

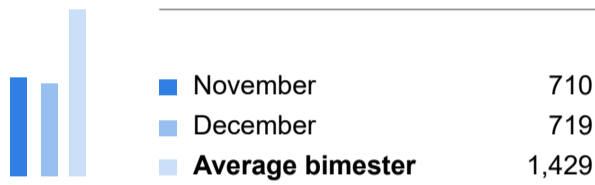
Level of Service Quality

November - December 2020

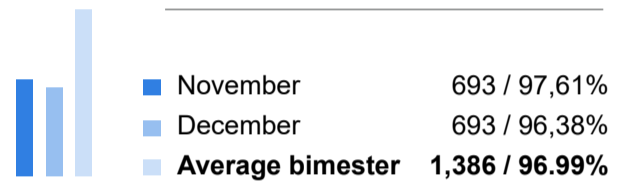


Telephone helpline

Call received



Calls handled:



90%

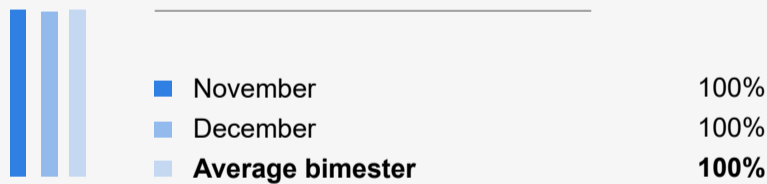
Standar committed according to SLA.

96.99%

Average to Calls handled

Availability of the services

Overall availabil of services (*)



90%

Standar committed according to SLA.

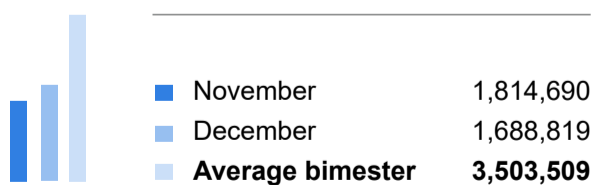
100%

Availability of DCV services

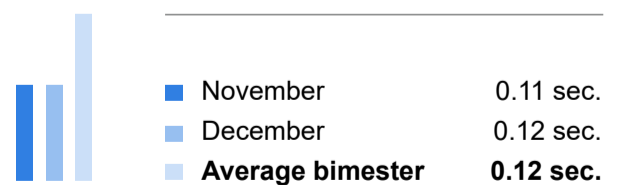
(*) Availability of services: percentage of time that DCV services have been functioning or available. This measurement considers the SADE, SADE WEB, DCV services and the AGREEMENTS Service.

Response time of the services

Total of interactions



Service response time



2 sec

Standar committed according to SLA.

0.12 sec.

Average response time

Agreements Central Bank of Chile

	November	December	Total bimester
Processed files	86	140	226
Average processing time per message	0.14	0.14	0.14
Compliance percentage	100%	100%	100%
Messages with process time greater than 1 min	0	0	0
Compliance compromised 98% of messages in less than 1 minute.	100% service compliance		

Compliance Record of Operations

	November	December	Total bimester
Clearinghouse counted normal (CN)	100%	100%	100%
Clearinghouse pay tomorrow (PT)	100%	100%	100%
Clearinghouse pay today (PT)	100%	100%	100%
Clearinghouse simultaneous	100%	100%	100%
Standar 10 min for each Standar daily registration			

Compliance with Registratio of Operations

	November	December	Total bimester
Clearinghouse counted normal (CN)	100%	100%	100%
Clearinghouse pay tomorrow (PT)	100%	100%	100%
Clearinghouse pay today (PT)	100%	100%	100%
Clearinghouse simultaneous	100%	100%	100%
Standar 10 min for each daily record.			

DCV quality of services survey

	Note	Number of surveyed
GLOBAL EVALUATION OF DCV SERVICES	6,5	129
GLOBALASSESSMENT OF DCV'S ABILITY TO RESPOND TO ITS USERS IN THE EVENT OF COVID-19 CONTINGENCY	6,6	129
GLOBAL EVALUATION OF OPERATIONAL CONTINUITY IN THE FACE OF COVID 19 CONTINGENCY	6,6	129
GLOBALASSESSMENT OF THE TELEPHONE SERVICE CHANNEL IN THE FACE OF COVID 19 CONTINGENCY	6,5	84
GLOBAL EVALUATION OF THE EMAIL SERVICE CHANNEL IN THE FACE OF COVID 19 CONTINGENCY	6,3	89
GLOBAL EVALUATION OF THE INFORMATION CHANNEL WEBSITE IN THE FACE OF COVID 19 CONTINGENCY	6,6	51
GENERAL EVALUATION ATTENTION RECEIVED FROM THE TABLE ATTENTION FROM CUSTOMERS	6,6	47
<p>Note: The values correspond to note 1 to 7 with respondents evaluated each service.</p> <p>The DCV service quality study for the year 2020 is carried out by IPSOS through a self-administered study via email. It will be held in the months of July, August, September, October and November</p>		