RELATÓRIO DE NÍVEL DE DISPONIBILIDADE E DESEMPENHO - INTERNET BANKING E API - PSD2

Período: 01/07/2025 a 30/09/2025

	01-jul	02-jul	03-jul	04-jul	05-jul	06-jul	07-jul	08-jul	09-jul	10-jul	11-jul	12-jul	13-jul	14-jul	15-jul	16-jul	17-jul	18-jul	19-jul	20-jul	21-jul	22-jul	23-jul	24-jul	25-jul	26-jul	27-jul	28-jul	29-jul	30-jul	31-jul	No Periodo
Tradicional - BAIE Internet Banking																																
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Informação de Conta	00:02.031	00:02.012	00:02.000	00:02.069	00:01.991	00:01.973	00:02.022	00:02.097	00:02.183	00:02.205	00:02.245	00:02.099	00:02.128	00:02.415	00:02.205	00:02.114	00:02.292	00:02.516	00:01.985	00:02.019	00:02.174	00:02.313	00:02.199	00:02.228	00:02.260	00:01.999	00:02.028	00:02.257	00:02.259	00:02.332	00:02.286	00:02.201
Logins	00:00.837	00:00.456	00:00.432	00:00.455	00:00.565	00:00.628	00:00.434	00:00.420	00:00.437	00:00.428	00:00.410	00:00.493	00:00.577	00:00.448	00:00.409	00:00.410	00:00.395	00:00.390	00:00.516	00:00.462	00:00.477	00:00.388	00:00.457	00:00.417	00:00.411	00:00.576	00:00.467	00:00.464	00:00.422	00:00.519	00:00.439	00:00.457
Transferências	00:01.880	00:01.860	00:01.930	00:01.948	00:02.539	00:02.210	00:02.085	00:01.992	00:01.959	00:01.732	00:02.066	00:01.850	00:02.315	00:02.028	00:02.094	00:02.055	00:02.099	00:02.130	00:02.074	00:01.916	00:01.749	00:01.950	00:01.943	00:02.085	00:02.469	00:02.200	00:01.711	00:02.132	00:01.974	00:02.268	00:02.100	00:02.023
Disponibilização de Fundos (1)																																
Tradicional - BAIE Mobile Banking																																
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Informação de Conta	00:01.929	00:02.017	00:01.977	00:01.913	00:01.994	00:01.984	00:02.049	00:02.028	00:02.125	00:02.029	00:02.042	00:01.997	00:02.057	00:01.985	00:02.020	00:02.025	00:01.996	00:02.111	00:02.074	00:02.072	00:02.027	00:02.150	00:02.108	00:02.071	00:02.191	00:02.233	00:02.158	00:02.124	00:02.077	00:02.175	00:02.202	00:02.066
Logins	00:00.664	00:00.631	00:00.584	00:00.472	00:00.509	00:00.492	00:00.682	00:00.560	00:00.472	00:00.685	00:00.575	00:00.544	00:00.739	00:00.471	00:00.954	00:00.874	00:00.736	00:00.490	00:00.663	00:00.738	00:00.891	00:00.629	00:00.525	00:00.534	00:00.660	00:00.634	00:00.509	00:00.565	00:00.798	00:00.633	00:00.717	00:00.640
Transferências	00:01.967	00:02.081	00:01.966	00:02.077	00:02.144	00:02.025	00:02.013	00:01.901	00:01.922	00:01.939	00:02.052	00:02.133	00:02.169	00:01.976	00:02.114	00:01.974	00:01.991	00:02.083	00:02.013	00:02.042	00:01.997	00:02.008	00:02.016	00:02.044	00:01.896	00:02.124	00:02.206	00:01.900	00:02.102	00:02.117	00:02.072	00:02.025
Disponibilização de Fundos (1)																																
API - PSD2																																
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tempo médio de resposta	00:00.015	00:00.015	00:00.016	00:00.014	00:00.024	00:00.016	00:00.019	00:00.015	00:00.015	00:00.016	00:00.015	00:00.019	00:00.014	00:00.016	00:00.016	00:00.015	00:00.016	00:00.015	00:00.017	00:00.015	00:00.016	00:00.016	00:00.018	00:00.015	00:00.015	00:00.017	00:00.015	00:00.015	00:00.031	00:00.019	00:00.017	00:00.017
Total Erros	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
Percentagem de erro (face volume de chamadas)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

