



**ALLEGATO VOLUMI
NOTA TECNICA
ADER CRM: SERVIZIO DI CONTACT CENTER**

INDICE

| | |
|--------------------------|-----------|
| 1. PREMESSA | 3 |
| 2. VOLUMI 2018 | 4 |
| 2.1 CCM ADER COMPLESSIVO | 4 |
| 2.2 CCM CONTRIBUENTI | 11 |
| 2.3 CCM ENTI | 19 |
| 3. VOLUMI 2019 | 27 |
| 3.1 CCM ADER COMPLESSIVO | 27 |
| 3.2 CCM CONTRIBUENTI | 34 |
| 3.3 CCM ENTI | 41 |
| 4. VOLUMI 2020 | 49 |
| 4.1 CCM ADER COMPLESSIVO | 49 |
| 4.2 CCM CONTRIBUENTI | 56 |
| 4.3 CCM ENTI | 64 |
| 5. VOLUMI 2021 | 72 |
| 5.1 CCM ADER COMPLESSIVO | 72 |
| 5.2 CCM CONTRIBUENTI | 79 |
| 5.3 CCM ENTI | 87 |
| 6. VOLUMI 2022 | 96 |
| 6.1 CCM ADER COMPLESSIVO | 96 |
| 6.2 CCM CONTRIBUENTI | 98 |
| 6.3 CCM ENTI | 99 |

1. PREMESSA

Nel presente documento sono riportati i dati dal 2018 al 2022 dei volumi relativi al CCM ADER Complessivo, al CCM Contribuenti e al CCM Enti:

- chiamate entranti, IVR, abbandonate e tempo medio di gestione
- contatti telefonici inbound per fascia oraria;
- contatti telefonici, asincroni e *outbound*.

2. VOLUMI 2018

Di seguito sono riportati i dati del 2018 dei volumi relativi al CCM ADER Complessivo, al CCM Contribuenti e al CCM Enti.

2.1 CCM ADER COMPLESSIVO

I volumi relativi al CCM ADER Complessivo per il 2018 sono riportati nelle seguenti tabelle.

Tabella 1 - Volumi Chiamate Entranti, IVR, Risposte, Abbandonate e Durata Media - 2018

| Chiamate entranti al Contact Center | Chiamate gestite in IVR | | Chiamate distribuite da IVR verso code | | Proposte di Call Back | | Chiamate distribuite verso Operatore | | Chiamate abbandonate in coda Operatore | | Chiamate abbandonate in coda + Proposte di Call Back | | Chiamate risposte Operatore | | Chiamate risposte Operatore su Entranti | | Durata media chiamata (ACL) |
|-------------------------------------|-------------------------|--------|--|--------|-----------------------|--------|--------------------------------------|--------|--|--------|--|-------|-----------------------------|--------|---|---|-----------------------------|
| I | L | | M | | N | | O | | P | | (P+N)/M | | A | | A/I | | |
| # | # | %(L/I) | # | %(M/I) | # | %(N/M) | # | %(O/M) | # | %(P/O) | | % | # | %(A/O) | % | # | |
| 1.221.472 | 655.982 | 53.70% | 565.490 | 46.30% | 268 | 0.05% | 565.222 | 99.95% | 1.524 | 0.27% | | 0.32% | 563.698 | 99.73% | 46.15% | | 225 |

Tabella 2 - Volumi Contatti telefonici inbound per fascia oraria 2018 - Dettaglio Mensile

| Fascia Oraria | Chiamate risposte da Operatore 2018 | | | | | | | | | | | | |
|--|-------------------------------------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|---------|
| | Gennaio | Febbraio | Marzo | Aprile | Maggio | Giugno | Luglio | Agosto | Settembre | Ottobre | Novembre | Dicembre | Totale |
| 08.00 - 09.00 | 2.116 | 1.947 | 2.503 | 2.555 | 3.429 | 2.394 | 2.641 | 1.644 | 2.454 | 2.887 | 2.417 | 2.192 | 29.179 |
| 09.00 - 10.00 | 5.853 | 5.530 | 6.711 | 6.724 | 8.680 | 6.016 | 6.446 | 4.178 | 6.037 | 7.331 | 6.598 | 5.474 | 75.578 |
| 10.00 - 11.00 | 7.383 | 6.847 | 8.011 | 7.870 | 10.089 | 7.057 | 7.668 | 4.931 | 7.062 | 8.582 | 7.696 | 6.398 | 89.594 |
| 11.00 - 12.00 | 7.630 | 6.936 | 8.161 | 7.714 | 9.865 | 6.989 | 7.474 | 4.809 | 7.034 | 8.336 | 7.739 | 6.596 | 89.283 |
| 12.00 - 13.00 | 6.319 | 5.731 | 6.811 | 6.399 | 8.338 | 5.629 | 6.216 | 3.820 | 6.149 | 7.191 | 6.665 | 5.576 | 74.844 |
| 13.00 - 14.00 | 3.487 | 3.102 | 3.642 | 3.357 | 4.523 | 2.998 | 3.302 | 2.097 | 3.631 | 4.000 | 3.925 | 3.286 | 41.350 |
| 14.00 - 15.00 | 3.382 | 2.999 | 3.781 | 3.611 | 4.513 | 2.860 | 3.235 | 1.746 | 3.514 | 3.603 | 3.546 | 3.066 | 39.856 |
| 15.00 - 16.00 | 3.949 | 3.439 | 4.263 | 3.905 | 4.972 | 3.309 | 3.839 | 2.055 | 3.776 | 4.083 | 3.844 | 3.381 | 44.815 |
| 16.00 - 17.00 | 3.820 | 3.470 | 4.159 | 3.824 | 5.111 | 3.204 | 3.652 | 2.094 | 3.814 | 3.864 | 3.584 | 3.097 | 43.693 |
| 17.00 - 18.00 | 2.859 | 2.757 | 3.503 | 2.993 | 4.131 | 2.583 | 2.986 | 1.598 | 2.918 | 3.056 | 2.730 | 2.406 | 34.520 |
| 18.00 - 19.00* | 82 | 83 | 109 | 79 | 139 | 74 | 82 | 49 | 89 | 69 | 59 | 72 | 986 |
| Totale per mese | 46.880 | 42.841 | 51.654 | 49.031 | 63.790 | 43.113 | 47.541 | 29.021 | 46.478 | 53.002 | 48.803 | 41.544 | 563.698 |
| *Chiamate che iniziano a ridosso delle ore 18.00 | | | | | | | | | | | | | |

*Chiamate che iniziano a ridosso delle ore 18.00

Tabella 3 - Volumi Contatti telefonici e asincroni 2018 - Dettaglio Giornaliero

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------|----------------|--------------|---------------|---------------|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 563.698 | 133.215 | 8.437 | 51.482 | 66.342 | 259.476 | 127 | 823.301 |
| 01/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/01/2018 | 1676 | 812 | 71 | 327 | 352 | 1.562 | 0 | 3.238 |
| 03/01/2018 | 1733 | 316 | 29 | 163 | 195 | 703 | 0 | 2.436 |
| 04/01/2018 | 1767 | 571 | 51 | 122 | 207 | 951 | 0 | 2.718 |
| 05/01/2018 | 1318 | 430 | 26 | 52 | 156 | 664 | 0 | 1.982 |
| 06/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/01/2018 | 1930 | 669 | 43 | 229 | 294 | 1.235 | 0 | 3.165 |
| 09/01/2018 | 2067 | 562 | 36 | 75 | 282 | 955 | 0 | 3.022 |
| 10/01/2018 | 2083 | 325 | 31 | 190 | 259 | 805 | 0 | 2.888 |
| 11/01/2018 | 2222 | 423 | 32 | 190 | 190 | 835 | 0 | 3.057 |
| 12/01/2018 | 1782 | 587 | 54 | 262 | 300 | 1.203 | 0 | 2.985 |
| 13/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/01/2018 | 2648 | 631 | 56 | 127 | 262 | 1.076 | 0 | 3.724 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 16/01/2018 | 2501 | 696 | 79 | 245 | 346 | 1.366 | 0 | 3.867 |
| 17/01/2018 | 2357 | 560 | 42 | 154 | 267 | 1.023 | 0 | 3.380 |
| 18/01/2018 | 2311 | 559 | 34 | 170 | 294 | 1.057 | 0 | 3.368 |
| 19/01/2018 | 2157 | 733 | 35 | 208 | 275 | 1.251 | 0 | 3.408 |
| 20/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/01/2018 | 2462 | 694 | 48 | 273 | 367 | 1.382 | 0 | 3.844 |
| 23/01/2018 | 2431 | 606 | 101 | 311 | 248 | 1.266 | 0 | 3.697 |
| 24/01/2018 | 2283 | 535 | 32 | 302 | 262 | 1.131 | 13 | 3.427 |
| 25/01/2018 | 2246 | 668 | 25 | 179 | 264 | 1.136 | 18 | 3.400 |
| 26/01/2018 | 2075 | 607 | 29 | 320 | 250 | 1.206 | 0 | 3.281 |
| 27/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/01/2018 | 2470 | 614 | 43 | 316 | 316 | 1.289 | 8 | 3.767 |
| 30/01/2018 | 2308 | 637 | 42 | 262 | 277 | 1.218 | 0 | 3.526 |
| 31/01/2018 | 2053 | 610 | 57 | 333 | 305 | 1.305 | 4 | 3.362 |
| 01/02/2018 | 2033 | 525 | 71 | 107 | 241 | 944 | 20 | 2.997 |
| 02/02/2018 | 1860 | 585 | 22 | 486 | 203 | 1.296 | 15 | 3.171 |
| 03/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/02/2018 | 2273 | 664 | 37 | 237 | 313 | 1.251 | 0 | 3.524 |
| 06/02/2018 | 2155 | 586 | 47 | 243 | 256 | 1.132 | 0 | 3.287 |
| 07/02/2018 | 2151 | 553 | 27 | 380 | 267 | 1.227 | 0 | 3.378 |
| 08/02/2018 | 2027 | 501 | 29 | 237 | 239 | 1.006 | 0 | 3.033 |
| 09/02/2018 | 1744 | 476 | 29 | 124 | 223 | 852 | 0 | 2.596 |
| 10/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/02/2018 | 2207 | 567 | 42 | 291 | 275 | 1.175 | 0 | 3.382 |
| 13/02/2018 | 2062 | 678 | 36 | 264 | 293 | 1.271 | 0 | 3.333 |
| 14/02/2018 | 1971 | 485 | 23 | 230 | 250 | 988 | 0 | 2.959 |
| 15/02/2018 | 2039 | 324 | 32 | 184 | 153 | 693 | 0 | 2.732 |
| 16/02/2018 | 1801 | 661 | 43 | 117 | 247 | 1.068 | 0 | 2.869 |
| 17/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/02/2018 | 2694 | 388 | 34 | 108 | 301 | 831 | 16 | 3.541 |
| 20/02/2018 | 2753 | 583 | 31 | 184 | 293 | 1.091 | 14 | 3.858 |
| 21/02/2018 | 2447 | 511 | 22 | 242 | 180 | 955 | 12 | 3.414 |
| 22/02/2018 | 2442 | 472 | 25 | 403 | 285 | 1.185 | 0 | 3.627 |
| 23/02/2018 | 2098 | 451 | 45 | 325 | 310 | 1.131 | 0 | 3.229 |
| 24/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/02/2018 | 1934 | 268 | 20 | 185 | 154 | 627 | 0 | 2.561 |
| 27/02/2018 | 1916 | 135 | 48 | 172 | 230 | 585 | 0 | 2.501 |
| 28/02/2018 | 2234 | 872 | 42 | 526 | 363 | 1.803 | 0 | 4.037 |
| 01/03/2018 | 1911 | 784 | 38 | 369 | 334 | 1.525 | 0 | 3.436 |
| 02/03/2018 | 1925 | 788 | 20 | 158 | 273 | 1.239 | 0 | 3.164 |
| 03/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/03/2018 | 2078 | 608 | 52 | 178 | 301 | 1.139 | 0 | 3.217 |
| 06/03/2018 | 2246 | 578 | 31 | 227 | 223 | 1.059 | 0 | 3.305 |
| 07/03/2018 | 2305 | 463 | 38 | 265 | 262 | 1.028 | 0 | 3.333 |
| 08/03/2018 | 2151 | 663 | 31 | 89 | 245 | 1.028 | 0 | 3.179 |
| 09/03/2018 | 1974 | 511 | 24 | 126 | 267 | 928 | 0 | 2.902 |
| 10/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/03/2018 | 2621 | 316 | 24 | 239 | 313 | 892 | 0 | 3.513 |
| 13/03/2018 | 2422 | 635 | 31 | 209 | 381 | 1.256 | 0 | 3.678 |
| 14/03/2018 | 2300 | 424 | 31 | 411 | 276 | 1.142 | 0 | 3.442 |
| 15/03/2018 | 2243 | 409 | 43 | 265 | 231 | 948 | 0 | 3.191 |
| 16/03/2018 | 2142 | 492 | 36 | 196 | 223 | 947 | 0 | 3.089 |
| 17/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/03/2018 | 2453 | 762 | 28 | 347 | 357 | 1.494 | 0 | 3.947 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 20/03/2018 | 2261 | 593 | 27 | 196 | 255 | 1.071 | 0 | 3.332 |
| 21/03/2018 | 2371 | 402 | 27 | 286 | 224 | 939 | 0 | 3.310 |
| 22/03/2018 | 2568 | 251 | 23 | 239 | 209 | 722 | 0 | 3.290 |
| 23/03/2018 | 2541 | 801 | 27 | 271 | 331 | 1.430 | 0 | 3.971 |
| 24/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/03/2018 | 3182 | 782 | 49 | 261 | 396 | 1.488 | 0 | 4.670 |
| 27/03/2018 | 2916 | 600 | 54 | 297 | 293 | 1.244 | 0 | 4.160 |
| 28/03/2018 | 2742 | 678 | 63 | 150 | 303 | 1.194 | 0 | 3.936 |
| 29/03/2018 | 2453 | 518 | 61 | 308 | 260 | 1.147 | 0 | 3.600 |
| 30/03/2018 | 1849 | 436 | 24 | 113 | 189 | 762 | 0 | 2.611 |
| 31/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/04/2018 | 2505 | 572 | 70 | 286 | 280 | 1.208 | 0 | 3.713 |
| 04/04/2018 | 2546 | 531 | 46 | 273 | 268 | 1.118 | 0 | 3.664 |
| 05/04/2018 | 2564 | 683 | 57 | 250 | 298 | 1.288 | 0 | 3.852 |
| 06/04/2018 | 2169 | 638 | 52 | 386 | 267 | 1.343 | 0 | 3.512 |
| 07/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/04/2018 | 2566 | 354 | 46 | 129 | 303 | 832 | 0 | 3.398 |
| 10/04/2018 | 2667 | 790 | 50 | 263 | 340 | 1.443 | 0 | 4.110 |
| 11/04/2018 | 2780 | 300 | 7 | 296 | 218 | 821 | 0 | 3.601 |
| 12/04/2018 | 2799 | 698 | 44 | 356 | 351 | 1.449 | 0 | 4.248 |
| 13/04/2018 | 2562 | 792 | 62 | 85 | 357 | 1.296 | 2 | 3.860 |
| 14/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/04/2018 | 2958 | 577 | 31 | 314 | 386 | 1.308 | 0 | 4.266 |
| 17/04/2018 | 2729 | 547 | 42 | 306 | 333 | 1.228 | 1 | 3.958 |
| 18/04/2018 | 2642 | 737 | 20 | 256 | 371 | 1.384 | 0 | 4.026 |
| 19/04/2018 | 2466 | 751 | 50 | 133 | 228 | 1.162 | 0 | 3.628 |
| 20/04/2018 | 2169 | 546 | 24 | 392 | 253 | 1.215 | 0 | 3.384 |
| 21/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/04/2018 | 2797 | 466 | 70 | 147 | 335 | 1.018 | 0 | 3.815 |
| 24/04/2018 | 2399 | 696 | 64 | 53 | 309 | 1.122 | 0 | 3.521 |
| 25/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/04/2018 | 2608 | 590 | 37 | 362 | 282 | 1.271 | 0 | 3.879 |
| 27/04/2018 | 2471 | 471 | 35 | 317 | 288 | 1.111 | 0 | 3.582 |
| 28/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/04/2018 | 2634 | 580 | 37 | 304 | 211 | 1.132 | 0 | 3.766 |
| 01/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/05/2018 | 3055 | 489 | 37 | 115 | 279 | 920 | 0 | 3.975 |
| 03/05/2018 | 3093 | 684 | 53 | 398 | 311 | 1.446 | 0 | 4.539 |
| 04/05/2018 | 2780 | 550 | 63 | 183 | 363 | 1.159 | 0 | 3.939 |
| 05/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/05/2018 | 3438 | 1.117 | 61 | 389 | 407 | 1.974 | 0 | 5.412 |
| 08/05/2018 | 3321 | 730 | 68 | 136 | 363 | 1.297 | 0 | 4.618 |
| 09/05/2018 | 3223 | 518 | 63 | 343 | 427 | 1.351 | 0 | 4.574 |
| 10/05/2018 | 3571 | 654 | 49 | 188 | 304 | 1.195 | 0 | 4.766 |
| 11/05/2018 | 3614 | 954 | 67 | 175 | 555 | 1.751 | 0 | 5.365 |
| 12/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/05/2018 | 5894 | 1.126 | 69 | 218 | 498 | 1.911 | 0 | 7.805 |
| 15/05/2018 | 5931 | 1.143 | 91 | 228 | 479 | 1.941 | 0 | 7.872 |
| 16/05/2018 | 2462 | 837 | 40 | 277 | 362 | 1.516 | 0 | 3.978 |
| 17/05/2018 | 2471 | 548 | 34 | 263 | 224 | 1.069 | 0 | 3.540 |
| 18/05/2018 | 1930 | 488 | 30 | 247 | 252 | 1.017 | 0 | 2.947 |
| 19/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/05/2018 | 2338 | 545 | 37 | 430 | 335 | 1.347 | 0 | 3.685 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 22/05/2018 | 2202 | 573 | 33 | 142 | 327 | 1.075 | 0 | 3.277 |
| 23/05/2018 | 2294 | 444 | 17 | 286 | 244 | 991 | 0 | 3.285 |
| 24/05/2018 | 2124 | 585 | 45 | 191 | 271 | 1.092 | 0 | 3.216 |
| 25/05/2018 | 1879 | 551 | 24 | 136 | 188 | 899 | 0 | 2.778 |
| 26/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/05/2018 | 2248 | 574 | 37 | 316 | 283 | 1.210 | 0 | 3.458 |
| 29/05/2018 | 2075 | 502 | 21 | 247 | 246 | 1.016 | 0 | 3.091 |
| 30/05/2018 | 1990 | 486 | 39 | 219 | 215 | 959 | 0 | 2.949 |
| 31/05/2018 | 1857 | 432 | 13 | 225 | 265 | 935 | 0 | 2.792 |
| 01/06/2018 | 1490 | 451 | 20 | 152 | 146 | 769 | 0 | 2.259 |
| 02/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/06/2018 | 2022 | 603 | 24 | 319 | 270 | 1.216 | 0 | 3.238 |
| 05/06/2018 | 2021 | 489 | 28 | 105 | 177 | 799 | 0 | 2.820 |
| 06/06/2018 | 1857 | 532 | 26 | 329 | 226 | 1.113 | 0 | 2.970 |
| 07/06/2018 | 1995 | 442 | 34 | 202 | 219 | 897 | 0 | 2.892 |
| 08/06/2018 | 2195 | 307 | 15 | 169 | 195 | 686 | 0 | 2.881 |
| 09/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/06/2018 | 2658 | 609 | 37 | 247 | 269 | 1.162 | 0 | 3.820 |
| 12/06/2018 | 2336 | 564 | 39 | 184 | 276 | 1.063 | 0 | 3.399 |
| 13/06/2018 | 2211 | 455 | 29 | 240 | 245 | 969 | 0 | 3.180 |
| 14/06/2018 | 2130 | 474 | 41 | 243 | 298 | 1.056 | 0 | 3.186 |
| 15/06/2018 | 1821 | 283 | 22 | 109 | 139 | 553 | 0 | 2.374 |
| 16/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/06/2018 | 2234 | 496 | 23 | 268 | 308 | 1.095 | 3 | 3.332 |
| 19/06/2018 | 2217 | 729 | 69 | 242 | 406 | 1.446 | 0 | 3.663 |
| 20/06/2018 | 2047 | 423 | 26 | 269 | 179 | 897 | 0 | 2.944 |
| 21/06/2018 | 1933 | 497 | 21 | 231 | 187 | 936 | 0 | 2.869 |
| 22/06/2018 | 1730 | 500 | 33 | 244 | 193 | 970 | 0 | 2.700 |
| 23/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/06/2018 | 2353 | 584 | 28 | 204 | 312 | 1.128 | 0 | 3.481 |
| 26/06/2018 | 2189 | 626 | 26 | 256 | 227 | 1.135 | 0 | 3.324 |
| 27/06/2018 | 2077 | 514 | 27 | 224 | 135 | 900 | 0 | 2.977 |
| 28/06/2018 | 1996 | 375 | 15 | 117 | 170 | 677 | 0 | 2.673 |
| 29/06/2018 | 1601 | 511 | 25 | 275 | 262 | 1.073 | 0 | 2.674 |
| 30/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/07/2018 | 2321 | 511 | 33 | 175 | 234 | 953 | 0 | 3.274 |
| 03/07/2018 | 2092 | 658 | 33 | 246 | 320 | 1.257 | 0 | 3.349 |
| 04/07/2018 | 1931 | 454 | 18 | 190 | 234 | 896 | 0 | 2.827 |
| 05/07/2018 | 1892 | 554 | 31 | 187 | 197 | 969 | 0 | 2.861 |
| 06/07/2018 | 1604 | 493 | 25 | 116 | 207 | 841 | 0 | 2.445 |
| 07/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/07/2018 | 2042 | 445 | 17 | 408 | 315 | 1.185 | 0 | 3.227 |
| 10/07/2018 | 2178 | 578 | 19 | 127 | 235 | 959 | 0 | 3.137 |
| 11/07/2018 | 2274 | 391 | 12 | 211 | 218 | 832 | 0 | 3.106 |
| 12/07/2018 | 2181 | 491 | 23 | 209 | 178 | 901 | 0 | 3.082 |
| 13/07/2018 | 1745 | 361 | 15 | 196 | 147 | 719 | 0 | 2.464 |
| 14/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/07/2018 | 2165 | 556 | 20 | 259 | 300 | 1.135 | 0 | 3.300 |
| 17/07/2018 | 2123 | 735 | 23 | 356 | 297 | 1.411 | 0 | 3.534 |
| 18/07/2018 | 2098 | 518 | 22 | 241 | 240 | 1.021 | 0 | 3.119 |
| 19/07/2018 | 1924 | 500 | 29 | 115 | 257 | 901 | 0 | 2.825 |
| 20/07/2018 | 1668 | 380 | 21 | 167 | 153 | 721 | 0 | 2.389 |
| 21/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/07/2018 | 2292 | 441 | 16 | 243 | 231 | 931 | 0 | 3.223 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 24/07/2018 | 2249 | 480 | 30 | 242 | 290 | 1.042 | 0 | 3.291 |
| 25/07/2018 | 2255 | 479 | 25 | 334 | 219 | 1.057 | 0 | 3.312 |
| 26/07/2018 | 2251 | 479 | 30 | 359 | 242 | 1.110 | 0 | 3.361 |
| 27/07/2018 | 2210 | 547 | 16 | 193 | 206 | 962 | 0 | 3.172 |
| 28/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/07/2018 | 3087 | 437 | 27 | 167 | 269 | 900 | 0 | 3.987 |
| 31/07/2018 | 2959 | 545 | 28 | 137 | 277 | 987 | 0 | 3.946 |
| 01/08/2018 | 2322 | 606 | 26 | 143 | 248 | 1.023 | 0 | 3.345 |
| 02/08/2018 | 1962 | 387 | 15 | 328 | 202 | 932 | 0 | 2.894 |
| 03/08/2018 | 1707 | 344 | 24 | 160 | 193 | 721 | 0 | 2.428 |
| 04/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/08/2018 | 1892 | 341 | 32 | 280 | 192 | 845 | 0 | 2.737 |
| 07/08/2018 | 1735 | 450 | 12 | 319 | 217 | 998 | 0 | 2.733 |
| 08/08/2018 | 1651 | 389 | 22 | 344 | 175 | 930 | 0 | 2.581 |
| 09/08/2018 | 1543 | 280 | 17 | 89 | 118 | 504 | 0 | 2.047 |
| 10/08/2018 | 1269 | 249 | 20 | 160 | 193 | 622 | 0 | 1.891 |
| 11/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/08/2018 | 1114 | 289 | 14 | 136 | 210 | 649 | 0 | 1.763 |
| 14/08/2018 | 725 | 311 | 15 | 244 | 80 | 650 | 0 | 1.375 |
| 15/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/08/2018 | 782 | 168 | 6 | 40 | 86 | 300 | 0 | 1.082 |
| 17/08/2018 | 746 | 143 | 13 | 102 | 56 | 314 | 0 | 1.060 |
| 18/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/08/2018 | 1162 | 229 | 11 | 101 | 109 | 450 | 0 | 1.612 |
| 21/08/2018 | 975 | 237 | 5 | 52 | 98 | 392 | 0 | 1.367 |
| 22/08/2018 | 934 | 133 | 15 | 2.270 | 75 | 2.493 | 0 | 3.427 |
| 23/08/2018 | 944 | 273 | 13 | 113 | 101 | 500 | 0 | 1.444 |
| 24/08/2018 | 761 | 201 | 12 | 126 | 91 | 430 | 0 | 1.191 |
| 25/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/08/2018 | 1350 | 298 | 27 | 166 | 114 | 605 | 0 | 1.955 |
| 28/08/2018 | 1480 | 432 | 24 | 141 | 170 | 767 | 0 | 2.247 |
| 29/08/2018 | 1471 | 253 | 22 | 106 | 141 | 522 | 0 | 1.993 |
| 30/08/2018 | 1321 | 365 | 22 | 95 | 166 | 648 | 0 | 1.969 |
| 31/08/2018 | 1175 | 320 | 12 | 72 | 116 | 520 | 0 | 1.695 |
| 01/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/09/2018 | 1687 | 276 | 9 | 63 | 201 | 549 | 0 | 2.236 |
| 04/09/2018 | 1667 | 508 | 44 | 181 | 199 | 932 | 0 | 2.599 |
| 05/09/2018 | 1689 | 561 | 27 | 188 | 190 | 966 | 0 | 2.655 |
| 06/09/2018 | 1925 | 401 | 37 | 79 | 160 | 677 | 0 | 2.602 |
| 07/09/2018 | 1661 | 380 | 71 | 85 | 180 | 716 | 0 | 2.377 |
| 08/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/09/2018 | 2066 | 312 | 27 | 166 | 328 | 833 | 0 | 2.899 |
| 11/09/2018 | 1958 | 676 | 56 | 115 | 252 | 1.099 | 0 | 3.057 |
| 12/09/2018 | 1798 | 326 | 28 | 143 | 252 | 749 | 0 | 2.547 |
| 13/09/2018 | 1964 | 435 | 15 | 146 | 181 | 777 | 0 | 2.741 |
| 14/09/2018 | 2122 | 415 | 46 | 151 | 178 | 790 | 0 | 2.912 |
| 15/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/09/2018 | 3156 | 545 | 25 | 145 | 352 | 1.067 | 0 | 4.223 |
| 18/09/2018 | 3223 | 447 | 36 | 145 | 374 | 1.002 | 0 | 4.225 |
| 19/09/2018 | 3049 | 562 | 26 | 127 | 272 | 987 | 0 | 4.036 |
| 20/09/2018 | 3045 | 363 | 48 | 71 | 341 | 823 | 0 | 3.868 |
| 21/09/2018 | 2363 | 682 | 31 | 162 | 273 | 1.148 | 0 | 3.511 |
| 22/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/09/2018 | 3192 | 574 | 22 | 161 | 330 | 1.087 | 0 | 4.279 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 25/09/2018 | 2808 | 979 | 50 | 315 | 501 | 1.845 | 0 | 4.653 |
| 26/09/2018 | 2672 | 460 | 42 | 111 | 387 | 1.000 | 0 | 3.672 |
| 27/09/2018 | 1850 | 601 | 36 | 219 | 300 | 1.156 | 0 | 3.006 |
| 28/09/2018 | 2583 | 452 | 32 | 253 | 281 | 1.018 | 0 | 3.601 |
| 29/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/10/2018 | 2977 | 825 | 29 | 322 | 447 | 1.623 | 0 | 4.600 |
| 02/10/2018 | 2606 | 416 | 17 | 141 | 209 | 783 | 0 | 3.389 |
| 03/10/2018 | 2358 | 694 | 42 | 221 | 351 | 1.308 | 0 | 3.666 |
| 04/10/2018 | 2220 | 722 | 42 | 232 | 344 | 1.340 | 0 | 3.560 |
| 05/10/2018 | 1836 | 563 | 24 | 163 | 263 | 1.013 | 0 | 2.849 |
| 06/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/10/2018 | 2400 | 497 | 43 | 246 | 303 | 1.089 | 0 | 3.489 |
| 09/10/2018 | 2291 | 722 | 56 | 213 | 395 | 1.386 | 0 | 3.677 |
| 10/10/2018 | 2161 | 763 | 41 | 305 | 267 | 1.376 | 0 | 3.537 |
| 11/10/2018 | 1962 | 603 | 42 | 169 | 313 | 1.127 | 0 | 3.089 |
| 12/10/2018 | 1827 | 456 | 36 | 217 | 226 | 935 | 0 | 2.762 |
| 13/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/10/2018 | 2392 | 641 | 35 | 147 | 335 | 1.158 | 0 | 3.550 |
| 16/10/2018 | 2413 | 679 | 34 | 119 | 294 | 1.126 | 0 | 3.539 |
| 17/10/2018 | 2248 | 565 | 39 | 185 | 297 | 1.086 | 0 | 3.334 |
| 18/10/2018 | 2148 | 671 | 32 | 78 | 244 | 1.025 | 0 | 3.173 |
| 19/10/2018 | 1775 | 500 | 75 | 181 | 235 | 991 | 1 | 2.767 |
| 20/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/10/2018 | 2115 | 521 | 35 | 273 | 305 | 1.134 | 0 | 3.249 |
| 23/10/2018 | 2215 | 530 | 49 | 191 | 244 | 1.014 | 0 | 3.229 |
| 24/10/2018 | 2402 | 368 | 25 | 211 | 234 | 838 | 0 | 3.240 |
| 25/10/2018 | 2542 | 374 | 15 | 190 | 185 | 764 | 0 | 3.306 |
| 26/10/2018 | 2153 | 431 | 25 | 253 | 221 | 930 | 0 | 3.083 |
| 27/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/10/2018 | 2779 | 551 | 29 | 173 | 272 | 1.025 | 0 | 3.804 |
| 30/10/2018 | 2777 | 544 | 32 | 171 | 583 | 1.330 | 0 | 4.107 |
| 31/10/2018 | 2405 | 599 | 27 | 142 | 249 | 1.017 | 0 | 3.422 |
| 01/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/11/2018 | 1496 | 361 | 22 | 105 | 209 | 697 | 0 | 2.193 |
| 03/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/11/2018 | 2343 | 466 | 12 | 209 | 246 | 933 | 0 | 3.276 |
| 06/11/2018 | 2173 | 510 | 34 | 167 | 299 | 1.010 | 0 | 3.183 |
| 07/11/2018 | 2380 | 589 | 24 | 76 | 260 | 949 | 0 | 3.329 |
| 08/11/2018 | 2313 | 552 | 29 | 142 | 253 | 976 | 0 | 3.289 |
| 09/11/2018 | 1936 | 458 | 13 | 41 | 191 | 703 | 0 | 2.639 |
| 10/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/11/2018 | 2567 | 446 | 39 | 182 | 271 | 938 | 0 | 3.505 |
| 13/11/2018 | 2514 | 478 | 45 | 181 | 292 | 996 | 0 | 3.510 |
| 14/11/2018 | 2349 | 680 | 46 | 90 | 322 | 1.138 | 0 | 3.487 |
| 15/11/2018 | 2252 | 671 | 23 | 82 | 176 | 952 | 0 | 3.204 |
| 16/11/2018 | 2048 | 558 | 31 | 77 | 205 | 871 | 0 | 2.919 |
| 17/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/11/2018 | 2511 | 573 | 34 | 102 | 267 | 976 | 0 | 3.487 |
| 20/11/2018 | 2431 | 610 | 44 | 72 | 252 | 978 | 0 | 3.409 |
| 21/11/2018 | 2347 | 619 | 27 | 58 | 354 | 1.058 | 0 | 3.405 |
| 22/11/2018 | 2281 | 597 | 30 | 117 | 424 | 1.168 | 0 | 3.449 |
| 23/11/2018 | 1913 | 512 | 26 | 72 | 323 | 933 | 0 | 2.846 |
| 24/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/11/2018 | 2500 | 560 | 17 | 72 | 231 | 880 | 0 | 3.380 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 27/11/2018 | 2482 | 442 | 17 | 58 | 317 | 834 | 0 | 3.316 |
| 28/11/2018 | 2514 | 347 | 32 | 76 | 259 | 714 | 0 | 3.228 |
| 29/11/2018 | 2656 | 514 | 23 | 48 | 183 | 768 | 0 | 3.424 |
| 30/11/2018 | 2797 | 375 | 5 | 64 | 195 | 639 | 0 | 3.436 |
| 01/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/12/2018 | 3505 | 742 | 30 | 127 | 314 | 1.213 | 0 | 4.718 |
| 04/12/2018 | 3569 | 764 | 39 | 95 | 558 | 1.456 | 0 | 5.025 |
| 05/12/2018 | 3417 | 716 | 28 | 82 | 491 | 1.317 | 0 | 4.734 |
| 06/12/2018 | 3448 | 415 | 25 | 50 | 279 | 769 | 0 | 4.217 |
| 07/12/2018 | 2710 | 701 | 33 | 100 | 419 | 1.253 | 0 | 3.963 |
| 08/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/12/2018 | 2721 | 615 | 33 | 92 | 360 | 1.100 | 0 | 3.821 |
| 11/12/2018 | 2550 | 629 | 37 | 64 | 363 | 1.093 | 0 | 3.643 |
| 12/12/2018 | 2368 | 666 | 13 | 81 | 250 | 1.010 | 0 | 3.378 |
| 13/12/2018 | 2229 | 464 | 25 | 62 | 259 | 810 | 0 | 3.039 |
| 14/12/2018 | 1910 | 498 | 21 | 87 | 212 | 818 | 0 | 2.728 |
| 15/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/12/2018 | 2232 | 666 | 39 | 97 | 315 | 1.117 | 0 | 3.349 |
| 18/12/2018 | 1912 | 473 | 31 | 67 | 241 | 812 | 0 | 2.724 |
| 19/12/2018 | 1875 | 385 | 17 | 72 | 190 | 664 | 0 | 2.539 |
| 20/12/2018 | 1840 | 417 | 20 | 57 | 201 | 695 | 0 | 2.535 |
| 21/12/2018 | 1478 | 228 | 22 | 21 | 140 | 411 | 0 | 1.889 |
| 22/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/12/2018 | 498 | 350 | 17 | 56 | 157 | 580 | 0 | 1.078 |
| 25/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/12/2018 | 1348 | 273 | 34 | 52 | 149 | 508 | 0 | 1.856 |
| 28/12/2018 | 1274 | 186 | 17 | 87 | 120 | 410 | 0 | 1.684 |
| 29/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31/12/2018 | 660 | 251 | 33 | 64 | 125 | 473 | 0 | 1.133 |

Tabella 4 - Volumi Contatti telefonici e asincroni 2018 - Dettaglio mensile

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|--------------------|--------------------------------------|----------------|--------------|---------------|---------------|-------------------------|--------------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincron o | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Mesi/Totale | 563.698 | 133.215 | 8.437 | 51.482 | 66.342 | 259.476 | 127 | 823.301 |
| Gennaio | 46.880 | 12.845 | 996 | 4.810 | 5.968 | 24.619 | 43 | 71.542 |
| Febbraio | 42.841 | 10.285 | 705 | 5.045 | 5.076 | 21.111 | 77 | 64.029 |
| Marzo | 51.654 | 12.494 | 782 | 5.200 | 6.146 | 24.622 | 0 | 76.276 |
| Aprile | 49.031 | 11.319 | 844 | 4.908 | 5.678 | 22.749 | 3 | 71.783 |
| Maggio | 63.790 | 14.530 | 991 | 5.352 | 7.198 | 28.071 | 0 | 91.861 |
| Giugno | 43.113 | 10.464 | 608 | 4.629 | 4.839 | 20.540 | 3 | 63.656 |
| Luglio | 47.541 | 11.033 | 513 | 4.878 | 5.266 | 21.690 | 0 | 69.231 |
| Agosto | 29.021 | 6.698 | 379 | 5.587 | 3.151 | 15.815 | 0 | 44.836 |
| Settembre | 46.478 | 9.955 | 708 | 3.026 | 5.532 | 19.221 | 0 | 65.699 |
| Ottobre | 53.002 | 13.235 | 824 | 4.543 | 6.816 | 25.418 | 1 | 78.421 |
| Novembre | 48.803 | 10.918 | 573 | 2.091 | 5.529 | 19.111 | 0 | 67.914 |
| Dicembre | 41.544 | 9.439 | 514 | 1.413 | 5.143 | 16.509 | 0 | 58.053 |

Tabella 5 - Volumi Contatti telefonici 2018 - Giorno della settimana

| Giorno | Chiamate risposte da operatore | % |
|---------------|--------------------------------------|---------------|
| lunedì | 122.818 | 21,8% |
| martedì | 118.411 | 21,0% |
| mercoledì | 111.182 | 19,7% |
| giovedì | 110.843 | 19,7% |
| venerdì | 100.444 | 17,8% |
| Totale | 563.698 | 100,0% |

2.2 CCM CONTRIBUENTI

I volumi relativi al CCM Contribuenti per il 2018 sono riportati nelle seguenti tabelle.

