

Year	2019
Date	(Todas)
Week	(Todas)

Servicios	ene	feb	mar	abr	may	jun	jul	ago	sep	oct	Total general
ATENCION_USUARIO_CONSULTAS_CM											
Llamadas Ofrecidas	18,969	18,034	16,595	19,098	20,803	18,215	22,532	20,525	21,622	23,565	199,958
Llamadas Contestadas	18,527	17,628	16,257	18,730	20,421	17,879	21,819	20,120	21,131	23,101	195,613
Abandonadas	440	406	337	368	381	336	694	405	491	464	4,322
ATENCION_USUARIO_FARMACIA											
Llamadas Ofrecidas	22,081	22,783	19,911	23,337	22,647	16,652	22,445	26,025	27,003	27,660	230,544
Llamadas Contestadas	21,402	22,400	19,468	22,980	22,228	16,343	21,649	25,587	26,405	27,115	225,577
Abandonadas	677	383	443	357	418	309	764	437	597	545	4,930
ATENCION_USUARIO_GENERAL											
Llamadas Ofrecidas	17,649	19,665	16,489	18,883	20,477	19,011	25,231	22,035	22,416	25,270	207,126
Llamadas Contestadas	17,115	19,170	15,996	18,451	20,057	18,583	24,367	21,413	21,798	24,654	201,604
Abandonadas	534	495	493	432	420	428	858	622	618	616	5,516
CITAS_MEDICAS_CANCELACION											
Llamadas Ofrecidas	10,464	11,003	9,578	11,308	12,283	10,901	13,531	12,632	12,360	14,083	118,143
Llamadas Contestadas	10,323	10,840	9,446	11,131	12,092	10,756	13,179	12,451	12,191	13,881	116,290
Abandonadas	141	162	132	177	191	145	341	181	169	202	1,841
CITAS_MEDICAS_CORE											
Llamadas Ofrecidas	332,356	361,510	280,799	300,770	321,358	310,587	404,893	359,660	375,266	386,943	3,434,142
Llamadas Contestadas	284,781	331,147	263,221	287,205	307,412	297,219	349,813	308,545	317,819	349,348	3,096,510
Abandonadas	46,431	30,068	17,346	13,543	13,895	12,707	52,998	48,313	54,159	37,219	326,679
SIPE_CORE											
Llamadas Ofrecidas	8,127	9,066	7,867	9,114	9,446	8,294	11,226	10,185	10,293	11,678	95,296
Llamadas Contestadas	7,809	8,864	7,582	8,930	9,216	8,115	10,790	9,894	10,001	11,401	92,602
Abandonadas	317	202	281	183	230	179	431	290	292	276	2,681
Total Llamadas Ofrecidas	409,646	442,061	351,239	382,510	407,014	383,660	499,858	451,062	468,960	489,199	4,285,209
Total Llamadas Contestadas	359,957	410,049	331,970	367,427	391,426	368,895	441,617	398,010	409,345	449,500	3,928,196
Total Abandonadas	48,540	31,716	19,032	15,060	15,535	14,104	56,086	50,248	56,326	39,322	345,969