	01-ago	02-ago	03-ago	04-ago	05-ago	06-ago	07-ago	08-ago	09-ago	10-ago	11-ago	12-ago	13-ago	14-ago	15-ago	16-ago	17-ago	18-ago	19-ago	20-ago	21-ago	22-ago	23-ago	24-ago	25-ago	26-ago	27-ago	28-ago	29-ago	30-ago	31-ago	No Periodo
Tradicional - BAIE Internet Banking																																
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Informação de Conta	00:02.288	00:02.241	00:01.963	00:02.320	00:02.152	00:02.241	00:02.285	00:02.347	00:02.238	00:01.940	00:02.273	00:02.263	00:02.364	00:02.266	00:02.346	00:01.961	00:02.121	00:02.310	00:02.204	00:02.372	00:02.355	00:02.460	00:01.953	00:02.275	00:02.488	00:02.535	00:02.431	00:02.290	00:02.364	00:01.900	00:02.128	00:02.302
Logins	00:00.476	00:00.565	00:01.147	00:00.529	00:00.368	00:00.405	00:00.405	00:00.402	00:00.483	00:00.481	00:00.462	00:00.401	00:00.425	00:00.438	00:00.530	00:00.475	00:00.934	00:00.511	00:00.480	00:00.417	00:00.419	00:00.473	00:00.618	00:00.522	00:00.618	00:00.413	00:00.426	00:00.363	00:00.429	00:00.730	00:00.617	00:00.452
Transferências	00:02.152	00:02.175	00:02.025	00:02.072	00:01.904	00:01.768	00:01.729	00:01.823	00:01.719	00:01.887	00:01.800	00:01.732	00:01.860	00:01.894	00:02.108	00:01.912	00:01.989	00:01.951	00:01.676	00:01.756	00:01.814	00:01.955	00:01.776	00:01.747	00:02.051	00:01.874	00:02.537	00:01.853	00:01.997	00:02.132	00:01.630	00:01.915
Disponibilização de Fundos (1)																																
Tradicional - BAIE Mobile Banking																																
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Informação de Conta	00:02.233	00:02.221	00:02.204	00:02.139	00:02.090	00:02.221	00:02.193	00:02.218	00:02.177	00:02.280	00:02.164	00:02.181	00:02.225	00:02.239	00:02.190	00:02.268	00:02.325	00:02.115	00:02.129	00:02.181	00:02.185	00:02.249	00:02.209	00:02.323	00:02.310	00:02.291	00:02.266	00:02.324	00:02.222	00:02.230	00:02.235	00:02.214
Logins	00:00.635	00:00.670	00:00.701	00:00.754	00:00.746	00:00.503	00:00.717	00:00.900	00:00.486	00:00.792	00:00.841	00:00.791	00:01.526	00:01.329	00:00.721	00:00.584	00:00.526	00:00.821	00:00.616	00:02.243	00:00.694	00:00.490	00:00.510	00:00.523	00:00.682	00:00.689	00:00.726	00:00.584	00:00.743	00:01.009	00:00.486	00:00.782
Transferências	00:01.914	00:02.242	00:02.144	00:02.088	00:01.987	00:01.797	00:01.902	00:01.798	00:02.051	00:01.677	00:01.802	00:01.883	00:01.863	00:02.062	00:01.866	00:01.841	00:02.088	00:01.771	00:01.804	00:01.669	00:01.887	00:01.990	00:02.075	00:01.911	00:02.085	00:01.907	00:01.903	00:01.951	00:01.917	00:01.951	00:01.957	00:01.914
Disponibilização de Fundos (1)																																
API - PSD2																																
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tempo médio de resposta	00:00.015	00:00.016	00:00.015	00:00.014	00:00.015	00:00.016	00:00.017	00:00.017	00:00.014	00:00.017	00:00.016	00:00.017	00:00.016	00:00.016	00:00.015	00:00.017	00:00.016	00:00.016	00:00.015	00:00.015	00:00.015	00:00.015	00:00.016	00:00.017	00:00.015	00:00.015	00:00.016	00:00.021	00:00.020	00:00.021	00:00.015	00:00.016
Total Erros	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
Percentagem de erro (face volume de chamadas)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