Tabella 6 - Volumi Chiamate Entranti, IVR, Risposte, Abbandonate e Durata Media - 2018

| Chiamate entranti al Contact Center | Chiamate gestite in IVR | | Chiamate distribuite da IVR verso code | | Proposte di Call Back | | Chiamate distribuite verso Operatore | | Chiamate abbandonate in coda Operatore | | Chiamate abbandonat e in coda + Proposte di Call Back | | Chiamate risposte Operatore | | Chiamate risposte Operatore su Entranti | | Durata media chiamata (ACL) |
|---|----------------------------|---------|--|---------|--------------------------|---------|---|---------|--|---------|---|--|-----------------------------------|---------|--|--|--------------------------------------|
| I | L | | M | | N | | O | | P | | (P+N)/M | | A | | A/I | | |
| # | # | % (L/I) | # | % (M/I) | # | % (N/M) | # | % (O/M) | # | % (P/O) | % | | # | % (A/O) | % | | # |
| 1.174.026 | 636.434 | 54,21% | 537.592 | 45,79% | 82 | 0,02% | 537.510 | 99,98% | 1.366 | 0,25% | 0,27% | | 536.144 | 99,75% | 45,67% | | 219 |

Tabella 7 - Volumi Contatti telefonici inbound per fascia oraria 2018 - Dettaglio Mensile

| Fascia Oraria | Chiamate risposte da Operatore 2018 | | | | | | | | | | | | |
|--|-------------------------------------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|---------|
| | Gennaio | Febbraio | Marzo | Aprile | Maggio | Giugno | Luglio | Agosto | Settembre | Ottobre | Novembre | Dicembre | Totale |
| 08.00 - 09.00 | 1.999 | 1.768 | 2.366 | 2.424 | 3.254 | 2.265 | 2.506 | 1.548 | 2.347 | 2.744 | 2.293 | 2.078 | 27.592 |
| 09.00 - 10.00 | 5.552 | 5.049 | 6.305 | 6.340 | 8.175 | 5.639 | 6.013 | 3.874 | 5.725 | 6.955 | 6.234 | 5.148 | 71.009 |
| 10.00 - 11.00 | 7.049 | 6.353 | 7.565 | 7.469 | 9.529 | 6.680 | 7.191 | 4.627 | 6.677 | 8.123 | 7.309 | 6.071 | 84.643 |
| 11.00 - 12.00 | 7.323 | 6.462 | 7.696 | 7.329 | 9.351 | 6.610 | 7.075 | 4.497 | 6.716 | 7.937 | 7.358 | 6.257 | 84.611 |
| 12.00 - 13.00 | 6.007 | 5.320 | 6.427 | 6.049 | 7.883 | 5.299 | 5.855 | 3.586 | 5.898 | 6.796 | 6.326 | 5.322 | 70.768 |
| 13.00 - 14.00 | 3.309 | 2.888 | 3.436 | 3.149 | 4.266 | 2.846 | 3.098 | 1.946 | 3.455 | 3.828 | 3.729 | 3.145 | 39.095 |
| 14.00 - 15.00 | 3.269 | 2.819 | 3.604 | 3.455 | 4.342 | 2.740 | 3.093 | 1.675 | 3.404 | 3.482 | 3.421 | 2.970 | 38.274 |
| 15.00 - 16.00 | 3.820 | 3.256 | 4.107 | 3.774 | 4.781 | 3.165 | 3.700 | 1.962 | 3.649 | 3.920 | 3.725 | 3.267 | 43.126 |
| 16.00 - 17.00 | 3.716 | 3.314 | 4.021 | 3.694 | 4.937 | 3.076 | 3.505 | 2.009 | 3.700 | 3.742 | 3.490 | 2.990 | 42.194 |
| 17.00 - 18.00 | 2.813 | 2.690 | 3.436 | 2.930 | 4.077 | 2.523 | 2.933 | 1.561 | 2.867 | 2.990 | 2.669 | 2.359 | 33.848 |
| 18.00 - 19.00* | 82 | 83 | 109 | 79 | 138 | 74 | 82 | 49 | 89 | 69 | 58 | 72 | 984 |
| Totale per mese | 44.939 | 40.002 | 49.072 | 46.692 | 60.733 | 40.917 | 45.051 | 27.334 | 44.527 | 50.586 | 46.612 | 39.679 | 536.144 |
| *Chiamate che iniziano a ridosso delle ore 18.00 | | | | | | | | | | | | | |

*Chiamate che iniziano a ridosso delle ore 18.00

Tabella 8 - Volumi Contatti telefonici e asincroni 2018 - Dettaglio Giornaliero

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------|----------------|--------------|---------------|---------------|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 536.144 | 133.215 | 8.437 | 51.482 | 66.342 | 259.476 | 127 | 795.747 |
| 01/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/01/2018 | 1.630 | 812 | 71 | 327 | 352 | 1.562 | 0 | 3.192 |
| 03/01/2018 | 1.672 | 316 | 29 | 163 | 195 | 703 | 0 | 2.375 |
| 04/01/2018 | 1.704 | 571 | 51 | 122 | 207 | 951 | 0 | 2.655 |
| 05/01/2018 | 1.260 | 430 | 26 | 52 | 156 | 664 | 0 | 1.924 |
| 06/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/01/2018 | 1.849 | 669 | 43 | 229 | 294 | 1.235 | 0 | 3.084 |
| 09/01/2018 | 1.979 | 562 | 36 | 75 | 282 | 955 | 0 | 2.934 |
| 10/01/2018 | 1.997 | 325 | 31 | 190 | 259 | 805 | 0 | 2.802 |
| 11/01/2018 | 2.124 | 423 | 32 | 190 | 190 | 835 | 0 | 2.959 |
| 12/01/2018 | 1.719 | 587 | 54 | 262 | 300 | 1.203 | 0 | 2.922 |
| 13/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/01/2018 | 2.538 | 631 | 56 | 127 | 262 | 1.076 | 0 | 3.614 |
| 16/01/2018 | 2.383 | 696 | 79 | 245 | 346 | 1.366 | 0 | 3.749 |
| 17/01/2018 | 2.262 | 560 | 42 | 154 | 267 | 1.023 | 0 | 3.285 |
| 18/01/2018 | 2.217 | 559 | 34 | 170 | 294 | 1.057 | 0 | 3.274 |
| 19/01/2018 | 2.081 | 733 | 35 | 208 | 275 | 1.251 | 0 | 3.332 |
| 20/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/01/2018 | 2.344 | 694 | 48 | 273 | 367 | 1.382 | 0 | 3.726 |
| 23/01/2018 | 2.303 | 606 | 101 | 311 | 248 | 1.266 | 0 | 3.569 |
| 24/01/2018 | 2.186 | 535 | 32 | 302 | 262 | 1.131 | 13 | 3.330 |
| 25/01/2018 | 2.136 | 668 | 25 | 179 | 264 | 1.136 | 18 | 3.290 |
| 26/01/2018 | 1.998 | 607 | 29 | 320 | 250 | 1.206 | 0 | 3.204 |
| 27/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/01/2018 | 2.371 | 614 | 43 | 316 | 316 | 1.289 | 8 | 3.668 |
| 30/01/2018 | 2.213 | 637 | 42 | 262 | 277 | 1.218 | 0 | 3.431 |
| 31/01/2018 | 1.973 | 610 | 57 | 333 | 305 | 1.305 | 4 | 3.282 |
| 01/02/2018 | 1.938 | 525 | 71 | 107 | 241 | 944 | 20 | 2.902 |
| 02/02/2018 | 1.762 | 585 | 22 | 486 | 203 | 1.296 | 15 | 3.073 |
| 03/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/02/2018 | 2.186 | 664 | 37 | 237 | 313 | 1.251 | 0 | 3.437 |
| 06/02/2018 | 2.042 | 586 | 47 | 243 | 256 | 1.132 | 0 | 3.174 |
| 07/02/2018 | 2.050 | 553 | 27 | 380 | 267 | 1.227 | 0 | 3.277 |
| 08/02/2018 | 1.941 | 501 | 29 | 237 | 239 | 1.006 | 0 | 2.947 |
| 09/02/2018 | 1.677 | 476 | 29 | 124 | 223 | 852 | 0 | 2.529 |
| 10/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | H=A+F+G |
| 12/02/2018 | 2.112 | 567 | 42 | 291 | 275 | 1.175 | 0 | 3.287 |
| 13/02/2018 | 1.973 | 678 | 36 | 264 | 293 | 1.271 | 0 | 3.244 |
| 14/02/2018 | 1.884 | 485 | 23 | 230 | 250 | 988 | 0 | 2.872 |
| 15/02/2018 | 1.932 | 324 | 32 | 184 | 153 | 693 | 0 | 2.625 |
| 16/02/2018 | 1.718 | 661 | 43 | 117 | 247 | 1.068 | 0 | 2.786 |
| 17/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/02/2018 | 2.303 | 388 | 34 | 108 | 301 | 831 | 16 | 3.150 |
| 20/02/2018 | 2.168 | 583 | 31 | 184 | 293 | 1.091 | 14 | 3.273 |
| 21/02/2018 | 2.273 | 511 | 22 | 242 | 180 | 955 | 12 | 3.240 |
| 22/02/2018 | 2.278 | 472 | 25 | 403 | 285 | 1.185 | 0 | 3.463 |
| 23/02/2018 | 2.005 | 451 | 45 | 325 | 310 | 1.131 | 0 | 3.136 |
| 24/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/02/2018 | 1.834 | 268 | 20 | 185 | 154 | 627 | 0 | 2.461 |
| 27/02/2018 | 1.818 | 135 | 48 | 172 | 230 | 585 | 0 | 2.403 |
| 28/02/2018 | 2.108 | 872 | 42 | 526 | 363 | 1.803 | 0 | 3.911 |
| 01/03/2018 | 1.813 | 784 | 38 | 369 | 334 | 1.525 | 0 | 3.338 |
| 02/03/2018 | 1.804 | 788 | 20 | 158 | 273 | 1.239 | 0 | 3.043 |
| 03/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/03/2018 | 2.002 | 608 | 52 | 178 | 301 | 1.139 | 0 | 3.141 |
| 06/03/2018 | 2.134 | 578 | 31 | 227 | 223 | 1.059 | 0 | 3.193 |
| 07/03/2018 | 2.165 | 463 | 38 | 265 | 262 | 1.028 | 0 | 3.193 |
| 08/03/2018 | 2.038 | 663 | 31 | 89 | 245 | 1.028 | 0 | 3.066 |
| 09/03/2018 | 1.895 | 511 | 24 | 126 | 267 | 928 | 0 | 2.823 |
| 10/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/03/2018 | 2.494 | 316 | 24 | 239 | 313 | 892 | 0 | 3.386 |
| 13/03/2018 | 2.288 | 635 | 31 | 209 | 381 | 1.256 | 0 | 3.544 |
| 14/03/2018 | 2.184 | 424 | 31 | 411 | 276 | 1.142 | 0 | 3.326 |
| 15/03/2018 | 2.125 | 409 | 43 | 265 | 231 | 948 | 0 | 3.073 |
| 16/03/2018 | 2.004 | 492 | 36 | 196 | 223 | 947 | 0 | 2.951 |
| 17/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/03/2018 | 2.307 | 762 | 28 | 347 | 357 | 1.494 | 0 | 3.801 |
| 20/03/2018 | 2.124 | 593 | 27 | 196 | 255 | 1.071 | 0 | 3.195 |
| 21/03/2018 | 2.249 | 402 | 27 | 286 | 224 | 939 | 0 | 3.188 |
| 22/03/2018 | 2.454 | 251 | 23 | 239 | 209 | 722 | 0 | 3.176 |
| 23/03/2018 | 2.415 | 801 | 27 | 271 | 331 | 1.430 | 0 | 3.845 |
| 24/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/03/2018 | 3.049 | 782 | 49 | 261 | 396 | 1.488 | 0 | 4.537 |
| 27/03/2018 | 2.769 | 600 | 54 | 297 | 293 | 1.244 | 0 | 4.013 |
| 28/03/2018 | 2.622 | 678 | 63 | 150 | 303 | 1.194 | 0 | 3.816 |
| 29/03/2018 | 2.358 | 518 | 61 | 308 | 260 | 1.147 | 0 | 3.505 |
| 30/03/2018 | 1.779 | 436 | 24 | 113 | 189 | 762 | 0 | 2.541 |
| 31/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/04/2018 | 2.406 | 572 | 70 | 286 | 280 | 1.208 | 0 | 3.614 |
| 04/04/2018 | 2.414 | 531 | 46 | 273 | 268 | 1.118 | 0 | 3.532 |
| 05/04/2018 | 2.457 | 683 | 57 | 250 | 298 | 1.288 | 0 | 3.745 |
| 06/04/2018 | 2.065 | 638 | 52 | 386 | 267 | 1.343 | 0 | 3.408 |
| 07/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/04/2018 | 2.446 | 354 | 46 | 129 | 303 | 832 | 0 | 3.278 |
| 10/04/2018 | 2.526 | 790 | 50 | 263 | 340 | 1.443 | 0 | 3.969 |
| 11/04/2018 | 2.663 | 300 | 7 | 296 | 218 | 821 | 0 | 3.484 |
| 12/04/2018 | 2.652 | 698 | 44 | 356 | 351 | 1.449 | 0 | 4.101 |
| 13/04/2018 | 2.432 | 792 | 62 | 85 | 357 | 1.296 | 2 | 3.730 |
| 14/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | H=A+F+G |
| 16/04/2018 | 2.792 | 577 | 31 | 314 | 386 | 1.308 | 0 | 4.100 |
| 17/04/2018 | 2.596 | 547 | 42 | 306 | 333 | 1.228 | 1 | 3.825 |
| 18/04/2018 | 2.503 | 737 | 20 | 256 | 371 | 1.384 | 0 | 3.887 |
| 19/04/2018 | 2.323 | 751 | 50 | 133 | 228 | 1.162 | 0 | 3.485 |
| 20/04/2018 | 2.073 | 546 | 24 | 392 | 253 | 1.215 | 0 | 3.288 |
| 21/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/04/2018 | 2.652 | 466 | 70 | 147 | 335 | 1.018 | 0 | 3.670 |
| 24/04/2018 | 2.272 | 696 | 64 | 53 | 309 | 1.122 | 0 | 3.394 |
| 25/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - |
| 26/04/2018 | 2.483 | 590 | 37 | 362 | 282 | 1.271 | 0 | 3.754 |
| 27/04/2018 | 2.371 | 471 | 35 | 317 | 288 | 1.111 | 0 | 3.482 |
| 28/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/04/2018 | 2.566 | 580 | 37 | 304 | 211 | 1.132 | 0 | 3.698 |
| 01/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/05/2018 | 2.929 | 489 | 37 | 115 | 279 | 920 | 0 | 3.849 |
| 03/05/2018 | 2.962 | 684 | 53 | 398 | 311 | 1.446 | 0 | 4.408 |
| 04/05/2018 | 2.666 | 550 | 63 | 183 | 363 | 1.159 | 0 | 3.825 |
| 05/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/05/2018 | 3.289 | 1.117 | 61 | 389 | 407 | 1.974 | 0 | 5.263 |
| 08/05/2018 | 3.193 | 730 | 68 | 136 | 363 | 1.297 | 0 | 4.490 |
| 09/05/2018 | 3.107 | 518 | 63 | 343 | 427 | 1.351 | 0 | 4.458 |
| 10/05/2018 | 3.446 | 654 | 49 | 188 | 304 | 1.195 | 0 | 4.641 |
| 11/05/2018 | 3.499 | 954 | 67 | 175 | 555 | 1.751 | 0 | 5.250 |
| 12/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/05/2018 | 5.731 | 1.126 | 69 | 218 | 498 | 1.911 | 0 | 7.642 |
| 15/05/2018 | 5.763 | 1.143 | 91 | 228 | 479 | 1.941 | 0 | 7.704 |
| 16/05/2018 | 2.253 | 837 | 40 | 277 | 362 | 1.516 | 0 | 3.769 |
| 17/05/2018 | 2.299 | 548 | 34 | 263 | 224 | 1.069 | 0 | 3.368 |
| 18/05/2018 | 1.777 | 488 | 30 | 247 | 252 | 1.017 | 0 | 2.794 |
| 19/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/05/2018 | 2.171 | 545 | 37 | 430 | 335 | 1.347 | 0 | 3.518 |
| 22/05/2018 | 2.047 | 573 | 33 | 142 | 327 | 1.075 | 0 | 3.122 |
| 23/05/2018 | 2.157 | 444 | 17 | 286 | 244 | 991 | 0 | 3.148 |
| 24/05/2018 | 2.005 | 585 | 45 | 191 | 271 | 1.092 | 0 | 3.097 |
| 25/05/2018 | 1.768 | 551 | 24 | 136 | 188 | 899 | 0 | 2.667 |
| 26/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/05/2018 | 2.100 | 574 | 37 | 316 | 283 | 1.210 | 0 | 3.310 |
| 29/05/2018 | 1.962 | 502 | 21 | 247 | 246 | 1.016 | 0 | 2.978 |
| 30/05/2018 | 1.869 | 486 | 39 | 219 | 215 | 959 | 0 | 2.828 |
| 31/05/2018 | 1.740 | 432 | 13 | 225 | 265 | 935 | 0 | 2.675 |
| 01/06/2018 | 1.403 | 451 | 20 | 152 | 146 | 769 | 0 | 2.172 |
| 02/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/06/2018 | 1.896 | 603 | 24 | 319 | 270 | 1.216 | 0 | 3.112 |
| 05/06/2018 | 1.889 | 489 | 28 | 105 | 177 | 799 | 0 | 2.688 |
| 06/06/2018 | 1.758 | 532 | 26 | 329 | 226 | 1.113 | 0 | 2.871 |
| 07/06/2018 | 1.874 | 442 | 34 | 202 | 219 | 897 | 0 | 2.771 |
| 08/06/2018 | 2.112 | 307 | 15 | 169 | 195 | 686 | 0 | 2.798 |
| 09/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/06/2018 | 2.565 | 609 | 37 | 247 | 269 | 1.162 | 0 | 3.727 |
| 12/06/2018 | 2.214 | 564 | 39 | 184 | 276 | 1.063 | 0 | 3.277 |
| 13/06/2018 | 2.105 | 455 | 29 | 240 | 245 | 969 | 0 | 3.074 |
| 14/06/2018 | 2.026 | 474 | 41 | 243 | 298 | 1.056 | 0 | 3.082 |
| 15/06/2018 | 1.759 | 283 | 22 | 109 | 139 | 553 | 0 | 2.312 |
| 16/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | H=A+F+G |
| 18/06/2018 | 2.134 | 496 | 23 | 268 | 308 | 1.095 | 3 | 3.232 |
| 19/06/2018 | 2.091 | 729 | 69 | 242 | 406 | 1.446 | 0 | 3.537 |
| 20/06/2018 | 1.939 | 423 | 26 | 269 | 179 | 897 | 0 | 2.836 |
| 21/06/2018 | 1.809 | 497 | 21 | 231 | 187 | 936 | 0 | 2.745 |
| 22/06/2018 | 1.643 | 500 | 33 | 244 | 193 | 970 | 0 | 2.613 |
| 23/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/06/2018 | 2.249 | 584 | 28 | 204 | 312 | 1.128 | 0 | 3.377 |
| 26/06/2018 | 2.055 | 626 | 26 | 256 | 227 | 1.135 | 0 | 3.190 |
| 27/06/2018 | 1.979 | 514 | 27 | 224 | 135 | 900 | 0 | 2.879 |
| 28/06/2018 | 1.901 | 375 | 15 | 117 | 170 | 677 | 0 | 2.578 |
| 29/06/2018 | 1.516 | 511 | 25 | 275 | 262 | 1.073 | 0 | 2.589 |
| 30/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/07/2018 | 2.210 | 511 | 33 | 175 | 234 | 953 | 0 | 3.163 |
| 03/07/2018 | 1.972 | 658 | 33 | 246 | 320 | 1.257 | 0 | 3.229 |
| 04/07/2018 | 1.803 | 454 | 18 | 190 | 234 | 896 | 0 | 2.699 |
| 05/07/2018 | 1.781 | 554 | 31 | 187 | 197 | 969 | 0 | 2.750 |
| 06/07/2018 | 1.511 | 493 | 25 | 116 | 207 | 841 | 0 | 2.352 |
| 07/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/07/2018 | 1.939 | 445 | 17 | 408 | 315 | 1.185 | 0 | 3.124 |
| 10/07/2018 | 2.051 | 578 | 19 | 127 | 235 | 959 | 0 | 3.010 |
| 11/07/2018 | 2.147 | 391 | 12 | 211 | 218 | 832 | 0 | 2.979 |
| 12/07/2018 | 2.042 | 491 | 23 | 209 | 178 | 901 | 0 | 2.943 |
| 13/07/2018 | 1.632 | 361 | 15 | 196 | 147 | 719 | 0 | 2.351 |
| 14/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/07/2018 | 2.049 | 556 | 20 | 259 | 300 | 1.135 | 0 | 3.184 |
| 17/07/2018 | 2.014 | 735 | 23 | 356 | 297 | 1.411 | 0 | 3.425 |
| 18/07/2018 | 1.961 | 518 | 22 | 241 | 240 | 1.021 | 0 | 2.982 |
| 19/07/2018 | 1.817 | 500 | 29 | 115 | 257 | 901 | 0 | 2.718 |
| 20/07/2018 | 1.584 | 380 | 21 | 167 | 153 | 721 | 0 | 2.305 |
| 21/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/07/2018 | 2.191 | 441 | 16 | 243 | 231 | 931 | 0 | 3.122 |
| 24/07/2018 | 2.135 | 480 | 30 | 242 | 290 | 1.042 | 0 | 3.177 |
| 25/07/2018 | 2.149 | 479 | 25 | 334 | 219 | 1.057 | 0 | 3.206 |
| 26/07/2018 | 2.113 | 479 | 30 | 359 | 242 | 1.110 | 0 | 3.223 |
| 27/07/2018 | 2.122 | 547 | 16 | 193 | 206 | 962 | 0 | 3.084 |
| 28/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/07/2018 | 2.985 | 437 | 27 | 167 | 269 | 900 | 0 | 3.885 |
| 31/07/2018 | 2.843 | 545 | 28 | 137 | 277 | 987 | 0 | 3.830 |
| 01/08/2018 | 2.202 | 606 | 26 | 143 | 248 | 1.023 | 0 | 3.225 |
| 02/08/2018 | 1.873 | 387 | 15 | 328 | 202 | 932 | 0 | 2.805 |
| 03/08/2018 | 1.607 | 344 | 24 | 160 | 193 | 721 | 0 | 2.328 |
| 04/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/08/2018 | 1.786 | 341 | 32 | 280 | 192 | 845 | 0 | 2.631 |
| 07/08/2018 | 1.644 | 450 | 12 | 319 | 217 | 998 | 0 | 2.642 |
| 08/08/2018 | 1.548 | 389 | 22 | 344 | 175 | 930 | 0 | 2.478 |
| 09/08/2018 | 1.456 | 280 | 17 | 89 | 118 | 504 | 0 | 1.960 |
| 10/08/2018 | 1.204 | 249 | 20 | 160 | 193 | 622 | 0 | 1.826 |
| 11/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/08/2018 | 1.046 | 289 | 14 | 136 | 210 | 649 | 0 | 1.695 |
| 14/08/2018 | 697 | 311 | 15 | 244 | 80 | 650 | 0 | 1.347 |
| 15/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/08/2018 | 727 | 168 | 6 | 40 | 86 | 300 | 0 | 1.027 |
| 17/08/2018 | 708 | 143 | 13 | 102 | 56 | 314 | 0 | 1.022 |
| 18/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | H=A+F+G |
| 20/08/2018 | 1.066 | 229 | 11 | 101 | 109 | 450 | 0 | 1.516 |
| 21/08/2018 | 917 | 237 | 5 | 52 | 98 | 392 | 0 | 1.309 |
| 22/08/2018 | 875 | 133 | 15 | 2.270 | 75 | 2.493 | 0 | 3.368 |
| 23/08/2018 | 857 | 273 | 13 | 113 | 101 | 500 | 0 | 1.357 |
| 24/08/2018 | 707 | 201 | 12 | 126 | 91 | 430 | 0 | 1.137 |
| 25/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/08/2018 | 1.278 | 298 | 27 | 166 | 114 | 605 | 0 | 1.883 |
| 28/08/2018 | 1.385 | 432 | 24 | 141 | 170 | 767 | 0 | 2.152 |
| 29/08/2018 | 1.396 | 253 | 22 | 106 | 141 | 522 | 0 | 1.918 |
| 30/08/2018 | 1.256 | 365 | 22 | 95 | 166 | 648 | 0 | 1.904 |
| 31/08/2018 | 1.099 | 320 | 12 | 72 | 116 | 520 | 0 | 1.619 |
| 01/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/09/2018 | 1.611 | 276 | 9 | 63 | 201 | 549 | 0 | 2.160 |
| 04/09/2018 | 1.577 | 508 | 44 | 181 | 199 | 932 | 0 | 2.509 |
| 05/09/2018 | 1.570 | 561 | 27 | 188 | 190 | 966 | 0 | 2.536 |
| 06/09/2018 | 1.833 | 401 | 37 | 79 | 160 | 677 | 0 | 2.510 |
| 07/09/2018 | 1.605 | 380 | 71 | 85 | 180 | 716 | 0 | 2.321 |
| 08/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/09/2018 | 1.977 | 312 | 27 | 166 | 328 | 833 | 0 | 2.810 |
| 11/09/2018 | 1.845 | 676 | 56 | 115 | 252 | 1.099 | 0 | 2.944 |
| 12/09/2018 | 1.698 | 326 | 28 | 143 | 252 | 749 | 0 | 2.447 |
| 13/09/2018 | 1.858 | 435 | 15 | 146 | 181 | 777 | 0 | 2.635 |
| 14/09/2018 | 2.045 | 415 | 46 | 151 | 178 | 790 | 0 | 2.835 |
| 15/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/09/2018 | 3.029 | 545 | 25 | 145 | 352 | 1.067 | 0 | 4.096 |
| 18/09/2018 | 3.087 | 447 | 36 | 145 | 374 | 1.002 | 0 | 4.089 |
| 19/09/2018 | 2.949 | 562 | 26 | 127 | 272 | 987 | 0 | 3.936 |
| 20/09/2018 | 2.928 | 363 | 48 | 71 | 341 | 823 | 0 | 3.751 |
| 21/09/2018 | 2.282 | 682 | 31 | 162 | 273 | 1.148 | 0 | 3.430 |
| 22/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/09/2018 | 3.082 | 574 | 22 | 161 | 330 | 1.087 | 0 | 4.169 |
| 25/09/2018 | 2.724 | 979 | 50 | 315 | 501 | 1.845 | 0 | 4.569 |
| 26/09/2018 | 2.589 | 460 | 42 | 111 | 387 | 1.000 | 0 | 3.589 |
| 27/09/2018 | 1.748 | 601 | 36 | 219 | 300 | 1.156 | 0 | 2.904 |
| 28/09/2018 | 2.490 | 452 | 32 | 253 | 281 | 1.018 | 0 | 3.508 |
| 29/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/10/2018 | 2.855 | 825 | 29 | 322 | 447 | 1.623 | 0 | 4.478 |
| 02/10/2018 | 2.498 | 416 | 17 | 141 | 209 | 783 | 0 | 3.281 |
| 03/10/2018 | 2.246 | 694 | 42 | 221 | 351 | 1.308 | 0 | 3.554 |
| 04/10/2018 | 2.116 | 722 | 42 | 232 | 344 | 1.340 | 0 | 3.456 |
| 05/10/2018 | 1.759 | 563 | 24 | 163 | 263 | 1.013 | 0 | 2.772 |
| 06/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/10/2018 | 2.303 | 497 | 43 | 246 | 303 | 1.089 | 0 | 3.392 |
| 09/10/2018 | 2.188 | 722 | 56 | 213 | 395 | 1.386 | 0 | 3.574 |
| 10/10/2018 | 2.042 | 763 | 41 | 305 | 267 | 1.376 | 0 | 3.418 |
| 11/10/2018 | 1.865 | 603 | 42 | 169 | 313 | 1.127 | 0 | 2.992 |
| 12/10/2018 | 1.734 | 456 | 36 | 217 | 226 | 935 | 0 | 2.669 |
| 13/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/10/2018 | 2.284 | 641 | 35 | 147 | 335 | 1.158 | 0 | 3.442 |
| 16/10/2018 | 2.251 | 679 | 34 | 119 | 294 | 1.126 | 0 | 3.377 |
| 17/10/2018 | 2.128 | 565 | 39 | 185 | 297 | 1.086 | 0 | 3.214 |
| 18/10/2018 | 2.031 | 671 | 32 | 78 | 244 | 1.025 | 0 | 3.056 |
| 19/10/2018 | 1.701 | 500 | 75 | 181 | 235 | 991 | 1 | 2.693 |
| 20/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | H=A+F+G |
| 22/10/2018 | 2.019 | 521 | 35 | 273 | 305 | 1.134 | 0 | 3.153 |
| 23/10/2018 | 2.097 | 530 | 49 | 191 | 244 | 1.014 | 0 | 3.111 |
| 24/10/2018 | 2.310 | 368 | 25 | 211 | 234 | 838 | 0 | 3.148 |
| 25/10/2018 | 2.445 | 374 | 15 | 190 | 185 | 764 | 0 | 3.209 |
| 26/10/2018 | 2.046 | 431 | 25 | 253 | 221 | 930 | 0 | 2.976 |
| 27/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/10/2018 | 2.686 | 551 | 29 | 173 | 272 | 1.025 | 0 | 3.711 |
| 30/10/2018 | 2.678 | 544 | 32 | 171 | 583 | 1.330 | 0 | 4.008 |
| 31/10/2018 | 2.304 | 599 | 27 | 142 | 249 | 1.017 | 0 | 3.321 |
| 01/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/11/2018 | 1.459 | 361 | 22 | 105 | 209 | 697 | 0 | 2.156 |
| 03/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/11/2018 | 2.220 | 466 | 12 | 209 | 246 | 933 | 0 | 3.153 |
| 06/11/2018 | 2.060 | 510 | 34 | 167 | 299 | 1.010 | 0 | 3.070 |
| 07/11/2018 | 2.259 | 589 | 24 | 76 | 260 | 949 | 0 | 3.208 |
| 08/11/2018 | 2.212 | 552 | 29 | 142 | 253 | 976 | 0 | 3.188 |
| 09/11/2018 | 1.856 | 458 | 13 | 41 | 191 | 703 | 0 | 2.559 |
| 10/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/11/2018 | 2.446 | 446 | 39 | 182 | 271 | 938 | 0 | 3.384 |
| 13/11/2018 | 2.404 | 478 | 45 | 181 | 292 | 996 | 0 | 3.400 |
| 14/11/2018 | 2.260 | 680 | 46 | 90 | 322 | 1.138 | 0 | 3.398 |
| 15/11/2018 | 2.149 | 671 | 23 | 82 | 176 | 952 | 0 | 3.101 |
| 16/11/2018 | 1.930 | 558 | 31 | 77 | 205 | 871 | 0 | 2.801 |
| 17/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/11/2018 | 2.405 | 573 | 34 | 102 | 267 | 976 | 0 | 3.381 |
| 20/11/2018 | 2.321 | 610 | 44 | 72 | 252 | 978 | 0 | 3.299 |
| 21/11/2018 | 2.238 | 619 | 27 | 58 | 354 | 1.058 | 0 | 3.296 |
| 22/11/2018 | 2.178 | 597 | 30 | 117 | 424 | 1.168 | 0 | 3.346 |
| 23/11/2018 | 1.826 | 512 | 26 | 72 | 323 | 933 | 0 | 2.759 |
| 24/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/11/2018 | 2.375 | 560 | 17 | 72 | 231 | 880 | 0 | 3.255 |
| 27/11/2018 | 2.368 | 442 | 17 | 58 | 317 | 834 | 0 | 3.202 |
| 28/11/2018 | 2.393 | 347 | 32 | 76 | 259 | 714 | 0 | 3.107 |
| 29/11/2018 | 2.541 | 514 | 23 | 48 | 183 | 768 | 0 | 3.309 |
| 30/11/2018 | 2.712 | 375 | 5 | 64 | 195 | 639 | 0 | 3.351 |
| 01/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/12/2018 | 3.388 | 742 | 30 | 127 | 314 | 1.213 | 0 | 4.601 |
| 04/12/2018 | 3.448 | 764 | 39 | 95 | 558 | 1.456 | 0 | 4.904 |
| 05/12/2018 | 3.301 | 716 | 28 | 82 | 491 | 1.317 | 0 | 4.618 |
| 06/12/2018 | 3.349 | 415 | 25 | 50 | 279 | 769 | 0 | 4.118 |
| 07/12/2018 | 2.628 | 701 | 33 | 100 | 419 | 1.253 | 0 | 3.881 |
| 08/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/12/2018 | 2.617 | 615 | 33 | 92 | 360 | 1.100 | 0 | 3.717 |
| 11/12/2018 | 2.437 | 629 | 37 | 64 | 363 | 1.093 | 0 | 3.530 |
| 12/12/2018 | 2.267 | 666 | 13 | 81 | 250 | 1.010 | 0 | 3.277 |
| 13/12/2018 | 2.135 | 464 | 25 | 62 | 259 | 810 | 0 | 2.945 |
| 14/12/2018 | 1.796 | 498 | 21 | 87 | 212 | 818 | 0 | 2.614 |
| 15/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/12/2018 | 2.066 | 666 | 39 | 97 | 315 | 1.117 | 0 | 3.183 |
| 18/12/2018 | 1.799 | 473 | 31 | 67 | 241 | 812 | 0 | 2.611 |
| 19/12/2018 | 1.750 | 385 | 17 | 72 | 190 | 664 | 0 | 2.414 |
| 20/12/2018 | 1.707 | 417 | 20 | 57 | 201 | 695 | 0 | 2.402 |
| 21/12/2018 | 1.392 | 228 | 22 | 21 | 140 | 411 | 0 | 1.803 |
| 22/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 24/12/2018 | 474 | 350 | 17 | 56 | 157 | 580 | 0 | 1.054 |
| 25/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/12/2018 | 1.266 | 273 | 34 | 52 | 149 | 508 | 0 | 1.774 |
| 28/12/2018 | 1.224 | 186 | 17 | 87 | 120 | 410 | 0 | 1.634 |
| 29/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31/12/2018 | 635 | 251 | 33 | 64 | 125 | 473 | 0 | 1.108 |

Tabella 9 - Volumi Contatti telefonici e asincroni 2018 - Dettaglio mensile

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|--------------------|--------------------------------------|----------------|--------------|---------------|---------------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Mesi/Totale | 536.144 | 133.215 | 8.437 | 51.482 | 66.342 | 259.476 | 127 | 795.747 |
| Gennaio | 44.939 | 12.845 | 996 | 4.810 | 5.968 | 24.619 | 43 | 69.601 |
| Febbraio | 40.002 | 10.285 | 705 | 5.045 | 5.076 | 21.111 | 77 | 61.190 |
| Marzo | 49.072 | 12.494 | 782 | 5.200 | 6.146 | 24.622 | 0 | 73.694 |
| Aprile | 46.692 | 11.319 | 844 | 4.908 | 5.678 | 22.749 | 3 | 69.444 |
| Maggio | 60.733 | 14.530 | 991 | 5.352 | 7.198 | 28.071 | 0 | 88.804 |
| Giugno | 40.917 | 10.464 | 608 | 4.629 | 4.839 | 20.540 | 3 | 61.460 |
| Luglio | 45.051 | 11.033 | 513 | 4.878 | 5.266 | 21.690 | 0 | 66.741 |
| Agosto | 27.334 | 6.698 | 379 | 5.587 | 3.151 | 15.815 | 0 | 43.149 |
| Settembre | 44.527 | 9.955 | 708 | 3.026 | 5.532 | 19.221 | 0 | 63.748 |
| Ottobre | 50.586 | 13.235 | 824 | 4.543 | 6.816 | 25.418 | 1 | 76.005 |
| Novembre | 46.612 | 10.918 | 573 | 2.091 | 5.529 | 19.111 | 0 | 65.723 |
| Dicembre | 39.679 | 9.439 | 514 | 1.413 | 5.143 | 16.509 | 0 | 56.188 |

Tabella 10 - Volumi Contatti telefonici 2018 - Giorno della settimana

| Giorno | Chiamate risposte da operatore | % |
|---------------|--------------------------------------|---------------|
| lunedì | 117.002 | 21,8% |
| martedì | 112.278 | 21,0% |
| mercoledì | 105.686 | 19,7% |
| giovedì | 105.318 | 19,6% |
| venerdì | 95.860 | 17,9% |
| Totale | 536.144 | 100,0% |

2.3 CCM ENTI

I volumi relativi al CCM Enti per il 2018 sono riportati nelle seguenti tabelle.

