

Nombre Empresa	mm/yyyy	Tipo de Requerimiento	Eficiencia del servicio Comercial (Eficiencia)	Eficacia del servicio Comercial (Eficacia)	Oportunidad del Servicio Comercial (OP)	Tiempo Medio de Resolución de Reclamos, Consultas, y Solicitudes (TRR)	Indicador del Nivel de Reclamos, Consultas y Solicitudes (INR)	Indicador de Facturas Emitidas (IFE)	Indicador de Facturas Emitidas con Consumos Estimados (IFEES)	Errores en Emisión de facturas por Errores de Lectura (EFERL)	Errores en Emisión de facturas por Errores Distintos al de Lectura (EF)	Pagos Mal Imputados (PMI)
CRELL	01-2022	RECLAMO	102%	96%	100%	15	0.415	100%	90.4%	0.994848219	0.99947244	0.999931343
CRELL	01-2022	CONSULTA	100%	95%	100%	1	0.008	100%	90.4%	0.994848219	0.99947244	0.999931343
CRELL	01-2022	SOLICITUD	101%	100%	100%	14	0.333	100%	90.4%	0.994848219	0.99947244	0.999931343
CRELL	02-2022	RECLAMO	101%	96%	100%	15	0.406	100%	90.4%	0.994730784	0.999458054	0.999931761
CRELL	02-2022	CONSULTA	100%	100%	100%	1	0.008	100%	90.4%	0.994730784	0.999458054	0.999931761
CRELL	02-2022	SOLICITUD	99%	100%	100%	13	0.336	100%	90.4%	0.994730784	0.999458054	0.999931761
CRELL	03-2022	RECLAMO	99%	96%	100%	15	0.399	100%	90.4%	0.994787404	0.999491845	0.99994031
CRELL	03-2022	CONSULTA	100%	100%	100%	1	0.008	100%	90.4%	0.994787404	0.999491845	0.99994031
CRELL	03-2022	SOLICITUD	99%	100%	100%	13	0.339	100%	90.4%	0.994787404	0.999491845	0.99994031
CRELL	04-2022	RECLAMO	98%	97%	100%	16	0.398	100%	90.3%	0.994713283	0.999416142	0.999937393
CRELL	04-2022	CONSULTA	100%	100%	100%	1	0.008	100%	90.3%	0.994713283	0.999416142	0.999937393
CRELL	04-2022	SOLICITUD	99%	100%	100%	13	0.347	100%	90.3%	0.994713283	0.999416142	0.999937393
CRELL	05-2022	RECLAMO	96%	97%	100%	15	0.437	100%	90.0%	0.99483509	0.999473944	0.999934919
CRELL	05-2022	CONSULTA	100%	100%	100%	1	0.008	100%	90.0%	0.99483509	0.999473944	0.999934919
CRELL	05-2022	SOLICITUD	99%	100%	100%	13	0.342	100%	90.0%	0.99483509	0.999473944	0.999934919
CRELL	06-2022	RECLAMO	98%	97%	100%	15	0.453	100%	90.1%	0.994763234	0.999205748	0.999934797
CRELL	06-2022	CONSULTA	100%	100%	100%	1	0.008	100%	90.1%	0.994763234	0.999205748	0.999934797
CRELL	06-2022	SOLICITUD	100%	99%	100%	13	0.360	100%	90.1%	0.994763234	0.999205748	0.999934797
CRELL	07-2022	RECLAMO	95%	96%	100%	14	0.470	100%	90.4%	0.994639725	0.999203345	0.999940455
CRELL	07-2022	CONSULTA	100%	100%	100%	1	0.007	100%	90.4%	0.994639725	0.999203345	0.999940455
CRELL	07-2022	SOLICITUD	99%	99%	100%	12	0.364	100%	90.4%	0.994639725	0.999203345	0.999940455
CRELL	08-2022	RECLAMO	96%	95%	100%	16	0.489	100%	90.5%	0.994450298	0.999253733	0.999940444
CRELL	08-2022	CONSULTA	100%	100%	100%	1	0.007	100%	90.5%	0.994450298	0.999253733	0.999940444
CRELL	08-2022	SOLICITUD	100%	99%	100%	12	0.367	100%	90.5%	0.994450298	0.999253733	0.999940444
CRELL	09-2022	RECLAMO	99%	96%	100%	16	0.505	100%	91.2%	0.994118309	0.999343573	0.999937837
CRELL	09-2022	CONSULTA	100%	100%	100%	1	0.007	100%	91.2%	0.994118309	0.999343573	0.999937837
CRELL	09-2022	SOLICITUD	100%	99%	100%	12	0.380	100%	91.2%	0.994118309	0.999343573	0.999937837
CRELL	10-2022	RECLAMO	98%	96%	99%	16	0.505	100%	90.3%	0.993996612	0.999380665	0.99994879
CRELL	10-2022	CONSULTA	100%	100%	100%	1	0.007	100%	90.3%	0.993996612	0.999380665	0.99994879
CRELL	10-2022	SOLICITUD	98%	99%	100%	13	0.389	100%	90.3%	0.993996612	0.999380665	0.99994879