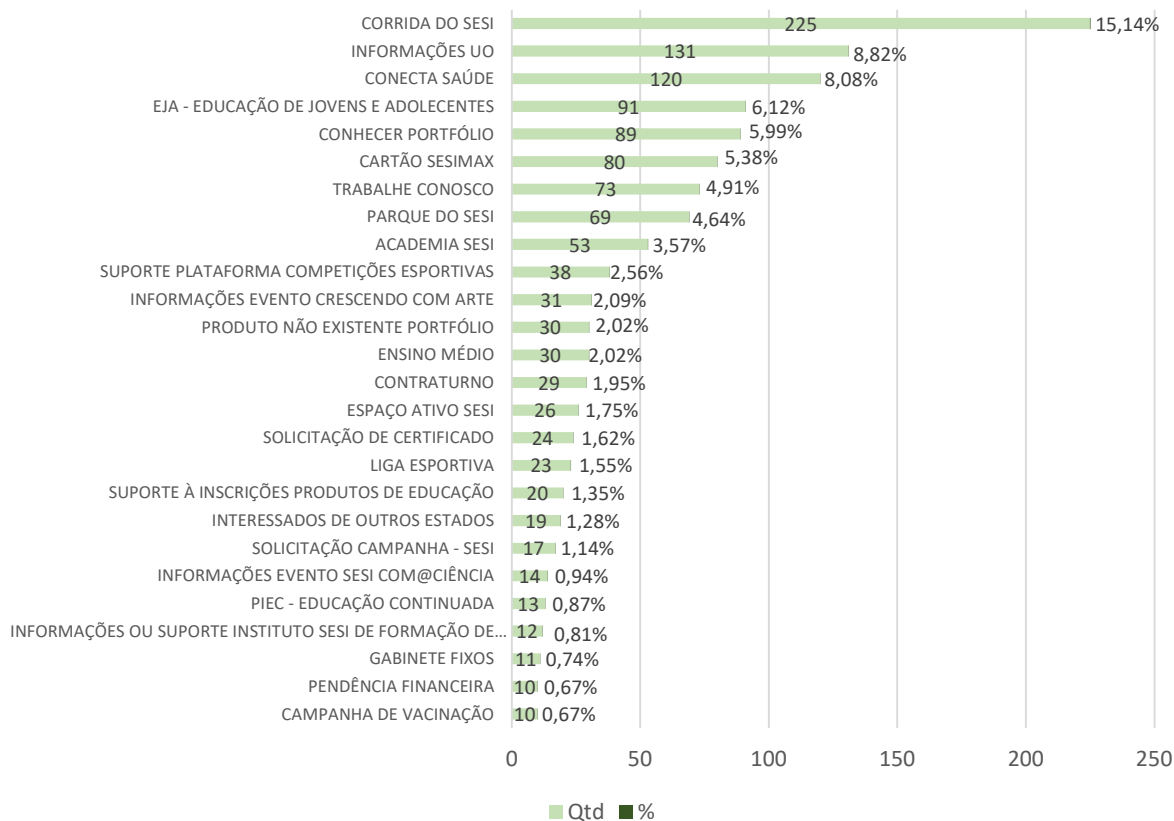
ASSUNTO POR CANAL - WHATSAPP | CHAT



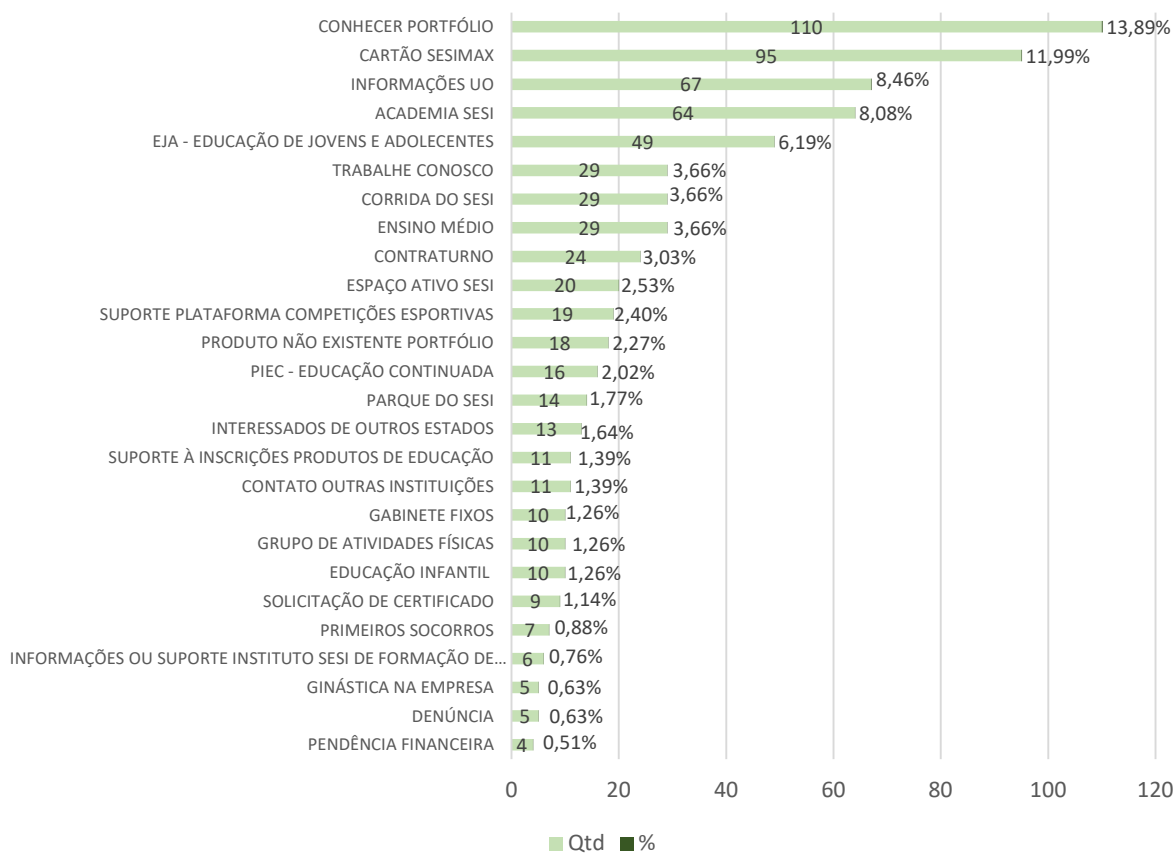