Tabella 11 – Volumi Chiamate Entranti, IVR, Risposte, Abbandonate e Durata Media – 2018

| Chiamate entranti al Contact Center | Chiamate gestite in IVR | | Chiamate distribuite da IVR verso code | | Proposte di Call Back | | Chiamate distribuite verso Operatore | | Chiamate abbandonate in coda Operatore | | Chiamate abbandonate in coda + Proposte di Call Back | Chiamate risposte Operatore | | Chiamate risposte Operatore su Entranti | Durata media chiamata (ACL) |
|-------------------------------------|-------------------------|---------|--|---------|-----------------------|---------|--------------------------------------|---------|--|---------|--|-----------------------------|---------|---|-----------------------------|
| I | L | | M | | N | | O | | P | | (P+N)/M | A | | A/I | |
| # | # | % (L/I) | # | % (M/I) | # | % (N/M) | # | % (O/M) | # | % (P/O) | % | # | % (A/O) | % | # |
| 47.446 | 19.548 | 41,20% | 27.898 | 58,80% | 186 | 0,67% | 27.712 | 99,33% | 158 | 0,57% | 1,23% | 27.554 | 99,43% | 58,07% | 347 |

Tabella 12 – Volumi Contatti telefonici inbound per fascia oraria 2018 - Dettaglio Mensile

| Fascia Oraria | Chiamate risposte da Operatore 2018 | | | | | | | | | | | | |
|-----------------|-------------------------------------|----------|-------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|--------|
| | Gennaio | Febbraio | Marzo | Aprile | Maggio | Giugno | Luglio | Agosto | Settembre | Ottobre | Novembre | Dicembre | Totale |
| 08.00 - 09.00 | 117 | 179 | 137 | 131 | 175 | 129 | 135 | 96 | 107 | 143 | 124 | 114 | 1.587 |
| 09.00 - 10.00 | 301 | 481 | 406 | 384 | 505 | 377 | 433 | 304 | 312 | 376 | 364 | 326 | 4.569 |
| 10.00 - 11.00 | 334 | 494 | 446 | 401 | 560 | 377 | 477 | 304 | 385 | 459 | 387 | 327 | 4.951 |
| 11.00 - 12.00 | 307 | 474 | 465 | 385 | 514 | 379 | 399 | 312 | 318 | 399 | 381 | 339 | 4.672 |
| 12.00 - 13.00 | 312 | 411 | 384 | 350 | 455 | 330 | 361 | 234 | 251 | 395 | 339 | 254 | 4.076 |
| 13.00 - 14.00 | 178 | 214 | 206 | 208 | 257 | 152 | 204 | 151 | 176 | 172 | 196 | 141 | 2.255 |
| 14.00 - 15.00 | 113 | 180 | 177 | 156 | 171 | 120 | 142 | 71 | 110 | 121 | 125 | 96 | 1.582 |
| 15.00 - 16.00 | 129 | 183 | 156 | 131 | 191 | 144 | 139 | 93 | 127 | 163 | 119 | 114 | 1.689 |
| 16.00 - 17.00 | 104 | 156 | 138 | 130 | 174 | 128 | 147 | 85 | 114 | 122 | 94 | 107 | 1.499 |
| 17.00 - 18.00 | 46 | 67 | 67 | 63 | 54 | 60 | 53 | 37 | 51 | 66 | 61 | 47 | 672 |
| 18.00 - 19.00* | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 |
| Totale per mese | 1.941 | 2.839 | 2.582 | 2.339 | 3.057 | 2.196 | 2.490 | 1.687 | 1.951 | 2.416 | 2.191 | 1.865 | 27.554 |

*Eventuali chiamate che iniziano a ridosso delle ore 18.00

Tabella 13 – Volumi Contatti telefonici e asincroni 2018 - Dettaglio Giornaliero

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|---------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 27.554 | 0 | 0 | 0 | 0 | 0 | 0 | 27.554 |
| 01/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/01/2018 | 46 | 0 | 0 | 0 | 0 | 0 | 0 | 46 |
| 03/01/2018 | 61 | 0 | 0 | 0 | 0 | 0 | 0 | 61 |
| 04/01/2018 | 63 | 0 | 0 | 0 | 0 | 0 | 0 | 63 |
| 05/01/2018 | 58 | 0 | 0 | 0 | 0 | 0 | 0 | 58 |
| 06/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/01/2018 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |
| 09/01/2018 | 88 | 0 | 0 | 0 | 0 | 0 | 0 | 88 |
| 10/01/2018 | 86 | 0 | 0 | 0 | 0 | 0 | 0 | 86 |
| 11/01/2018 | 98 | 0 | 0 | 0 | 0 | 0 | 0 | 98 |
| 12/01/2018 | 63 | 0 | 0 | 0 | 0 | 0 | 0 | 63 |
| 13/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/01/2018 | 110 | 0 | 0 | 0 | 0 | 0 | 0 | 110 |
| 16/01/2018 | 118 | 0 | 0 | 0 | 0 | 0 | 0 | 118 |
| 17/01/2018 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |
| 18/01/2018 | 94 | 0 | 0 | 0 | 0 | 0 | 0 | 94 |
| 19/01/2018 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 76 |
| 20/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/01/2018 | 118 | 0 | 0 | 0 | 0 | 0 | 0 | 118 |
| 23/01/2018 | 128 | 0 | 0 | 0 | 0 | 0 | 0 | 128 |
| 24/01/2018 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 25/01/2018 | 110 | 0 | 0 | 0 | 0 | 0 | 0 | 110 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 26/01/2018 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 27/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/01/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/01/2018 | 99 | 0 | 0 | 0 | 0 | 0 | 0 | 99 |
| 30/01/2018 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |
| 31/01/2018 | 80 | 0 | 0 | 0 | 0 | 0 | 0 | 80 |
| 01/02/2018 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |
| 02/02/2018 | 98 | 0 | 0 | 0 | 0 | 0 | 0 | 98 |
| 03/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/02/2018 | 87 | 0 | 0 | 0 | 0 | 0 | 0 | 87 |
| 06/02/2018 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 113 |
| 07/02/2018 | 101 | 0 | 0 | 0 | 0 | 0 | 0 | 101 |
| 08/02/2018 | 86 | 0 | 0 | 0 | 0 | 0 | 0 | 86 |
| 09/02/2018 | 67 | 0 | 0 | 0 | 0 | 0 | 0 | 67 |
| 10/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/02/2018 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |
| 13/02/2018 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 14/02/2018 | 87 | 0 | 0 | 0 | 0 | 0 | 0 | 87 |
| 15/02/2018 | 107 | 0 | 0 | 0 | 0 | 0 | 0 | 107 |
| 16/02/2018 | 83 | 0 | 0 | 0 | 0 | 0 | 0 | 83 |
| 17/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/02/2018 | 391 | 0 | 0 | 0 | 0 | 0 | 0 | 391 |
| 20/02/2018 | 585 | 0 | 0 | 0 | 0 | 0 | 0 | 585 |
| 21/02/2018 | 174 | 0 | 0 | 0 | 0 | 0 | 0 | 174 |
| 22/02/2018 | 164 | 0 | 0 | 0 | 0 | 0 | 0 | 164 |
| 23/02/2018 | 93 | 0 | 0 | 0 | 0 | 0 | 0 | 93 |
| 24/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/02/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/02/2018 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 100 |
| 27/02/2018 | 98 | 0 | 0 | 0 | 0 | 0 | 0 | 98 |
| 28/02/2018 | 126 | 0 | 0 | 0 | 0 | 0 | 0 | 126 |
| 01/03/2018 | 98 | 0 | 0 | 0 | 0 | 0 | 0 | 98 |
| 02/03/2018 | 121 | 0 | 0 | 0 | 0 | 0 | 0 | 121 |
| 03/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/03/2018 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 76 |
| 06/03/2018 | 112 | 0 | 0 | 0 | 0 | 0 | 0 | 112 |
| 07/03/2018 | 140 | 0 | 0 | 0 | 0 | 0 | 0 | 140 |
| 08/03/2018 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 113 |
| 09/03/2018 | 79 | 0 | 0 | 0 | 0 | 0 | 0 | 79 |
| 10/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/03/2018 | 127 | 0 | 0 | 0 | 0 | 0 | 0 | 127 |
| 13/03/2018 | 134 | 0 | 0 | 0 | 0 | 0 | 0 | 134 |
| 14/03/2018 | 116 | 0 | 0 | 0 | 0 | 0 | 0 | 116 |
| 15/03/2018 | 118 | 0 | 0 | 0 | 0 | 0 | 0 | 118 |
| 16/03/2018 | 138 | 0 | 0 | 0 | 0 | 0 | 0 | 138 |
| 17/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/03/2018 | 146 | 0 | 0 | 0 | 0 | 0 | 0 | 146 |
| 20/03/2018 | 137 | 0 | 0 | 0 | 0 | 0 | 0 | 137 |
| 21/03/2018 | 122 | 0 | 0 | 0 | 0 | 0 | 0 | 122 |
| 22/03/2018 | 114 | 0 | 0 | 0 | 0 | 0 | 0 | 114 |
| 23/03/2018 | 126 | 0 | 0 | 0 | 0 | 0 | 0 | 126 |
| 24/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/03/2018 | 133 | 0 | 0 | 0 | 0 | 0 | 0 | 133 |
| 27/03/2018 | 147 | 0 | 0 | 0 | 0 | 0 | 0 | 147 |
| 28/03/2018 | 120 | 0 | 0 | 0 | 0 | 0 | 0 | 120 |
| 29/03/2018 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 30/03/2018 | 70 | 0 | 0 | 0 | 0 | 0 | 0 | 70 |
| 31/03/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/04/2018 | 99 | 0 | 0 | 0 | 0 | 0 | 0 | 99 |
| 04/04/2018 | 132 | 0 | 0 | 0 | 0 | 0 | 0 | 132 |
| 05/04/2018 | 107 | 0 | 0 | 0 | 0 | 0 | 0 | 107 |
| 06/04/2018 | 104 | 0 | 0 | 0 | 0 | 0 | 0 | 104 |
| 07/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/04/2018 | 120 | 0 | 0 | 0 | 0 | 0 | 0 | 120 |
| 10/04/2018 | 141 | 0 | 0 | 0 | 0 | 0 | 0 | 141 |
| 11/04/2018 | 117 | 0 | 0 | 0 | 0 | 0 | 0 | 117 |
| 12/04/2018 | 147 | 0 | 0 | 0 | 0 | 0 | 0 | 147 |
| 13/04/2018 | 130 | 0 | 0 | 0 | 0 | 0 | 0 | 130 |
| 14/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/04/2018 | 166 | 0 | 0 | 0 | 0 | 0 | 0 | 166 |
| 17/04/2018 | 133 | 0 | 0 | 0 | 0 | 0 | 0 | 133 |
| 18/04/2018 | 139 | 0 | 0 | 0 | 0 | 0 | 0 | 139 |
| 19/04/2018 | 143 | 0 | 0 | 0 | 0 | 0 | 0 | 143 |
| 20/04/2018 | 96 | 0 | 0 | 0 | 0 | 0 | 0 | 96 |
| 21/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/04/2018 | 145 | 0 | 0 | 0 | 0 | 0 | 0 | 145 |
| 24/04/2018 | 127 | 0 | 0 | 0 | 0 | 0 | 0 | 127 |
| 25/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/04/2018 | 125 | 0 | 0 | 0 | 0 | 0 | 0 | 125 |
| 27/04/2018 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 100 |
| 28/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/04/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/04/2018 | 68 | 0 | 0 | 0 | 0 | 0 | 0 | 68 |
| 01/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/05/2018 | 126 | 0 | 0 | 0 | 0 | 0 | 0 | 126 |
| 03/05/2018 | 131 | 0 | 0 | 0 | 0 | 0 | 0 | 131 |
| 04/05/2018 | 114 | 0 | 0 | 0 | 0 | 0 | 0 | 114 |
| 05/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/05/2018 | 149 | 0 | 0 | 0 | 0 | 0 | 0 | 149 |
| 08/05/2018 | 128 | 0 | 0 | 0 | 0 | 0 | 0 | 128 |
| 09/05/2018 | 116 | 0 | 0 | 0 | 0 | 0 | 0 | 116 |
| 10/05/2018 | 125 | 0 | 0 | 0 | 0 | 0 | 0 | 125 |
| 11/05/2018 | 115 | 0 | 0 | 0 | 0 | 0 | 0 | 115 |
| 12/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/05/2018 | 163 | 0 | 0 | 0 | 0 | 0 | 0 | 163 |
| 15/05/2018 | 168 | 0 | 0 | 0 | 0 | 0 | 0 | 168 |
| 16/05/2018 | 209 | 0 | 0 | 0 | 0 | 0 | 0 | 209 |
| 17/05/2018 | 172 | 0 | 0 | 0 | 0 | 0 | 0 | 172 |
| 18/05/2018 | 153 | 0 | 0 | 0 | 0 | 0 | 0 | 153 |
| 19/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/05/2018 | 167 | 0 | 0 | 0 | 0 | 0 | 0 | 167 |
| 22/05/2018 | 155 | 0 | 0 | 0 | 0 | 0 | 0 | 155 |
| 23/05/2018 | 137 | 0 | 0 | 0 | 0 | 0 | 0 | 137 |
| 24/05/2018 | 119 | 0 | 0 | 0 | 0 | 0 | 0 | 119 |
| 25/05/2018 | 111 | 0 | 0 | 0 | 0 | 0 | 0 | 111 |
| 26/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/05/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/05/2018 | 148 | 0 | 0 | 0 | 0 | 0 | 0 | 148 |
| 29/05/2018 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 113 |
| 30/05/2018 | 121 | 0 | 0 | 0 | 0 | 0 | 0 | 121 |
| 31/05/2018 | 117 | 0 | 0 | 0 | 0 | 0 | 0 | 117 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | H=A+F+G |
| 01/06/2018 | 87 | 0 | 0 | 0 | 0 | 0 | 0 | 87 |
| 02/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/06/2018 | 126 | 0 | 0 | 0 | 0 | 0 | 0 | 126 |
| 05/06/2018 | 132 | 0 | 0 | 0 | 0 | 0 | 0 | 132 |
| 06/06/2018 | 99 | 0 | 0 | 0 | 0 | 0 | 0 | 99 |
| 07/06/2018 | 121 | 0 | 0 | 0 | 0 | 0 | 0 | 121 |
| 08/06/2018 | 83 | 0 | 0 | 0 | 0 | 0 | 0 | 83 |
| 09/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/06/2018 | 93 | 0 | 0 | 0 | 0 | 0 | 0 | 93 |
| 12/06/2018 | 122 | 0 | 0 | 0 | 0 | 0 | 0 | 122 |
| 13/06/2018 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 14/06/2018 | 104 | 0 | 0 | 0 | 0 | 0 | 0 | 104 |
| 15/06/2018 | 62 | 0 | 0 | 0 | 0 | 0 | 0 | 62 |
| 16/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/06/2018 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 100 |
| 19/06/2018 | 126 | 0 | 0 | 0 | 0 | 0 | 0 | 126 |
| 20/06/2018 | 108 | 0 | 0 | 0 | 0 | 0 | 0 | 108 |
| 21/06/2018 | 124 | 0 | 0 | 0 | 0 | 0 | 0 | 124 |
| 22/06/2018 | 87 | 0 | 0 | 0 | 0 | 0 | 0 | 87 |
| 23/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/06/2018 | 104 | 0 | 0 | 0 | 0 | 0 | 0 | 104 |
| 26/06/2018 | 134 | 0 | 0 | 0 | 0 | 0 | 0 | 134 |
| 27/06/2018 | 98 | 0 | 0 | 0 | 0 | 0 | 0 | 98 |
| 28/06/2018 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |
| 29/06/2018 | 85 | 0 | 0 | 0 | 0 | 0 | 0 | 85 |
| 30/06/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/07/2018 | 111 | 0 | 0 | 0 | 0 | 0 | 0 | 111 |
| 03/07/2018 | 120 | 0 | 0 | 0 | 0 | 0 | 0 | 120 |
| 04/07/2018 | 128 | 0 | 0 | 0 | 0 | 0 | 0 | 128 |
| 05/07/2018 | 111 | 0 | 0 | 0 | 0 | 0 | 0 | 111 |
| 06/07/2018 | 93 | 0 | 0 | 0 | 0 | 0 | 0 | 93 |
| 07/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/07/2018 | 103 | 0 | 0 | 0 | 0 | 0 | 0 | 103 |
| 10/07/2018 | 127 | 0 | 0 | 0 | 0 | 0 | 0 | 127 |
| 11/07/2018 | 127 | 0 | 0 | 0 | 0 | 0 | 0 | 127 |
| 12/07/2018 | 139 | 0 | 0 | 0 | 0 | 0 | 0 | 139 |
| 13/07/2018 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 113 |
| 14/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/07/2018 | 116 | 0 | 0 | 0 | 0 | 0 | 0 | 116 |
| 17/07/2018 | 109 | 0 | 0 | 0 | 0 | 0 | 0 | 109 |
| 18/07/2018 | 137 | 0 | 0 | 0 | 0 | 0 | 0 | 137 |
| 19/07/2018 | 107 | 0 | 0 | 0 | 0 | 0 | 0 | 107 |
| 20/07/2018 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 84 |
| 21/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/07/2018 | 101 | 0 | 0 | 0 | 0 | 0 | 0 | 101 |
| 24/07/2018 | 114 | 0 | 0 | 0 | 0 | 0 | 0 | 114 |
| 25/07/2018 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 26/07/2018 | 138 | 0 | 0 | 0 | 0 | 0 | 0 | 138 |
| 27/07/2018 | 88 | 0 | 0 | 0 | 0 | 0 | 0 | 88 |
| 28/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/07/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/07/2018 | 102 | 0 | 0 | 0 | 0 | 0 | 0 | 102 |
| 31/07/2018 | 116 | 0 | 0 | 0 | 0 | 0 | 0 | 116 |
| 01/08/2018 | 120 | 0 | 0 | 0 | 0 | 0 | 0 | 120 |
| 02/08/2018 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | H=A+F+G |
| 03/08/2018 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 100 |
| 04/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/08/2018 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 07/08/2018 | 91 | 0 | 0 | 0 | 0 | 0 | 0 | 91 |
| 08/08/2018 | 103 | 0 | 0 | 0 | 0 | 0 | 0 | 103 |
| 09/08/2018 | 87 | 0 | 0 | 0 | 0 | 0 | 0 | 87 |
| 10/08/2018 | 65 | 0 | 0 | 0 | 0 | 0 | 0 | 65 |
| 11/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/08/2018 | 68 | 0 | 0 | 0 | 0 | 0 | 0 | 68 |
| 14/08/2018 | 28 | 0 | 0 | 0 | 0 | 0 | 0 | 28 |
| 15/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/08/2018 | 55 | 0 | 0 | 0 | 0 | 0 | 0 | 55 |
| 17/08/2018 | 38 | 0 | 0 | 0 | 0 | 0 | 0 | 38 |
| 18/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/08/2018 | 96 | 0 | 0 | 0 | 0 | 0 | 0 | 96 |
| 21/08/2018 | 58 | 0 | 0 | 0 | 0 | 0 | 0 | 58 |
| 22/08/2018 | 59 | 0 | 0 | 0 | 0 | 0 | 0 | 59 |
| 23/08/2018 | 87 | 0 | 0 | 0 | 0 | 0 | 0 | 87 |
| 24/08/2018 | 54 | 0 | 0 | 0 | 0 | 0 | 0 | 54 |
| 25/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/08/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/08/2018 | 72 | 0 | 0 | 0 | 0 | 0 | 0 | 72 |
| 28/08/2018 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |
| 29/08/2018 | 75 | 0 | 0 | 0 | 0 | 0 | 0 | 75 |
| 30/08/2018 | 65 | 0 | 0 | 0 | 0 | 0 | 0 | 65 |
| 31/08/2018 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 76 |
| 01/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/09/2018 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 76 |
| 04/09/2018 | 90 | 0 | 0 | 0 | 0 | 0 | 0 | 90 |
| 05/09/2018 | 119 | 0 | 0 | 0 | 0 | 0 | 0 | 119 |
| 06/09/2018 | 92 | 0 | 0 | 0 | 0 | 0 | 0 | 92 |
| 07/09/2018 | 56 | 0 | 0 | 0 | 0 | 0 | 0 | 56 |
| 08/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/09/2018 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 11/09/2018 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 113 |
| 12/09/2018 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 100 |
| 13/09/2018 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 14/09/2018 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 15/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/09/2018 | 127 | 0 | 0 | 0 | 0 | 0 | 0 | 127 |
| 18/09/2018 | 136 | 0 | 0 | 0 | 0 | 0 | 0 | 136 |
| 19/09/2018 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 100 |
| 20/09/2018 | 117 | 0 | 0 | 0 | 0 | 0 | 0 | 117 |
| 21/09/2018 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |
| 22/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/09/2018 | 110 | 0 | 0 | 0 | 0 | 0 | 0 | 110 |
| 25/09/2018 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 84 |
| 26/09/2018 | 83 | 0 | 0 | 0 | 0 | 0 | 0 | 83 |
| 27/09/2018 | 102 | 0 | 0 | 0 | 0 | 0 | 0 | 102 |
| 28/09/2018 | 93 | 0 | 0 | 0 | 0 | 0 | 0 | 93 |
| 29/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/09/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/10/2018 | 122 | 0 | 0 | 0 | 0 | 0 | 0 | 122 |
| 02/10/2018 | 108 | 0 | 0 | 0 | 0 | 0 | 0 | 108 |
| 03/10/2018 | 112 | 0 | 0 | 0 | 0 | 0 | 0 | 112 |
| 04/10/2018 | 104 | 0 | 0 | 0 | 0 | 0 | 0 | 104 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | H=A+F+G |
| 05/10/2018 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 06/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/10/2018 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 09/10/2018 | 103 | 0 | 0 | 0 | 0 | 0 | 0 | 103 |
| 10/10/2018 | 119 | 0 | 0 | 0 | 0 | 0 | 0 | 119 |
| 11/10/2018 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 12/10/2018 | 93 | 0 | 0 | 0 | 0 | 0 | 0 | 93 |
| 13/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/10/2018 | 108 | 0 | 0 | 0 | 0 | 0 | 0 | 108 |
| 16/10/2018 | 162 | 0 | 0 | 0 | 0 | 0 | 0 | 162 |
| 17/10/2018 | 120 | 0 | 0 | 0 | 0 | 0 | 0 | 120 |
| 18/10/2018 | 117 | 0 | 0 | 0 | 0 | 0 | 0 | 117 |
| 19/10/2018 | 74 | 0 | 0 | 0 | 0 | 0 | 0 | 74 |
| 20/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/10/2018 | 96 | 0 | 0 | 0 | 0 | 0 | 0 | 96 |
| 23/10/2018 | 118 | 0 | 0 | 0 | 0 | 0 | 0 | 118 |
| 24/10/2018 | 92 | 0 | 0 | 0 | 0 | 0 | 0 | 92 |
| 25/10/2018 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 26/10/2018 | 107 | 0 | 0 | 0 | 0 | 0 | 0 | 107 |
| 27/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/10/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/10/2018 | 93 | 0 | 0 | 0 | 0 | 0 | 0 | 93 |
| 30/10/2018 | 99 | 0 | 0 | 0 | 0 | 0 | 0 | 99 |
| 31/10/2018 | 101 | 0 | 0 | 0 | 0 | 0 | 0 | 101 |
| 01/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/11/2018 | 37 | 0 | 0 | 0 | 0 | 0 | 0 | 37 |
| 03/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/11/2018 | 123 | 0 | 0 | 0 | 0 | 0 | 0 | 123 |
| 06/11/2018 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 113 |
| 07/11/2018 | 121 | 0 | 0 | 0 | 0 | 0 | 0 | 121 |
| 08/11/2018 | 101 | 0 | 0 | 0 | 0 | 0 | 0 | 101 |
| 09/11/2018 | 80 | 0 | 0 | 0 | 0 | 0 | 0 | 80 |
| 10/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/11/2018 | 121 | 0 | 0 | 0 | 0 | 0 | 0 | 121 |
| 13/11/2018 | 110 | 0 | 0 | 0 | 0 | 0 | 0 | 110 |
| 14/11/2018 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 15/11/2018 | 103 | 0 | 0 | 0 | 0 | 0 | 0 | 103 |
| 16/11/2018 | 118 | 0 | 0 | 0 | 0 | 0 | 0 | 118 |
| 17/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/11/2018 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 20/11/2018 | 110 | 0 | 0 | 0 | 0 | 0 | 0 | 110 |
| 21/11/2018 | 109 | 0 | 0 | 0 | 0 | 0 | 0 | 109 |
| 22/11/2018 | 103 | 0 | 0 | 0 | 0 | 0 | 0 | 103 |
| 23/11/2018 | 87 | 0 | 0 | 0 | 0 | 0 | 0 | 87 |
| 24/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/11/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/11/2018 | 125 | 0 | 0 | 0 | 0 | 0 | 0 | 125 |
| 27/11/2018 | 114 | 0 | 0 | 0 | 0 | 0 | 0 | 114 |
| 28/11/2018 | 121 | 0 | 0 | 0 | 0 | 0 | 0 | 121 |
| 29/11/2018 | 115 | 0 | 0 | 0 | 0 | 0 | 0 | 115 |
| 30/11/2018 | 85 | 0 | 0 | 0 | 0 | 0 | 0 | 85 |
| 01/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/12/2018 | 117 | 0 | 0 | 0 | 0 | 0 | 0 | 117 |
| 04/12/2018 | 121 | 0 | 0 | 0 | 0 | 0 | 0 | 121 |
| 05/12/2018 | 116 | 0 | 0 | 0 | 0 | 0 | 0 | 116 |
| 06/12/2018 | 99 | 0 | 0 | 0 | 0 | 0 | 0 | 99 |

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 07/12/2018 | 82 | 0 | 0 | 0 | 0 | 0 | 0 | 82 |
| 08/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/12/2018 | 104 | 0 | 0 | 0 | 0 | 0 | 0 | 104 |
| 11/12/2018 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 113 |
| 12/12/2018 | 101 | 0 | 0 | 0 | 0 | 0 | 0 | 101 |
| 13/12/2018 | 94 | 0 | 0 | 0 | 0 | 0 | 0 | 94 |
| 14/12/2018 | 114 | 0 | 0 | 0 | 0 | 0 | 0 | 114 |
| 15/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/12/2018 | 166 | 0 | 0 | 0 | 0 | 0 | 0 | 166 |
| 18/12/2018 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 113 |
| 19/12/2018 | 125 | 0 | 0 | 0 | 0 | 0 | 0 | 125 |
| 20/12/2018 | 133 | 0 | 0 | 0 | 0 | 0 | 0 | 133 |
| 21/12/2018 | 86 | 0 | 0 | 0 | 0 | 0 | 0 | 86 |
| 22/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/12/2018 | 24 | 0 | 0 | 0 | 0 | 0 | 0 | 24 |
| 25/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/12/2018 | 82 | 0 | 0 | 0 | 0 | 0 | 0 | 82 |
| 28/12/2018 | 50 | 0 | 0 | 0 | 0 | 0 | 0 | 50 |
| 29/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/12/2018 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31/12/2018 | 25 | 0 | 0 | 0 | 0 | 0 | 0 | 25 |

Tabella 14 - Volumi Contatti telefonici e asincroni 2018 - Dettaglio mensile

| 2018 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|--------------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Mesi/Totale | 27.554 | 0 | 0 | 0 | 0 | 0 | 0 | 27.554 |
| Gennaio | 1.941 | 0 | 0 | 0 | 0 | 0 | 0 | 1.941 |
| Febbraio | 2.839 | 0 | 0 | 0 | 0 | 0 | 0 | 2.839 |
| Marzo | 2.582 | 0 | 0 | 0 | 0 | 0 | 0 | 2.582 |
| Aprile | 2.339 | 0 | 0 | 0 | 0 | 0 | 0 | 2.339 |
| Maggio | 3.057 | 0 | 0 | 0 | 0 | 0 | 0 | 3.057 |
| Giugno | 2.196 | 0 | 0 | 0 | 0 | 0 | 0 | 2.196 |
| Luglio | 2.490 | 0 | 0 | 0 | 0 | 0 | 0 | 2.490 |
| Agosto | 1.687 | 0 | 0 | 0 | 0 | 0 | 0 | 1.687 |
| Settembre | 1.951 | 0 | 0 | 0 | 0 | 0 | 0 | 1.951 |
| Ottobre | 2.416 | 0 | 0 | 0 | 0 | 0 | 0 | 2.416 |
| Novembre | 2.191 | 0 | 0 | 0 | 0 | 0 | 0 | 2.191 |
| Dicembre | 1.865 | 0 | 0 | 0 | 0 | 0 | 0 | 1.865 |

Tabella 15 – Volumi Contatti telefonici 2018 - Giorno della settimana

| Giorno | Chiamate risposte da operatore | % |
|---------------|---|-------------|
| lunedì | 5.816 | 21,1% |
| martedì | 6.133 | 22,3% |
| mercoledì | 5.496 | 19,9% |
| giovedì | 5.525 | 20,1% |
| venerdì | 4.584 | 16,6% |
| Totale | 27.554 | 100% |

3. VOLUMI 2019

Di seguito sono riportati i dati del 2019 dei volumi relativi al CCM ADER Complessivo, al CCM Contribuenti e al CCM Enti.

3.1 CCM ADER COMPLESSIVO

I volumi relativi al CCM ADER Complessivo per il 2019 sono riportati nelle seguenti tabelle.

Tabella 16 – Volumi Chiamate Entranti, IVR, Risposte, Abbandonate e Durata Media – 2019

| Chiamate entranti al Contact Center | Chiamate gestite in IVR | | Chiamate distribuite da IVR verso code | | Proposte di Call Back | | Chiamate distribuite verso Operatore | | Chiamate abbandonate in coda Operatore | | Chiamate abbandonate in coda + Proposte di Call Back | Chiamate risposte Operatore | Chiamate risposte Operatore su Entranti | Durata media chiamata (ACL) | |
|-------------------------------------|-------------------------|---------|--|---------|-----------------------|---------|--------------------------------------|---------|--|---------|--|-----------------------------|---|-----------------------------|-----|
| I | L | | M | | N | | O | | P | | (P+N)/M | A | A/I | | |
| # | # | % (L/I) | # | % (M/I) | # | % (N/M) | # | % (O/M) | # | % (P/O) | % | # | % (A/O) | % | # |
| 1.466.876 | 771.248 | 52,58% | 695.628 | 47,42% | 4.893 | 0,70% | 690.735 | 99,30% | 4.693 | 0,7% | 1,38% | 686.042 | 99,32% | 46,77% | 221 |

Tabella 17 – Volumi Contatti telefonici inbound per fascia oraria 2019 - Dettaglio Mensile

| Fascia Oraria | Chiamate risposte da Operatore 2019 | | | | | | | | | | | | |
|------------------------|-------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| | Gennaio | Febbraio | Marzo | Aprile | Maggio | Giugno | Luglio | Agosto | Settembre | Ottobre | Novembre | Dicembre | Totale |
| 08.00 - 09.00 | 2.277 | 2.268 | 3.382 | 3.883 | 2.610 | 2.878 | 4.913 | 1.994 | 2.461 | 4.059 | 3.351 | 1.887 | 35.963 |
| 09.00 - 10.00 | 6.450 | 6.214 | 8.311 | 9.874 | 6.612 | 6.706 | 11.517 | 4.849 | 6.550 | 10.085 | 8.934 | 5.428 | 91.530 |
| 10.00 - 11.00 | 7.789 | 7.629 | 9.657 | 11.881 | 7.502 | 7.621 | 13.456 | 5.922 | 7.843 | 11.655 | 10.280 | 7.008 | 108.243 |
| 11.00 - 12.00 | 8.160 | 7.463 | 9.739 | 11.797 | 7.362 | 7.546 | 13.297 | 5.716 | 7.603 | 11.358 | 10.214 | 7.392 | 107.647 |
| 12.00 - 13.00 | 6.964 | 6.258 | 8.189 | 10.325 | 6.296 | 6.458 | 11.190 | 4.832 | 6.337 | 9.851 | 8.716 | 5.918 | 91.334 |
| 13.00 - 14.00 | 4.092 | 3.643 | 4.609 | 6.163 | 3.537 | 3.652 | 6.420 | 2.614 | 3.645 | 6.119 | 4.878 | 3.511 | 52.883 |
| 14.00 - 15.00 | 3.754 | 3.580 | 4.437 | 5.909 | 3.334 | 3.290 | 5.863 | 2.361 | 3.531 | 5.704 | 4.525 | 3.206 | 49.494 |
| 15.00 - 16.00 | 4.255 | 3.812 | 5.057 | 6.537 | 3.662 | 3.776 | 6.651 | 2.455 | 3.788 | 6.011 | 4.972 | 3.433 | 54.409 |
| 16.00 - 17.00 | 3.973 | 3.687 | 4.922 | 6.357 | 3.595 | 3.681 | 6.475 | 2.309 | 3.653 | 5.735 | 4.524 | 2.993 | 51.904 |
| 17.00 - 18.00 | 3.221 | 2.975 | 4.103 | 5.269 | 2.872 | 2.965 | 5.379 | 1.840 | 2.740 | 4.548 | 3.295 | 2.135 | 41.342 |
| 18.00 - 19.00* | 86 | 77 | 119 | 203 | 72 | 79 | 194 | 61 | 89 | 116 | 108 | 89 | 1.293 |
| Totale per mese | 51.021 | 47.606 | 62.525 | 78.198 | 47.454 | 48.652 | 85.355 | 34.953 | 48.240 | 75.241 | 63.797 | 43.000 | 686.042 |

