

Verbale di Esame Congiunto

Napoli e Caltanissetta 21 novembre 2018

tra

Telecontact Center S.p.A.

e

le RSU Telecontact Center S.p.A. di Napoli e Caltanissetta

Premesso che:

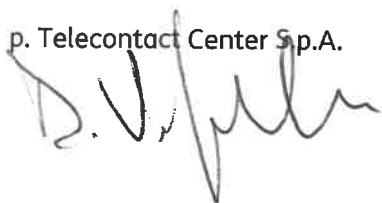
- Nell'ambito del canale Enterprise si è registrato una diminuzione costante dei volumi del settore mobile
- I volumi di traffico del canale Enterprise fisso non risultano efficacemente presidiati nel corso degli archi orari giornalieri con conseguenti risvolti negativi sia in termini di efficienza operativa che di qualità del servizio
- È stato avviato un percorso formativo per le risorse del comparto mobile tale da arricchire gli skill anche per il presidio del comparto del fisso
- l'Azienda, al fine di presidiare in modo più efficiente la clientela, ha rappresentato alle Organizzazioni Sindacali la necessità di modificare le articolazioni orarie del personale del canale Enterprise

si conviene quanto segue

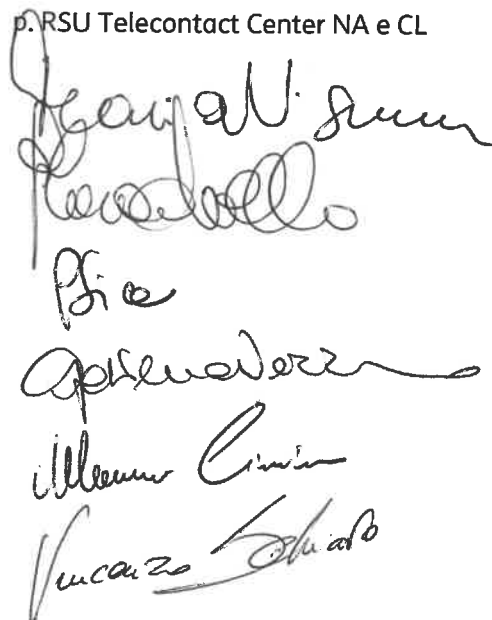
le parti hanno proceduto all'esame congiunto dei nuovi orari di lavoro in conformità a quanto previsto dall'art. 26 del CCNL vigente per il personale dipendente da imprese esercenti servizi di telecomunicazione.

A decorrere dal 3 dicembre 2018, il personale operante nel canale Enterprise assicurerà, a copertura dell'arco di presidio lunedì-sabato e festività infrasettimanale, la matrice dei turni allegata che costituisce parte integrante del presente verbale.

p. Telecontact Center S.p.A.



p. RSU Telecontact Center NA e CL



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ROTATIVO ADDETTI CARING - PT 75%

