

115年4月份1999焦點數據

最後更新 2026/5/13

| 項次 | 項目 | 本月數據 | 上月數據 | 去年同期 | 本年 累計平均 | 去年平均 |
|-----|--------------|------------------|------------------|------------------|------------------|------------------|
| 一 | 人力情形 | | | | | |
| (一) | 員工人數(人) | 61 | 62 | 65 | 62 | 65 |
| (二) | 離職率(%) | 1.64% | 1.61% | 1.54% | 0.81% | 0.89% |
| 二 | 滿意度 | | | | | |
| (一) | 各項滿意度(%) | 99.36% | 99.42% | 99.37% | 99.38% | 99.27% |
| (二) | 派工結案滿意度(%) | 86.47% | 83.05% | 87.93% | 86.47% | 90.05% |
| 三 | *接聽率(%) | 91.44% | 92.71% | 95.31% | 90.15% | 93.53% |
| 四 | 平均通話時間(分 秒) | 2'37" | 2'44" | 2'46" | 2'39" | 2'46" |
| 五 | 平均等待時間(秒) | 16" | 16" | 11" | 23" | 15" |
| 六 | 話務量 | 64,634 | 64,465 | 61,973 | 65,603 | 66,224 |
| (一) | 文字服務 | 2,248 | 1,934 | 1,632 | 2,133 | 1,948 |
| | 文字應答(真人) | 1,670 | 1,717 | 1,632 | 1,749 | 1,705 |
| | 智慧市政(AI文字) | 578 | 217 | — | 384 | 243 |
| (二) | 電話 | 62,386 | 62,531 | 60,341 | 63,470 | 64,276 |
| | 1.諮詢 | 11,508 18.45% | 11,778 18.84% | 12,961 21.48% | 12,733 20.06% | 13,810 21.49% |
| | 2.通報派工 | 5,882 9.43% | 5,385 8.61% | 5,845 9.69% | 5,410 8.52% | 6,290 9.79% |
| | 3.陳情申訴 | 11,636 18.65% | 12,007 19.20% | 10,475 17.36% | 10,785 16.99% | 11,222 17.46% |
| | 4.活動查詢 | 103 0.17% | 78 0.12% | 39 0.06% | 190 0.30% | 221 0.34% |
| | 5.電話轉接 | 2,779 4.45% | 3,478 5.56% | 3,159 5.24% | 3,068 4.83% | 3,306 5.14% |
| | 6.派工案件處理回報 | 9,388 15.05% | 8,034 12.85% | 9,208 15.26% | 8,656 13.64% | 9,807 15.26% |
| | 7.智慧語音(AI語音) | 2,736 4.39% | 2,481 3.97% | — | 2,249 3.54% | 1,858 2.89% |
| | 8.其它 | 18,354 29.42% | 19,290 30.85% | 18,654 30.91% | 20,379 32.11% | 17,762 27.63% |