*Chiamate che iniziano a ridosso delle ore 18.00

Tabella 18 – Volumi Contatti telefonici e asincroni 2019 - Dettaglio Giornaliero

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------|----------------|--------------|---------------|---------------|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 686.042 | 131.950 | 5.119 | 72.061 | 71.673 | 280.803 | 3.008 | 969.853 |
| 01/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/01/2019 | 1.611 | 266 | 10 | 37 | 128 | 441 | 0 | 2.052 |
| 03/01/2019 | 1.717 | 309 | 13 | 37 | 171 | 530 | 0 | 2.247 |
| 04/01/2019 | 1.485 | 269 | 18 | 38 | 142 | 467 | 0 | 1.952 |
| 05/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/01/2019 | 2.044 | 238 | 14 | 65 | 156 | 473 | 0 | 2.517 |
| 08/01/2019 | 2.595 | 755 | 40 | 205 | 445 | 1.445 | 0 | 4.040 |
| 09/01/2019 | 2.453 | 573 | 33 | 84 | 315 | 1.005 | 0 | 3.458 |
| 10/01/2019 | 2.425 | 530 | 22 | 94 | 295 | 941 | 0 | 3.366 |
| 11/01/2019 | 2.233 | 714 | 24 | 64 | 223 | 1.025 | 0 | 3.258 |
| 12/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/01/2019 | 2.755 | 456 | 19 | 95 | 425 | 995 | 0 | 3.750 |
| 15/01/2019 | 2.602 | 636 | 18 | 112 | 387 | 1.153 | 0 | 3.755 |
| 16/01/2019 | 2.649 | 577 | 28 | 93 | 290 | 988 | 0 | 3.637 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 17/01/2019 | 2.484 | 481 | 27 | 69 | 341 | 918 | 0 | 3.402 |
| 18/01/2019 | 2.206 | 483 | 14 | 60 | 211 | 768 | 0 | 2.974 |
| 19/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/01/2019 | 2.603 | 342 | 32 | 64 | 190 | 628 | 0 | 3.231 |
| 22/01/2019 | 2.478 | 698 | 41 | 133 | 494 | 1.366 | 0 | 3.844 |
| 23/01/2019 | 2.402 | 573 | 21 | 57 | 246 | 897 | 0 | 3.299 |
| 24/01/2019 | 2.378 | 469 | 11 | 83 | 238 | 801 | 0 | 3.179 |
| 25/01/2019 | 2.145 | 1.016 | 37 | 171 | 468 | 1.692 | 0 | 3.837 |
| 26/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/01/2019 | 2.696 | 857 | 45 | 124 | 532 | 1.558 | 0 | 4.254 |
| 29/01/2019 | 2.460 | 677 | 37 | 139 | 395 | 1.248 | 0 | 3.708 |
| 30/01/2019 | 2.356 | 662 | 29 | 83 | 264 | 1.038 | 0 | 3.394 |
| 31/01/2019 | 2.244 | 610 | 25 | 108 | 367 | 1.110 | 0 | 3.354 |
| 01/02/2019 | 1.954 | 767 | 5 | 56 | 251 | 1.079 | 0 | 3.033 |
| 02/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/02/2019 | 2.440 | 757 | 25 | 70 | 293 | 1.145 | 0 | 3.585 |
| 05/02/2019 | 2.321 | 686 | 33 | 80 | 325 | 1.124 | 0 | 3.445 |
| 06/02/2019 | 2.426 | 903 | 36 | 87 | 325 | 1.351 | 0 | 3.777 |
| 07/02/2019 | 2.319 | 563 | 25 | 88 | 177 | 853 | 0 | 3.172 |
| 08/02/2019 | 2.139 | 737 | 15 | 64 | 390 | 1.206 | 0 | 3.345 |
| 09/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/02/2019 | 2.546 | 785 | 21 | 163 | 381 | 1.350 | 0 | 3.896 |
| 12/02/2019 | 2.474 | 696 | 11 | 127 | 303 | 1.137 | 0 | 3.611 |
| 13/02/2019 | 2.262 | 638 | 19 | 127 | 313 | 1.097 | 0 | 3.359 |
| 14/02/2019 | 2.138 | 679 | 29 | 95 | 253 | 1.056 | 0 | 3.194 |
| 15/02/2019 | 1.886 | 327 | 8 | 57 | 183 | 575 | 0 | 2.461 |
| 16/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/02/2019 | 2.778 | 754 | 23 | 175 | 317 | 1.269 | 0 | 4.047 |
| 19/02/2019 | 2.472 | 782 | 40 | 114 | 433 | 1.369 | 0 | 3.841 |
| 20/02/2019 | 2.342 | 518 | 14 | 31 | 253 | 816 | 0 | 3.158 |
| 21/02/2019 | 2.306 | 366 | 10 | 56 | 237 | 669 | 0 | 2.975 |
| 22/02/2019 | 2.077 | 596 | 13 | 109 | 260 | 978 | 0 | 3.055 |
| 23/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/02/2019 | 2.626 | 751 | 14 | 45 | 388 | 1.198 | 0 | 3.824 |
| 26/02/2019 | 2.597 | 710 | 16 | 61 | 277 | 1.064 | 0 | 3.661 |
| 27/02/2019 | 2.714 | 736 | 7 | 119 | 263 | 1.125 | 0 | 3.839 |
| 28/02/2019 | 2.789 | 607 | 14 | 53 | 251 | 925 | 0 | 3.714 |
| 01/03/2019 | 2.303 | 616 | 26 | 142 | 346 | 1.130 | 0 | 3.433 |
| 02/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/03/2019 | 2.985 | 853 | 20 | 129 | 432 | 1.434 | 0 | 4.419 |
| 05/03/2019 | 2.777 | 734 | 21 | 84 | 440 | 1.279 | 0 | 4.056 |
| 06/03/2019 | 2.666 | 574 | 22 | 105 | 353 | 1.054 | 0 | 3.720 |
| 07/03/2019 | 2.738 | 730 | 28 | 76 | 240 | 1.074 | 0 | 3.812 |
| 08/03/2019 | 2.364 | 431 | 6 | 171 | 302 | 910 | 0 | 3.274 |
| 09/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/03/2019 | 3.010 | 1.075 | 33 | 170 | 364 | 1.642 | 0 | 4.652 |
| 12/03/2019 | 2.996 | 728 | 33 | 101 | 440 | 1.302 | 0 | 4.298 |
| 13/03/2019 | 3.096 | 529 | 18 | 121 | 144 | 812 | 0 | 3.908 |
| 14/03/2019 | 2.974 | 625 | 25 | 100 | 399 | 1.149 | 0 | 4.123 |
| 15/03/2019 | 2.557 | 778 | 37 | 222 | 499 | 1.536 | 0 | 4.093 |
| 16/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/03/2019 | 3.024 | 1.065 | 38 | 68 | 435 | 1.606 | 0 | 4.630 |
| 19/03/2019 | 2.766 | 774 | 21 | 131 | 391 | 1.317 | 0 | 4.083 |
| 20/03/2019 | 2.811 | 692 | 22 | 116 | 333 | 1.163 | 0 | 3.974 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|---------------------|-----------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 21/03/2019 | 3.007 | 712 | 26 | 115 | 344 | 1.197 | 0 | 4.204 |
| 22/03/2019 | 3.054 | 611 | 13 | 113 | 283 | 1.020 | 0 | 4.074 |
| 23/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/03/2019 | 3.411 | 889 | 33 | 160 | 343 | 1.425 | 0 | 4.836 |
| 26/03/2019 | 3.200 | 906 | 16 | 143 | 598 | 1.663 | 0 | 4.863 |
| 27/03/2019 | 3.617 | 760 | 71 | 131 | 296 | 1.258 | 0 | 4.875 |
| 28/03/2019 | 3.856 | 606 | 9 | 110 | 365 | 1.090 | 0 | 4.946 |
| 29/03/2019 | 3.313 | 642 | 17 | 153 | 341 | 1.153 | 0 | 4.466 |
| 30/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/04/2019 | 3.773 | 808 | 11 | 128 | 349 | 1.296 | 0 | 5.069 |
| 02/04/2019 | 3.791 | 883 | 12 | 338 | 540 | 1.773 | 0 | 5.564 |
| 03/04/2019 | 3.902 | 777 | 46 | 339 | 380 | 1.542 | 0 | 5.444 |
| 04/04/2019 | 3.365 | 705 | 31 | 218 | 330 | 1.284 | 0 | 4.649 |
| 05/04/2019 | 3.061 | 924 | 69 | 642 | 653 | 2.288 | 0 | 5.349 |
| 06/04/2019 | 0 | 10 | 3 | 38 | 6 | 57 | 0 | 57 |
| 07/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/04/2019 | 3.742 | 988 | 54 | 844 | 483 | 2.369 | 0 | 6.111 |
| 09/04/2019 | 3.393 | 967 | 27 | 969 | 575 | 2.538 | 0 | 5.931 |
| 10/04/2019 | 3.401 | 655 | 20 | 801 | 479 | 1.955 | 0 | 5.356 |
| 11/04/2019 | 3.523 | 1.005 | 50 | 816 | 543 | 2.414 | 0 | 5.937 |
| 12/04/2019 | 3.215 | 960 | 35 | 948 | 345 | 2.288 | 0 | 5.503 |
| 13/04/2019 | 0 | 117 | 0 | 19 | 17 | 153 | 0 | 153 |
| 14/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/04/2019 | 4.047 | 890 | 11 | 406 | 434 | 1.741 | 0 | 5.788 |
| 16/04/2019 | 3.801 | 1.070 | 55 | 383 | 632 | 2.140 | 0 | 5.941 |
| 17/04/2019 | 3.812 | 1.030 | 38 | 624 | 476 | 2.168 | 0 | 5.980 |
| 18/04/2019 | 3.624 | 751 | 19 | 972 | 353 | 2.095 | 0 | 5.719 |
| 19/04/2019 | 2.886 | 634 | 32 | 1.035 | 305 | 2.006 | 0 | 4.892 |
| 20/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/04/2019 | 4.513 | 463 | 13 | 859 | 140 | 1.475 | 0 | 5.988 |
| 24/04/2019 | 4.636 | 560 | 27 | 773 | 404 | 1.764 | 1 | 6.401 |
| 25/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/04/2019 | 4.256 | 571 | 52 | 804 | 313 | 1.740 | 55 | 6.051 |
| 27/04/2019 | 0 | 467 | 10 | 719 | 345 | 1.541 | 0 | 1.541 |
| 28/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/04/2019 | 6.164 | 1.026 | 35 | 921 | 920 | 2.902 | 63 | 9.129 |
| 30/04/2019 | 5.293 | 1.183 | 97 | 719 | 692 | 2.691 | 855 | 8.839 |
| 01/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/05/2019 | 2.274 | 452 | 20 | 375 | 245 | 1.092 | 1.535 | 4.901 |
| 03/05/2019 | 2.023 | 653 | 22 | 735 | 231 | 1.641 | 3 | 3.667 |
| 04/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/05/2019 | 2.404 | 313 | 11 | 828 | 173 | 1.325 | 0 | 3.729 |
| 07/05/2019 | 2.160 | 605 | 26 | 372 | 279 | 1.282 | 0 | 3.442 |
| 08/05/2019 | 2.226 | 430 | 10 | 377 | 197 | 1.014 | 0 | 3.240 |
| 09/05/2019 | 2.192 | 294 | 12 | 255 | 102 | 663 | 2 | 2.857 |
| 10/05/2019 | 1.815 | 289 | 2 | 322 | 107 | 720 | 12 | 2.547 |
| 11/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/05/2019 | 2.436 | 1.036 | 34 | 858 | 505 | 2.433 | 4 | 4.873 |
| 14/05/2019 | 2.361 | 563 | 21 | 271 | 292 | 1.147 | 0 | 3.508 |
| 15/05/2019 | 2.435 | 410 | 14 | 274 | 164 | 862 | 0 | 3.297 |
| 16/05/2019 | 2.282 | 459 | 18 | 210 | 196 | 883 | 0 | 3.165 |
| 17/05/2019 | 1.986 | 335 | 26 | 266 | 128 | 755 | 0 | 2.741 |
| 18/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/05/2019 | 2.539 | 637 | 19 | 389 | 221 | 1.266 | 0 | 3.805 |
| 21/05/2019 | 2.285 | 635 | 31 | 555 | 178 | 1.399 | 0 | 3.684 |
| 22/05/2019 | 2.188 | 724 | 25 | 218 | 280 | 1.247 | 0 | 3.435 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 23/05/2019 | 2.008 | 430 | 37 | 477 | 185 | 1.129 | 0 | 3.137 |
| 24/05/2019 | 1.737 | 607 | 28 | 242 | 285 | 1.162 | 0 | 2.899 |
| 25/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/05/2019 | 2.048 | 370 | 15 | 186 | 148 | 719 | 4 | 2.771 |
| 28/05/2019 | 2.203 | 567 | 19 | 229 | 276 | 1.091 | 2 | 3.296 |
| 29/05/2019 | 2.092 | 462 | 23 | 243 | 194 | 922 | 0 | 3.014 |
| 30/05/2019 | 2.061 | 348 | 17 | 206 | 253 | 824 | 0 | 2.885 |
| 31/05/2019 | 1.699 | 482 | 18 | 297 | 128 | 925 | 0 | 2.624 |
| 01/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/06/2019 | 2.095 | 417 | 21 | 324 | 221 | 983 | 0 | 3.078 |
| 04/06/2019 | 1.962 | 796 | 17 | 261 | 352 | 1.426 | 0 | 3.388 |
| 05/06/2019 | 1.976 | 373 | 13 | 1 | 193 | 580 | 0 | 2.556 |
| 06/06/2019 | 1.951 | 303 | 27 | 154 | 175 | 659 | 0 | 2.610 |
| 07/06/2019 | 1.724 | 224 | 8 | 376 | 89 | 697 | 0 | 2.421 |
| 08/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/06/2019 | 2.038 | 279 | 2 | 360 | 58 | 699 | 2 | 2.739 |
| 11/06/2019 | 2.105 | 360 | 13 | 533 | 141 | 1.047 | 4 | 3.156 |
| 12/06/2019 | 2.401 | 424 | 21 | 349 | 265 | 1.059 | 0 | 3.460 |
| 13/06/2019 | 2.602 | 479 | 14 | 90 | 256 | 839 | 0 | 3.441 |
| 14/06/2019 | 2.422 | 445 | 8 | 1 | 170 | 624 | 0 | 3.046 |
| 15/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/06/2019 | 2.983 | 395 | 34 | 0 | 267 | 696 | 0 | 3.679 |
| 18/06/2019 | 2.805 | 501 | 32 | 1 | 308 | 842 | 0 | 3.647 |
| 19/06/2019 | 2.728 | 517 | 18 | 1 | 401 | 937 | 0 | 3.665 |
| 20/06/2019 | 2.634 | 121 | 8 | 0 | 74 | 203 | 0 | 2.837 |
| 21/06/2019 | 2.327 | 314 | 6 | 23 | 201 | 544 | 0 | 2.871 |
| 22/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/06/2019 | 2.824 | 280 | 9 | 21 | 168 | 478 | 0 | 3.302 |
| 25/06/2019 | 2.902 | 539 | 17 | 3 | 342 | 901 | 0 | 3.803 |
| 26/06/2019 | 2.951 | 410 | 24 | 3 | 340 | 777 | 0 | 3.728 |
| 27/06/2019 | 2.692 | 304 | 15 | 4 | 257 | 580 | 0 | 3.272 |
| 28/06/2019 | 2.530 | 600 | 21 | 6 | 282 | 909 | 0 | 3.439 |
| 29/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/07/2019 | 3.574 | 505 | 21 | 0 | 305 | 831 | 6 | 4.411 |
| 02/07/2019 | 3.356 | 344 | 24 | 0 | 358 | 726 | 0 | 4.082 |
| 03/07/2019 | 3.220 | 550 | 12 | 219 | 403 | 1.184 | 0 | 4.404 |
| 04/07/2019 | 3.066 | 204 | 13 | 443 | 236 | 896 | 0 | 3.962 |
| 05/07/2019 | 2.579 | 257 | 17 | 561 | 189 | 1.024 | 0 | 3.603 |
| 06/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/07/2019 | 3.073 | 212 | 7 | 261 | 143 | 623 | 0 | 3.696 |
| 09/07/2019 | 3.494 | 275 | 2 | 252 | 158 | 687 | 0 | 4.181 |
| 10/07/2019 | 3.504 | 444 | 53 | 124 | 288 | 909 | 0 | 4.413 |
| 11/07/2019 | 3.514 | 525 | 21 | 160 | 356 | 1.062 | 0 | 4.576 |
| 12/07/2019 | 3.048 | 457 | 23 | 1 | 434 | 915 | 0 | 3.963 |
| 13/07/2019 | 0 | 109 | 0 | 0 | 20 | 129 | 0 | 129 |
| 14/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/07/2019 | 3.623 | 722 | 47 | 255 | 615 | 1.639 | 0 | 5.262 |
| 16/07/2019 | 3.471 | 359 | 34 | 723 | 199 | 1.315 | 0 | 4.786 |
| 17/07/2019 | 3.271 | 445 | 20 | 734 | 332 | 1.531 | 0 | 4.802 |
| 18/07/2019 | 3.221 | 866 | 27 | 194 | 538 | 1.625 | 0 | 4.846 |
| 19/07/2019 | 2.956 | 607 | 32 | 2 | 418 | 1.059 | 1 | 4.016 |
| 20/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/07/2019 | 4.018 | 395 | 24 | 0 | 233 | 652 | 0 | 4.670 |
| 23/07/2019 | 3.977 | 580 | 46 | 0 | 409 | 1.035 | 0 | 5.012 |
| 24/07/2019 | 3.876 | 513 | 39 | 361 | 365 | 1.278 | 0 | 5.154 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 25/07/2019 | 4.253 | 275 | 31 | 386 | 198 | 890 | 0 | 5.143 |
| 26/07/2019 | 3.591 | 275 | 60 | 382 | 236 | 953 | 0 | 4.544 |
| 27/07/2019 | 0 | 71 | 0 | 0 | 21 | 92 | 0 | 92 |
| 28/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/07/2019 | 5.597 | 639 | 22 | 431 | 384 | 1.476 | 128 | 7.201 |
| 30/07/2019 | 5.676 | 584 | 66 | 342 | 504 | 1.496 | 149 | 7.321 |
| 31/07/2019 | 5.397 | 646 | 90 | 455 | 634 | 1.825 | 118 | 7.340 |
| 01/08/2019 | 3.098 | 732 | 9 | 411 | 521 | 1.673 | 11 | 4.782 |
| 02/08/2019 | 2.561 | 681 | 56 | 521 | 375 | 1.633 | 0 | 4.194 |
| 03/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/08/2019 | 2.983 | 641 | 27 | 272 | 445 | 1.385 | 0 | 4.368 |
| 06/08/2019 | 2.536 | 315 | 29 | 398 | 255 | 997 | 0 | 3.533 |
| 07/08/2019 | 2.181 | 451 | 17 | 237 | 196 | 901 | 0 | 3.082 |
| 08/08/2019 | 2.031 | 236 | 21 | 256 | 191 | 704 | 0 | 2.735 |
| 09/08/2019 | 1.712 | 332 | 22 | 304 | 135 | 793 | 0 | 2.505 |
| 10/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/08/2019 | 1.424 | 319 | 31 | 580 | 133 | 1.063 | 0 | 2.487 |
| 13/08/2019 | 1.167 | 262 | 9 | 681 | 145 | 1.097 | 0 | 2.264 |
| 14/08/2019 | 775 | 198 | 11 | 549 | 60 | 818 | 0 | 1.593 |
| 15/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/08/2019 | 646 | 78 | 7 | 199 | 52 | 336 | 0 | 982 |
| 17/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/08/2019 | 1.387 | 326 | 15 | 277 | 126 | 744 | 0 | 2.131 |
| 20/08/2019 | 1.285 | 178 | 1 | 162 | 79 | 420 | 0 | 1.705 |
| 21/08/2019 | 1.157 | 196 | 0 | 90 | 73 | 359 | 0 | 1.516 |
| 22/08/2019 | 995 | 217 | 0 | 177 | 60 | 454 | 0 | 1.449 |
| 23/08/2019 | 934 | 94 | 5 | 429 | 46 | 574 | 0 | 1.508 |
| 24/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/08/2019 | 1.673 | 176 | 18 | 1.014 | 47 | 1.255 | 0 | 2.928 |
| 27/08/2019 | 1.789 | 186 | 5 | 983 | 58 | 1.232 | 0 | 3.021 |
| 28/08/2019 | 1.615 | 320 | 18 | 695 | 163 | 1.196 | 3 | 2.814 |
| 29/08/2019 | 1.565 | 401 | 19 | 464 | 167 | 1.051 | 0 | 2.616 |
| 30/08/2019 | 1.439 | 481 | 40 | 291 | 160 | 972 | 0 | 2.411 |
| 31/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/09/2019 | 2.166 | 401 | 32 | 134 | 122 | 689 | 0 | 2.855 |
| 03/09/2019 | 2.327 | 490 | 20 | 246 | 242 | 998 | 0 | 3.325 |
| 04/09/2019 | 2.275 | 334 | 27 | 258 | 108 | 727 | 0 | 3.002 |
| 05/09/2019 | 2.070 | 391 | 18 | 283 | 235 | 927 | 0 | 2.997 |
| 06/09/2019 | 1.827 | 292 | 18 | 244 | 48 | 602 | 0 | 2.429 |
| 07/09/2019 | 0 | 8 | 0 | 23 | 13 | 44 | 0 | 44 |
| 08/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/09/2019 | 2.356 | 551 | 28 | 370 | 339 | 1.288 | 0 | 3.644 |
| 10/09/2019 | 2.351 | 352 | 23 | 174 | 180 | 729 | 0 | 3.080 |
| 11/09/2019 | 2.390 | 462 | 6 | 252 | 184 | 904 | 0 | 3.294 |
| 12/09/2019 | 2.188 | 315 | 23 | 205 | 132 | 675 | 0 | 2.863 |
| 13/09/2019 | 1.855 | 216 | 19 | 144 | 137 | 516 | 0 | 2.371 |
| 14/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/09/2019 | 2.374 | 678 | 38 | 394 | 338 | 1.448 | 0 | 3.822 |
| 17/09/2019 | 2.440 | 544 | 14 | 278 | 260 | 1.096 | 0 | 3.536 |
| 18/09/2019 | 2.172 | 373 | 5 | 218 | 134 | 730 | 0 | 2.902 |
| 19/09/2019 | 2.270 | 467 | 18 | 249 | 216 | 950 | 0 | 3.220 |
| 20/09/2019 | 2.100 | 207 | 15 | 178 | 77 | 477 | 0 | 2.577 |
| 21/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/09/2019 | 2.545 | 289 | 11 | 184 | 87 | 571 | 0 | 3.116 |
| 24/09/2019 | 2.412 | 474 | 37 | 289 | 314 | 1.114 | 6 | 3.532 |
| 25/09/2019 | 2.563 | 395 | 17 | 328 | 352 | 1.092 | 0 | 3.655 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | H=A+F+G |
| 26/09/2019 | 2.531 | 531 | 17 | 312 | 228 | 1.088 | 3 | 3.622 |
| 27/09/2019 | 2.159 | 421 | 25 | 255 | 170 | 871 | 0 | 3.030 |
| 28/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/09/2019 | 2.869 | 472 | 23 | 331 | 195 | 1.021 | 3 | 3.893 |
| 01/10/2019 | 3.162 | 363 | 12 | 235 | 220 | 830 | 3 | 3.995 |
| 02/10/2019 | 4.004 | 356 | 15 | 165 | 215 | 751 | 0 | 4.755 |
| 03/10/2019 | 4.576 | 382 | 9 | 175 | 186 | 752 | 0 | 5.328 |
| 04/10/2019 | 4.056 | 421 | 6 | 278 | 413 | 1.118 | 0 | 5.174 |
| 05/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/10/2019 | 4.272 | 876 | 39 | 483 | 569 | 1.967 | 2 | 6.241 |
| 08/10/2019 | 4.001 | 481 | 28 | 189 | 409 | 1.107 | 0 | 5.108 |
| 09/10/2019 | 3.493 | 455 | 21 | 200 | 353 | 1.029 | 0 | 4.522 |
| 10/10/2019 | 3.322 | 489 | 15 | 28 | 333 | 865 | 0 | 4.187 |
| 11/10/2019 | 3.147 | 620 | 20 | 91 | 327 | 1.058 | 0 | 4.205 |
| 12/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/10/2019 | 3.486 | 522 | 23 | 446 | 253 | 1.244 | 0 | 4.730 |
| 15/10/2019 | 3.170 | 532 | 23 | 481 | 394 | 1.430 | 0 | 4.600 |
| 16/10/2019 | 3.090 | 523 | 21 | 470 | 356 | 1.370 | 0 | 4.460 |
| 17/10/2019 | 2.907 | 537 | 23 | 644 | 289 | 1.493 | 0 | 4.400 |
| 18/10/2019 | 2.576 | 489 | 12 | 498 | 237 | 1.236 | 0 | 3.812 |
| 19/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/10/2019 | 3.409 | 360 | 19 | 245 | 220 | 844 | 0 | 4.253 |
| 22/10/2019 | 3.165 | 609 | 14 | 519 | 448 | 1.590 | 0 | 4.755 |
| 23/10/2019 | 2.785 | 400 | 6 | 328 | 241 | 975 | 0 | 3.760 |
| 24/10/2019 | 3.122 | 350 | 14 | 160 | 114 | 638 | 0 | 3.760 |
| 25/10/2019 | 86 | 0 | 0 | 0 | 0 | 0 | 0 | 86 |
| 26/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/10/2019 | 3.934 | 602 | 26 | 325 | 399 | 1.352 | 0 | 5.286 |
| 29/10/2019 | 3.572 | 591 | 7 | 634 | 323 | 1.555 | 0 | 5.127 |
| 30/10/2019 | 3.170 | 624 | 15 | 489 | 425 | 1.553 | 0 | 4.723 |
| 31/10/2019 | 2.736 | 521 | 8 | 278 | 250 | 1.057 | 0 | 3.793 |
| 01/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/11/2019 | 3.605 | 480 | 4 | 597 | 332 | 1.413 | 0 | 5.018 |
| 05/11/2019 | 3.582 | 641 | 17 | 479 | 383 | 1.520 | 0 | 5.102 |
| 06/11/2019 | 3.253 | 510 | 9 | 390 | 343 | 1.252 | 0 | 4.505 |
| 07/11/2019 | 3.097 | 652 | 11 | 369 | 295 | 1.327 | 0 | 4.424 |
| 08/11/2019 | 2.624 | 429 | 3 | 427 | 270 | 1.129 | 0 | 3.753 |
| 09/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/11/2019 | 3.093 | 498 | 9 | 417 | 318 | 1.242 | 0 | 4.335 |
| 12/11/2019 | 2.925 | 684 | 13 | 422 | 307 | 1.426 | 0 | 4.351 |
| 13/11/2019 | 2.798 | 704 | 16 | 404 | 437 | 1.561 | 0 | 4.359 |
| 14/11/2019 | 2.846 | 525 | 5 | 238 | 219 | 987 | 0 | 3.833 |
| 15/11/2019 | 2.466 | 395 | 8 | 220 | 172 | 795 | 0 | 3.261 |
| 16/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/11/2019 | 3.203 | 339 | 3 | 266 | 201 | 809 | 0 | 4.012 |
| 19/11/2019 | 3.193 | 552 | 11 | 292 | 347 | 1.202 | 3 | 4.398 |
| 20/11/2019 | 3.116 | 515 | 13 | 399 | 241 | 1.168 | 0 | 4.284 |
| 21/11/2019 | 3.248 | 348 | 4 | 271 | 244 | 867 | 12 | 4.127 |
| 22/11/2019 | 2.881 | 325 | 1 | 255 | 199 | 780 | 0 | 3.661 |
| 23/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/11/2019 | 3.829 | 482 | 8 | 428 | 188 | 1.106 | 0 | 4.935 |
| 26/11/2019 | 3.894 | 407 | 10 | 159 | 273 | 849 | 12 | 4.755 |
| 27/11/2019 | 4.151 | 539 | 4 | 295 | 323 | 1.161 | 6 | 5.318 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 28/11/2019 | 3.854 | 378 | 10 | 292 | 305 | 985 | 0 | 4.839 |
| 29/11/2019 | 2.139 | 2 | 0 | 0 | 0 | 2 | 0 | 2.141 |
| 30/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/12/2019 | 3.499 | 0 | 0 | 3 | 0 | 3 | 0 | 3.502 |
| 03/12/2019 | 2.919 | 60 | 2 | 12 | 29 | 103 | 0 | 3.022 |
| 04/12/2019 | 2.573 | 189 | 2 | 128 | 121 | 440 | 0 | 3.013 |
| 05/12/2019 | 2.587 | 156 | 1 | 167 | 172 | 496 | 0 | 3.083 |
| 06/12/2019 | 2.284 | 210 | 6 | 243 | 46 | 505 | 0 | 2.789 |
| 07/12/2019 | 0 | 34 | 0 | 19 | 34 | 87 | 0 | 87 |
| 08/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/12/2019 | 2.982 | 98 | 3 | 106 | 49 | 256 | 0 | 3.238 |
| 10/12/2019 | 2.492 | 111 | 0 | 127 | 43 | 281 | 0 | 2.773 |
| 11/12/2019 | 2.431 | 146 | 1 | 117 | 93 | 357 | 0 | 2.788 |
| 12/12/2019 | 2.092 | 126 | 0 | 137 | 86 | 349 | 0 | 2.441 |
| 13/12/2019 | 1.842 | 350 | 5 | 240 | 309 | 904 | 0 | 2.746 |
| 14/12/2019 | 0 | 26 | 0 | 0 | 2 | 28 | 0 | 28 |
| 15/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/12/2019 | 2.529 | 263 | 4 | 239 | 191 | 697 | 0 | 3.226 |
| 17/12/2019 | 2.593 | 252 | 10 | 333 | 136 | 731 | 0 | 3.324 |
| 18/12/2019 | 2.556 | 666 | 3 | 609 | 471 | 1.749 | 0 | 4.305 |
| 19/12/2019 | 2.394 | 866 | 6 | 504 | 533 | 1.909 | 0 | 4.303 |
| 20/12/2019 | 2.084 | 701 | 6 | 778 | 386 | 1.871 | 0 | 3.955 |
| 21/12/2019 | 0 | 25 | 0 | 24 | 0 | 49 | 0 | 49 |
| 22/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/12/2019 | 1.717 | 816 | 4 | 552 | 467 | 1.839 | 0 | 3.556 |
| 24/12/2019 | 559 | 725 | 6 | 457 | 378 | 1.566 | 0 | 2.125 |
| 25/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/12/2019 | 1.305 | 765 | 3 | 460 | 399 | 1.627 | 0 | 2.932 |
| 28/12/2019 | 0 | 130 | 0 | 77 | 102 | 309 | 0 | 309 |
| 29/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/12/2019 | 1.212 | 624 | 3 | 330 | 263 | 1.220 | 0 | 2.432 |
| 31/12/2019 | 350 | 256 | 0 | 329 | 93 | 678 | 0 | 1.028 |

Tabella 19 – Volumi Contatti telefonici e asincroni 2019 - Dettaglio mensile

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|--------------------|--------------------------------|----------------|--------------|---------------|---------------|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Mesi/Totale | 686.042 | 131.950 | 5.119 | 72.061 | 71.673 | 280.803 | 3.008 | 969.853 |
| Gennaio | 51.021 | 12.191 | 558 | 2.015 | 6.723 | 21.487 | 0 | 72.508 |
| Febbraio | 47.606 | 13.358 | 378 | 1.777 | 5.873 | 21.386 | 0 | 68.992 |
| Marzo | 62.525 | 15.330 | 535 | 2.661 | 7.688 | 26.214 | 0 | 88.739 |
| Aprile | 78.198 | 17.444 | 747 | 14.315 | 9.714 | 42.220 | 974 | 121.392 |
| Maggio | 47.454 | 11.101 | 448 | 8.185 | 4.767 | 24.501 | 1.562 | 73.517 |
| Giugno | 48.652 | 8.081 | 328 | 2.511 | 4.560 | 15.480 | 6 | 64.138 |
| Luglio | 85.355 | 10.859 | 731 | 6.286 | 7.976 | 25.852 | 402 | 111.609 |
| Agosto | 34.953 | 6.820 | 360 | 8.990 | 3.487 | 19.657 | 14 | 54.624 |
| Settembre | 48.240 | 8.663 | 434 | 5.349 | 4.111 | 18.557 | 12 | 66.809 |
| Ottobre | 75.241 | 11.103 | 376 | 7.361 | 6.974 | 25.814 | 5 | 101.060 |
| Novembre | 63.797 | 9.405 | 159 | 6.620 | 5.397 | 21.581 | 33 | 85.411 |
| Dicembre | 43.000 | 7.595 | 65 | 5.991 | 4.403 | 18.054 | 0 | 61.054 |

Tabella 20 – Volumi Contatti telefonici 2019 - Giorno della settimana

| Giorno | Chiamate risposte da operatore | % |
|---------------|--------------------------------|---------------|
| lunedì | 150.443 | 21,9% |
| martedì | 147.170 | 21,5% |
| mercoledì | 139.969 | 20,4% |
| giovedì | 132.166 | 19,3% |
| venerdì | 116.294 | 16,9% |
| Totale | 686.042 | 100,0% |

3.2 CCM CONTRIBUENTI

I volumi relativi al CCM Contribuenti per il 2019 sono riportati nelle seguenti tabelle

Tabella 21 – Volumi Chiamate Entranti, IVR, Risposte, Abbandonate e Durata Media - 2019

| Chiamate entranti al Contact Center | Chiamate gestite in IVR | | Chiamate distribuite da IVR verso code | | Proposte di Call Back | | Chiamate distribuite verso Operatore | | Chiamate abbandonate in coda Operatore | | Chiamate abbandonate in coda + Proposte di Call Back | Chiamate risposte Operatore | Chiamate risposte Operatore su Entranti | Durata media chiamata (ACL) |
|-------------------------------------|-------------------------|---------|--|---------|-----------------------|---------|--------------------------------------|---------|--|---------|--|-----------------------------|---|-----------------------------|
| I | L | | M | | N | | O | | P | | (P+N)/M | A | | A/I |
| # | # | % (L/I) | # | % (M/I) | # | % (N/M) | # | % (O/M) | # | % (P/O) | % | # | % (A/O) | % |
| 1.423.020 | 752.986 | 52,91% | 670.034 | 47,09% | 4.671 | 0,70% | 665.363 | 99,30% | 4.534 | 0,68% | 1,37% | 660.829 | 99,32% | 46,44% |

Tabella 22 – Volumi Contatti telefonici inbound per fascia oraria 2019 - Dettaglio Mensile

| Fascia Oraria | Chiamate risposte da Operatore 2019 | | | | | | | | | | | | |
|------------------------|-------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| | Gennaio | Febbraio | Marzo | Aprile | Maggio | Giugno | Luglio | Agosto | Settembre | Ottobre | Novembre | Dicembre | Totale |
| 08.00 - 09.00 | 2.176 | 2.155 | 3.264 | 3.756 | 2.502 | 2.762 | 4.784 | 1.898 | 2.359 | 3.920 | 3.231 | 1.790 | 34.597 |
| 09.00 - 10.00 | 6.145 | 5.868 | 7.906 | 9.449 | 6.254 | 6.318 | 11.106 | 4.591 | 6.241 | 9.697 | 8.631 | 5.148 | 87.354 |
| 10.00 - 11.00 | 7.445 | 7.257 | 9.255 | 11.420 | 7.065 | 7.185 | 13.021 | 5.620 | 7.496 | 11.212 | 9.980 | 6.659 | 103.615 |
| 11.00 - 12.00 | 7.816 | 7.155 | 9.335 | 11.338 | 7.004 | 7.146 | 12.917 | 5.461 | 7.284 | 10.946 | 9.912 | 7.065 | 103.379 |
| 12.00 - 13.00 | 6.675 | 5.985 | 7.828 | 9.926 | 5.979 | 6.156 | 10.851 | 4.635 | 6.084 | 9.456 | 8.396 | 5.648 | 87.619 |
| 13.00 - 14.00 | 3.947 | 3.492 | 4.417 | 5.936 | 3.370 | 3.473 | 6.242 | 2.524 | 3.504 | 5.869 | 4.733 | 3.376 | 50.883 |
| 14.00 - 15.00 | 3.652 | 3.487 | 4.319 | 5.764 | 3.226 | 3.153 | 5.749 | 2.291 | 3.440 | 5.541 | 4.415 | 3.090 | 48.127 |
| 15.00 - 16.00 | 4.128 | 3.698 | 4.908 | 6.377 | 3.511 | 3.641 | 6.521 | 2.378 | 3.683 | 5.856 | 4.819 | 3.308 | 52.828 |
| 16.00 - 17.00 | 3.858 | 3.585 | 4.817 | 6.184 | 3.456 | 3.550 | 6.345 | 2.249 | 3.566 | 5.590 | 4.393 | 2.889 | 50.482 |
| 17.00 - 18.00 | 3.149 | 2.921 | 4.046 | 5.188 | 2.813 | 2.913 | 5.323 | 1.805 | 2.692 | 4.466 | 3.245 | 2.099 | 40.660 |
| 18.00 - 19.00* | 85 | 77 | 118 | 201 | 72 | 79 | 191 | 60 | 89 | 116 | 108 | 89 | 1.285 |
| Totale per mese | 49.076 | 45.680 | 60.213 | 75.539 | 45.252 | 46.376 | 83.050 | 33.512 | 46.438 | 72.669 | 61.863 | 41.161 | 660.829 |

