

Year 2019
 Date (Todas)
 Week (Todas)

| Servicios | Meses | | | | | | | | | | | Total general |
|--------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|------------------|
| | ene | feb | mar | abr | may | jun | jul | ago | sep | oct | nov | |
| 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 | 17,991 | 217,949 |
| Llamadas Contestadas | 18,527 | 17,628 | 16,257 | 18,730 | 20,421 | 17,879 | 21,819 | 20,120 | 21,131 | 23,101 | 17,609 | 213,222 |
| Abandonadas | 440 | 406 | 337 | 368 | 381 | 336 | 694 | 405 | 491 | 464 | 382 | 4,704 |
| 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 | 27,614 | 258,158 |
| Llamadas Contestadas | 21,402 | 22,400 | 19,468 | 22,980 | 22,228 | 16,343 | 21,649 | 25,587 | 26,405 | 27,115 | 27,051 | 252,628 |
| Abandonadas | 677 | 383 | 443 | 357 | 418 | 309 | 764 | 437 | 597 | 545 | 563 | 5,493 |
| 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 | 18,286 | 225,412 |
| Llamadas Contestadas | 17,115 | 19,170 | 15,996 | 18,451 | 20,057 | 18,583 | 24,367 | 21,413 | 21,798 | 24,654 | 17,796 | 219,400 |
| Abandonadas | 534 | 495 | 493 | 432 | 420 | 428 | 858 | 622 | 618 | 616 | 490 | 6,006 |
| 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 | 10,309 | 128,452 |
| Llamadas Contestadas | 10,323 | 10,840 | 9,446 | 11,131 | 12,092 | 10,756 | 13,179 | 12,451 | 12,191 | 13,881 | 10,144 | 126,434 |
| Abandonadas | 141 | 162 | 132 | 177 | 191 | 145 | 341 | 181 | 169 | 202 | 164 | 2,005 |
| 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 | 281,223 | 3,715,365 |
| Llamadas Contestadas | 284,781 | 331,147 | 263,221 | 287,205 | 307,412 | 297,219 | 349,813 | 308,545 | 317,819 | 349,348 | 247,490 | 3,344,000 |
| Abandonadas | 46,431 | 30,068 | 17,346 | 13,543 | 13,895 | 12,707 | 52,998 | 48,313 | 54,159 | 37,219 | 32,958 | 359,637 |
| SIPE_CORE | | | | | | | | | | | | |
| Llamadas Ofrecidas | 8,127 | 9,066 | 7,867 | 9,114 | 9,446 | 8,294 | 11,226 | 10,185 | 10,293 | 11,678 | 8,834 | 104,130 |
| Llamadas Contestadas | 7,809 | 8,864 | 7,582 | 8,930 | 9,216 | 8,115 | 10,790 | 9,894 | 10,001 | 11,401 | 8,552 | 101,154 |
| Abandonadas | 317 | 202 | 281 | 183 | 230 | 179 | 431 | 290 | 292 | 276 | 282 | 2,963 |
| Total Llamadas Ofrecidas | 409,646 | 442,061 | 351,239 | 382,510 | 407,014 | 383,660 | 499,858 | 451,062 | 468,960 | 489,199 | 364,257 | 4,649,466 |
| Total Llamadas Contestadas | 359,957 | 410,049 | 331,970 | 367,427 | 391,426 | 368,895 | 441,617 | 398,010 | 409,345 | 449,500 | 328,642 | 4,256,838 |
| Total Abandonadas | 48,540 | 31,716 | 19,032 | 15,060 | 15,535 | 14,104 | 56,086 | 50,248 | 56,326 | 39,322 | 34,839 | 380,808 |