POSIZIONE	Lun	Mar	Mer	Gio	Ven	Sab	Dom
Pos.1A	U0800A	U0800A	U0800A	U0800A	U0800A	LL	RI
Pos.2A	U1200A	U1200A	U1200A	U1200A	U1200A	LL	RI
Pos.3A	U0830A	U0900A	U0900A	U0900A	U0900A	LL	RI
Pos.4A	U1330A	U1330A	U1330A	U1330A	LL	U1300A	RI
Pos.5A	U0800A	U0800A	U0800A	U0800A	U0800A	LL	RI
Pos.6A	U1230A	U1230A	U1230A	U1230A	U1230A	LL	RI
Pos.7A	U0930A	U0930A	U0930A	U0930A	U0930A	LL	RI
Pos.8A	U1130A	U1130A	U1130A	U1130A	U1130A	LL	RI
Pos.9A	U1030A	U1030A	U1030A	U1030A	U1030A	LL	RI
Pos.10A	LL	U0830A	U0830A	U0830A	U0830A	U0800A	RI
Pos.11A	U1330A	U1330A	U1330A	U1330A	U1330A	LL	RI
Pos.12A	U0900A	U0900A	U0900A	U0900A	U0900A	LL	RI
Pos.13A	U1300A	U1300A	U1300A	U1300A	U1330A	LL	RI
Pos.14A	U0930A	U0930A	U0930A	U0930A	U0930A	LL	RI
Pos.15A	U1000A	LL	U1000A	U1000A	U1000A	U0930A	RI
Pos.16A	U1300A	U1300A	U1300A	U1300A	U1330A	LL	RI
Pos.17A	U0930A	U0930A	U0930A	U0930A	U0930A	LL	RI
Pos.1B	U0800B	U0800B	U0800B	U0800B	U0800B	LL	RI
Pos.2B	U1200B	U1200B	U1200B	U1200B	U1200B	LL	RI
Pos.3B	U0830B	U0900B	U0900B	U0900B	U0900B	LL	RI
Pos.4B	U1330B	U1330B	U1330B	U1330B	LL	U1300B	RI
Pos.5B	U0800B	U0800B	U0800B	U0800B	U0800B	LL	RI
Pos.6B	U1230B	U1230B	U1230B	U1230B	U1230B	LL	RI
Pos.7B	U0930B	U0930B	U0930B	U0930B	U0930B	LL	RI
Pos.8B	U1130B	U1130B	U1130B	U1130B	U1130B	LL	RI
Pos.9B	U1030B	U1030B	U1030B	U1030B	U1030B	LL	RI
Pos.10B	LL	U0830B	U0830B	U0830B	U0830B	U0800B	RI
Pos.11B	U1330B	U1330B	U1330B	U1330B	U1330B	LL	RI
Pos.12B	U0900B	U0900B	U0900B	U0900B	U0900B	LL	RI
Pos.13B	U1300B	U1300B	U1300B	U1300B	U1330B	LL	RI
Pos.14B	U0930B	U0930B	U0930B	U0930B	U0930B	LL	RI
Pos.15B	U1000B	LL	U1000B	U1000B	U1000B	U0930B	RI
Pos.16B	U1300B	U1300B	U1300B	U1300B	U1330B	LL	RI
Pos.17B	U0930B	U0930B	U0930B	U0930B	U0930B	LL	RI

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Goodell

Alan C...

W...

W...

July

ROTATIVO ADDETTI CARING - PT 50% AM

POSIZIONE	Lun	Mar	Mer	Gio	Ven	Sab	Dom
Pos.1	M0830A	M0830A	M0830A	M0830A	M0830A	LL	RI
Pos.2	M0900A	M0900A	M0900A	M0900A	M0900A	LL	RI
Pos.3	M0930A	M0930A	LL	M0930A	M0930A	M0900A	RI
Pos.4	M0830B	M0830B	M0830B	M0830B	M0830B	LL	RI
Pos.5	M0900B	M0900B	M0900B	M0900B	M0900B	LL	RI
Pos.6	M0930B	M0930B	M0930B	M0930B	M0930B	LL	RI
Pos.7	M0830A	M0830A	M0830A	M0830A	M0830A	LL	RI
Pos.8	M0900A	M0900A	M0900A	LL	M0900A	M0830A	RI
Pos.9	M0830B	M0830B	M0830B	M0830B	M0830B	LL	RI