*Chiamate che iniziano a ridosso delle ore 18.00

Tabella 22 – Volumi Contatti telefonici e asincroni 2019 - Dettaglio Giornaliero

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------|----------------|--------------|---------------|---------------|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 660.829 | 131.950 | 5.119 | 72.061 | 71.673 | 280.803 | 3.008 | 944.640 |
| 01/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/01/2019 | 1.550 | 266 | 10 | 37 | 128 | 441 | 0 | 1.991 |
| 03/01/2019 | 1.645 | 309 | 13 | 37 | 171 | 530 | 0 | 2.175 |
| 04/01/2019 | 1.437 | 269 | 18 | 38 | 142 | 467 | 0 | 1.904 |
| 05/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 06/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/01/2019 | 1.962 | 238 | 14 | 65 | 156 | 473 | 0 | 2.435 |
| 08/01/2019 | 2.501 | 755 | 40 | 205 | 445 | 1.445 | 0 | 3.946 |
| 09/01/2019 | 2.348 | 573 | 33 | 84 | 315 | 1.005 | 0 | 3.353 |
| 10/01/2019 | 2.326 | 530 | 22 | 94 | 295 | 941 | 0 | 3.267 |
| 11/01/2019 | 2.152 | 714 | 24 | 64 | 223 | 1.025 | 0 | 3.177 |
| 12/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/01/2019 | 2.650 | 456 | 19 | 95 | 425 | 995 | 0 | 3.645 |
| 15/01/2019 | 2.504 | 636 | 18 | 112 | 387 | 1.153 | 0 | 3.657 |
| 16/01/2019 | 2.561 | 577 | 28 | 93 | 290 | 988 | 0 | 3.549 |
| 17/01/2019 | 2.386 | 481 | 27 | 69 | 341 | 918 | 0 | 3.304 |
| 18/01/2019 | 2.129 | 483 | 14 | 60 | 211 | 768 | 0 | 2.897 |
| 19/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/01/2019 | 2.506 | 342 | 32 | 64 | 190 | 628 | 0 | 3.134 |
| 22/01/2019 | 2.373 | 698 | 41 | 133 | 494 | 1.366 | 0 | 3.739 |
| 23/01/2019 | 2.324 | 573 | 21 | 57 | 246 | 897 | 0 | 3.221 |
| 24/01/2019 | 2.285 | 469 | 11 | 83 | 238 | 801 | 0 | 3.086 |
| 25/01/2019 | 2.061 | 1.016 | 37 | 171 | 468 | 1.692 | 0 | 3.753 |
| 26/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/01/2019 | 2.607 | 857 | 45 | 124 | 532 | 1.558 | 0 | 4.165 |
| 29/01/2019 | 2.356 | 677 | 37 | 139 | 395 | 1.248 | 0 | 3.604 |
| 30/01/2019 | 2.260 | 662 | 29 | 83 | 264 | 1.038 | 0 | 3.298 |
| 31/01/2019 | 2.153 | 610 | 25 | 108 | 367 | 1.110 | 0 | 3.263 |
| 01/02/2019 | 1.857 | 767 | 5 | 56 | 251 | 1.079 | 0 | 2.936 |
| 02/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/02/2019 | 2.357 | 757 | 25 | 70 | 293 | 1.145 | 0 | 3.502 |
| 05/02/2019 | 2.211 | 686 | 33 | 80 | 325 | 1.124 | 0 | 3.335 |
| 06/02/2019 | 2.302 | 903 | 36 | 87 | 325 | 1.351 | 0 | 3.653 |
| 07/02/2019 | 2.217 | 563 | 25 | 88 | 177 | 853 | 0 | 3.070 |
| 08/02/2019 | 2.066 | 737 | 15 | 64 | 390 | 1.206 | 0 | 3.272 |
| 09/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/02/2019 | 2.451 | 785 | 21 | 163 | 381 | 1.350 | 0 | 3.801 |
| 12/02/2019 | 2.372 | 696 | 11 | 127 | 303 | 1.137 | 0 | 3.509 |
| 13/02/2019 | 2.173 | 638 | 19 | 127 | 313 | 1.097 | 0 | 3.270 |
| 14/02/2019 | 2.053 | 679 | 29 | 95 | 253 | 1.056 | 0 | 3.109 |
| 15/02/2019 | 1.816 | 327 | 8 | 57 | 183 | 575 | 0 | 2.391 |
| 16/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/02/2019 | 2.662 | 754 | 23 | 175 | 317 | 1.269 | 0 | 3.931 |
| 19/02/2019 | 2.357 | 782 | 40 | 114 | 433 | 1.369 | 0 | 3.726 |
| 20/02/2019 | 2.260 | 518 | 14 | 31 | 253 | 816 | 0 | 3.076 |
| 21/02/2019 | 2.223 | 366 | 10 | 56 | 237 | 669 | 0 | 2.892 |
| 22/02/2019 | 1.991 | 596 | 13 | 109 | 260 | 978 | 0 | 2.969 |
| 23/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/02/2019 | 2.517 | 751 | 14 | 45 | 388 | 1.198 | 0 | 3.715 |
| 26/02/2019 | 2.491 | 710 | 16 | 61 | 277 | 1.064 | 0 | 3.555 |
| 27/02/2019 | 2.619 | 736 | 7 | 119 | 263 | 1.125 | 0 | 3.744 |
| 28/02/2019 | 2.685 | 607 | 14 | 53 | 251 | 925 | 0 | 3.610 |
| 01/03/2019 | 2.212 | 616 | 26 | 142 | 346 | 1.130 | 0 | 3.342 |
| 02/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/03/2019 | 2.890 | 853 | 20 | 129 | 432 | 1.434 | 0 | 4.324 |
| 05/03/2019 | 2.662 | 734 | 21 | 84 | 440 | 1.279 | 0 | 3.941 |
| 06/03/2019 | 2.574 | 574 | 22 | 105 | 353 | 1.054 | 0 | 3.628 |
| 07/03/2019 | 2.627 | 730 | 28 | 76 | 240 | 1.074 | 0 | 3.701 |
| 08/03/2019 | 2.265 | 431 | 6 | 171 | 302 | 910 | 0 | 3.175 |
| 09/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | H=A+F+G |
| 10/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/03/2019 | 2.910 | 1.075 | 33 | 170 | 364 | 1.642 | 0 | 4.552 |
| 12/03/2019 | 2.885 | 728 | 33 | 101 | 440 | 1.302 | 0 | 4.187 |
| 13/03/2019 | 2.959 | 529 | 18 | 121 | 144 | 812 | 0 | 3.771 |
| 14/03/2019 | 2.850 | 625 | 25 | 100 | 399 | 1.149 | 0 | 3.999 |
| 15/03/2019 | 2.461 | 778 | 37 | 222 | 499 | 1.536 | 0 | 3.997 |
| 16/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/03/2019 | 2.923 | 1.065 | 38 | 68 | 435 | 1.606 | 0 | 4.529 |
| 19/03/2019 | 2.633 | 774 | 21 | 131 | 391 | 1.317 | 0 | 3.950 |
| 20/03/2019 | 2.713 | 692 | 22 | 116 | 333 | 1.163 | 0 | 3.876 |
| 21/03/2019 | 2.886 | 712 | 26 | 115 | 344 | 1.197 | 0 | 4.083 |
| 22/03/2019 | 2.961 | 611 | 13 | 113 | 283 | 1.020 | 0 | 3.981 |
| 23/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/03/2019 | 3.311 | 889 | 33 | 160 | 343 | 1.425 | 0 | 4.736 |
| 26/03/2019 | 3.080 | 906 | 16 | 143 | 598 | 1.663 | 0 | 4.743 |
| 27/03/2019 | 3.496 | 760 | 71 | 131 | 296 | 1.258 | 0 | 4.754 |
| 28/03/2019 | 3.730 | 606 | 9 | 110 | 365 | 1.090 | 0 | 4.820 |
| 29/03/2019 | 3.185 | 642 | 17 | 153 | 341 | 1.153 | 0 | 4.338 |
| 30/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/04/2019 | 3.663 | 808 | 11 | 128 | 349 | 1.296 | 0 | 4.959 |
| 02/04/2019 | 3.667 | 883 | 12 | 338 | 540 | 1.773 | 0 | 5.440 |
| 03/04/2019 | 3.791 | 777 | 46 | 339 | 380 | 1.542 | 0 | 5.333 |
| 04/04/2019 | 3.245 | 705 | 31 | 218 | 330 | 1.284 | 0 | 4.529 |
| 05/04/2019 | 2.957 | 924 | 69 | 642 | 653 | 2.288 | 0 | 5.245 |
| 06/04/2019 | 0 | 10 | 3 | 38 | 6 | 57 | 0 | 57 |
| 07/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/04/2019 | 3.632 | 988 | 54 | 844 | 483 | 2.369 | 0 | 6.001 |
| 09/04/2019 | 3.276 | 967 | 27 | 969 | 575 | 2.538 | 0 | 5.814 |
| 10/04/2019 | 3.276 | 655 | 20 | 801 | 479 | 1.955 | 0 | 5.231 |
| 11/04/2019 | 3.323 | 1.005 | 50 | 816 | 543 | 2.414 | 0 | 5.737 |
| 12/04/2019 | 3.030 | 960 | 35 | 948 | 345 | 2.288 | 0 | 5.318 |
| 13/04/2019 | 0 | 117 | 0 | 19 | 17 | 153 | 0 | 153 |
| 14/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/04/2019 | 3.850 | 890 | 11 | 406 | 434 | 1.741 | 0 | 5.591 |
| 16/04/2019 | 3.588 | 1.070 | 55 | 383 | 632 | 2.140 | 0 | 5.728 |
| 17/04/2019 | 3.651 | 1.030 | 38 | 624 | 476 | 2.168 | 0 | 5.819 |
| 18/04/2019 | 3.485 | 751 | 19 | 972 | 353 | 2.095 | 0 | 5.580 |
| 19/04/2019 | 2.786 | 634 | 32 | 1.035 | 305 | 2.006 | 0 | 4.792 |
| 20/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/04/2019 | 4.402 | 463 | 13 | 859 | 140 | 1.475 | 0 | 5.877 |
| 24/04/2019 | 4.535 | 560 | 27 | 773 | 404 | 1.764 | 1 | 6.300 |
| 25/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/04/2019 | 4.174 | 571 | 52 | 804 | 313 | 1.740 | 55 | 5.969 |
| 27/04/2019 | 0 | 467 | 10 | 719 | 345 | 1.541 | 0 | 1.541 |
| 28/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/04/2019 | 6.047 | 1.026 | 35 | 921 | 920 | 2.902 | 63 | 9.012 |
| 30/04/2019 | 5.161 | 1.183 | 97 | 719 | 692 | 2.691 | 855 | 8.707 |
| 01/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/05/2019 | 2.140 | 452 | 20 | 375 | 245 | 1.092 | 1.535 | 4.767 |
| 03/05/2019 | 1.912 | 653 | 22 | 735 | 231 | 1.641 | 3 | 3.556 |
| 04/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/05/2019 | 2.280 | 313 | 11 | 828 | 173 | 1.325 | 0 | 3.605 |
| 07/05/2019 | 2.057 | 605 | 26 | 372 | 279 | 1.282 | 0 | 3.339 |
| 08/05/2019 | 2.108 | 430 | 10 | 377 | 197 | 1.014 | 0 | 3.122 |
| 09/05/2019 | 2.055 | 294 | 12 | 255 | 102 | 663 | 2 | 2.720 |
| 10/05/2019 | 1.808 | 289 | 2 | 322 | 107 | 720 | 12 | 2.540 |
| 11/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 12/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/05/2019 | 2.306 | 1.036 | 34 | 858 | 505 | 2.433 | 4 | 4.743 |
| 14/05/2019 | 2.248 | 563 | 21 | 271 | 292 | 1.147 | 0 | 3.395 |
| 15/05/2019 | 2.319 | 410 | 14 | 274 | 164 | 862 | 0 | 3.181 |
| 16/05/2019 | 2.181 | 459 | 18 | 210 | 196 | 883 | 0 | 3.064 |
| 17/05/2019 | 1.892 | 335 | 26 | 266 | 128 | 755 | 0 | 2.647 |
| 18/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/05/2019 | 2.431 | 637 | 19 | 389 | 221 | 1.266 | 0 | 3.697 |
| 21/05/2019 | 2.191 | 635 | 31 | 555 | 178 | 1.399 | 0 | 3.590 |
| 22/05/2019 | 2.086 | 724 | 25 | 218 | 280 | 1.247 | 0 | 3.333 |
| 23/05/2019 | 1.933 | 430 | 37 | 477 | 185 | 1.129 | 0 | 3.062 |
| 24/05/2019 | 1.662 | 607 | 28 | 242 | 285 | 1.162 | 0 | 2.824 |
| 25/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/05/2019 | 1.967 | 370 | 15 | 186 | 148 | 719 | 4 | 2.690 |
| 28/05/2019 | 2.106 | 567 | 19 | 229 | 276 | 1.091 | 2 | 3.199 |
| 29/05/2019 | 1.995 | 462 | 23 | 243 | 194 | 922 | 0 | 2.917 |
| 30/05/2019 | 1.961 | 348 | 17 | 206 | 253 | 824 | 0 | 2.785 |
| 31/05/2019 | 1.614 | 482 | 18 | 297 | 128 | 925 | 0 | 2.539 |
| 01/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/06/2019 | 1.990 | 417 | 21 | 324 | 221 | 983 | 0 | 2.973 |
| 04/06/2019 | 1.864 | 796 | 17 | 261 | 352 | 1.426 | 0 | 3.290 |
| 05/06/2019 | 1.895 | 373 | 13 | 1 | 193 | 580 | 0 | 2.475 |
| 06/06/2019 | 1.860 | 303 | 27 | 154 | 175 | 659 | 0 | 2.519 |
| 07/06/2019 | 1.639 | 224 | 8 | 376 | 89 | 697 | 0 | 2.336 |
| 08/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/06/2019 | 1.950 | 279 | 2 | 360 | 58 | 699 | 2 | 2.651 |
| 11/06/2019 | 2.001 | 360 | 13 | 533 | 141 | 1.047 | 4 | 3.052 |
| 12/06/2019 | 2.167 | 424 | 21 | 349 | 265 | 1.059 | 0 | 3.226 |
| 13/06/2019 | 2.332 | 479 | 14 | 90 | 256 | 839 | 0 | 3.171 |
| 14/06/2019 | 2.320 | 445 | 8 | 1 | 170 | 624 | 0 | 2.944 |
| 15/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/06/2019 | 2.888 | 395 | 34 | 0 | 267 | 696 | 0 | 3.584 |
| 18/06/2019 | 2.708 | 501 | 32 | 1 | 308 | 842 | 0 | 3.550 |
| 19/06/2019 | 2.616 | 517 | 18 | 1 | 401 | 937 | 0 | 3.553 |
| 20/06/2019 | 2.516 | 121 | 8 | 0 | 74 | 203 | 0 | 2.719 |
| 21/06/2019 | 2.219 | 314 | 6 | 23 | 201 | 544 | 0 | 2.763 |
| 22/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/06/2019 | 2.722 | 280 | 9 | 21 | 168 | 478 | 0 | 3.200 |
| 25/06/2019 | 2.780 | 539 | 17 | 3 | 342 | 901 | 0 | 3.681 |
| 26/06/2019 | 2.848 | 410 | 24 | 3 | 340 | 777 | 0 | 3.625 |
| 27/06/2019 | 2.603 | 304 | 15 | 4 | 257 | 580 | 0 | 3.183 |
| 28/06/2019 | 2.458 | 600 | 21 | 6 | 282 | 909 | 0 | 3.367 |
| 29/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/07/2019 | 3.469 | 505 | 21 | 0 | 305 | 831 | 6 | 4.306 |
| 02/07/2019 | 3.244 | 344 | 24 | 0 | 358 | 726 | 0 | 3.970 |
| 03/07/2019 | 3.124 | 550 | 12 | 219 | 403 | 1.184 | 0 | 4.308 |
| 04/07/2019 | 2.989 | 204 | 13 | 443 | 236 | 896 | 0 | 3.885 |
| 05/07/2019 | 2.516 | 257 | 17 | 561 | 189 | 1.024 | 0 | 3.540 |
| 06/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/07/2019 | 2.979 | 212 | 7 | 261 | 143 | 623 | 0 | 3.602 |
| 09/07/2019 | 3.391 | 275 | 2 | 252 | 158 | 687 | 0 | 4.078 |
| 10/07/2019 | 3.409 | 444 | 53 | 124 | 288 | 909 | 0 | 4.318 |
| 11/07/2019 | 3.412 | 525 | 21 | 160 | 356 | 1.062 | 0 | 4.474 |
| 12/07/2019 | 2.972 | 457 | 23 | 1 | 434 | 915 | 0 | 3.887 |
| 13/07/2019 | 0 | 109 | 0 | 0 | 20 | 129 | 0 | 129 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | H=A+F+G |
| 14/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/07/2019 | 3.514 | 722 | 47 | 255 | 615 | 1.639 | 0 | 5.153 |
| 16/07/2019 | 3.343 | 359 | 34 | 723 | 199 | 1.315 | 0 | 4.658 |
| 17/07/2019 | 3.169 | 445 | 20 | 734 | 332 | 1.531 | 0 | 4.700 |
| 18/07/2019 | 3.102 | 866 | 27 | 194 | 538 | 1.625 | 0 | 4.727 |
| 19/07/2019 | 2.853 | 607 | 32 | 2 | 418 | 1.059 | 1 | 3.913 |
| 20/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/07/2019 | 3.917 | 395 | 24 | 0 | 233 | 652 | 0 | 4.569 |
| 23/07/2019 | 3.863 | 580 | 46 | 0 | 409 | 1.035 | 0 | 4.898 |
| 24/07/2019 | 3.785 | 513 | 39 | 361 | 365 | 1.278 | 0 | 5.063 |
| 25/07/2019 | 4.171 | 275 | 31 | 386 | 198 | 890 | 0 | 5.061 |
| 26/07/2019 | 3.519 | 275 | 60 | 382 | 236 | 953 | 0 | 4.472 |
| 27/07/2019 | 0 | 71 | 0 | 0 | 21 | 92 | 0 | 92 |
| 28/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/07/2019 | 5.482 | 639 | 22 | 431 | 384 | 1.476 | 128 | 7.086 |
| 30/07/2019 | 5.566 | 584 | 66 | 342 | 504 | 1.496 | 149 | 7.211 |
| 31/07/2019 | 5.261 | 646 | 90 | 455 | 634 | 1.825 | 118 | 7.204 |
| 01/08/2019 | 3.024 | 732 | 9 | 411 | 521 | 1.673 | 11 | 4.708 |
| 02/08/2019 | 2.476 | 681 | 56 | 521 | 375 | 1.633 | 0 | 4.109 |
| 03/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/08/2019 | 2.881 | 641 | 27 | 272 | 445 | 1.385 | 0 | 4.266 |
| 06/08/2019 | 2.428 | 315 | 29 | 398 | 255 | 997 | 0 | 3.425 |
| 07/08/2019 | 2.090 | 451 | 17 | 237 | 196 | 901 | 0 | 2.991 |
| 08/08/2019 | 1.930 | 236 | 21 | 256 | 191 | 704 | 0 | 2.634 |
| 09/08/2019 | 1.631 | 332 | 22 | 304 | 135 | 793 | 0 | 2.424 |
| 10/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/08/2019 | 1.373 | 319 | 31 | 580 | 133 | 1.063 | 0 | 2.436 |
| 13/08/2019 | 1.095 | 262 | 9 | 681 | 145 | 1.097 | 0 | 2.192 |
| 14/08/2019 | 733 | 198 | 11 | 549 | 60 | 818 | 0 | 1.551 |
| 15/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/08/2019 | 627 | 78 | 7 | 199 | 52 | 336 | 0 | 963 |
| 17/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/08/2019 | 1.326 | 326 | 15 | 277 | 126 | 744 | 0 | 2.070 |
| 20/08/2019 | 1.220 | 178 | 1 | 162 | 79 | 420 | 0 | 1.640 |
| 21/08/2019 | 1.103 | 196 | 0 | 90 | 73 | 359 | 0 | 1.462 |
| 22/08/2019 | 945 | 217 | 0 | 177 | 60 | 454 | 0 | 1.399 |
| 23/08/2019 | 891 | 94 | 5 | 429 | 46 | 574 | 0 | 1.465 |
| 24/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/08/2019 | 1.606 | 176 | 18 | 1.014 | 47 | 1.255 | 0 | 2.861 |
| 27/08/2019 | 1.708 | 186 | 5 | 983 | 58 | 1.232 | 0 | 2.940 |
| 28/08/2019 | 1.547 | 320 | 18 | 695 | 163 | 1.196 | 3 | 2.746 |
| 29/08/2019 | 1.501 | 401 | 19 | 464 | 167 | 1.051 | 0 | 2.552 |
| 30/08/2019 | 1.377 | 481 | 40 | 291 | 160 | 972 | 0 | 2.349 |
| 31/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/09/2019 | 2.092 | 401 | 32 | 134 | 122 | 689 | 0 | 2.781 |
| 03/09/2019 | 2.231 | 490 | 20 | 246 | 242 | 998 | 0 | 3.229 |
| 04/09/2019 | 2.164 | 334 | 27 | 258 | 108 | 727 | 0 | 2.891 |
| 05/09/2019 | 1.971 | 391 | 18 | 283 | 235 | 927 | 0 | 2.898 |
| 06/09/2019 | 1.738 | 292 | 18 | 244 | 48 | 602 | 0 | 2.340 |
| 07/09/2019 | 0 | 8 | 0 | 23 | 13 | 44 | 0 | 44 |
| 08/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/09/2019 | 2.267 | 551 | 28 | 370 | 339 | 1.288 | 0 | 3.555 |
| 10/09/2019 | 2.265 | 352 | 23 | 174 | 180 | 729 | 0 | 2.994 |
| 11/09/2019 | 2.296 | 462 | 6 | 252 | 184 | 904 | 0 | 3.200 |
| 12/09/2019 | 2.104 | 315 | 23 | 205 | 132 | 675 | 0 | 2.779 |
| 13/09/2019 | 1.779 | 216 | 19 | 144 | 137 | 516 | 0 | 2.295 |
| 14/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | H=A+F+G |
| 15/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/09/2019 | 2.296 | 678 | 38 | 394 | 338 | 1.448 | 0 | 3.744 |
| 17/09/2019 | 2.351 | 544 | 14 | 278 | 260 | 1.096 | 0 | 3.447 |
| 18/09/2019 | 2.066 | 373 | 5 | 218 | 134 | 730 | 0 | 2.796 |
| 19/09/2019 | 2.183 | 467 | 18 | 249 | 216 | 950 | 0 | 3.133 |
| 20/09/2019 | 2.035 | 207 | 15 | 178 | 77 | 477 | 0 | 2.512 |
| 21/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/09/2019 | 2.455 | 289 | 11 | 184 | 87 | 571 | 0 | 3.026 |
| 24/09/2019 | 2.342 | 474 | 37 | 289 | 314 | 1.114 | 6 | 3.462 |
| 25/09/2019 | 2.493 | 395 | 17 | 328 | 352 | 1.092 | 0 | 3.585 |
| 26/09/2019 | 2.447 | 531 | 17 | 312 | 228 | 1.088 | 3 | 3.538 |
| 27/09/2019 | 2.084 | 421 | 25 | 255 | 170 | 871 | 0 | 2.955 |
| 28/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/09/2019 | 2.779 | 472 | 23 | 331 | 195 | 1.021 | 3 | 3.803 |
| 01/10/2019 | 3.055 | 363 | 12 | 235 | 220 | 830 | 3 | 3.888 |
| 02/10/2019 | 3.836 | 356 | 15 | 165 | 215 | 751 | 0 | 4.587 |
| 03/10/2019 | 4.409 | 382 | 9 | 175 | 186 | 752 | 0 | 5.161 |
| 04/10/2019 | 3.964 | 421 | 6 | 278 | 413 | 1.118 | 0 | 5.082 |
| 05/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/10/2019 | 4.160 | 876 | 39 | 483 | 569 | 1.967 | 2 | 6.129 |
| 08/10/2019 | 3.846 | 481 | 28 | 189 | 409 | 1.107 | 0 | 4.953 |
| 09/10/2019 | 3.349 | 455 | 21 | 200 | 353 | 1.029 | 0 | 4.378 |
| 10/10/2019 | 3.204 | 489 | 15 | 28 | 333 | 865 | 0 | 4.069 |
| 11/10/2019 | 3.051 | 620 | 20 | 91 | 327 | 1.058 | 0 | 4.109 |
| 12/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/10/2019 | 3.368 | 522 | 23 | 446 | 253 | 1.244 | 0 | 4.612 |
| 15/10/2019 | 3.056 | 532 | 23 | 481 | 394 | 1.430 | 0 | 4.486 |
| 16/10/2019 | 2.984 | 523 | 21 | 470 | 356 | 1.370 | 0 | 4.354 |
| 17/10/2019 | 2.816 | 537 | 23 | 644 | 289 | 1.493 | 0 | 4.309 |
| 18/10/2019 | 2.493 | 489 | 12 | 498 | 237 | 1.236 | 0 | 3.729 |
| 19/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/10/2019 | 3.308 | 360 | 19 | 245 | 220 | 844 | 0 | 4.152 |
| 22/10/2019 | 3.068 | 609 | 14 | 519 | 448 | 1.590 | 0 | 4.658 |
| 23/10/2019 | 2.672 | 400 | 6 | 328 | 241 | 975 | 0 | 3.647 |
| 24/10/2019 | 3.014 | 350 | 14 | 160 | 114 | 638 | 0 | 3.652 |
| 25/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/10/2019 | 3.834 | 602 | 26 | 325 | 399 | 1.352 | 0 | 5.186 |
| 29/10/2019 | 3.449 | 591 | 7 | 634 | 323 | 1.555 | 0 | 5.004 |
| 30/10/2019 | 3.074 | 624 | 15 | 489 | 425 | 1.553 | 0 | 4.627 |
| 31/10/2019 | 2.659 | 521 | 8 | 278 | 250 | 1.057 | 0 | 3.716 |
| 01/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/11/2019 | 3.508 | 480 | 4 | 597 | 332 | 1.413 | 0 | 4.921 |
| 05/11/2019 | 3.462 | 641 | 17 | 479 | 383 | 1.520 | 0 | 4.982 |
| 06/11/2019 | 3.126 | 510 | 9 | 390 | 343 | 1.252 | 0 | 4.378 |
| 07/11/2019 | 2.991 | 652 | 11 | 369 | 295 | 1.327 | 0 | 4.318 |
| 08/11/2019 | 2.547 | 429 | 3 | 427 | 270 | 1.129 | 0 | 3.676 |
| 09/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/11/2019 | 3.015 | 498 | 9 | 417 | 318 | 1.242 | 0 | 4.257 |
| 12/11/2019 | 2.790 | 684 | 13 | 422 | 307 | 1.426 | 0 | 4.216 |
| 13/11/2019 | 2.703 | 704 | 16 | 404 | 437 | 1.561 | 0 | 4.264 |
| 14/11/2019 | 2.746 | 525 | 5 | 238 | 219 | 987 | 0 | 3.733 |
| 15/11/2019 | 2.390 | 395 | 8 | 220 | 172 | 795 | 0 | 3.185 |
| 16/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 17/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/11/2019 | 3.103 | 339 | 3 | 266 | 201 | 809 | 0 | 3.912 |
| 19/11/2019 | 3.094 | 552 | 11 | 292 | 347 | 1.202 | 3 | 4.299 |
| 20/11/2019 | 3.020 | 515 | 13 | 399 | 241 | 1.168 | 0 | 4.188 |
| 21/11/2019 | 3.138 | 348 | 4 | 271 | 244 | 867 | 12 | 4.017 |
| 22/11/2019 | 2.797 | 325 | 1 | 255 | 199 | 780 | 0 | 3.577 |
| 23/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/11/2019 | 3.743 | 482 | 8 | 428 | 188 | 1.106 | 0 | 4.849 |
| 26/11/2019 | 3.777 | 407 | 10 | 159 | 273 | 849 | 12 | 4.638 |
| 27/11/2019 | 4.056 | 539 | 4 | 295 | 323 | 1.161 | 6 | 5.223 |
| 28/11/2019 | 3.749 | 378 | 10 | 292 | 305 | 985 | 0 | 4.734 |
| 29/11/2019 | 2.108 | 2 | 0 | 0 | 0 | 2 | 0 | 2.110 |
| 30/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/12/2019 | 3.400 | 0 | 0 | 3 | 0 | 3 | 0 | 3.403 |
| 03/12/2019 | 2.796 | 60 | 2 | 12 | 29 | 103 | 0 | 2.899 |
| 04/12/2019 | 2.445 | 189 | 2 | 128 | 121 | 440 | 0 | 2.885 |
| 05/12/2019 | 2.446 | 156 | 1 | 167 | 172 | 496 | 0 | 2.942 |
| 06/12/2019 | 2.163 | 210 | 6 | 243 | 46 | 505 | 0 | 2.668 |
| 07/12/2019 | 0 | 34 | 0 | 19 | 34 | 87 | 0 | 87 |
| 08/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/12/2019 | 2.861 | 98 | 3 | 106 | 49 | 256 | 0 | 3.117 |
| 10/12/2019 | 2.377 | 111 | 0 | 127 | 43 | 281 | 0 | 2.658 |
| 11/12/2019 | 2.308 | 146 | 1 | 117 | 93 | 357 | 0 | 2.665 |
| 12/12/2019 | 1.995 | 126 | 0 | 137 | 86 | 349 | 0 | 2.344 |
| 13/12/2019 | 1.765 | 350 | 5 | 240 | 309 | 904 | 0 | 2.669 |
| 14/12/2019 | 0 | 26 | 0 | 0 | 2 | 28 | 0 | 28 |
| 15/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/12/2019 | 2.414 | 263 | 4 | 239 | 191 | 697 | 0 | 3.111 |
| 17/12/2019 | 2.500 | 252 | 10 | 333 | 136 | 731 | 0 | 3.231 |
| 18/12/2019 | 2.450 | 666 | 3 | 609 | 471 | 1.749 | 0 | 4.199 |
| 19/12/2019 | 2.291 | 866 | 6 | 504 | 533 | 1.909 | 0 | 4.200 |
| 20/12/2019 | 1.977 | 701 | 6 | 778 | 386 | 1.871 | 0 | 3.848 |
| 21/12/2019 | 0 | 25 | 0 | 24 | 0 | 49 | 0 | 49 |
| 22/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/12/2019 | 1.651 | 816 | 4 | 552 | 467 | 1.839 | 0 | 3.490 |
| 24/12/2019 | 535 | 725 | 6 | 457 | 378 | 1.566 | 0 | 2.101 |
| 25/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/12/2019 | 1.279 | 765 | 3 | 460 | 399 | 1.627 | 0 | 2.906 |
| 28/12/2019 | 0 | 130 | 0 | 77 | 102 | 309 | 0 | 309 |
| 29/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/12/2019 | 1.167 | 624 | 3 | 330 | 263 | 1.220 | 0 | 2.387 |
| 31/12/2019 | 341 | 256 | 0 | 329 | 93 | 678 | 0 | 1.019 |

Tabella 24 - Volumi Contatti telefonici e asincroni 2019 - Dettaglio mensile

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|--------------------|--------------------------------------|----------------|--------------|---------------|---------------|---------------------|--------------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Mesi/Totale | 660.829 | 131.950 | 5.119 | 72.061 | 71.673 | 280.803 | 3.008 | 944.640 |
| Gennaio | 49.076 | 12.191 | 558 | 2.015 | 6.723 | 21.487 | 0 | 70.563 |
| Febbraio | 45.680 | 13.358 | 378 | 1.777 | 5.873 | 21.386 | 0 | 67.066 |
| Marzo | 60.213 | 15.330 | 535 | 2.661 | 7.688 | 26.214 | 0 | 86.427 |
| Aprile | 75.539 | 17.444 | 747 | 14.315 | 9.714 | 42.220 | 974 | 118.733 |
| Maggio | 45.252 | 11.101 | 448 | 8.185 | 4.767 | 24.501 | 1.562 | 71.315 |
| Giugno | 46.376 | 8.081 | 328 | 2.511 | 4.560 | 15.480 | 6 | 61.862 |
| Luglio | 83.050 | 10.859 | 731 | 6.286 | 7.976 | 25.852 | 402 | 109.304 |
| Agosto | 33.512 | 6.820 | 360 | 8.990 | 3.487 | 19.657 | 14 | 53.183 |
| Settembre | 46.438 | 8.663 | 434 | 5.349 | 4.111 | 18.557 | 12 | 65.007 |
| Ottobre | 72.669 | 11.103 | 376 | 7.361 | 6.974 | 25.814 | 5 | 98.488 |
| Novembre | 61.863 | 9.405 | 159 | 6.620 | 5.397 | 21.581 | 33 | 83.477 |
| Dicembre | 41.161 | 7.595 | 65 | 5.991 | 4.403 | 18.054 | 0 | 59.215 |

Tabella 25 - Volumi Contatti telefonici 2019 - Giorno della settimana

| Giorno | Chiamate risposte da operatore | % |
|---------------|--------------------------------------|---------------|
| lunedì | 145.440 | 22,0% |
| martedì | 141.667 | 21,4% |
| mercoledì | 134.689 | 20,4% |
| giovedì | 126.937 | 19,2% |
| venerdì | 112.096 | 17,0% |
| Totale | 660.829 | 100,0% |

3.3 CCM ENTI

I volumi relativi al CCM Enti per il 2019 sono riportati nelle seguenti tabelle

Tabella 26 - Volumi Chiamate Entranti, IVR, Risposte, Abbandonate e Durata Media - 2019

| Chiamate entranti al Contact Center | Chiamate gestite in IVR | | Chiamate distribuite da IVR verso code | | Proposte di Call Back | | Chiamate distribuite verso Operatore | | Chiamate abbandonate in coda Operatore | | Chiamate abbandonat e in coda + Proposte di Call Back | Chiamate risposte Operatore | | Chiamate risposte Operatore su Entranti |
|--|----------------------------|---------|--|---------|--------------------------|---------|---|---------|--|---------|---|--------------------------------|---------|--|
| I | L | | M | | N | | O | | P | | (P+N)/M | A | | A/I |
| # | # | % (L/I) | # | % (M/I) | # | % (N/M) | # | % (O/M) | # | % (P/O) | % | # | % (A/O) | % |
| 44.060 | 18.466 | 41,91% | 25.594 | 58,09% | 222 | 0,87% | 25.372 | 99,13% | 159 | 0,63% | 1,49% | 25.213 | 99,37% | 57,22% |

Tabella 27 - Volumi Contatti telefonici inbound per fascia oraria 2019 - Dettaglio Mensile

| Fascia Oraria | Chiamate risposte da Operatore 2019 | | | | | | | | | | | | |
|-----------------|-------------------------------------|----------|-------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|--------|
| | Gennaio | Febbraio | Marzo | Aprile | Maggio | Giugno | Luglio | Agosto | Settembre | Ottobre | Novembre | Dicembre | Totale |
| 08.00 - 09.00 | 101 | 113 | 118 | 127 | 108 | 116 | 129 | 96 | 102 | 139 | 120 | 97 | 1.366 |
| 09.00 - 10.00 | 305 | 346 | 405 | 425 | 358 | 388 | 411 | 258 | 309 | 388 | 303 | 280 | 4.176 |
| 10.00 - 11.00 | 344 | 372 | 402 | 461 | 437 | 436 | 435 | 302 | 347 | 443 | 300 | 349 | 4.628 |
| 11.00 - 12.00 | 344 | 308 | 404 | 459 | 358 | 400 | 380 | 255 | 319 | 412 | 302 | 327 | 4.268 |
| 12.00 - 13.00 | 289 | 273 | 361 | 399 | 317 | 302 | 339 | 197 | 253 | 395 | 320 | 270 | 3.715 |
| 13.00 - 14.00 | 145 | 151 | 192 | 227 | 167 | 179 | 178 | 90 | 141 | 250 | 145 | 135 | 2.000 |
| 14.00 - 15.00 | 102 | 93 | 118 | 145 | 108 | 137 | 114 | 70 | 91 | 163 | 110 | 116 | 1.367 |
| 15.00 - 16.00 | 127 | 114 | 149 | 160 | 151 | 135 | 130 | 77 | 105 | 155 | 153 | 125 | 1.581 |
| 16.00 - 17.00 | 115 | 102 | 105 | 173 | 139 | 131 | 130 | 60 | 87 | 145 | 131 | 104 | 1.422 |
| 17.00 - 18.00 | 72 | 54 | 57 | 81 | 59 | 52 | 56 | 35 | 48 | 82 | 50 | 36 | 682 |
| 18.00 - 19.00* | 1 | 0 | 1 | 2 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 8 |
| Totale per mese | 1.945 | 1.926 | 2.312 | 2.659 | 2.202 | 2.276 | 2.305 | 1.441 | 1.802 | 2.572 | 1.934 | 1.839 | 25.213 |

