

تقرير معايير جودة الخدمة في سلام Report on Salam Quality of Service Indicators

April to June 2024



tors

General Key Performance Indicators		
KPI name	"Measurement Unit"	KPI Value
		Required Statistics and description
Supply Time	Time	fastest 50 % of orders are completed (in days)
		fastest 90 % of orders are completed (in days)
		fastest 95 % of orders are completed (in days)
		fastest 99 % of orders are completed (in days)
Fault Rate	Percentage %	percentage of fault reports per fixed access line

Fault Repair Time

"Response Time for

Reply to Requests"

est 50 % of orders are completed (in days)

Number

Time

Time

fastest 80 % of repairing valid faults on fixed access lines(in hours)

fastest 90 % of repairing valid faults on fixed access lines(in hours)

fastest 95 % of repairing valid faults on fixed access lines(in hours)

The average time to respond to requests received through electronic channels, including

Time to respond to the fastest 85% of requests received through voice calls (in seconds)

The average time to respond to requests received through voice calls (in seconds)

average number of fixed access lines

e-mail, social media and others (in hours)

KPI Value 6th 2nd equired Statistics and description

Target

value for quarter

7 days for 90%

of requests

< 5%

"Within 24 hours

for 90% of faults"

"within 60 sec for

85% of voice calls"

month

3.28%

116790

7:46:26

10:31:58

12:56:27

0:02:27

13.67

0.58

month

2.71%

117162

6:31:48

8:35:11

10:37:47

0:03:17

32.19

6.53

month

2.98%

114753

9:19:33

12:35:54

15:33:28

0:00:46

11.83

0.36

Quarter

2.99%

116235

7:52:36

10:34:21

13:02:34

0:02:42

19.30

1.57

شكراً لكم Thank You

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