ASSUNTO POR CANAL - E-MAIL



ASSUNTO POR CANAL - REDES SOCIAIS



ASSUNTO POR CANAL - SITE E PORTAL DA TRANSPARÊNCIA



PRAZO DE ATENDIMENTO - DENTRO E FORA DO PRAZO

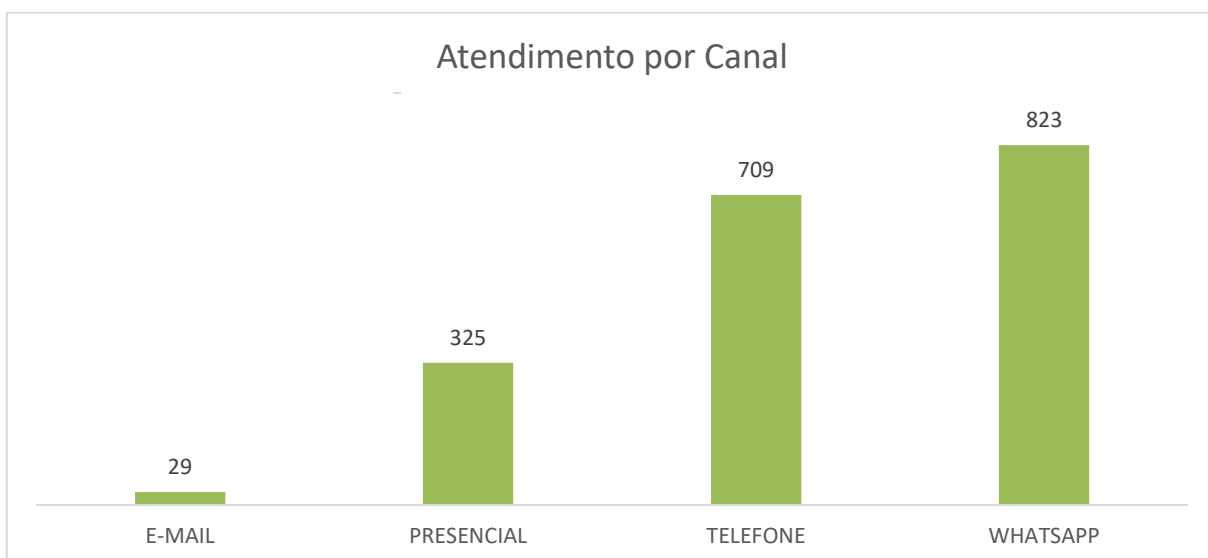
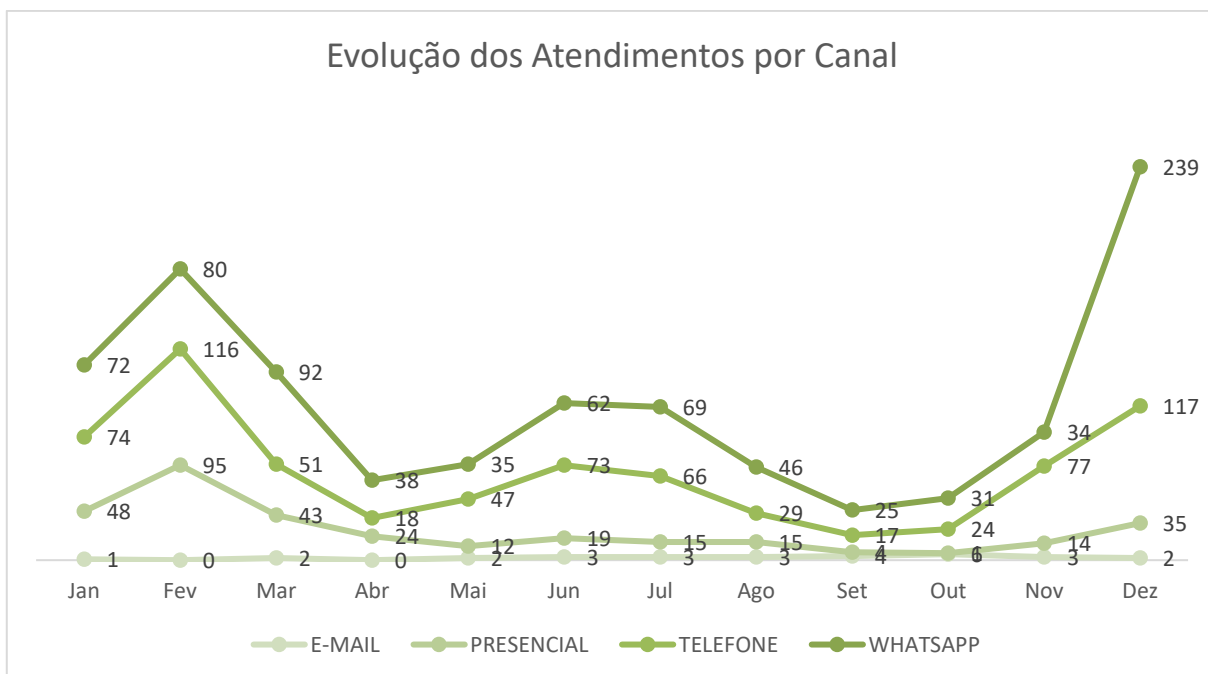