Tabella 28 - Volumi Contatti telefonici e asincroni 2019 - Dettaglio Giornaliero

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------|----------|----------|----------|----------|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 25.213 | 0 | 0 | 0 | 0 | 0 | 0 | 25.213 |
| 01/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/01/2019 | 61 | 0 | 0 | 0 | 0 | 0 | 0 | 61 |
| 03/01/2019 | 72 | 0 | 0 | 0 | 0 | 0 | 0 | 72 |
| 04/01/2019 | 48 | 0 | 0 | 0 | 0 | 0 | 0 | 48 |
| 05/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/01/2019 | 82 | 0 | 0 | 0 | 0 | 0 | 0 | 82 |
| 08/01/2019 | 94 | 0 | 0 | 0 | 0 | 0 | 0 | 94 |
| 09/01/2019 | 105 | 0 | 0 | 0 | 0 | 0 | 0 | 105 |
| 10/01/2019 | 99 | 0 | 0 | 0 | 0 | 0 | 0 | 99 |
| 11/01/2019 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |
| 12/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/01/2019 | 105 | 0 | 0 | 0 | 0 | 0 | 0 | 105 |
| 15/01/2019 | 98 | 0 | 0 | 0 | 0 | 0 | 0 | 98 |
| 16/01/2019 | 88 | 0 | 0 | 0 | 0 | 0 | 0 | 88 |
| 17/01/2019 | 98 | 0 | 0 | 0 | 0 | 0 | 0 | 98 |
| 18/01/2019 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 19/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/01/2019 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 22/01/2019 | 105 | 0 | 0 | 0 | 0 | 0 | 0 | 105 |
| 23/01/2019 | 78 | 0 | 0 | 0 | 0 | 0 | 0 | 78 |
| 24/01/2019 | 93 | 0 | 0 | 0 | 0 | 0 | 0 | 93 |
| 25/01/2019 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 84 |
| 26/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/01/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/01/2019 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 29/01/2019 | 104 | 0 | 0 | 0 | 0 | 0 | 0 | 104 |
| 30/01/2019 | 96 | 0 | 0 | 0 | 0 | 0 | 0 | 96 |
| 31/01/2019 | 91 | 0 | 0 | 0 | 0 | 0 | 0 | 91 |
| 01/02/2019 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 02/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/02/2019 | 83 | 0 | 0 | 0 | 0 | 0 | 0 | 83 |
| 05/02/2019 | 110 | 0 | 0 | 0 | 0 | 0 | 0 | 110 |
| 06/02/2019 | 124 | 0 | 0 | 0 | 0 | 0 | 0 | 124 |
| 07/02/2019 | 102 | 0 | 0 | 0 | 0 | 0 | 0 | 102 |
| 08/02/2019 | 73 | 0 | 0 | 0 | 0 | 0 | 0 | 73 |
| 09/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/02/2019 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |
| 12/02/2019 | 102 | 0 | 0 | 0 | 0 | 0 | 0 | 102 |
| 13/02/2019 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 14/02/2019 | 85 | 0 | 0 | 0 | 0 | 0 | 0 | 85 |
| 15/02/2019 | 70 | 0 | 0 | 0 | 0 | 0 | 0 | 70 |
| 16/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/02/2019 | 116 | 0 | 0 | 0 | 0 | 0 | 0 | 116 |
| 19/02/2019 | 115 | 0 | 0 | 0 | 0 | 0 | 0 | 115 |
| 20/02/2019 | 82 | 0 | 0 | 0 | 0 | 0 | 0 | 82 |
| 21/02/2019 | 83 | 0 | 0 | 0 | 0 | 0 | 0 | 83 |
| 22/02/2019 | 86 | 0 | 0 | 0 | 0 | 0 | 0 | 86 |
| 23/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/02/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/02/2019 | 109 | 0 | 0 | 0 | 0 | 0 | 0 | 109 |
| 26/02/2019 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 27/02/2019 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |
| 28/02/2019 | 104 | 0 | 0 | 0 | 0 | 0 | 0 | 104 |
| 01/03/2019 | 91 | 0 | 0 | 0 | 0 | 0 | 0 | 91 |
| 02/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/03/2019 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |
| 05/03/2019 | 115 | 0 | 0 | 0 | 0 | 0 | 0 | 115 |
| 06/03/2019 | 92 | 0 | 0 | 0 | 0 | 0 | 0 | 92 |
| 07/03/2019 | 111 | 0 | 0 | 0 | 0 | 0 | 0 | 111 |
| 08/03/2019 | 99 | 0 | 0 | 0 | 0 | 0 | 0 | 99 |
| 09/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/03/2019 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 100 |
| 12/03/2019 | 111 | 0 | 0 | 0 | 0 | 0 | 0 | 111 |
| 13/03/2019 | 137 | 0 | 0 | 0 | 0 | 0 | 0 | 137 |
| 14/03/2019 | 124 | 0 | 0 | 0 | 0 | 0 | 0 | 124 |
| 15/03/2019 | 96 | 0 | 0 | 0 | 0 | 0 | 0 | 96 |
| 16/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/03/2019 | 101 | 0 | 0 | 0 | 0 | 0 | 0 | 101 |
| 19/03/2019 | 133 | 0 | 0 | 0 | 0 | 0 | 0 | 133 |
| 20/03/2019 | 98 | 0 | 0 | 0 | 0 | 0 | 0 | 98 |
| 21/03/2019 | 121 | 0 | 0 | 0 | 0 | 0 | 0 | 121 |
| 22/03/2019 | 93 | 0 | 0 | 0 | 0 | 0 | 0 | 93 |
| 23/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/03/2019 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 100 |
| 26/03/2019 | 120 | 0 | 0 | 0 | 0 | 0 | 0 | 120 |
| 27/03/2019 | 121 | 0 | 0 | 0 | 0 | 0 | 0 | 121 |
| 28/03/2019 | 126 | 0 | 0 | 0 | 0 | 0 | 0 | 126 |
| 29/03/2019 | 128 | 0 | 0 | 0 | 0 | 0 | 0 | 128 |
| 30/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31/03/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/04/2019 | 110 | 0 | 0 | 0 | 0 | 0 | 0 | 110 |
| 02/04/2019 | 124 | 0 | 0 | 0 | 0 | 0 | 0 | 124 |
| 03/04/2019 | 111 | 0 | 0 | 0 | 0 | 0 | 0 | 111 |
| 04/04/2019 | 120 | 0 | 0 | 0 | 0 | 0 | 0 | 120 |
| 05/04/2019 | 104 | 0 | 0 | 0 | 0 | 0 | 0 | 104 |
| 06/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/04/2019 | 110 | 0 | 0 | 0 | 0 | 0 | 0 | 110 |
| 09/04/2019 | 117 | 0 | 0 | 0 | 0 | 0 | 0 | 117 |
| 10/04/2019 | 125 | 0 | 0 | 0 | 0 | 0 | 0 | 125 |
| 11/04/2019 | 200 | 0 | 0 | 0 | 0 | 0 | 0 | 200 |
| 12/04/2019 | 185 | 0 | 0 | 0 | 0 | 0 | 0 | 185 |
| 13/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/04/2019 | 197 | 0 | 0 | 0 | 0 | 0 | 0 | 197 |
| 16/04/2019 | 213 | 0 | 0 | 0 | 0 | 0 | 0 | 213 |
| 17/04/2019 | 161 | 0 | 0 | 0 | 0 | 0 | 0 | 161 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | H=A+F+G |
| 18/04/2019 | 139 | 0 | 0 | 0 | 0 | 0 | 0 | 139 |
| 19/04/2019 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 100 |
| 20/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/04/2019 | 111 | 0 | 0 | 0 | 0 | 0 | 0 | 111 |
| 24/04/2019 | 101 | 0 | 0 | 0 | 0 | 0 | 0 | 101 |
| 25/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/04/2019 | 82 | 0 | 0 | 0 | 0 | 0 | 0 | 82 |
| 27/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/04/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/04/2019 | 117 | 0 | 0 | 0 | 0 | 0 | 0 | 117 |
| 30/04/2019 | 132 | 0 | 0 | 0 | 0 | 0 | 0 | 132 |
| 01/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/05/2019 | 134 | 0 | 0 | 0 | 0 | 0 | 0 | 134 |
| 03/05/2019 | 111 | 0 | 0 | 0 | 0 | 0 | 0 | 111 |
| 04/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/05/2019 | 124 | 0 | 0 | 0 | 0 | 0 | 0 | 124 |
| 07/05/2019 | 103 | 0 | 0 | 0 | 0 | 0 | 0 | 103 |
| 08/05/2019 | 118 | 0 | 0 | 0 | 0 | 0 | 0 | 118 |
| 09/05/2019 | 137 | 0 | 0 | 0 | 0 | 0 | 0 | 137 |
| 10/05/2019 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |
| 11/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/05/2019 | 130 | 0 | 0 | 0 | 0 | 0 | 0 | 130 |
| 14/05/2019 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 113 |
| 15/05/2019 | 116 | 0 | 0 | 0 | 0 | 0 | 0 | 116 |
| 16/05/2019 | 101 | 0 | 0 | 0 | 0 | 0 | 0 | 101 |
| 17/05/2019 | 94 | 0 | 0 | 0 | 0 | 0 | 0 | 94 |
| 18/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/05/2019 | 108 | 0 | 0 | 0 | 0 | 0 | 0 | 108 |
| 21/05/2019 | 94 | 0 | 0 | 0 | 0 | 0 | 0 | 94 |
| 22/05/2019 | 102 | 0 | 0 | 0 | 0 | 0 | 0 | 102 |
| 23/05/2019 | 75 | 0 | 0 | 0 | 0 | 0 | 0 | 75 |
| 24/05/2019 | 75 | 0 | 0 | 0 | 0 | 0 | 0 | 75 |
| 25/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/05/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/05/2019 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |
| 28/05/2019 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 29/05/2019 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 30/05/2019 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 100 |
| 31/05/2019 | 85 | 0 | 0 | 0 | 0 | 0 | 0 | 85 |
| 01/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/06/2019 | 105 | 0 | 0 | 0 | 0 | 0 | 0 | 105 |
| 04/06/2019 | 98 | 0 | 0 | 0 | 0 | 0 | 0 | 98 |
| 05/06/2019 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |
| 06/06/2019 | 91 | 0 | 0 | 0 | 0 | 0 | 0 | 91 |
| 07/06/2019 | 85 | 0 | 0 | 0 | 0 | 0 | 0 | 85 |
| 08/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/06/2019 | 88 | 0 | 0 | 0 | 0 | 0 | 0 | 88 |
| 11/06/2019 | 104 | 0 | 0 | 0 | 0 | 0 | 0 | 104 |
| 12/06/2019 | 234 | 0 | 0 | 0 | 0 | 0 | 0 | 234 |
| 13/06/2019 | 270 | 0 | 0 | 0 | 0 | 0 | 0 | 270 |
| 14/06/2019 | 102 | 0 | 0 | 0 | 0 | 0 | 0 | 102 |
| 15/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/06/2019 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |
| 18/06/2019 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 19/06/2019 | 112 | 0 | 0 | 0 | 0 | 0 | 0 | 112 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 20/06/2019 | 118 | 0 | 0 | 0 | 0 | 0 | 0 | 118 |
| 21/06/2019 | 108 | 0 | 0 | 0 | 0 | 0 | 0 | 108 |
| 22/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/06/2019 | 102 | 0 | 0 | 0 | 0 | 0 | 0 | 102 |
| 25/06/2019 | 122 | 0 | 0 | 0 | 0 | 0 | 0 | 122 |
| 26/06/2019 | 103 | 0 | 0 | 0 | 0 | 0 | 0 | 103 |
| 27/06/2019 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 28/06/2019 | 72 | 0 | 0 | 0 | 0 | 0 | 0 | 72 |
| 29/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/06/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/07/2019 | 105 | 0 | 0 | 0 | 0 | 0 | 0 | 105 |
| 02/07/2019 | 112 | 0 | 0 | 0 | 0 | 0 | 0 | 112 |
| 03/07/2019 | 96 | 0 | 0 | 0 | 0 | 0 | 0 | 96 |
| 04/07/2019 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 05/07/2019 | 63 | 0 | 0 | 0 | 0 | 0 | 0 | 63 |
| 06/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/07/2019 | 94 | 0 | 0 | 0 | 0 | 0 | 0 | 94 |
| 09/07/2019 | 103 | 0 | 0 | 0 | 0 | 0 | 0 | 103 |
| 10/07/2019 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |
| 11/07/2019 | 102 | 0 | 0 | 0 | 0 | 0 | 0 | 102 |
| 12/07/2019 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 76 |
| 13/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/07/2019 | 109 | 0 | 0 | 0 | 0 | 0 | 0 | 109 |
| 16/07/2019 | 128 | 0 | 0 | 0 | 0 | 0 | 0 | 128 |
| 17/07/2019 | 102 | 0 | 0 | 0 | 0 | 0 | 0 | 102 |
| 18/07/2019 | 119 | 0 | 0 | 0 | 0 | 0 | 0 | 119 |
| 19/07/2019 | 103 | 0 | 0 | 0 | 0 | 0 | 0 | 103 |
| 20/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/07/2019 | 101 | 0 | 0 | 0 | 0 | 0 | 0 | 101 |
| 23/07/2019 | 114 | 0 | 0 | 0 | 0 | 0 | 0 | 114 |
| 24/07/2019 | 91 | 0 | 0 | 0 | 0 | 0 | 0 | 91 |
| 25/07/2019 | 82 | 0 | 0 | 0 | 0 | 0 | 0 | 82 |
| 26/07/2019 | 72 | 0 | 0 | 0 | 0 | 0 | 0 | 72 |
| 27/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/07/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/07/2019 | 115 | 0 | 0 | 0 | 0 | 0 | 0 | 115 |
| 30/07/2019 | 110 | 0 | 0 | 0 | 0 | 0 | 0 | 110 |
| 31/07/2019 | 136 | 0 | 0 | 0 | 0 | 0 | 0 | 136 |
| 01/08/2019 | 74 | 0 | 0 | 0 | 0 | 0 | 0 | 74 |
| 02/08/2019 | 85 | 0 | 0 | 0 | 0 | 0 | 0 | 85 |
| 03/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/08/2019 | 102 | 0 | 0 | 0 | 0 | 0 | 0 | 102 |
| 06/08/2019 | 108 | 0 | 0 | 0 | 0 | 0 | 0 | 108 |
| 07/08/2019 | 91 | 0 | 0 | 0 | 0 | 0 | 0 | 91 |
| 08/08/2019 | 101 | 0 | 0 | 0 | 0 | 0 | 0 | 101 |
| 09/08/2019 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |
| 10/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/08/2019 | 51 | 0 | 0 | 0 | 0 | 0 | 0 | 51 |
| 13/08/2019 | 72 | 0 | 0 | 0 | 0 | 0 | 0 | 72 |
| 14/08/2019 | 42 | 0 | 0 | 0 | 0 | 0 | 0 | 42 |
| 15/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/08/2019 | 19 | 0 | 0 | 0 | 0 | 0 | 0 | 19 |
| 17/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/08/2019 | 61 | 0 | 0 | 0 | 0 | 0 | 0 | 61 |
| 20/08/2019 | 65 | 0 | 0 | 0 | 0 | 0 | 0 | 65 |
| 21/08/2019 | 54 | 0 | 0 | 0 | 0 | 0 | 0 | 54 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | H=A+F+G |
| 22/08/2019 | 50 | 0 | 0 | 0 | 0 | 0 | 0 | 50 |
| 23/08/2019 | 43 | 0 | 0 | 0 | 0 | 0 | 0 | 43 |
| 24/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/08/2019 | 67 | 0 | 0 | 0 | 0 | 0 | 0 | 67 |
| 27/08/2019 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |
| 28/08/2019 | 68 | 0 | 0 | 0 | 0 | 0 | 0 | 68 |
| 29/08/2019 | 64 | 0 | 0 | 0 | 0 | 0 | 0 | 64 |
| 30/08/2019 | 62 | 0 | 0 | 0 | 0 | 0 | 0 | 62 |
| 31/08/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/09/2019 | 74 | 0 | 0 | 0 | 0 | 0 | 0 | 74 |
| 03/09/2019 | 96 | 0 | 0 | 0 | 0 | 0 | 0 | 96 |
| 04/09/2019 | 111 | 0 | 0 | 0 | 0 | 0 | 0 | 111 |
| 05/09/2019 | 99 | 0 | 0 | 0 | 0 | 0 | 0 | 99 |
| 06/09/2019 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 07/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/09/2019 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 10/09/2019 | 86 | 0 | 0 | 0 | 0 | 0 | 0 | 86 |
| 11/09/2019 | 94 | 0 | 0 | 0 | 0 | 0 | 0 | 94 |
| 12/09/2019 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 84 |
| 13/09/2019 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 76 |
| 14/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/09/2019 | 78 | 0 | 0 | 0 | 0 | 0 | 0 | 78 |
| 17/09/2019 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 18/09/2019 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 19/09/2019 | 87 | 0 | 0 | 0 | 0 | 0 | 0 | 87 |
| 20/09/2019 | 65 | 0 | 0 | 0 | 0 | 0 | 0 | 65 |
| 21/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/09/2019 | 90 | 0 | 0 | 0 | 0 | 0 | 0 | 90 |
| 24/09/2019 | 70 | 0 | 0 | 0 | 0 | 0 | 0 | 70 |
| 25/09/2019 | 70 | 0 | 0 | 0 | 0 | 0 | 0 | 70 |
| 26/09/2019 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 84 |
| 27/09/2019 | 75 | 0 | 0 | 0 | 0 | 0 | 0 | 75 |
| 28/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/09/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/09/2019 | 90 | 0 | 0 | 0 | 0 | 0 | 0 | 90 |
| 01/10/2019 | 107 | 0 | 0 | 0 | 0 | 0 | 0 | 107 |
| 02/10/2019 | 168 | 0 | 0 | 0 | 0 | 0 | 0 | 168 |
| 03/10/2019 | 167 | 0 | 0 | 0 | 0 | 0 | 0 | 167 |
| 04/10/2019 | 92 | 0 | 0 | 0 | 0 | 0 | 0 | 92 |
| 05/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/10/2019 | 112 | 0 | 0 | 0 | 0 | 0 | 0 | 112 |
| 08/10/2019 | 155 | 0 | 0 | 0 | 0 | 0 | 0 | 155 |
| 09/10/2019 | 144 | 0 | 0 | 0 | 0 | 0 | 0 | 144 |
| 10/10/2019 | 118 | 0 | 0 | 0 | 0 | 0 | 0 | 118 |
| 11/10/2019 | 96 | 0 | 0 | 0 | 0 | 0 | 0 | 96 |
| 12/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/10/2019 | 118 | 0 | 0 | 0 | 0 | 0 | 0 | 118 |
| 15/10/2019 | 114 | 0 | 0 | 0 | 0 | 0 | 0 | 114 |
| 16/10/2019 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 17/10/2019 | 91 | 0 | 0 | 0 | 0 | 0 | 0 | 91 |
| 18/10/2019 | 83 | 0 | 0 | 0 | 0 | 0 | 0 | 83 |
| 19/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/10/2019 | 101 | 0 | 0 | 0 | 0 | 0 | 0 | 101 |
| 22/10/2019 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 23/10/2019 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 113 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | H=A+F+G |
| 24/10/2019 | 108 | 0 | 0 | 0 | 0 | 0 | 0 | 108 |
| 25/10/2019 | 86 | 0 | 0 | 0 | 0 | 0 | 0 | 86 |
| 26/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/10/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/10/2019 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 100 |
| 29/10/2019 | 123 | 0 | 0 | 0 | 0 | 0 | 0 | 123 |
| 30/10/2019 | 96 | 0 | 0 | 0 | 0 | 0 | 0 | 96 |
| 31/10/2019 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 01/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/11/2019 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 05/11/2019 | 120 | 0 | 0 | 0 | 0 | 0 | 0 | 120 |
| 06/11/2019 | 127 | 0 | 0 | 0 | 0 | 0 | 0 | 127 |
| 07/11/2019 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 08/11/2019 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 09/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/11/2019 | 78 | 0 | 0 | 0 | 0 | 0 | 0 | 78 |
| 12/11/2019 | 135 | 0 | 0 | 0 | 0 | 0 | 0 | 135 |
| 13/11/2019 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |
| 14/11/2019 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 100 |
| 15/11/2019 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 76 |
| 16/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/11/2019 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 100 |
| 19/11/2019 | 99 | 0 | 0 | 0 | 0 | 0 | 0 | 99 |
| 20/11/2019 | 96 | 0 | 0 | 0 | 0 | 0 | 0 | 96 |
| 21/11/2019 | 110 | 0 | 0 | 0 | 0 | 0 | 0 | 110 |
| 22/11/2019 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 84 |
| 23/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/11/2019 | 86 | 0 | 0 | 0 | 0 | 0 | 0 | 86 |
| 26/11/2019 | 117 | 0 | 0 | 0 | 0 | 0 | 0 | 117 |
| 27/11/2019 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |
| 28/11/2019 | 105 | 0 | 0 | 0 | 0 | 0 | 0 | 105 |
| 29/11/2019 | 31 | 0 | 0 | 0 | 0 | 0 | 0 | 31 |
| 30/11/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/12/2019 | 99 | 0 | 0 | 0 | 0 | 0 | 0 | 99 |
| 03/12/2019 | 123 | 0 | 0 | 0 | 0 | 0 | 0 | 123 |
| 04/12/2019 | 128 | 0 | 0 | 0 | 0 | 0 | 0 | 128 |
| 05/12/2019 | 141 | 0 | 0 | 0 | 0 | 0 | 0 | 141 |
| 06/12/2019 | 121 | 0 | 0 | 0 | 0 | 0 | 0 | 121 |
| 07/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/12/2019 | 121 | 0 | 0 | 0 | 0 | 0 | 0 | 121 |
| 10/12/2019 | 115 | 0 | 0 | 0 | 0 | 0 | 0 | 115 |
| 11/12/2019 | 123 | 0 | 0 | 0 | 0 | 0 | 0 | 123 |
| 12/12/2019 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 13/12/2019 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 14/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/12/2019 | 115 | 0 | 0 | 0 | 0 | 0 | 0 | 115 |
| 17/12/2019 | 93 | 0 | 0 | 0 | 0 | 0 | 0 | 93 |
| 18/12/2019 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 19/12/2019 | 103 | 0 | 0 | 0 | 0 | 0 | 0 | 103 |
| 20/12/2019 | 107 | 0 | 0 | 0 | 0 | 0 | 0 | 107 |
| 21/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/12/2019 | 66 | 0 | 0 | 0 | 0 | 0 | 0 | 66 |
| 24/12/2019 | 24 | 0 | 0 | 0 | 0 | 0 | 0 | 24 |
| 25/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 26/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/12/2019 | 26 | 0 | 0 | 0 | 0 | 0 | 0 | 26 |
| 28/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/12/2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/12/2019 | 45 | 0 | 0 | 0 | 0 | 0 | 0 | 45 |
| 31/12/2019 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 9 |

Tabella 29 – Volumi Contatti telefonici e asincroni 2019 - Dettaglio mensile

| 2019 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|--------------------|--------------------------------|----------|----------|----------|----------|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Mesi/Totale | 25.213 | 0 | 0 | 0 | 0 | 0 | 0 | 25.213 |
| Gennaio | 1.945 | 0 | 0 | 0 | 0 | 0 | 0 | 1.945 |
| Febbraio | 1.926 | 0 | 0 | 0 | 0 | 0 | 0 | 1.926 |
| Marzo | 2.312 | 0 | 0 | 0 | 0 | 0 | 0 | 2.312 |
| Aprile | 2.659 | 0 | 0 | 0 | 0 | 0 | 0 | 2.659 |
| Maggio | 2.202 | 0 | 0 | 0 | 0 | 0 | 0 | 2.202 |
| Giugno | 2.276 | 0 | 0 | 0 | 0 | 0 | 0 | 2.276 |
| Luglio | 2.305 | 0 | 0 | 0 | 0 | 0 | 0 | 2.305 |
| Agosto | 1.441 | 0 | 0 | 0 | 0 | 0 | 0 | 1.441 |
| Settembre | 1.802 | 0 | 0 | 0 | 0 | 0 | 0 | 1.802 |
| Ottobre | 2.572 | 0 | 0 | 0 | 0 | 0 | 0 | 2.572 |
| Novembre | 1.934 | 0 | 0 | 0 | 0 | 0 | 0 | 1.934 |
| Dicembre | 1.839 | 0 | 0 | 0 | 0 | 0 | 0 | 1.839 |

Tabella 30 – Volumi Contatti telefonici 2019 - Giorno della settimana

| Giorno | Chiamate risposte da operatore | % |
|---------------|--------------------------------|---------------|
| lunedì | 5.003 | 19,8% |
| martedì | 5.503 | 21,8% |
| mercoledì | 5.280 | 20,9% |
| giovedì | 5.229 | 20,7% |
| venerdì | 4.198 | 16,7% |
| Totale | 25.213 | 100,0% |

4. VOLUMI 2020

Di seguito sono riportati i dati del 2020 dei volumi relativi al CCM ADER Complessivo, al CCM Contribuenti e al CCM Enti.

4.1 CCM ADER COMPLESSIVO

I volumi relativi al CCM ADER Complessivo per il 2020 sono riportati nelle seguenti tabelle.

Tabella 31 – Volumi Chiamate Entranti, IVR, Risposte, Abbandonate e Durata Media – 2020

| Chiamate entranti al Contact Center | Chiamate gestite in IVR | | Chiamate distribuite da IVR verso code | | Proposte di Call Back | | Chiamate distribuite verso Operatore | | Chiamate abbandonate in coda Operatore | | Chiamate abbandonate in coda + Proposte di Call Back | Chiamate risposte Operatore | Chiamate risposte Operatore su Entranti | Durata media chiamata (ACL) |
|-------------------------------------|-------------------------|---------|--|---------|-----------------------|---------|--------------------------------------|---------|--|---------|--|-----------------------------|---|-----------------------------|
| I | L | | M | | N | | O | | P | | (P+N)/M | A | | A/I |
| # | # | % (L/I) | # | % (M/I) | # | % (N/M) | # | % (O/M) | # | % (P/O) | % | # | % (A/O) | % |
| 1.327.351 | 722.484 | 54,43% | 604.867 | 45,57% | 637 | 0,11% | 604.230 | 99,89% | 3.892 | 0,64% | 0,75% | 600.338 | 99,36% | 45,23% |
| | | | | | | | | | | | | | | 211 |

Tabella 32 – Volumi Contatti telefonici inbound per fascia oraria 2020 - Dettaglio Mensile

| Fascia Oraria | Chiamate risposte da Operatore 2020 | | | | | | | | | | | | |
|------------------------|-------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| | Gennaio | Febbraio | Marzo | Aprile | Maggio | Giugno | Luglio | Agosto | Settembre | Ottobre | Novembre | Dicembre | Totale |
| 08.00 - 09.00 | 2.096 | 3.541 | 3.781 | 1.865 | 4.545 | 4.409 | 2.964 | 1.854 | 2.761 | 2.304 | 2.113 | 1.802 | 34.035 |
| 09.00 - 10.00 | 6.212 | 8.575 | 9.788 | 5.958 | 10.766 | 9.925 | 7.321 | 4.722 | 7.038 | 6.448 | 6.009 | 4.952 | 87.714 |
| 10.00 - 11.00 | 7.768 | 10.003 | 11.432 | 8.040 | 12.573 | 11.363 | 8.487 | 5.508 | 8.279 | 7.523 | 7.085 | 6.057 | 104.118 |
| 11.00 - 12.00 | 7.530 | 9.949 | 11.861 | 8.343 | 11.553 | 10.686 | 8.207 | 5.222 | 7.929 | 7.370 | 6.864 | 5.690 | 101.204 |
| 12.00 - 13.00 | 6.511 | 8.377 | 8.987 | 6.038 | 8.726 | 8.322 | 6.451 | 3.994 | 6.023 | 5.715 | 5.322 | 4.521 | 78.987 |
| 13.00 - 14.00 | 3.887 | 5.264 | 4.704 | 2.963 | 4.663 | 4.231 | 3.342 | 2.097 | 3.207 | 3.039 | 3.031 | 2.554 | 42.982 |
| 14.00 - 15.00 | 3.438 | 4.995 | 4.129 | 2.559 | 4.138 | 3.708 | 2.790 | 1.755 | 2.840 | 2.683 | 2.428 | 2.091 | 37.554 |
| 15.00 - 16.00 | 3.675 | 5.192 | 4.780 | 2.890 | 4.483 | 4.067 | 3.128 | 1.838 | 3.151 | 2.928 | 2.626 | 2.327 | 41.085 |
| 16.00 - 17.00 | 3.277 | 4.960 | 4.767 | 3.005 | 4.456 | 4.023 | 3.295 | 1.842 | 3.134 | 2.814 | 2.334 | 2.112 | 40.019 |
| 17.00 - 18.00 | 2.691 | 4.041 | 3.897 | 2.388 | 3.493 | 3.324 | 2.432 | 1.493 | 2.412 | 2.232 | 1.669 | 1.443 | 31.515 |
| 18.00 - 19.00* | 80 | 104 | 119 | 67 | 146 | 130 | 107 | 63 | 105 | 89 | 68 | 47 | 1.125 |
| Totale per mese | 47.165 | 65.001 | 68.245 | 44.116 | 69.542 | 64.188 | 48.524 | 30.388 | 46.879 | 43.145 | 39.549 | 33.596 | 600.338 |

