

Anno 2012	Chiamate	Chiamate	Chiamate	Deviate			Tempo medio	Tempo medio	Tempo medio
Nome	Ricevute	Risposte	Abbandonate	Altro Servizio	Tasso risposte	Tasso abbandoni	Attesa Risposta	Abbandono	Conversazione
Coda Ambulatorio LP	42159	36320	4023	1816	86,15%	9,54%	00:01:14	00:02:51	00:02:04
Gen	4867	2092	963	1812	42,98%	19,79%	00:02:14	00:03:59	00:02:07
Feb	3442	2954	487	1	85,82%	14,15%	00:01:39	00:02:34	00:02:14
Mar	3741	3396	345	0	90,78%	9,22%	00:01:06	00:02:16	00:02:06
Apr	3814	3322	492	0	87,10%	12,90%	00:01:28	00:02:27	00:02:03
Mag	4225	3976	249	0	94,11%	5,89%	00:00:45	00:01:39	00:01:54
Giu	3955	3724	228	3	94,16%	5,76%	00:00:48	00:01:17	00:01:53
Lug	3265	3088	177	0	94,58%	5,42%	00:00:52	00:01:36	00:02:05
Ago	2104	1960	144	0	93,16%	6,84%	00:01:06	00:02:35	00:02:25
Set	3392	3183	209	0	93,84%	6,16%	00:01:02	00:03:08	00:02:04
Ott	3875	3633	242	0	93,75%	6,25%	00:01:17	00:02:31	00:01:56
Nov	3383	3113	270	0	92,02%	7,98%	00:01:27	00:03:16	00:02:05
Dic	2096	1879	217	0	89,65%	10,35%	00:01:42	00:03:59	00:02:21
Coda Ambulatorio SSN	83339	75121	5213	3005	90,14%	6,26%	00:00:46	00:02:22	00:01:56
Gen	10209	5594	1617	2998	54,79%	15,84%	00:01:50	00:03:42	00:02:00
Feb	7578	7103	469	6	93,73%	6,19%	00:00:43	00:02:13	00:01:50
Mar	7518	7183	335	0	95,54%	4,46%	00:00:44	00:01:29	00:01:48
Apr	6356	5937	419	0	93,41%	6,59%	00:00:51	00:01:35	00:01:54
Mag	7648	7338	310	0	95,95%	4,05%	00:00:32	00:01:22	00:01:49
Giu	6702	6321	380	1	94,32%	5,67%	00:00:41	00:01:46	00:01:56
Lug	6375	6105	270	0	95,76%	4,24%	00:00:43	00:01:47	00:02:01
Ago	4462	4332	130	0	97,09%	2,91%	00:00:34	00:01:58	00:02:13
Set	6436	6212	224	0	96,52%	3,48%	00:00:43	00:02:11	00:02:01
Ott	7412	7187	225	0	96,96%	3,04%	00:00:38	00:01:55	00:01:56
Nov	7229	6962	267	0	96,31%	3,69%	00:00:37	00:02:00	00:01:49
Dic	5414	4847	567	0	89,53%	10,47%	00:00:51	00:01:34	00:02:02
Radiologia LP	10159	8779	1296	84	86,42%	12,76%	00:00:48	00:01:23	00:02:02
Gen	459	387	51	21	84,31%	11,11%	00:01:01	00:01:16	00:02:12
Feb	1108	893	215	0	80,60%	19,40%	00:01:16	00:02:19	00:02:51
Mar	1153	997	156	0	86,47%	13,53%	00:00:57	00:01:56	00:02:00
Apr	1007	872	135	0	86,59%	13,41%	00:01:03	00:01:29	00:02:06
Mag	1190	974	216	0	81,85%	18,15%	00:00:57	00:01:38	00:01:56
Giu	831	735	91	5	88,45%	10,95%	00:00:29	00:00:43	00:01:44
Lug	629	553	64	12	87,92%	10,17%	00:00:26	00:00:40	00:01:50

Ago	404	374	22	8	92,57%	5,45%	00:00:23	00:00:22	00:01:56
Set	726	650	65	11	89,53%	8,95%	00:00:42	00:00:43	00:02:14
Ott	991	886	96	9	89,40%	9,69%	00:00:40	00:00:31	00:01:57
Nov	983	867	107	9	88,20%	10,89%	00:00:35	00:00:40	00:01:37
Dic	678	591	78	9	87,17%	11,50%	00:00:45	00:01:07	00:02:03
Radiologia SSN	33067	30652	2169	246	92,70%	6,56%	00:01:11	00:03:18	00:02:27
Gen	726	680	46	0	93,66%	6,34%	00:01:23	00:02:32	00:02:40
Feb	2909	2639	270	0	90,72%	9,28%	00:01:26	00:03:13	00:02:37
Mar	2944	2771	173	0	94,12%	5,88%	00:01:03	00:02:09	00:02:25
Apr	2510	2337	173	0	93,11%	6,89%	00:01:11	00:02:42	00:02:33
Mag	3009	2783	225	1	92,49%	7,48%	00:01:13	00:02:48	00:02:28
Giu	2777	2655	100	22	95,61%	3,60%	00:00:40	00:02:27	00:02:06
Lug	2785	2636	107	42	94,65%	3,84%	00:00:41	00:02:51	00:02:15
Ago	2063	1976	65	22	95,78%	3,15%	00:00:33	00:01:40	00:02:37
Set	3088	2840	206	42	91,97%	6,67%	00:01:16	00:03:23	00:02:43
Ott	4112	3782	284	46	91,97%	6,91%	00:01:31	00:03:12	00:02:23
Nov	3381	3127	221	33	92,49%	6,54%	00:01:20	00:03:03	00:02:20
Dic	2763	2426	299	38	87,80%	10,82%	00:01:47	00:05:53	00:02:38