

|               | Llamadas<br>atendidas | Llamadas<br>perdidas | Abandonos<br>técnicos | TOTAL        | TIEMPOS DE ESPERA |            |              |
|---------------|-----------------------|----------------------|-----------------------|--------------|-------------------|------------|--------------|
|               |                       |                      |                       |              | <20 seg.          | <30 seg.   | >30 seg.     |
| 00:00 - 01:00 | 52                    | 25                   | 15                    | 92           | 50                | 0          | 2            |
| 01:00 - 02:00 | 31                    | 7                    | 8                     | 46           | 28                | 0          | 3            |
| 02:00 - 03:00 | 15                    | 2                    | 3                     | 20           | 14                | 0          | 1            |
| 03:00 - 04:00 | 8                     | 2                    | 1                     | 11           | 7                 | 0          | 1            |
| 04:00 - 05:00 | 5                     |                      | 1                     | 6            | 5                 | 0          | 0            |
| 05:00 - 06:00 | 10                    |                      | 2                     | 12           | 9                 | 0          | 1            |
| 06:00 - 07:00 | 132                   | 7                    | 4                     | 143          | 121               | 4          | 7            |
| 07:00 - 08:00 | 335                   | 40                   | 16                    | 391          | 263               | 7          | 65           |
| 08:00 - 09:00 | 623                   |                      | 22                    | 645          | 389               | 25         | 209          |
| 09:00 - 10:00 | 653                   | 375                  | 143                   | 1171         | 175               | 16         | 462          |
| 10:00 - 11:00 | 731                   | 1126                 | 196                   | 2053         | 69                | 10         | 652          |
| 11:00 - 12:00 | 838                   | 1291                 | 121                   | 2250         | 17                | 7          | 814          |
| 12:00 - 13:00 | 907                   | 1475                 | 175                   | 2557         | 8                 | 2          | 897          |
| 13:00 - 14:00 | 948                   | 1269                 | 113                   | 2330         | 18                | 8          | 922          |
| 14:00 - 15:00 | 912                   | 632                  | 101                   | 1645         | 96                | 13         | 803          |
| 15:00 - 16:00 | 954                   | 201                  | 65                    | 1220         | 143               | 31         | 780          |
| 16:00 - 17:00 | 1015                  | 396                  | 100                   | 1511         | 203               | 28         | 784          |
| 17:00 - 18:00 | 1004                  | 845                  | 116                   | 1965         | 149               | 19         | 836          |
| 18:00 - 19:00 | 1126                  | 873                  | 157                   | 2156         | 165               | 38         | 923          |
| 19:00 - 20:00 | 1076                  | 1243                 | 216                   | 2535         | 103               | 21         | 952          |
| 20:00 - 21:00 | 1141                  | 873                  | 71                    | 2085         | 158               | 37         | 946          |
| 21:00 - 22:00 | 1175                  | 174                  | 78                    | 1427         | 393               | 58         | 724          |
| 22:00 - 23:00 | 845                   | 9                    | 36                    | 890          | 480               | 33         | 332          |
| 23:00 - 24:00 | 544                   | 50                   | 42                    | 636          | 354               | 17         | 173          |
| <b>TOTAL</b>  | <b>15080</b>          | <b>10915</b>         | <b>1802</b>           | <b>27797</b> | <b>3417</b>       | <b>374</b> | <b>11289</b> |