Tabella 33 – Volumi Contatti telefonici e asincroni 2020 - Dettaglio Giornaliero

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|---------------|--------------------------------------|---------|-----|--------|--------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 600.338 | 150.103 | 444 | 53.099 | 64.604 | 268.250 | 636 | 869.224 |
| 01/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/01/2020 | 1.533 | 101 | 1 | 81 | 41 | 224 | 0 | 1.757 |
| 03/01/2020 | 1.491 | 190 | 0 | 153 | 124 | 467 | 0 | 1.958 |
| 04/01/2020 | 0 | 4 | 0 | 0 | 4 | 8 | 0 | 8 |
| 05/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/01/2020 | 2.322 | 63 | 1 | 43 | 26 | 133 | 0 | 2.455 |
| 08/01/2020 | 2.359 | 136 | 0 | 89 | 43 | 268 | 0 | 2.627 |
| 09/01/2020 | 2.416 | 467 | 11 | 161 | 282 | 921 | 0 | 3.337 |
| 10/01/2020 | 2.226 | 328 | 1 | 109 | 202 | 640 | 138 | 3.004 |
| 11/01/2020 | 0 | 10 | 0 | 52 | 2 | 64 | 0 | 64 |
| 12/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/01/2020 | 2.698 | 214 | 3 | 70 | 86 | 373 | 153 | 3.224 |
| 14/01/2020 | 2.454 | 361 | 8 | 184 | 149 | 702 | 188 | 3.344 |
| 15/01/2020 | 2.045 | 607 | 15 | 339 | 235 | 1.196 | 111 | 3.352 |
| 16/01/2020 | 2.423 | 468 | 3 | 240 | 305 | 1.016 | 15 | 3.454 |
| 17/01/2020 | 2.133 | 495 | 4 | 307 | 271 | 1.077 | 0 | 3.210 |
| 18/01/2020 | 0 | 24 | 0 | 32 | 9 | 65 | 0 | 65 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------------|------------|---------------|---------------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 600.338 | 150.103 | 444 | 53.099 | 64.604 | 268.250 | 636 | 869.224 |
| 19/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/01/2020 | 2.814 | 957 | 10 | 613 | 437 | 2.017 | 0 | 4.831 |
| 21/01/2020 | 2.620 | 1.063 | 4 | 357 | 501 | 1.925 | 1 | 4.546 |
| 22/01/2020 | 2.342 | 475 | 5 | 252 | 250 | 982 | 0 | 3.324 |
| 23/01/2020 | 2.463 | 52 | 0 | 36 | 18 | 106 | 4 | 2.573 |
| 24/01/2020 | 2.310 | 251 | 4 | 210 | 103 | 568 | 1 | 2.879 |
| 25/01/2020 | 0 | 2 | 0 | 6 | 12 | 20 | 0 | 20 |
| 26/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/01/2020 | 2.871 | 301 | 8 | 266 | 142 | 717 | 5 | 3.593 |
| 28/01/2020 | 2.176 | 755 | 6 | 414 | 477 | 1.652 | 0 | 3.828 |
| 29/01/2020 | 894 | 658 | 0 | 362 | 402 | 1.422 | 0 | 2.316 |
| 30/01/2020 | 2.382 | 523 | 2 | 268 | 266 | 1.059 | 0 | 3.441 |
| 31/01/2020 | 2.193 | 191 | 0 | 158 | 101 | 450 | 0 | 2.643 |
| 01/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/02/2020 | 2.658 | 339 | 0 | 153 | 175 | 667 | 0 | 3.325 |
| 04/02/2020 | 2.543 | 653 | 0 | 196 | 187 | 1.036 | 0 | 3.579 |
| 05/02/2020 | 2.478 | 413 | 0 | 193 | 81 | 687 | 0 | 3.165 |
| 06/02/2020 | 2.467 | 317 | 4 | 168 | 137 | 626 | 0 | 3.093 |
| 07/02/2020 | 2.235 | 290 | 15 | 233 | 174 | 712 | 0 | 2.947 |
| 08/02/2020 | 0 | 137 | 0 | 100 | 52 | 289 | 0 | 289 |
| 09/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/02/2020 | 2.756 | 425 | 6 | 167 | 298 | 896 | 0 | 3.652 |
| 11/02/2020 | 2.589 | 497 | 2 | 362 | 168 | 1.029 | 0 | 3.618 |
| 12/02/2020 | 2.621 | 293 | 3 | 161 | 140 | 597 | 0 | 3.218 |
| 13/02/2020 | 3.024 | 237 | 0 | 209 | 39 | 485 | 0 | 3.509 |
| 14/02/2020 | 2.762 | 478 | 2 | 299 | 266 | 1.045 | 0 | 3.807 |
| 15/02/2020 | 0 | 35 | 0 | 8 | 20 | 63 | 0 | 63 |
| 16/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/02/2020 | 3.801 | 270 | 0 | 151 | 146 | 567 | 0 | 4.368 |
| 18/02/2020 | 4.336 | 410 | 2 | 189 | 110 | 711 | 0 | 5.047 |
| 19/02/2020 | 4.295 | 648 | 5 | 288 | 328 | 1.269 | 0 | 5.564 |
| 20/02/2020 | 3.832 | 412 | 0 | 277 | 363 | 1.052 | 0 | 4.884 |
| 21/02/2020 | 3.164 | 479 | 6 | 246 | 163 | 894 | 0 | 4.058 |
| 22/02/2020 | 0 | 118 | 0 | 9 | 128 | 255 | 0 | 255 |
| 23/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/02/2020 | 3.999 | 511 | 3 | 302 | 311 | 1.127 | 0 | 5.126 |
| 25/02/2020 | 3.742 | 803 | 6 | 500 | 732 | 2.041 | 0 | 5.783 |
| 26/02/2020 | 3.730 | 811 | 2 | 380 | 497 | 1.690 | 0 | 5.420 |
| 27/02/2020 | 4.093 | 671 | 6 | 364 | 377 | 1.418 | 0 | 5.511 |
| 28/02/2020 | 3.876 | 642 | 9 | 397 | 340 | 1.388 | 0 | 5.264 |
| 29/02/2020 | 0 | 3 | 0 | 0 | 0 | 3 | 0 | 3 |
| 01/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/03/2020 | 4.178 | 665 | 2 | 195 | 287 | 1.149 | 0 | 5.327 |
| 03/03/2020 | 3.968 | 1.151 | 14 | 659 | 648 | 2.472 | 0 | 6.440 |
| 04/03/2020 | 3.539 | 1.015 | 5 | 477 | 477 | 1.974 | 0 | 5.513 |
| 05/03/2020 | 3.171 | 857 | 6 | 452 | 259 | 1.574 | 0 | 4.745 |
| 06/03/2020 | 2.728 | 645 | 3 | 306 | 216 | 1.170 | 0 | 3.898 |
| 07/03/2020 | 0 | 32 | 0 | 8 | 28 | 68 | 0 | 68 |
| 08/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/03/2020 | 3.421 | 168 | 0 | 162 | 42 | 372 | 0 | 3.793 |
| 10/03/2020 | 3.501 | 348 | 0 | 257 | 155 | 760 | 0 | 4.261 |
| 11/03/2020 | 3.392 | 453 | 1 | 396 | 259 | 1.109 | 0 | 4.501 |
| 12/03/2020 | 3.006 | 527 | 3 | 226 | 252 | 1.008 | 0 | 4.014 |
| 13/03/2020 | 2.288 | 599 | 6 | 291 | 252 | 1.148 | 0 | 3.436 |
| 14/03/2020 | 0 | 4 | 0 | 0 | 25 | 29 | 0 | 29 |
| 15/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/03/2020 | 3.210 | 616 | 0 | 350 | 272 | 1.238 | 0 | 4.448 |
| 17/03/2020 | 3.262 | 667 | 3 | 280 | 464 | 1.414 | 0 | 4.676 |
| 18/03/2020 | 3.781 | 483 | 1 | 231 | 393 | 1.108 | 0 | 4.889 |
| 19/03/2020 | 2.934 | 538 | 1 | 231 | 247 | 1.017 | 0 | 3.951 |
| 20/03/2020 | 2.556 | 391 | 1 | 179 | 225 | 796 | 0 | 3.352 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------------|------------|---------------|---------------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 600.338 | 150.103 | 444 | 53.099 | 64.604 | 268.250 | 636 | 869.224 |
| 21/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/03/2020 | 3.426 | 359 | 1 | 218 | 323 | 901 | 0 | 4.327 |
| 24/03/2020 | 2.619 | 520 | 4 | 308 | 285 | 1.117 | 0 | 3.736 |
| 25/03/2020 | 2.854 | 530 | 0 | 278 | 383 | 1.191 | 0 | 4.045 |
| 26/03/2020 | 2.370 | 320 | 0 | 153 | 149 | 622 | 0 | 2.992 |
| 27/03/2020 | 2.178 | 400 | 0 | 121 | 185 | 706 | 0 | 2.884 |
| 28/03/2020 | 0 | 72 | 0 | 50 | 55 | 177 | 0 | 177 |
| 29/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/03/2020 | 3.212 | 418 | 0 | 86 | 185 | 689 | 0 | 3.901 |
| 31/03/2020 | 2.651 | 626 | 1 | 194 | 387 | 1.208 | 0 | 3.859 |
| 01/04/2020 | 2.101 | 272 | 0 | 114 | 108 | 494 | 0 | 2.595 |
| 02/04/2020 | 1.924 | 384 | 3 | 86 | 148 | 621 | 0 | 2.545 |
| 03/04/2020 | 1.882 | 323 | 3 | 120 | 123 | 569 | 0 | 2.451 |
| 04/04/2020 | 0 | 14 | 0 | 18 | 6 | 38 | 0 | 38 |
| 05/04/2020 | 0 | 7 | 0 | 0 | 0 | 7 | 0 | 7 |
| 06/04/2020 | 2.820 | 525 | 2 | 135 | 269 | 931 | 0 | 3.751 |
| 07/04/2020 | 2.248 | 762 | 4 | 181 | 374 | 1.321 | 0 | 3.569 |
| 08/04/2020 | 1.948 | 379 | 1 | 96 | 121 | 597 | 0 | 2.545 |
| 09/04/2020 | 1.699 | 253 | 0 | 121 | 160 | 534 | 0 | 2.233 |
| 10/04/2020 | 1.347 | 349 | 0 | 153 | 143 | 645 | 0 | 1.992 |
| 11/04/2020 | 0 | 85 | 0 | 39 | 38 | 162 | 0 | 162 |
| 12/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/04/2020 | 2.623 | 527 | 1 | 144 | 254 | 926 | 0 | 3.549 |
| 15/04/2020 | 2.323 | 624 | 3 | 202 | 208 | 1.037 | 0 | 3.360 |
| 16/04/2020 | 2.226 | 524 | 1 | 93 | 279 | 897 | 0 | 3.123 |
| 17/04/2020 | 1.963 | 527 | 0 | 150 | 244 | 921 | 0 | 2.884 |
| 18/04/2020 | 0 | 121 | 0 | 6 | 11 | 138 | 0 | 138 |
| 19/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/04/2020 | 2.500 | 437 | 1 | 103 | 187 | 728 | 0 | 3.228 |
| 21/04/2020 | 2.061 | 651 | 0 | 123 | 287 | 1.061 | 0 | 3.122 |
| 22/04/2020 | 1.998 | 692 | 2 | 81 | 258 | 1.033 | 0 | 3.031 |
| 23/04/2020 | 1.848 | 664 | 2 | 216 | 285 | 1.167 | 0 | 3.015 |
| 24/04/2020 | 1.971 | 804 | 7 | 315 | 188 | 1.314 | 0 | 3.285 |
| 25/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/04/2020 | 2.764 | 608 | 2 | 35 | 261 | 906 | 2 | 3.672 |
| 28/04/2020 | 2.185 | 444 | 0 | 84 | 242 | 770 | 0 | 2.955 |
| 29/04/2020 | 2.049 | 528 | 0 | 101 | 255 | 884 | 0 | 2.933 |
| 30/04/2020 | 1.636 | 666 | 6 | 110 | 248 | 1.030 | 0 | 2.666 |
| 01/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/05/2020 | 0 | 7 | 0 | 2 | 7 | 16 | 0 | 16 |
| 03/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/05/2020 | 3.619 | 561 | 13 | 239 | 215 | 1.028 | 0 | 4.647 |
| 05/05/2020 | 3.015 | 512 | 2 | 189 | 403 | 1.106 | 0 | 4.121 |
| 06/05/2020 | 2.716 | 652 | 2 | 190 | 317 | 1.161 | 0 | 3.877 |
| 07/05/2020 | 2.562 | 546 | 2 | 269 | 287 | 1.104 | 0 | 3.666 |
| 08/05/2020 | 2.316 | 587 | 2 | 183 | 317 | 1.089 | 1 | 3.406 |
| 09/05/2020 | 0 | 7 | 0 | 0 | 25 | 32 | 0 | 32 |
| 10/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/05/2020 | 3.623 | 905 | 5 | 232 | 370 | 1.512 | 0 | 5.135 |
| 12/05/2020 | 3.213 | 778 | 5 | 193 | 377 | 1.353 | 0 | 4.566 |
| 13/05/2020 | 2.947 | 866 | 1 | 144 | 368 | 1.379 | 0 | 4.326 |
| 14/05/2020 | 3.029 | 984 | 1 | 167 | 304 | 1.456 | 0 | 4.485 |
| 15/05/2020 | 2.726 | 1.055 | 2 | 251 | 316 | 1.624 | 0 | 4.350 |
| 16/05/2020 | 0 | 41 | 0 | 0 | 0 | 41 | 0 | 41 |
| 17/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/05/2020 | 5.089 | 1.148 | 0 | 236 | 412 | 1.796 | 0 | 6.885 |
| 19/05/2020 | 3.990 | 1.254 | 0 | 108 | 340 | 1.702 | 0 | 5.692 |
| 20/05/2020 | 3.882 | 863 | 3 | 193 | 418 | 1.477 | 0 | 5.359 |
| 21/05/2020 | 3.854 | 855 | 1 | 203 | 406 | 1.465 | 0 | 5.319 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------------|------------|---------------|---------------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 600.338 | 150.103 | 444 | 53.099 | 64.604 | 268.250 | 636 | 869.224 |
| 22/05/2020 | 3.089 | 915 | 1 | 268 | 381 | 1.565 | 0 | 4.654 |
| 23/05/2020 | 0 | 39 | 0 | 25 | 30 | 94 | 0 | 94 |
| 24/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/05/2020 | 4.770 | 909 | 1 | 181 | 432 | 1.523 | 0 | 6.293 |
| 26/05/2020 | 4.004 | 1.045 | 1 | 204 | 474 | 1.724 | 0 | 5.728 |
| 27/05/2020 | 3.904 | 855 | 1 | 168 | 398 | 1.422 | 0 | 5.326 |
| 28/05/2020 | 3.625 | 781 | 14 | 93 | 348 | 1.236 | 0 | 4.861 |
| 29/05/2020 | 3.569 | 857 | 2 | 274 | 339 | 1.472 | 0 | 5.041 |
| 30/05/2020 | 0 | 66 | 0 | 17 | 5 | 88 | 0 | 88 |
| 31/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/06/2020 | 4.129 | 566 | 1 | 151 | 308 | 1.026 | 0 | 5.155 |
| 02/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/06/2020 | 4.562 | 685 | 2 | 109 | 285 | 1.081 | 0 | 5.643 |
| 04/06/2020 | 3.741 | 766 | 0 | 248 | 387 | 1.401 | 0 | 5.142 |
| 05/06/2020 | 3.112 | 832 | 0 | 216 | 330 | 1.378 | 0 | 4.490 |
| 06/06/2020 | 0 | 65 | 0 | 0 | 0 | 65 | 0 | 65 |
| 07/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/06/2020 | 4.019 | 575 | 0 | 281 | 304 | 1.160 | 0 | 5.179 |
| 09/06/2020 | 3.456 | 946 | 3 | 255 | 240 | 1.444 | 0 | 4.900 |
| 10/06/2020 | 3.299 | 741 | 3 | 149 | 432 | 1.325 | 0 | 4.624 |
| 11/06/2020 | 3.172 | 669 | 2 | 124 | 270 | 1.065 | 0 | 4.237 |
| 12/06/2020 | 2.463 | 706 | 4 | 217 | 339 | 1.266 | 0 | 3.729 |
| 13/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/06/2020 | 3.482 | 879 | 0 | 151 | 339 | 1.369 | 0 | 4.851 |
| 16/06/2020 | 2.899 | 952 | 1 | 246 | 415 | 1.614 | 0 | 4.513 |
| 17/06/2020 | 2.732 | 948 | 1 | 358 | 389 | 1.696 | 0 | 4.428 |
| 18/06/2020 | 2.519 | 921 | 3 | 299 | 480 | 1.703 | 0 | 4.222 |
| 19/06/2020 | 2.108 | 896 | 3 | 338 | 294 | 1.531 | 0 | 3.639 |
| 20/06/2020 | 0 | 45 | 0 | 0 | 30 | 75 | 0 | 75 |
| 21/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/06/2020 | 3.257 | 753 | 3 | 232 | 295 | 1.283 | 0 | 4.540 |
| 23/06/2020 | 2.701 | 790 | 1 | 237 | 312 | 1.340 | 0 | 4.041 |
| 24/06/2020 | 2.425 | 700 | 1 | 239 | 313 | 1.253 | 0 | 3.678 |
| 25/06/2020 | 2.380 | 668 | 0 | 314 | 297 | 1.279 | 0 | 3.659 |
| 26/06/2020 | 2.215 | 786 | 0 | 259 | 278 | 1.323 | 0 | 3.538 |
| 27/06/2020 | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 5 |
| 28/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/06/2020 | 2.733 | 965 | 1 | 157 | 361 | 1.484 | 0 | 4.217 |
| 30/06/2020 | 2.784 | 433 | 0 | 184 | 241 | 858 | 0 | 3.642 |
| 01/07/2020 | 2.284 | 539 | 0 | 151 | 150 | 840 | 0 | 3.124 |
| 02/07/2020 | 2.194 | 636 | 1 | 163 | 265 | 1.065 | 0 | 3.259 |
| 03/07/2020 | 1.969 | 861 | 1 | 248 | 272 | 1.382 | 0 | 3.351 |
| 04/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/07/2020 | 2.504 | 1.063 | 1 | 182 | 295 | 1.541 | 0 | 4.045 |
| 07/07/2020 | 2.410 | 837 | 0 | 154 | 371 | 1.362 | 0 | 3.772 |
| 08/07/2020 | 2.454 | 643 | 3 | 242 | 286 | 1.174 | 0 | 3.628 |
| 09/07/2020 | 2.069 | 699 | 1 | 225 | 351 | 1.276 | 0 | 3.345 |
| 10/07/2020 | 1.677 | 606 | 2 | 213 | 202 | 1.023 | 0 | 2.700 |
| 11/07/2020 | 0 | 29 | 0 | 0 | 12 | 41 | 0 | 41 |
| 12/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/07/2020 | 2.251 | 831 | 0 | 52 | 267 | 1.150 | 0 | 3.401 |
| 14/07/2020 | 2.252 | 575 | 0 | 167 | 265 | 1.007 | 0 | 3.259 |
| 15/07/2020 | 2.144 | 539 | 2 | 416 | 243 | 1.200 | 0 | 3.344 |
| 16/07/2020 | 2.025 | 878 | 2 | 305 | 329 | 1.514 | 0 | 3.539 |
| 17/07/2020 | 1.708 | 559 | 1 | 214 | 176 | 950 | 1 | 2.659 |
| 18/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/07/2020 | 2.614 | 763 | 0 | 155 | 274 | 1.192 | 0 | 3.806 |
| 21/07/2020 | 2.208 | 570 | 0 | 300 | 215 | 1.085 | 0 | 3.293 |
| 22/07/2020 | 2.056 | 740 | 1 | 211 | 211 | 1.163 | 0 | 3.219 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------------|------------|---------------|---------------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 600.338 | 150.103 | 444 | 53.099 | 64.604 | 268.250 | 636 | 869.224 |
| 23/07/2020 | 1.992 | 659 | 1 | 32 | 220 | 912 | 0 | 2.904 |
| 24/07/2020 | 1.546 | 490 | 0 | 149 | 175 | 814 | 0 | 2.360 |
| 25/07/2020 | 0 | 51 | 0 | 30 | 27 | 108 | 0 | 108 |
| 26/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/07/2020 | 2.346 | 299 | 0 | 902 | 126 | 1.327 | 0 | 3.673 |
| 28/07/2020 | 2.072 | 793 | 0 | 209 | 296 | 1.298 | 0 | 3.370 |
| 29/07/2020 | 2.072 | 657 | 1 | 153 | 232 | 1.043 | 0 | 3.115 |
| 30/07/2020 | 1.921 | 536 | 0 | 200 | 190 | 926 | 0 | 2.847 |
| 31/07/2020 | 1.756 | 328 | 1 | 189 | 136 | 654 | 0 | 2.410 |
| 01/08/2020 | 0 | 11 | 0 | 0 | 20 | 31 | 0 | 31 |
| 02/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/08/2020 | 1.976 | 516 | 1 | 186 | 182 | 885 | 0 | 2.861 |
| 04/08/2020 | 1.817 | 508 | 1 | 176 | 212 | 897 | 0 | 2.714 |
| 05/08/2020 | 1.702 | 597 | 1 | 122 | 166 | 886 | 0 | 2.588 |
| 06/08/2020 | 1.669 | 455 | 0 | 174 | 137 | 766 | 0 | 2.435 |
| 07/08/2020 | 1.542 | 491 | 0 | 110 | 166 | 767 | 0 | 2.309 |
| 08/08/2020 | 0 | 26 | 0 | 11 | 24 | 61 | 0 | 61 |
| 09/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/08/2020 | 1.821 | 400 | 0 | 135 | 131 | 666 | 0 | 2.487 |
| 11/08/2020 | 1.487 | 320 | 0 | 109 | 103 | 532 | 0 | 2.019 |
| 12/08/2020 | 1.279 | 363 | 0 | 107 | 123 | 593 | 0 | 1.872 |
| 13/08/2020 | 1.079 | 306 | 0 | 98 | 98 | 502 | 0 | 1.581 |
| 14/08/2020 | 653 | 198 | 0 | 0 | 80 | 278 | 0 | 931 |
| 15/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/08/2020 | 1.295 | 337 | 0 | 117 | 93 | 547 | 0 | 1.842 |
| 18/08/2020 | 1.228 | 272 | 1 | 73 | 123 | 469 | 0 | 1.697 |
| 19/08/2020 | 1.316 | 255 | 0 | 70 | 108 | 433 | 0 | 1.749 |
| 20/08/2020 | 1.254 | 233 | 0 | 39 | 89 | 361 | 0 | 1.615 |
| 21/08/2020 | 957 | 265 | 1 | 54 | 85 | 405 | 0 | 1.362 |
| 22/08/2020 | 0 | 23 | 0 | 19 | 5 | 47 | 0 | 47 |
| 23/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/08/2020 | 1.611 | 460 | 1 | 28 | 125 | 614 | 0 | 2.225 |
| 25/08/2020 | 1.527 | 357 | 1 | 71 | 104 | 533 | 0 | 2.060 |
| 26/08/2020 | 1.481 | 413 | 0 | 82 | 134 | 629 | 0 | 2.110 |
| 27/08/2020 | 1.421 | 346 | 2 | 118 | 122 | 588 | 0 | 2.009 |
| 28/08/2020 | 1.213 | 338 | 0 | 78 | 111 | 527 | 0 | 1.740 |
| 29/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31/08/2020 | 2.060 | 469 | 1 | 78 | 189 | 737 | 0 | 2.797 |
| 01/09/2020 | 1.844 | 463 | 2 | 114 | 212 | 791 | 0 | 2.635 |
| 02/09/2020 | 1.880 | 497 | 0 | 105 | 215 | 817 | 0 | 2.697 |
| 03/09/2020 | 1.788 | 453 | 3 | 129 | 170 | 755 | 0 | 2.543 |
| 04/09/2020 | 1.471 | 565 | 1 | 148 | 180 | 894 | 0 | 2.365 |
| 05/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/09/2020 | 2.094 | 485 | 2 | 128 | 199 | 814 | 0 | 2.908 |
| 08/09/2020 | 1.966 | 697 | 2 | 116 | 250 | 1.065 | 0 | 3.031 |
| 09/09/2020 | 1.913 | 624 | 0 | 0 | 210 | 834 | 0 | 2.747 |
| 10/09/2020 | 2.068 | 391 | 0 | 162 | 151 | 704 | 0 | 2.772 |
| 11/09/2020 | 1.484 | 480 | 2 | 179 | 228 | 889 | 0 | 2.373 |
| 12/09/2020 | 0 | 93 | 0 | 33 | 37 | 163 | 0 | 163 |
| 13/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/09/2020 | 2.244 | 649 | 0 | 238 | 249 | 1.136 | 0 | 3.380 |
| 15/09/2020 | 2.345 | 860 | 3 | 153 | 283 | 1.299 | 0 | 3.644 |
| 16/09/2020 | 2.376 | 483 | 1 | 226 | 161 | 871 | 0 | 3.247 |
| 17/09/2020 | 2.379 | 562 | 0 | 206 | 278 | 1.046 | 0 | 3.425 |
| 18/09/2020 | 1.940 | 937 | 0 | 186 | 243 | 1.366 | 0 | 3.306 |
| 19/09/2020 | 0 | 0 | 0 | 0 | 33 | 33 | 0 | 33 |
| 20/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/09/2020 | 2.662 | 594 | 2 | 196 | 205 | 997 | 0 | 3.659 |
| 22/09/2020 | 2.497 | 627 | 0 | 13 | 362 | 1.002 | 0 | 3.499 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------------|------------|---------------|---------------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 600.338 | 150.103 | 444 | 53.099 | 64.604 | 268.250 | 636 | 869.224 |
| 23/09/2020 | 2.391 | 803 | 2 | 283 | 263 | 1.351 | 0 | 3.742 |
| 24/09/2020 | 2.353 | 781 | 1 | 189 | 332 | 1.303 | 0 | 3.656 |
| 25/09/2020 | 1.881 | 468 | 2 | 279 | 153 | 902 | 0 | 2.783 |
| 26/09/2020 | 0 | 7 | 0 | 1 | 0 | 8 | 0 | 8 |
| 27/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/09/2020 | 2.659 | 847 | 1 | 289 | 262 | 1.399 | 0 | 4.058 |
| 29/09/2020 | 2.266 | 656 | 0 | 247 | 260 | 1.163 | 0 | 3.429 |
| 30/09/2020 | 2.378 | 745 | 0 | 216 | 206 | 1.167 | 0 | 3.545 |
| 01/10/2020 | 2.092 | 537 | 0 | 300 | 217 | 1.054 | 0 | 3.146 |
| 02/10/2020 | 1.576 | 736 | 0 | 57 | 283 | 1.076 | 0 | 2.652 |
| 03/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/10/2020 | 2.317 | 535 | 1 | 0 | 220 | 756 | 0 | 3.073 |
| 06/10/2020 | 2.102 | 738 | 2 | 230 | 328 | 1.298 | 0 | 3.400 |
| 07/10/2020 | 2.031 | 788 | 2 | 512 | 402 | 1.704 | 0 | 3.735 |
| 08/10/2020 | 1.930 | 781 | 0 | 302 | 296 | 1.379 | 0 | 3.309 |
| 09/10/2020 | 1.763 | 439 | 0 | 148 | 141 | 728 | 0 | 2.491 |
| 10/10/2020 | 0 | 71 | 0 | 34 | 75 | 180 | 0 | 180 |
| 11/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/10/2020 | 2.552 | 682 | 1 | 147 | 187 | 1.017 | 0 | 3.569 |
| 13/10/2020 | 2.380 | 801 | 1 | 116 | 320 | 1.238 | 0 | 3.618 |
| 14/10/2020 | 2.453 | 727 | 3 | 316 | 300 | 1.346 | 0 | 3.799 |
| 15/10/2020 | 2.446 | 523 | 0 | 250 | 261 | 1.034 | 0 | 3.480 |
| 16/10/2020 | 1.871 | 807 | 0 | 201 | 310 | 1.318 | 0 | 3.189 |
| 17/10/2020 | 0 | 90 | 0 | 37 | 2 | 129 | 0 | 129 |
| 18/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/10/2020 | 2.280 | 752 | 0 | 178 | 102 | 1.032 | 0 | 3.312 |
| 20/10/2020 | 1.976 | 712 | 0 | 268 | 268 | 1.248 | 0 | 3.224 |
| 21/10/2020 | 1.797 | 437 | 2 | 231 | 129 | 799 | 0 | 2.596 |
| 22/10/2020 | 1.817 | 702 | 5 | 271 | 286 | 1.264 | 0 | 3.081 |
| 23/10/2020 | 1.439 | 528 | 0 | 271 | 153 | 952 | 0 | 2.391 |
| 24/10/2020 | 0 | 26 | 0 | 10 | 43 | 79 | 0 | 79 |
| 25/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/10/2020 | 1.975 | 533 | 0 | 157 | 221 | 911 | 0 | 2.886 |
| 27/10/2020 | 1.749 | 692 | 0 | 230 | 289 | 1.211 | 0 | 2.960 |
| 28/10/2020 | 1.659 | 768 | 1 | 170 | 289 | 1.228 | 0 | 2.887 |
| 29/10/2020 | 1.612 | 492 | 0 | 230 | 158 | 880 | 0 | 2.492 |
| 30/10/2020 | 1.328 | 668 | 0 | 241 | 248 | 1.157 | 0 | 2.485 |
| 31/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/11/2020 | 1.724 | 29 | 0 | 0 | 26 | 55 | 7 | 1.786 |
| 03/11/2020 | 1.553 | 301 | 0 | 3 | 9 | 313 | 0 | 1.866 |
| 04/11/2020 | 1.630 | 784 | 0 | 3 | 128 | 915 | 0 | 2.545 |
| 05/11/2020 | 1.548 | 736 | 0 | 519 | 254 | 1.509 | 0 | 3.057 |
| 06/11/2020 | 1.577 | 752 | 1 | 522 | 345 | 1.620 | 0 | 3.197 |
| 07/11/2020 | 0 | 21 | 0 | 0 | 21 | 42 | 0 | 42 |
| 08/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/11/2020 | 1.888 | 590 | 0 | 243 | 265 | 1.098 | 0 | 2.986 |
| 10/11/2020 | 1.817 | 627 | 5 | 297 | 296 | 1.225 | 0 | 3.042 |
| 11/11/2020 | 1.899 | 700 | 2 | 228 | 334 | 1.264 | 0 | 3.163 |
| 12/11/2020 | 1.807 | 572 | 0 | 201 | 250 | 1.023 | 0 | 2.830 |
| 13/11/2020 | 1.659 | 621 | 0 | 233 | 372 | 1.226 | 0 | 2.885 |
| 14/11/2020 | 0 | 10 | 0 | 0 | 24 | 34 | 0 | 34 |
| 15/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/11/2020 | 2.596 | 571 | 0 | 202 | 292 | 1.065 | 0 | 3.661 |
| 17/11/2020 | 2.078 | 803 | 1 | 246 | 392 | 1.442 | 0 | 3.520 |
| 18/11/2020 | 1.657 | 834 | 3 | 203 | 402 | 1.442 | 0 | 3.099 |
| 19/11/2020 | 1.757 | 734 | 1 | 236 | 277 | 1.248 | 0 | 3.005 |
| 20/11/2020 | 1.621 | 601 | 1 | 214 | 260 | 1.076 | 0 | 2.697 |
| 21/11/2020 | 0 | 11 | 0 | 1 | 10 | 22 | 0 | 22 |
| 22/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/11/2020 | 2.235 | 493 | 0 | 198 | 219 | 910 | 0 | 3.145 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------------|------------|---------------|---------------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 600.338 | 150.103 | 444 | 53.099 | 64.604 | 268.250 | 636 | 869.224 |
| 24/11/2020 | 1.899 | 802 | 1 | 226 | 440 | 1.469 | 0 | 3.368 |
| 25/11/2020 | 1.811 | 578 | 0 | 226 | 283 | 1.087 | 0 | 2.898 |
| 26/11/2020 | 1.844 | 550 | 1 | 158 | 300 | 1.009 | 0 | 2.853 |
| 27/11/2020 | 1.791 | 435 | 2 | 247 | 188 | 872 | 0 | 2.663 |
| 28/11/2020 | 0 | 71 | 1 | 35 | 29 | 136 | 0 | 136 |
| 29/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/11/2020 | 3.158 | 787 | 3 | 106 | 422 | 1.318 | 0 | 4.476 |
| 01/12/2020 | 2.443 | 227 | 3 | 182 | 109 | 521 | 0 | 2.964 |
| 02/12/2020 | 2.192 | 780 | 1 | 312 | 399 | 1.492 | 1 | 3.685 |
| 03/12/2020 | 2.052 | 630 | 2 | 205 | 277 | 1.114 | 1 | 3.167 |
| 04/12/2020 | 1.709 | 587 | 1 | 179 | 269 | 1.036 | 0 | 2.745 |
| 05/12/2020 | 0 | 19 | 0 | 0 | 0 | 19 | 0 | 19 |
| 06/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/12/2020 | 1.944 | 688 | 0 | 270 | 340 | 1.298 | 0 | 3.242 |
| 08/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/12/2020 | 2.227 | 524 | 0 | 149 | 262 | 935 | 3 | 3.165 |
| 10/12/2020 | 1.978 | 540 | 1 | 216 | 285 | 1.042 | 0 | 3.020 |
| 11/12/2020 | 1.610 | 538 | 0 | 189 | 252 | 979 | 1 | 2.590 |
| 12/12/2020 | 0 | 59 | 0 | 10 | 0 | 69 | 0 | 69 |
| 13/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/12/2020 | 1.945 | 373 | 0 | 126 | 237 | 736 | 0 | 2.681 |
| 15/12/2020 | 1.715 | 498 | 1 | 285 | 306 | 1.090 | 1 | 2.806 |
| 16/12/2020 | 1.719 | 630 | 0 | 357 | 222 | 1.209 | 1 | 2.929 |
| 17/12/2020 | 1.558 | 490 | 0 | 149 | 213 | 852 | 1 | 2.411 |
| 18/12/2020 | 1.354 | 439 | 1 | 263 | 181 | 884 | 0 | 2.238 |
| 19/12/2020 | 0 | 63 | 2 | 13 | 52 | 130 | 0 | 130 |
| 20/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/12/2020 | 1.673 | 465 | 2 | 224 | 185 | 876 | 0 | 2.549 |
| 22/12/2020 | 1.382 | 514 | 1 | 254 | 199 | 968 | 0 | 2.350 |
| 23/12/2020 | 992 | 345 | 1 | 424 | 174 | 944 | 0 | 1.936 |
| 24/12/2020 | 243 | 59 | 0 | 123 | 71 | 253 | 0 | 496 |
| 25/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/12/2020 | 1.589 | 458 | 0 | 179 | 122 | 759 | 0 | 2.348 |
| 29/12/2020 | 1.486 | 600 | 1 | 80 | 284 | 965 | 0 | 2.451 |
| 30/12/2020 | 1.311 | 293 | 0 | 251 | 167 | 711 | 0 | 2.022 |
| 31/12/2020 | 474 | 262 | 0 | 171 | 71 | 504 | 0 | 978 |

Tabella 34 - Volumi Contatti telefonici e asincroni 2020 - Dettaglio mensile

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|--------------------|--------------------------------------|----------------|------------|---------------|---------------|---------------------|--------------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Mesi/Totale | 600.338 | 150.103 | 444 | 53.099 | 64.604 | 268.250 | 636 | 869.224 |
| Gennaio | 47.165 | 8.696 | 86 | 4.802 | 4.488 | 18.072 | 616 | 65.853 |
| Febbraio | 65.001 | 9.892 | 71 | 5.352 | 5.232 | 20.547 | 0 | 85.548 |
| Marzo | 68.245 | 12.404 | 52 | 6.108 | 6.453 | 25.017 | 0 | 93.262 |
| Aprile | 44.116 | 11.170 | 38 | 2.826 | 4.697 | 18.731 | 2 | 62.849 |
| Maggio | 69.542 | 17.088 | 59 | 4.029 | 7.289 | 28.465 | 1 | 98.008 |
| Giugno | 64.188 | 16.287 | 29 | 4.764 | 6.944 | 28.024 | 0 | 92.212 |
| Luglio | 48.524 | 15.181 | 18 | 5.262 | 5.586 | 26.047 | 1 | 74.572 |
| Agosto | 30.388 | 7.959 | 10 | 2.055 | 2.730 | 12.754 | 0 | 43.142 |
| Settembre | 46.879 | 13.767 | 24 | 3.836 | 5.142 | 22.769 | 0 | 69.648 |
| Ottobre | 43.145 | 14.565 | 18 | 4.907 | 5.528 | 25.018 | 0 | 68.163 |
| Novembre | 39.549 | 13.013 | 22 | 4.547 | 5.838 | 23.420 | 7 | 62.976 |
| Dicembre | 33.596 | 10.081 | 17 | 4.611 | 4.677 | 19.386 | 9 | 52.991 |

Tabella 35 - Volumi Contatti telefonici 2020 - Giorno della settimana

| Giorno | Chiamate risposte da operatore | % |
|---------------|--------------------------------------|---------------|
| lunedì | 137.862 | 23,0% |
| martedì | 122.461 | 20,4% |
| mercoledì | 122.320 | 20,4% |
| giovedì | 117.699 | 19,6% |
| venerdì | 99.996 | 16,7% |
| Totale | 600.338 | 100,0% |

4.2 CCM CONTRIBUENTI

I volumi relativi al CCM Contribuenti per il 2020 sono riportati nelle seguenti tabelle.

Tabella 36 - Volumi Chiamate Entranti, IVR, Risposte, Abbandonate e Durata Media - 2020

| Chiamate entrantanti al Contact Center | Chiamate gestite in IVR | | Chiamate distribuite da IVR verso code | | Proposte di Call Back | | Chiamate distribuite verso Operatore | | Chiamate abbandonate in coda Operatore | | Chiamate abbandonat e in coda + Proposte di Call Back | Chiamate risposte Operatore | | Chiamate risposte Operatore su Entranti | Durata media chiamata (ACL) |
|---|----------------------------|---------|--|---------|--------------------------|---------|---|---------|--|---------|---|--------------------------------|---------|--|--------------------------------------|
| I | L | | M | | N | | O | | P | | (P+N)/M | A | | A/I | |
| # | # | % (L/I) | # | % (M/I) | # | % (N/M) | # | % (O/M) | # | % (P/O) | % | # | % (A/O) | % | # |
| 1.285.708 | 702.260 | 54,62% | 583.448 | 45,38% | 468 | 0,08% | 582.980 | 99,92% | 3.747 | 0,64% | 0,72% | 579.233 | 99,36% | 45,05% | 209 |

Tabella 37 - Volumi Contatti telefonici inbound per fascia oraria 2020 - Dettaglio Mensile

| Fascia Oraria | Chiamate risposte da Operatore 2020 | | | | | | | | | | | | |
|--|-------------------------------------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|---------|
| | Gennaio | Febbraio | Marzo | Aprile | Maggio | Giugno | Luglio | Agosto | Settembre | Ottobre | Novembre | Dicembre | Totale |
| 08.00 - 09.00 | 2.007 | 3.422 | 3.689 | 1.775 | 4.452 | 4.298 | 2.826 | 1.759 | 2.640 | 2.162 | 1.995 | 1.715 | 32.740 |
| 09.00 - 10.00 | 5.939 | 8.272 | 9.567 | 5.701 | 10.493 | 9.632 | 6.918 | 4.478 | 6.722 | 6.099 | 5.731 | 4.676 | 84.228 |
| 10.00 - 11.00 | 7.471 | 9.657 | 11.178 | 7.796 | 12.303 | 11.039 | 8.058 | 5.233 | 7.857 | 7.148 | 6.806 | 5.746 | 100.292 |
| 11.00 - 12.00 | 7.249 | 9.631 | 11.573 | 8.123 | 11.308 | 10.424 | 7.819 | 4.953 | 7.587 | 7.015 | 6.582 | 5.363 | 97.627 |
| 12.00 - 13.00 | 6.281 | 8.084 | 8.788 | 5.854 | 8.496 | 8.083 | 6.106 | 3.751 | 5.765 | 5.395 | 5.065 | 4.253 | 75.921 |
| 13.00 - 14.00 | 3.742 | 5.115 | 4.586 | 2.848 | 4.556 | 4.097 | 3.149 | 1.973 | 3.045 | 2.865 | 2.904 | 2.402 | 41.282 |
| 14.00 - 15.00 | 3.318 | 4.901 | 4.057 | 2.478 | 4.057 | 3.602 | 2.691 | 1.673 | 2.740 | 2.592 | 2.354 | 1.996 | 36.459 |
| 15.00 - 16.00 | 3.562 | 5.055 | 4.682 | 2.819 | 4.374 | 3.971 | 3.011 | 1.723 | 3.045 | 2.791 | 2.517 | 2.198 | 39.748 |
| 16.00 - 17.00 | 3.190 | 4.847 | 4.685 | 2.930 | 4.373 | 3.942 | 3.167 | 1.763 | 3.024 | 2.693 | 2.232 | 2.016 | 38.862 |
| 17.00 - 18.00 | 2.637 | 3.989 | 3.860 | 2.349 | 3.461 | 3.278 | 2.372 | 1.454 | 2.375 | 2.185 | 1.616 | 1.389 | 30.965 |
| 18.00 - 19.00* | 79 | 104 | 119 | 67 | 146 | 128 | 103 | 60 | 101 | 88 | 68 | 46 | 1.109 |
| Totale per mese | 45.475 | 63.077 | 66.784 | 42.740 | 68.019 | 62.494 | 46.220 | 28.820 | 44.901 | 41.033 | 37.870 | 31.800 | 579.233 |
| *Chiamate che iniziano a ridosso delle ore 18.00 | | | | | | | | | | | | | |