	01-set	02-set	03-set	04-set	05-set	06-set	07-set	08-set	09-set	10-set	11-set	12-set	13-set	14-set	15-set	16-set	17-set	18-set	19-set	20-set	21-set	22-set	23-set	24-set	25-set	26-set	27-set	28-set	29-set	30-set	01-out
Tradicional - BAIE Internet Banking																															
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Informação de Conta	00:02.276	00:02.378	00:02.359	00:02.431	00:02.325	00:02.073	00:02.233	00:02.481	00:02.392	00:02.350	00:02.387	00:02.399	00:02.111	00:02.047	00:02.330	00:02.232	00:02.333	00:02.384	00:02.491	00:02.035	00:02.125	00:02.392	00:02.367	00:02.344	00:02.393	00:02.458	00:02.110	00:02.125	00:02.400	00:02.447	00:02.363
Logins	00:00.412	00:00.489	00:00.419	00:00.613	00:00.463	00:00.653	00:00.464	00:00.420	00:00.448	00:00.440	00:00.418	00:00.466	00:00.505	00:00.428	00:00.796	00:00.401	00:00.396	00:00.398	00:00.451	00:00.461	00:00.585	00:00.931	00:00.766	00:00.418	00:00.435	00:00.451	00:00.463	00:00.748	00:00.394	00:00.657	00:00.513
Transferências	00:01.772	00:02.158	00:02.074	00:02.031	00:01.849	00:01.751	00:01.800	00:02.075	00:01.868	00:02.102	00:01.834	00:01.860	00:01.908	00:01.671	00:01.734	00:01.706	00:02.041	00:02.032	00:02.082	00:01.570	00:02.270	00:01.736	00:01.990	00:01.874	00:02.522	00:02.036	00:02.427	00:02.029	00:01.990	00:01.876	00:01.966
Disponibilização de Fundos (1)																															
Tradicional - BAIE Mobile Banking																															
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Informação de Conta	00:02.220	00:02.259	00:02.280	00:02.305	00:02.294	00:02.384	00:02.289	00:02.316	00:02.231	00:02.239	00:02.283	00:02.295	00:02.293	00:02.264	00:02.255	00:02.175	00:02.205	00:02.228	00:02.274	00:02.281	00:02.263	00:02.334	00:02.245	00:02.280	00:02.248	00:02.324	00:02.362	00:02.369	00:02.339	00:02.380	00:02.281
Logins	00:00.519	00:00.466	00:00.683	00:00.953	00:00.486	00:00.530	00:00.536	00:00.575	00:00.541	00:00.523	00:00.725	00:00.704	00:00.572	00:00.525	00:00.680	00:00.565	00:00.625	00:00.716	00:00.800	00:00.551	00:00.497	00:01.118	00:00.806	00:00.585	00:00.503	00:00.568	00:00.592	00:00.505	00:00.688	00:00.656	00:00.643
Transferências	00:02.010	00:02.048	00:02.042	00:02.033	00:01.944	00:01.955	00:02.118	00:01.937	00:02.056	00:01.871	00:01.875	00:02.137	00:02.166	00:01.900	00:01.721	00:01.910	00:01.980	00:02.020	00:02.049	00:01.977	00:01.900	00:01.938	00:01.766	00:02.109	00:02.080	00:02.074	00:01.999	00:02.149	00:02.038	00:02.063	00:01.990
Disponibilização de Fundos (1)																															
API - PSD2																															
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Tempo médio de resposta	00:00.017	00:00.018	00:00.015	00:00.017	00:00.018	00:00.014	00:00.015	00:00.015	00:00.015	00:00.014	00:00.014	00:00.014	00:00.016	00:00.014	00:00.014	00:00.014	00:00.014	00:00.014	00:00.014	00:00.014	00:00.014	00:00.014	00:00.019	00:00.015	00:00.015	00:00.015	00:00.018	00:00.016	00:00.015	00:00.025	00:00.016
Total Erros	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
Percentagem de erro (face volume de chamadas)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

(1) Serviço não aplicável
(2) Não tivemos comunicações por parte de Entidades Terceiras