



CAIXA DE CREDITO AGRICOLA MUTUO DE BOMBARRAL

Período: 01-abr-2025 a 30-jun-2025

CAIXA AGRÍCOLA
BOMBARRAL

Ref.	Nome	SLA	EBA GL	Total	01-abr-25	02-abr-25	03-abr-25	04-abr-25	05-abr-25	06-abr-25
SLA1	Disponibilidade das API PSD2	99,0%	2.2	100%	100%	100%	100%	100%	100%	100%
SLA2	Performance para PISP	5.000 milisegundos	2.3.a	370	3 838	0	251	427	215	183
SLA3	Performance para AISP	7.000 milisegundos	2.3.b	639	0	629	0	0	0	0
SLA4	Performance para CBPII	5.000 milisegundos	2.3.c	0	0	0	0	0	0	0
SLA5	Taxa de Erros nas respostas aos TPPs	10%	2.3d	36,92%	57,14%	42,86%	3,70%	9,62%	0,00%	60,00%
SLA6	Resolução incidentes - Críticos	90% em < 4horas	8.1	n.a.						
SLA7	Resolução incidentes - Alta	90% em < 16horas	8.1	n.a.						
SLA8	Resolução incidentes - Média	80% em < 2 dias úteis	NA	n.a.						
SLA9	Resolução incidentes - Baixa	80% em < 5 dias úteis	NA	0,00%						

07-abr-25	08-abr-25	09-abr-25	10-abr-25	11-abr-25	12-abr-25	13-abr-25	14-abr-25	15-abr-25	16-abr-25	17-abr-25	18-abr-25	19-abr-25	20-abr-25	21-abr-25	22-abr-25	23-abr-25
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
273	0	0	216	187	1 031	235	0	0	221	281	207	266	198	206	197	204
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4,00%	100,00%	100,00%	42,86%	50,00%	9,09%	33,33%	0,00%	100,00%	50,00%	8,77%	20,00%	0,00%	9,09%	27,27%	0,00%	71,43%

24-abr-25	25-abr-25	26-abr-25	27-abr-25	28-abr-25	29-abr-25	30-abr-25	01-mai-25	02-mai-25	03-mai-25	04-mai-25	05-mai-25	06-mai-25	07-mai-25	08-mai-25	09-mai-25	10-mai-25
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
363	665	216	198	532	271	789	228	227	241	0	0	622	408	0	250	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9,09%	20,00%	0,00%	20,00%	75,00%	4,24%	7,84%	50,00%	0,00%	25,00%	100,00%	100,00%	94,74%	68,75%	100,00%	75,00%	100,00%

11-mai-25	12-mai-25	13-mai-25	14-mai-25	15-mai-25	16-mai-25	17-mai-25	18-mai-25	19-mai-25	20-mai-25	21-mai-25	22-mai-25	23-mai-25	24-mai-25	25-mai-25	26-mai-25	27-mai-25
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
167	292	185	222	0	196	0	0	0	2 164	328	0	215	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0,00%	16,67%	83,33%	90,48%	100,00%	71,43%	0,00%	100,00%	100,00%	66,67%	63,64%	100,00%	66,67%	0,00%	100,00%	100,00%	0,00%

28-mai-25	29-mai-25	30-mai-25	31-mai-25	01-jun-25	02-jun-25	03-jun-25	04-jun-25	05-jun-25	06-jun-25	07-jun-25	08-jun-25	09-jun-25	10-jun-25	11-jun-25	12-jun-25	13-jun-25	14-jun-25
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
212	840	0	0	0	0	0	0	442	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	851	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
60,00%	25,00%	100,00%	100,00%	0,79%	0,87%	4,94%	1,22%	0,90%	1,89%	0,62%	0,72%	0,46%	0,68%	0,32%	0,59%	0,60%	0,35%

15-jun-25	16-jun-25	17-jun-25	18-jun-25	19-jun-25	20-jun-25	21-jun-25	22-jun-25	23-jun-25	24-jun-25	25-jun-25	26-jun-25	27-jun-25	28-jun-25	29-jun-25	30-jun-25
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	934	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0,92%	0,86%	1,83%	1,15%	0,59%	0,49%	0,70%	10,07%	0,50%	0,58%	0,78%	3,17%	5,88%	13,47%	2,57%	3,10%