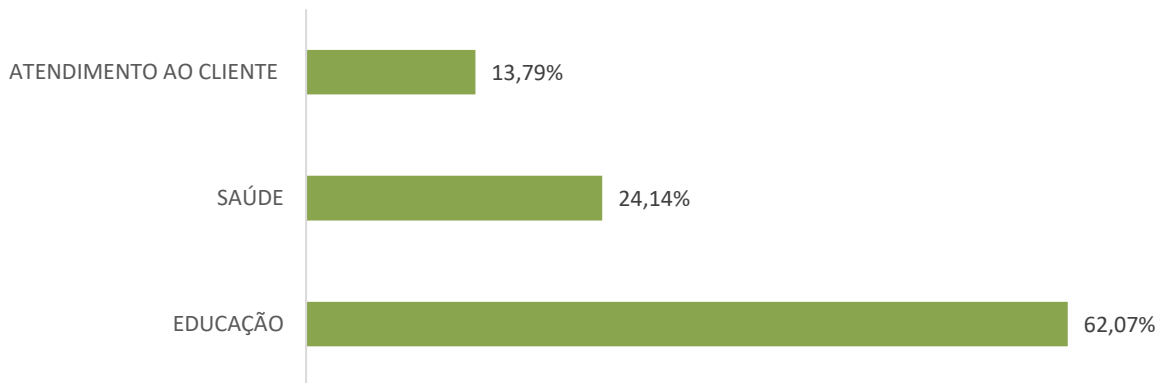
DEMONSTRATIVO CONSOLIDADO DE RESULTADOS DO SAC SESI/RS

- EXERCÍCIO 2023 -

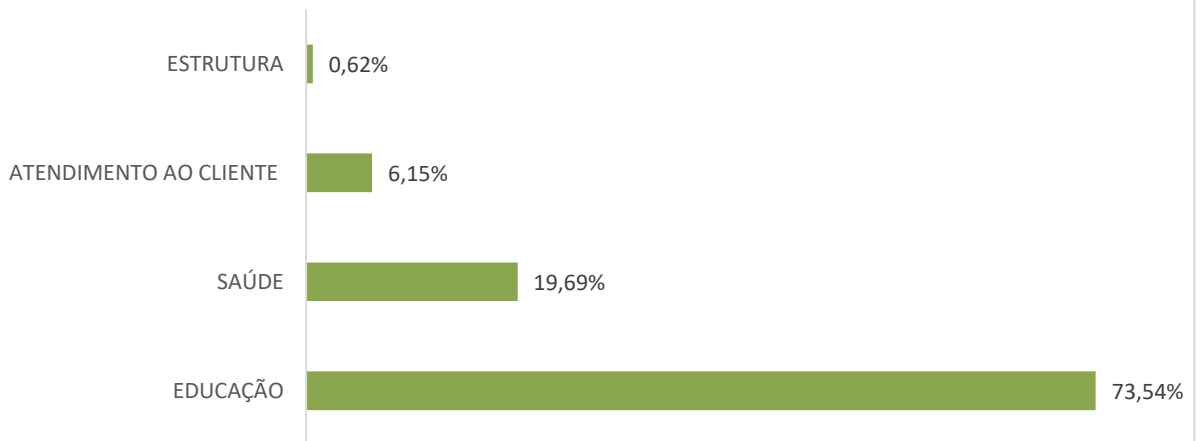
Em 2023, o SESI/RS, em suas unidades operacionais, registrou 1.886 atendimentos, conforme dados abaixo:



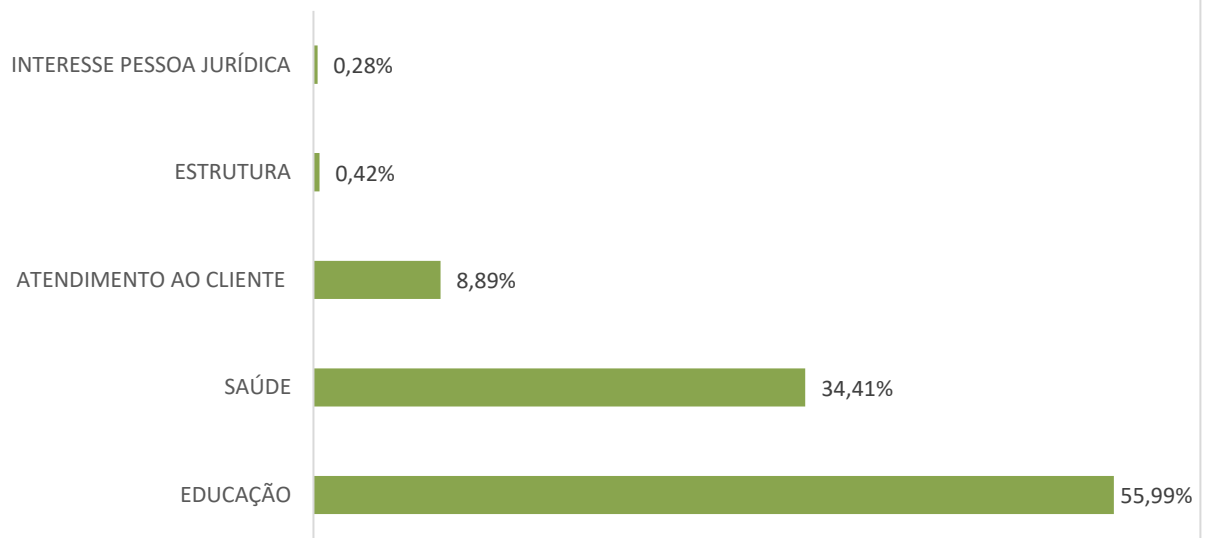
E-mail - atendimentos por assunto



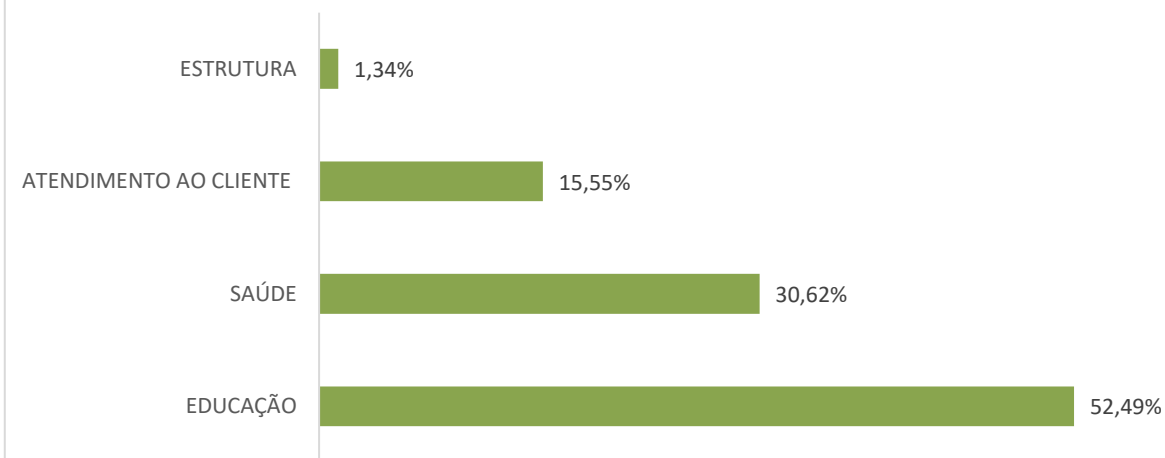
Presencial - atendimentos por assunto



Telefone - atendimentos por assunto



WhatsApp - Atendimentos por Assunto



Atendimentos Dentro e Fora do Prazo