Antonio *Alvaro*
Lucas *Roberto*
Jose *Alvaro*

Full

ROTATIVO ADDETTI CARING PT 50% PM

POSIZIONE	Lun	Mar	Mer	Gio	Ven	Sab	Dom
Pos.1A	P1500A	P1500A	P1500A	P1500A	P1500A	LL	RI
Pos.2A	P1530A	P1530A	P1530A	P1530A	P1530A	LL	RI
Pos.3A	P1600A	P1600A	P1600A	P1600A	P1600A	LL	RI
Pos.4A	LL	P1500A	P1500A	P1500A	P1500A	P1500A	RI
Pos.5A	P1530A	P1530A	P1530A	P1530A	P1530A	LL	RI
Pos.6A	P1600A	P1600A	P1600A	P1600A	P1600A	LL	RI
Pos.7A	P1500A	P1500A	P1500A	P1500A	P1500A	LL	RI
Pos.8A	P1530A	P1530A	P1530A	P1530A	P1530A	LL	RI
Pos.9A	P1600A	P1600A	P1600A	P1600A	P1600A	LL	RI
Pos.10A	P1500A	LL	P1500A	P1500A	P1500A	P1500A	RI
Pos.11A	P1530A	P1530A	P1530A	P1530A	P1530A	LL	RI
Pos.12A	P1600A	P1600A	P1600A	P1600A	P1600A	LL	RI
Pos.13A	P1500A	P1500A	P1500A	P1500A	P1500A	LL	RI
Pos.14A	P1530A	P1530A	P1530A	P1530A	P1530A	LL	RI
Pos.15A	P1600A	P1600A	P1600A	P1600A	LL	P1600A	RI
Pos.16A	P1500A	P1500A	P1500A	P1500A	P1500A	LL	RI
Pos.17A	P1530A	P1530A	P1530A	P1530A	P1530A	LL	RI
Pos.1B	P1600A	P1600A	P1600A	P1600A	P1600A	LL	RI
Pos.2B	P1500A	P1500A	P1500A	P1500A	P1500A	LL	RI
Pos.3B	P1530A	P1530A	P1530A	P1530A	P1530A	LL	RI
Pos.4B	LL	P1600A	P1600A	P1600A	P1600A	P1600A	RI
Pos.5B	P1500A	P1500A	P1500A	P1500A	P1500A	LL	RI
Pos.6B	P1530A	P1530A	P1530A	P1530A	P1530A	LL	RI
Pos.7B	P1600A	P1600A	P1600A	P1600A	P1600A	LL	RI
Pos.8B	P1500A	P1500A	P1500A	P1500A	P1500A	LL	RI
Pos.9B	P1530A	P1530A	P1530A	P1530A	P1530A	LL	RI
Pos.10B	P1600A	LL	P1600A	P1600A	P1600A	P1600A	RI
Pos.11B	P1500A	P1500A	P1500A	P1500A	P1500A	LL	RI
Pos.12B	P1530A	P1530A	P1530A	P1530A	P1530A	LL	RI
Pos.13B	P1600A	P1600A	P1600A	P1600A	P1600A	LL	RI
Pos.14B	P1500A	P1500A	P1500A	P1500A	P1500A	LL	RI
Pos.15B	P1530A	P1530A	P1530A	P1530A	LL	P1530A	RI
Pos.16B	P1600A	P1600A	P1600A	P1600A	P1600A	LL	RI
Pos.17B	P1500A	P1500A	P1500A	P1500A	P1500A	LL	RI

Spencer

See

See

See

See

Uffello

ROTATIVO ADDETTI PROSPECT - PT 75%

POSIZIONE	Lun	Mar	Mer	Gio	Ven	Sab	Dom
Pos.1A	U0800A	U0800A	U0800A	U0800A	U0800A	LL	RI
Pos.2A	U1130A	U1130A	U1130A	U1130A	U1130A	LL	RI
Pos.3A	U0900A	U0900A	U0900A	U0900A	U0900A	LL	RI
Pos.4A	U1000B	U1000B	U1000B	U1000B	U1000B	LL	RI
Pos.1B	U0830B	U0830B	U0830B	U0830B	U0830B	LL	RI
Pos.2B	U1230B	U1230B	U1230B	U1230B	U1230B	LL	RI
Pos.3B	U0900B	U0900B	U0900B	U0900B	U0900B	LL	RI
Pos.4B	U1100A	U1100A	U1100A	U1100A	U1100A	LL	RI

Antonio Pizzani
Luciano
Luciano
Be