*Chiamate che iniziano a ridosso delle ore 18.00

Tabella 38 - Volumi Contatti telefonici e asincroni 2020 - Dettaglio Giornaliero

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------|----------------|------------|---------------|---------------|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 579.233 | 150.103 | 444 | 53.099 | 64.604 | 268.250 | 636 | 848.119 |
| 01/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/01/2020 | 1.491 | 101 | 1 | 81 | 41 | 224 | 0 | 1.715 |
| 03/01/2020 | 1.441 | 190 | 0 | 153 | 124 | 467 | 0 | 1.908 |
| 04/01/2020 | 0 | 4 | 0 | 0 | 4 | 8 | 0 | 8 |
| 05/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/01/2020 | 2.234 | 63 | 1 | 43 | 26 | 133 | 0 | 2.367 |
| 08/01/2020 | 2.253 | 136 | 0 | 89 | 43 | 268 | 0 | 2.521 |
| 09/01/2020 | 2.326 | 467 | 11 | 161 | 282 | 921 | 0 | 3.247 |
| 10/01/2020 | 2.145 | 328 | 1 | 109 | 202 | 640 | 138 | 2.923 |
| 11/01/2020 | 0 | 10 | 0 | 52 | 2 | 64 | 0 | 64 |
| 12/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/01/2020 | 2.611 | 214 | 3 | 70 | 86 | 373 | 153 | 3.137 |
| 14/01/2020 | 2.381 | 361 | 8 | 184 | 149 | 702 | 188 | 3.271 |
| 15/01/2020 | 1.977 | 607 | 15 | 339 | 235 | 1.196 | 111 | 3.284 |
| 16/01/2020 | 2.346 | 468 | 3 | 240 | 305 | 1.016 | 15 | 3.377 |
| 17/01/2020 | 2.062 | 495 | 4 | 307 | 271 | 1.077 | 0 | 3.139 |
| 18/01/2020 | 0 | 24 | 0 | 32 | 9 | 65 | 0 | 65 |
| 19/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/01/2020 | 2.730 | 957 | 10 | 613 | 437 | 2.017 | 0 | 4.747 |
| 21/01/2020 | 2.519 | 1.063 | 4 | 357 | 501 | 1.925 | 1 | 4.445 |
| 22/01/2020 | 2.278 | 475 | 5 | 252 | 250 | 982 | 0 | 3.260 |
| 23/01/2020 | 2.366 | 52 | 0 | 36 | 18 | 106 | 4 | 2.476 |
| 24/01/2020 | 2.253 | 251 | 4 | 210 | 103 | 568 | 1 | 2.822 |
| 25/01/2020 | 0 | 2 | 0 | 6 | 12 | 20 | 0 | 20 |
| 26/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/01/2020 | 2.781 | 301 | 8 | 266 | 142 | 717 | 5 | 3.503 |
| 28/01/2020 | 2.070 | 755 | 6 | 414 | 477 | 1.652 | 0 | 3.722 |
| 29/01/2020 | 782 | 658 | 0 | 362 | 402 | 1.422 | 0 | 2.204 |
| 30/01/2020 | 2.309 | 523 | 2 | 268 | 266 | 1.059 | 0 | 3.368 |
| 31/01/2020 | 2.120 | 191 | 0 | 158 | 101 | 450 | 0 | 2.570 |
| 01/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/02/2020 | 2.549 | 339 | 0 | 153 | 175 | 667 | 0 | 3.216 |
| 04/02/2020 | 2.451 | 653 | 0 | 196 | 187 | 1.036 | 0 | 3.487 |
| 05/02/2020 | 2.394 | 413 | 0 | 193 | 81 | 687 | 0 | 3.081 |
| 06/02/2020 | 2.386 | 317 | 4 | 168 | 137 | 626 | 0 | 3.012 |
| 07/02/2020 | 2.168 | 290 | 15 | 233 | 174 | 712 | 0 | 2.880 |
| 08/02/2020 | 0 | 137 | 0 | 100 | 52 | 289 | 0 | 289 |
| 09/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/02/2020 | 2.653 | 425 | 6 | 167 | 298 | 896 | 0 | 3.549 |
| 11/02/2020 | 2.497 | 497 | 2 | 362 | 168 | 1.029 | 0 | 3.526 |
| 12/02/2020 | 2.530 | 293 | 3 | 161 | 140 | 597 | 0 | 3.127 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 13/02/2020 | 2.904 | 237 | 0 | 209 | 39 | 485 | 0 | 3.389 |
| 14/02/2020 | 2.672 | 478 | 2 | 299 | 266 | 1.045 | 0 | 3.717 |
| 15/02/2020 | 0 | 35 | 0 | 8 | 20 | 63 | 0 | 63 |
| 16/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/02/2020 | 3.689 | 270 | 0 | 151 | 146 | 567 | 0 | 4.256 |
| 18/02/2020 | 4.221 | 410 | 2 | 189 | 110 | 711 | 0 | 4.932 |
| 19/02/2020 | 4.185 | 648 | 5 | 288 | 328 | 1.269 | 0 | 5.454 |
| 20/02/2020 | 3.724 | 412 | 0 | 277 | 363 | 1.052 | 0 | 4.776 |
| 21/02/2020 | 3.067 | 479 | 6 | 246 | 163 | 894 | 0 | 3.961 |
| 22/02/2020 | 0 | 118 | 0 | 9 | 128 | 255 | 0 | 255 |
| 23/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/02/2020 | 3.900 | 511 | 3 | 302 | 311 | 1.127 | 0 | 5.027 |
| 25/02/2020 | 3.658 | 803 | 6 | 500 | 732 | 2.041 | 0 | 5.699 |
| 26/02/2020 | 3.646 | 811 | 2 | 380 | 497 | 1.690 | 0 | 5.336 |
| 27/02/2020 | 4.003 | 671 | 6 | 364 | 377 | 1.418 | 0 | 5.421 |
| 28/02/2020 | 3.780 | 642 | 9 | 397 | 340 | 1.388 | 0 | 5.168 |
| 29/02/2020 | 0 | 3 | 0 | 0 | 0 | 3 | 0 | 3 |
| 01/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/03/2020 | 4.064 | 665 | 2 | 195 | 287 | 1.149 | 0 | 5.213 |
| 03/03/2020 | 3.830 | 1.151 | 14 | 659 | 648 | 2.472 | 0 | 6.302 |
| 04/03/2020 | 3.435 | 1.015 | 5 | 477 | 477 | 1.974 | 0 | 5.409 |
| 05/03/2020 | 3.090 | 857 | 6 | 452 | 259 | 1.574 | 0 | 4.664 |
| 06/03/2020 | 2.661 | 645 | 3 | 306 | 216 | 1.170 | 0 | 3.831 |
| 07/03/2020 | 0 | 32 | 0 | 8 | 28 | 68 | 0 | 68 |
| 08/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/03/2020 | 3.336 | 168 | 0 | 162 | 42 | 372 | 0 | 3.708 |
| 10/03/2020 | 3.425 | 348 | 0 | 257 | 155 | 760 | 0 | 4.185 |
| 11/03/2020 | 3.302 | 453 | 1 | 396 | 259 | 1.109 | 0 | 4.411 |
| 12/03/2020 | 2.952 | 527 | 3 | 226 | 252 | 1.008 | 0 | 3.960 |
| 13/03/2020 | 2.241 | 599 | 6 | 291 | 252 | 1.148 | 0 | 3.389 |
| 14/03/2020 | 0 | 4 | 0 | 0 | 25 | 29 | 0 | 29 |
| 15/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/03/2020 | 3.146 | 616 | 0 | 350 | 272 | 1.238 | 0 | 4.384 |
| 17/03/2020 | 3.207 | 667 | 3 | 280 | 464 | 1.414 | 0 | 4.621 |
| 18/03/2020 | 3.719 | 483 | 1 | 231 | 393 | 1.108 | 0 | 4.827 |
| 19/03/2020 | 2.880 | 538 | 1 | 231 | 247 | 1.017 | 0 | 3.897 |
| 20/03/2020 | 2.529 | 391 | 1 | 179 | 225 | 796 | 0 | 3.325 |
| 21/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/03/2020 | 3.376 | 359 | 1 | 218 | 323 | 901 | 0 | 4.277 |
| 24/03/2020 | 2.566 | 520 | 4 | 308 | 285 | 1.117 | 0 | 3.683 |
| 25/03/2020 | 2.801 | 530 | 0 | 278 | 383 | 1.191 | 0 | 3.992 |
| 26/03/2020 | 2.338 | 320 | 0 | 153 | 149 | 622 | 0 | 2.960 |
| 27/03/2020 | 2.138 | 400 | 0 | 121 | 185 | 706 | 0 | 2.844 |
| 28/03/2020 | 0 | 72 | 0 | 50 | 55 | 177 | 0 | 177 |
| 29/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/03/2020 | 3.150 | 418 | 0 | 86 | 185 | 689 | 0 | 3.839 |
| 31/03/2020 | 2.598 | 626 | 1 | 194 | 387 | 1.208 | 0 | 3.806 |
| 01/04/2020 | 2.047 | 272 | 0 | 114 | 108 | 494 | 0 | 2.541 |
| 02/04/2020 | 1.880 | 384 | 3 | 86 | 148 | 621 | 0 | 2.501 |
| 03/04/2020 | 1.813 | 323 | 3 | 120 | 123 | 569 | 0 | 2.382 |
| 04/04/2020 | 0 | 14 | 0 | 18 | 6 | 38 | 0 | 38 |
| 05/04/2020 | 0 | 7 | 0 | 0 | 0 | 7 | 0 | 7 |
| 06/04/2020 | 2.750 | 525 | 2 | 135 | 269 | 931 | 0 | 3.681 |
| 07/04/2020 | 2.189 | 762 | 4 | 181 | 374 | 1.321 | 0 | 3.510 |
| 08/04/2020 | 1.895 | 379 | 1 | 96 | 121 | 597 | 0 | 2.492 |
| 09/04/2020 | 1.639 | 253 | 0 | 121 | 160 | 534 | 0 | 2.173 |
| 10/04/2020 | 1.303 | 349 | 0 | 153 | 143 | 645 | 0 | 1.948 |
| 11/04/2020 | 0 | 85 | 0 | 39 | 38 | 162 | 0 | 162 |
| 12/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/04/2020 | 2.565 | 527 | 1 | 144 | 254 | 926 | 0 | 3.491 |
| 15/04/2020 | 2.236 | 624 | 3 | 202 | 208 | 1.037 | 0 | 3.273 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 16/04/2020 | 2.144 | 524 | 1 | 93 | 279 | 897 | 0 | 3.041 |
| 17/04/2020 | 1.897 | 527 | 0 | 150 | 244 | 921 | 0 | 2.818 |
| 18/04/2020 | 0 | 121 | 0 | 6 | 11 | 138 | 0 | 138 |
| 19/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/04/2020 | 2.436 | 437 | 1 | 103 | 187 | 728 | 0 | 3.164 |
| 21/04/2020 | 1.952 | 651 | 0 | 123 | 287 | 1.061 | 0 | 3.013 |
| 22/04/2020 | 1.918 | 692 | 2 | 81 | 258 | 1.033 | 0 | 2.951 |
| 23/04/2020 | 1.786 | 664 | 2 | 216 | 285 | 1.167 | 0 | 2.953 |
| 24/04/2020 | 1.903 | 804 | 7 | 315 | 188 | 1.314 | 0 | 3.217 |
| 25/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/04/2020 | 2.691 | 608 | 2 | 35 | 261 | 906 | 2 | 3.599 |
| 28/04/2020 | 2.109 | 444 | 0 | 84 | 242 | 770 | 0 | 2.879 |
| 29/04/2020 | 2.000 | 528 | 0 | 101 | 255 | 884 | 0 | 2.884 |
| 30/04/2020 | 1.587 | 666 | 6 | 110 | 248 | 1.030 | 0 | 2.617 |
| 01/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/05/2020 | 0 | 7 | 0 | 2 | 7 | 16 | 0 | 16 |
| 03/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/05/2020 | 3.543 | 561 | 13 | 239 | 215 | 1.028 | 0 | 4.571 |
| 05/05/2020 | 2.951 | 512 | 2 | 189 | 403 | 1.106 | 0 | 4.057 |
| 06/05/2020 | 2.642 | 652 | 2 | 190 | 317 | 1.161 | 0 | 3.803 |
| 07/05/2020 | 2.503 | 546 | 2 | 269 | 287 | 1.104 | 0 | 3.607 |
| 08/05/2020 | 2.243 | 587 | 2 | 183 | 317 | 1.089 | 1 | 3.333 |
| 09/05/2020 | 0 | 7 | 0 | 0 | 25 | 32 | 0 | 32 |
| 10/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/05/2020 | 3.544 | 905 | 5 | 232 | 370 | 1.512 | 0 | 5.056 |
| 12/05/2020 | 3.128 | 778 | 5 | 193 | 377 | 1.353 | 0 | 4.481 |
| 13/05/2020 | 2.870 | 866 | 1 | 144 | 368 | 1.379 | 0 | 4.249 |
| 14/05/2020 | 2.942 | 984 | 1 | 167 | 304 | 1.456 | 0 | 4.398 |
| 15/05/2020 | 2.639 | 1.055 | 2 | 251 | 316 | 1.624 | 0 | 4.263 |
| 16/05/2020 | 0 | 41 | 0 | 0 | 0 | 41 | 0 | 41 |
| 17/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/05/2020 | 4.992 | 1.148 | 0 | 236 | 412 | 1.796 | 0 | 6.788 |
| 19/05/2020 | 3.913 | 1.254 | 0 | 108 | 340 | 1.702 | 0 | 5.615 |
| 20/05/2020 | 3.799 | 863 | 3 | 193 | 418 | 1.477 | 0 | 5.276 |
| 21/05/2020 | 3.789 | 855 | 1 | 203 | 406 | 1.465 | 0 | 5.254 |
| 22/05/2020 | 3.005 | 915 | 1 | 268 | 381 | 1.565 | 0 | 4.570 |
| 23/05/2020 | 0 | 39 | 0 | 25 | 30 | 94 | 0 | 94 |
| 24/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/05/2020 | 4.686 | 909 | 1 | 181 | 432 | 1.523 | 0 | 6.209 |
| 26/05/2020 | 3.927 | 1.045 | 1 | 204 | 474 | 1.724 | 0 | 5.651 |
| 27/05/2020 | 3.854 | 855 | 1 | 168 | 398 | 1.422 | 0 | 5.276 |
| 28/05/2020 | 3.537 | 781 | 14 | 93 | 348 | 1.236 | 0 | 4.773 |
| 29/05/2020 | 3.512 | 857 | 2 | 274 | 339 | 1.472 | 0 | 4.984 |
| 30/05/2020 | 0 | 66 | 0 | 17 | 5 | 88 | 0 | 88 |
| 31/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/06/2020 | 4.016 | 566 | 1 | 151 | 308 | 1.026 | 0 | 5.042 |
| 02/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/06/2020 | 4.345 | 685 | 2 | 109 | 285 | 1.081 | 0 | 5.426 |
| 04/06/2020 | 3.659 | 766 | 0 | 248 | 387 | 1.401 | 0 | 5.060 |
| 05/06/2020 | 3.051 | 832 | 0 | 216 | 330 | 1.378 | 0 | 4.429 |
| 06/06/2020 | 0 | 65 | 0 | 0 | 0 | 65 | 0 | 65 |
| 07/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/06/2020 | 3.933 | 575 | 0 | 281 | 304 | 1.160 | 0 | 5.093 |
| 09/06/2020 | 3.363 | 946 | 3 | 255 | 240 | 1.444 | 0 | 4.807 |
| 10/06/2020 | 3.228 | 741 | 3 | 149 | 432 | 1.325 | 0 | 4.553 |
| 11/06/2020 | 3.107 | 669 | 2 | 124 | 270 | 1.065 | 0 | 4.172 |
| 12/06/2020 | 2.402 | 706 | 4 | 217 | 339 | 1.266 | 0 | 3.668 |
| 13/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/06/2020 | 3.408 | 879 | 0 | 151 | 339 | 1.369 | 0 | 4.777 |
| 16/06/2020 | 2.825 | 952 | 1 | 246 | 415 | 1.614 | 0 | 4.439 |
| 17/06/2020 | 2.661 | 948 | 1 | 358 | 389 | 1.696 | 0 | 4.357 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 18/06/2020 | 2.427 | 921 | 3 | 299 | 480 | 1.703 | 0 | 4.130 |
| 19/06/2020 | 2.034 | 896 | 3 | 338 | 294 | 1.531 | 0 | 3.565 |
| 20/06/2020 | 0 | 45 | 0 | 0 | 30 | 75 | 0 | 75 |
| 21/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/06/2020 | 3.198 | 753 | 3 | 232 | 295 | 1.283 | 0 | 4.481 |
| 23/06/2020 | 2.632 | 790 | 1 | 237 | 312 | 1.340 | 0 | 3.972 |
| 24/06/2020 | 2.350 | 700 | 1 | 239 | 313 | 1.253 | 0 | 3.603 |
| 25/06/2020 | 2.321 | 668 | 0 | 314 | 297 | 1.279 | 0 | 3.600 |
| 26/06/2020 | 2.169 | 786 | 0 | 259 | 278 | 1.323 | 0 | 3.492 |
| 27/06/2020 | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 5 |
| 28/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/06/2020 | 2.673 | 965 | 1 | 157 | 361 | 1.484 | 0 | 4.157 |
| 30/06/2020 | 2.692 | 433 | 0 | 184 | 241 | 858 | 0 | 3.550 |
| 01/07/2020 | 2.205 | 539 | 0 | 151 | 150 | 840 | 0 | 3.045 |
| 02/07/2020 | 2.113 | 636 | 1 | 163 | 265 | 1.065 | 0 | 3.178 |
| 03/07/2020 | 1.889 | 861 | 1 | 248 | 272 | 1.382 | 0 | 3.271 |
| 04/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/07/2020 | 2.413 | 1.063 | 1 | 182 | 295 | 1.541 | 0 | 3.954 |
| 07/07/2020 | 2.309 | 837 | 0 | 154 | 371 | 1.362 | 0 | 3.671 |
| 08/07/2020 | 2.357 | 643 | 3 | 242 | 286 | 1.174 | 0 | 3.531 |
| 09/07/2020 | 1.946 | 699 | 1 | 225 | 351 | 1.276 | 0 | 3.222 |
| 10/07/2020 | 1.579 | 606 | 2 | 213 | 202 | 1.023 | 0 | 2.602 |
| 11/07/2020 | 0 | 29 | 0 | 0 | 12 | 41 | 0 | 41 |
| 12/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/07/2020 | 2.133 | 831 | 0 | 52 | 267 | 1.150 | 0 | 3.283 |
| 14/07/2020 | 2.139 | 575 | 0 | 167 | 265 | 1.007 | 0 | 3.146 |
| 15/07/2020 | 2.050 | 539 | 2 | 416 | 243 | 1.200 | 0 | 3.250 |
| 16/07/2020 | 1.913 | 878 | 2 | 305 | 329 | 1.514 | 0 | 3.427 |
| 17/07/2020 | 1.628 | 559 | 1 | 214 | 176 | 950 | 1 | 2.579 |
| 18/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/07/2020 | 2.486 | 763 | 0 | 155 | 274 | 1.192 | 0 | 3.678 |
| 21/07/2020 | 2.088 | 570 | 0 | 300 | 215 | 1.085 | 0 | 3.173 |
| 22/07/2020 | 1.928 | 740 | 1 | 211 | 211 | 1.163 | 0 | 3.091 |
| 23/07/2020 | 1.889 | 659 | 1 | 32 | 220 | 912 | 0 | 2.801 |
| 24/07/2020 | 1.442 | 490 | 0 | 149 | 175 | 814 | 0 | 2.256 |
| 25/07/2020 | 0 | 51 | 0 | 30 | 27 | 108 | 0 | 108 |
| 26/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/07/2020 | 2.257 | 299 | 0 | 902 | 126 | 1.327 | 0 | 3.584 |
| 28/07/2020 | 1.958 | 793 | 0 | 209 | 296 | 1.298 | 0 | 3.256 |
| 29/07/2020 | 1.988 | 657 | 1 | 153 | 232 | 1.043 | 0 | 3.031 |
| 30/07/2020 | 1.827 | 536 | 0 | 200 | 190 | 926 | 0 | 2.753 |
| 31/07/2020 | 1.683 | 328 | 1 | 189 | 136 | 654 | 0 | 2.337 |
| 01/08/2020 | 0 | 11 | 0 | 0 | 20 | 31 | 0 | 31 |
| 02/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/08/2020 | 1.888 | 516 | 1 | 186 | 182 | 885 | 0 | 2.773 |
| 04/08/2020 | 1.718 | 508 | 1 | 176 | 212 | 897 | 0 | 2.615 |
| 05/08/2020 | 1.628 | 597 | 1 | 122 | 166 | 886 | 0 | 2.514 |
| 06/08/2020 | 1.576 | 455 | 0 | 174 | 137 | 766 | 0 | 2.342 |
| 07/08/2020 | 1.465 | 491 | 0 | 110 | 166 | 767 | 0 | 2.232 |
| 08/08/2020 | 0 | 26 | 0 | 11 | 24 | 61 | 0 | 61 |
| 09/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/08/2020 | 1.747 | 400 | 0 | 135 | 131 | 666 | 0 | 2.413 |
| 11/08/2020 | 1.402 | 320 | 0 | 109 | 103 | 532 | 0 | 1.934 |
| 12/08/2020 | 1.202 | 363 | 0 | 107 | 123 | 593 | 0 | 1.795 |
| 13/08/2020 | 1.021 | 306 | 0 | 98 | 98 | 502 | 0 | 1.523 |
| 14/08/2020 | 611 | 198 | 0 | 0 | 80 | 278 | 0 | 889 |
| 15/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/08/2020 | 1.236 | 337 | 0 | 117 | 93 | 547 | 0 | 1.783 |
| 18/08/2020 | 1.166 | 272 | 1 | 73 | 123 | 469 | 0 | 1.635 |
| 19/08/2020 | 1.264 | 255 | 0 | 70 | 108 | 433 | 0 | 1.697 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 20/08/2020 | 1.194 | 233 | 0 | 39 | 89 | 361 | 0 | 1.555 |
| 21/08/2020 | 906 | 265 | 1 | 54 | 85 | 405 | 0 | 1.311 |
| 22/08/2020 | 0 | 23 | 0 | 19 | 5 | 47 | 0 | 47 |
| 23/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/08/2020 | 1.542 | 460 | 1 | 28 | 125 | 614 | 0 | 2.156 |
| 25/08/2020 | 1.430 | 357 | 1 | 71 | 104 | 533 | 0 | 1.963 |
| 26/08/2020 | 1.403 | 413 | 0 | 82 | 134 | 629 | 0 | 2.032 |
| 27/08/2020 | 1.332 | 346 | 2 | 118 | 122 | 588 | 0 | 1.920 |
| 28/08/2020 | 1.145 | 338 | 0 | 78 | 111 | 527 | 0 | 1.672 |
| 29/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31/08/2020 | 1.944 | 469 | 1 | 78 | 189 | 737 | 0 | 2.681 |
| 01/09/2020 | 1.733 | 463 | 2 | 114 | 212 | 791 | 0 | 2.524 |
| 02/09/2020 | 1.784 | 497 | 0 | 105 | 215 | 817 | 0 | 2.601 |
| 03/09/2020 | 1.706 | 453 | 3 | 129 | 170 | 755 | 0 | 2.461 |
| 04/09/2020 | 1.394 | 565 | 1 | 148 | 180 | 894 | 0 | 2.288 |
| 05/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/09/2020 | 1.996 | 485 | 2 | 128 | 199 | 814 | 0 | 2.810 |
| 08/09/2020 | 1.862 | 697 | 2 | 116 | 250 | 1.065 | 0 | 2.927 |
| 09/09/2020 | 1.825 | 624 | 0 | 0 | 210 | 834 | 0 | 2.659 |
| 10/09/2020 | 1.955 | 391 | 0 | 162 | 151 | 704 | 0 | 2.659 |
| 11/09/2020 | 1.430 | 480 | 2 | 179 | 228 | 889 | 0 | 2.319 |
| 12/09/2020 | 0 | 93 | 0 | 33 | 37 | 163 | 0 | 163 |
| 13/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/09/2020 | 2.176 | 649 | 0 | 238 | 249 | 1.136 | 0 | 3.312 |
| 15/09/2020 | 2.259 | 860 | 3 | 153 | 283 | 1.299 | 0 | 3.558 |
| 16/09/2020 | 2.278 | 483 | 1 | 226 | 161 | 871 | 0 | 3.149 |
| 17/09/2020 | 2.281 | 562 | 0 | 206 | 278 | 1.046 | 0 | 3.327 |
| 18/09/2020 | 1.848 | 937 | 0 | 186 | 243 | 1.366 | 0 | 3.214 |
| 19/09/2020 | 0 | 0 | 0 | 0 | 33 | 33 | 0 | 33 |
| 20/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/09/2020 | 2.570 | 594 | 2 | 196 | 205 | 997 | 0 | 3.567 |
| 22/09/2020 | 2.403 | 627 | 0 | 13 | 362 | 1.002 | 0 | 3.405 |
| 23/09/2020 | 2.312 | 803 | 2 | 283 | 263 | 1.351 | 0 | 3.663 |
| 24/09/2020 | 2.246 | 781 | 1 | 189 | 332 | 1.303 | 0 | 3.549 |
| 25/09/2020 | 1.813 | 468 | 2 | 279 | 153 | 902 | 0 | 2.715 |
| 26/09/2020 | 0 | 7 | 0 | 1 | 0 | 8 | 0 | 8 |
| 27/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/09/2020 | 2.574 | 847 | 1 | 289 | 262 | 1.399 | 0 | 3.973 |
| 29/09/2020 | 2.171 | 656 | 0 | 247 | 260 | 1.163 | 0 | 3.334 |
| 30/09/2020 | 2.285 | 745 | 0 | 216 | 206 | 1.167 | 0 | 3.452 |
| 01/10/2020 | 2.015 | 537 | 0 | 300 | 217 | 1.054 | 0 | 3.069 |
| 02/10/2020 | 1.499 | 736 | 0 | 57 | 283 | 1.076 | 0 | 2.575 |
| 03/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/10/2020 | 2.222 | 535 | 1 | 0 | 220 | 756 | 0 | 2.978 |
| 06/10/2020 | 2.008 | 738 | 2 | 230 | 328 | 1.298 | 0 | 3.306 |
| 07/10/2020 | 1.944 | 788 | 2 | 512 | 402 | 1.704 | 0 | 3.648 |
| 08/10/2020 | 1.849 | 781 | 0 | 302 | 296 | 1.379 | 0 | 3.228 |
| 09/10/2020 | 1.703 | 439 | 0 | 148 | 141 | 728 | 0 | 2.431 |
| 10/10/2020 | 0 | 71 | 0 | 34 | 75 | 180 | 0 | 180 |
| 11/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/10/2020 | 2.438 | 682 | 1 | 147 | 187 | 1.017 | 0 | 3.455 |
| 13/10/2020 | 2.296 | 801 | 1 | 116 | 320 | 1.238 | 0 | 3.534 |
| 14/10/2020 | 2.362 | 727 | 3 | 316 | 300 | 1.346 | 0 | 3.708 |
| 15/10/2020 | 2.333 | 523 | 0 | 250 | 261 | 1.034 | 0 | 3.367 |
| 16/10/2020 | 1.762 | 807 | 0 | 201 | 310 | 1.318 | 0 | 3.080 |
| 17/10/2020 | 0 | 90 | 0 | 37 | 2 | 129 | 0 | 129 |
| 18/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/10/2020 | 2.113 | 752 | 0 | 178 | 102 | 1.032 | 0 | 3.145 |
| 20/10/2020 | 1.828 | 712 | 0 | 268 | 268 | 1.248 | 0 | 3.076 |
| 21/10/2020 | 1.691 | 437 | 2 | 231 | 129 | 799 | 0 | 2.490 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 22/10/2020 | 1.694 | 702 | 5 | 271 | 286 | 1.264 | 0 | 2.958 |
| 23/10/2020 | 1.357 | 528 | 0 | 271 | 153 | 952 | 0 | 2.309 |
| 24/10/2020 | 0 | 26 | 0 | 10 | 43 | 79 | 0 | 79 |
| 25/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/10/2020 | 1.868 | 533 | 0 | 157 | 221 | 911 | 0 | 2.779 |
| 27/10/2020 | 1.660 | 692 | 0 | 230 | 289 | 1.211 | 0 | 2.871 |
| 28/10/2020 | 1.580 | 768 | 1 | 170 | 289 | 1.228 | 0 | 2.808 |
| 29/10/2020 | 1.541 | 492 | 0 | 230 | 158 | 880 | 0 | 2.421 |
| 30/10/2020 | 1.270 | 668 | 0 | 241 | 248 | 1.157 | 0 | 2.427 |
| 31/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/11/2020 | 1.663 | 29 | 0 | 0 | 26 | 55 | 7 | 1.725 |
| 03/11/2020 | 1.493 | 301 | 0 | 3 | 9 | 313 | 0 | 1.806 |
| 04/11/2020 | 1.524 | 784 | 0 | 3 | 128 | 915 | 0 | 2.439 |
| 05/11/2020 | 1.477 | 736 | 0 | 519 | 254 | 1.509 | 0 | 2.986 |
| 06/11/2020 | 1.509 | 752 | 1 | 522 | 345 | 1.620 | 0 | 3.129 |
| 07/11/2020 | 0 | 21 | 0 | 0 | 21 | 42 | 0 | 42 |
| 08/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/11/2020 | 1.800 | 590 | 0 | 243 | 265 | 1.098 | 0 | 2.898 |
| 10/11/2020 | 1.734 | 627 | 5 | 297 | 296 | 1.225 | 0 | 2.959 |
| 11/11/2020 | 1.821 | 700 | 2 | 228 | 334 | 1.264 | 0 | 3.085 |
| 12/11/2020 | 1.721 | 572 | 0 | 201 | 250 | 1.023 | 0 | 2.744 |
| 13/11/2020 | 1.578 | 621 | 0 | 233 | 372 | 1.226 | 0 | 2.804 |
| 14/11/2020 | 0 | 10 | 0 | 0 | 24 | 34 | 0 | 34 |
| 15/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/11/2020 | 2.508 | 571 | 0 | 202 | 292 | 1.065 | 0 | 3.573 |
| 17/11/2020 | 2.013 | 803 | 1 | 246 | 392 | 1.442 | 0 | 3.455 |
| 18/11/2020 | 1.573 | 834 | 3 | 203 | 402 | 1.442 | 0 | 3.015 |
| 19/11/2020 | 1.684 | 734 | 1 | 236 | 277 | 1.248 | 0 | 2.932 |
| 20/11/2020 | 1.543 | 601 | 1 | 214 | 260 | 1.076 | 0 | 2.619 |
| 21/11/2020 | 0 | 11 | 0 | 1 | 10 | 22 | 0 | 22 |
| 22/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/11/2020 | 2.125 | 493 | 0 | 198 | 219 | 910 | 0 | 3.035 |
| 24/11/2020 | 1.807 | 802 | 1 | 226 | 440 | 1.469 | 0 | 3.276 |
| 25/11/2020 | 1.744 | 578 | 0 | 226 | 283 | 1.087 | 0 | 2.831 |
| 26/11/2020 | 1.755 | 550 | 1 | 158 | 300 | 1.009 | 0 | 2.764 |
| 27/11/2020 | 1.730 | 435 | 2 | 247 | 188 | 872 | 0 | 2.602 |
| 28/11/2020 | 0 | 71 | 1 | 35 | 29 | 136 | 0 | 136 |
| 29/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/11/2020 | 3.068 | 787 | 3 | 106 | 422 | 1.318 | 0 | 4.386 |
| 01/12/2020 | 2.328 | 227 | 3 | 182 | 109 | 521 | 0 | 2.849 |
| 02/12/2020 | 2.090 | 780 | 1 | 312 | 399 | 1.492 | 1 | 3.583 |
| 03/12/2020 | 1.932 | 630 | 2 | 205 | 277 | 1.114 | 1 | 3.047 |
| 04/12/2020 | 1.618 | 587 | 1 | 179 | 269 | 1.036 | 0 | 2.654 |
| 05/12/2020 | 0 | 19 | 0 | 0 | 0 | 19 | 0 | 19 |
| 06/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/12/2020 | 1.863 | 688 | 0 | 270 | 340 | 1.298 | 0 | 3.161 |
| 08/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/12/2020 | 2.120 | 524 | 0 | 149 | 262 | 935 | 3 | 3.058 |
| 10/12/2020 | 1.882 | 540 | 1 | 216 | 285 | 1.042 | 0 | 2.924 |
| 11/12/2020 | 1.539 | 538 | 0 | 189 | 252 | 979 | 1 | 2.519 |
| 12/12/2020 | 0 | 59 | 0 | 10 | 0 | 69 | 0 | 69 |
| 13/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/12/2020 | 1.849 | 373 | 0 | 126 | 237 | 736 | 0 | 2.585 |
| 15/12/2020 | 1.638 | 498 | 1 | 285 | 306 | 1.090 | 1 | 2.729 |
| 16/12/2020 | 1.616 | 630 | 0 | 357 | 222 | 1.209 | 1 | 2.826 |
| 17/12/2020 | 1.476 | 490 | 0 | 149 | 213 | 852 | 1 | 2.329 |
| 18/12/2020 | 1.278 | 439 | 1 | 263 | 181 | 884 | 0 | 2.162 |
| 19/12/2020 | 0 | 63 | 2 | 13 | 52 | 130 | 0 | 130 |
| 20/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/12/2020 | 1.579 | 465 | 2 | 224 | 185 | 876 | 0 | 2.455 |
| 22/12/2020 | 1.278 | 514 | 1 | 254 | 199 | 968 | 0 | 2.246 |
| 23/12/2020 | 913 | 345 | 1 | 424 | 174 | 944 | 0 | 1.857 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 24/12/2020 | 219 | 59 | 0 | 123 | 71 | 253 | 0 | 472 |
| 25/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/12/2020 | 1.513 | 458 | 0 | 179 | 122 | 759 | 0 | 2.272 |
| 29/12/2020 | 1.409 | 600 | 1 | 80 | 284 | 965 | 0 | 2.374 |
| 30/12/2020 | 1.226 | 293 | 0 | 251 | 167 | 711 | 0 | 1.937 |
| 31/12/2020 | 434 | 262 | 0 | 171 | 71 | 504 | 0 | 938 |

Tabella 39 – Volumi Contatti telefonici e asincroni 2020 - Dettaglio mensile

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|--------------------|--------------------------------------|----------------|------------|---------------|---------------|---------------------|--------------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Mesi/Totale | 579.233 | 150.103 | 444 | 53.099 | 64.604 | 268.250 | 636 | 848.119 |
| Gennaio | 45.475 | 8.696 | 86 | 4.802 | 4.488 | 18.072 | 616 | 64.163 |
| Febbraio | 63.077 | 9.892 | 71 | 5.352 | 5.232 | 20.547 | 0 | 83.624 |
| Marzo | 66.784 | 12.404 | 52 | 6.108 | 6.453 | 25.017 | 0 | 91.801 |
| Aprile | 42.740 | 11.170 | 38 | 2.826 | 4.697 | 18.731 | 2 | 61.473 |
| Maggio | 68.019 | 17.088 | 59 | 4.029 | 7.289 | 28.465 | 1 | 96.485 |
| Giugno | 62.494 | 16.287 | 29 | 4.764 | 6.944 | 28.024 | 0 | 90.518 |
| Luglio | 46.220 | 15.181 | 18 | 5.262 | 5.586 | 26.047 | 1 | 72.268 |
| Agosto | 28.820 | 7.959 | 10 | 2.055 | 2.730 | 12.754 | 0 | 41.574 |
| Settembre | 44.901 | 13.767 | 24 | 3.836 | 5.142 | 22.769 | 0 | 67.670 |
| Ottobre | 41.033 | 14.565 | 18 | 4.907 | 5.528 | 25.018 | 0 | 66.051 |
| Novembre | 37.870 | 13.013 | 22 | 4.547 | 5.838 | 23.420 | 7 | 61.297 |
| Dicembre | 31.800 | 10.081 | 17 | 4.611 | 4.677 | 19.386 | 9 | 51.195 |

Tabella 40 – Volumi Contatti telefonici 2020 - Giorno della settimana

| Giorno | Chiamate risposte da operatore | % |
|---------------|--------------------------------------|---------------|
| lunedì | 133.426 | 23,0% |
| martedì | 118.033 | 20,4% |
| mercoledì | 117.860 | 20,3% |
| giovedì | 113.447 | 19,6% |
| venerdì | 96.467 | 16,7% |
| Totale | 579.233 | 100,0% |

4.3 CCM ENTI

I volumi relativi al CCM Enti per il 2020 sono riportati nelle seguenti tabelle.

Tabella 41 – Volumi Chiamate Entranti, IVR, Risposte, Abbandonate e Durata Media – 2020

| Chiamate entranti al Contact Center | Chiamate gestite in IVR | | Chiamate distribuite da IVR verso code | | Proposte di Call Back | | Chiamate distribuite verso Operatore | | Chiamate abbandonate in coda Operatore | | Chiamate abbandonate in coda + Proposte di Call Back | Chiamate risposte Operatore | | Chiamate risposte Operatore su Entranti | Durata media chiamata (ACL) |
|-------------------------------------|-------------------------|---------|--|---------|-----------------------|---------|--------------------------------------|---------|--|---------|--|-----------------------------|---------|---|-----------------------------|
| I | L | | M | | N | | O | | P | | (P+N)/M | A | | A/I | |
| # | # | % (L/I) | # | % (M/I) | # | % (N/M) | # | % (O/M) | # | % (P/O) | % | # | % (A/O) | % | # |
| 41.643 | 20.224 | 48,57% | 21.419 | 51,43% | 169 | 0,79% | 21.250 | 99,21% | 145 | 0,68% | 1,47% | 21.105 | 99,32% | 50,68% | 285 |

Tabella 42 – Volumi Contatti telefonici inbound per fascia oraria 2020 - Dettaglio Mensile

| Fascia Oraria | Chiamate risposte da Operatore 2020 | | | | | | | | | | | | |
|------------------------|-------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| | Gennaio | Febbraio | Marzo | Aprile | Maggio | Giugno | Luglio | Agosto | Settembre | Ottobre | Novembre | Dicembre | Totale |
| 08.00 - 09.00 | 89 | 119 | 92 | 90 | 93 | 111 | 138 | 95 | 121 | 142 | 118 | 87 | 1.295 |
| 09.00 - 10.00 | 273 | 303 | 221 | 257 | 273 | 293 | 403 | 244 | 316 | 349 | 278 | 276 | 3.486 |
| 10.00 - 11.00 | 297 | 346 | 254 | 244 | 270 | 324 | 429 | 275 | 422 | 375 | 279 | 311 | 3.826 |
| 11.00 - 12.00 | 281 | 318 | 288 | 220 | 245 | 262 | 388 | 269 | 342 | 355 | 282 | 327 | 3.577 |
| 12.00 - 13.00 | 230 | 293 | 199 | 184 | 230 | 239 | 345 | 243 | 258 | 320 | 257 | 268 | 3.066 |
| 13.00 - 14.00 | 145 | 149 | 118 | 115 | 107 | 134 | 193 | 124 | 162 | 174 | 127 | 152 | 1.700 |
| 14.00 - 15.00 | 120 | 94 | 72 | 81 | 81 | 106 | 99 | 82 | 100 | 91 | 74 | 95 | 1.095 |
| 15.00 - 16.00 | 113 | 137 | 98 | 71 | 109 | 96 | 117 | 115 | 106 | 137 | 109 | 129 | 1.337 |
| 16.00 - 17.00 | 87 | 113 | 82 | 75 | 83 | 81 | 128 | 79 | 110 | 121 | 102 | 96 | 1.157 |
| 17.00 - 18.00 | 54 | 52 | 37 | 39 | 32 | 46 | 60 | 39 | 37 | 47 | 53 | 54 | 550 |
| 18.00 - 19.00* | 1 | 0 | 0 | 0 | 0 | 2 | 4 | 3 | 4 | 1 | 0 | 1 | 16 |
| Totale per mese | 1.690 | 1.924 | 1.461 | 1.376 | 1.523 | 1.694 | 2.304 | 1.568 | 1.978 | 2.112 | 1.679 | 1.796 | 21.105 |

Tabella 43 – Volumi Contatti telefonici e asincroni 2020 - Dettaglio Giornaliero

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------|----------|----------|----------|----------|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 21.105 | 0 | 0 | 0 | 0 | 0 | 0 | 21.105 |
| 01/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/01/2020 | 42 | 0 | 0 | 0 | 0 | 0 | 0 | 42 |
| 03/01/2020 | 50 | 0 | 0 | 0 | 0 | 0 | 0 | 50 |
| 04/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/01/2020 | 88 | 0 | 0 | 0 | 0 | 0 | 0 | 88 |
| 08/01/2020 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 09/01/2020 | 90 | 0 | 0 | 0 | 0 | 0 | 0 | 90 |
| 10/01/2020 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |
| 11/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/01/2020 | 87 | 0 | 0 | 0 | 0 | 0 | 0 | 87 |
| 14/01/2020 | 73 | 0 | 0 | 0 | 0 | 0 | 0 | 73 |
| 15/01/2020 | 68 | 0 | 0 | 0 | 0 | 0 | 0 | 68 |
| 16/01/2020 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 17/01/2020 | 71 | 0 | 0 | 0 | 0 | 0 | 0 | 71 |
| 18/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/01/2020 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 84 |
| 21/01/2020 | 101 | 0 | 0 | 0 | 0 | 0 | 0 | 101 |
| 22/01/2020 | 64 | 0 | 0 | 0 | 0 | 0 | 0 | 64 |
| 23/01/2020 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 24/01/2020 | 57 | 0 | 0 | 0 | 0 | 0 | 0 | 57 |
| 25/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/01/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/01/2020 | 90 | 0 | 0 | 0 | 0 | 0 | 0 | 90 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|--------------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 28/01/2020 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 29/01/2020 | 112 | 0 | 0 | 0 | 0 | 0 | 0 | 112 |
| 30/01/2020 | 73 | 0 | 0 | 0 | 0 | 0 | 0 | 73 |
| 31/01/2020 | 73 | 0 | 0 | 0 | 0 | 0 | 0 | 73 |
| 01/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/02/2020 | 109 | 0 | 0 | 0 | 0 | 0 | 0 | 109 |
| 04/02/2020 | 92 | 0 | 0 | 0 | 0 | 0 | 0 | 92 |
| 05/02/2020 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 84 |
| 06/02/2020 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |
| 07/02/2020 | 67 | 0 | 0 | 0 | 0 | 0 | 0 | 67 |
| 08/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/02/2020 | 103 | 0 | 0 | 0 | 0 | 0 | 0 | 103 |
| 11/02/2020 | 92 | 0 | 0 | 0 | 0 | 0 | 0 | 92 |
| 12/02/2020 | 91 | 0 | 0 | 0 | 0 | 0 | 0 | 91 |
| 13/02/2020 | 120 | 0 | 0 | 0 | 0 | 0 | 0 | 120 |
| 14/02/2020 | 90 | 0 | 0 | 0 | 0 | 0 | 0 | 90 |
| 15/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/02/2020 | 112 | 0 | 0 | 0 | 0 | 0 | 0 | 112 |
| 18/02/2020 | 115 | 0 | 0 | 0 | 0 | 0 | 0 | 115 |
| 19/02/2020 | 110 | 0 | 0 | 0 | 0 | 0 | 0 | 110 |
| 20/02/2020 | 108 | 0 | 0 | 0 | 0 | 0 | 0 | 108 |
| 21/02/2020 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 22/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/02/2020 | 99 | 0 | 0 | 0 | 0 | 0 | 0 | 99 |
| 25/02/2020 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 84 |
| 26/02/2020 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 84 |
| 27/02/2020 | 90 | 0 | 0 | 0 | 0 | 0 | 0 | 90 |
| 28/02/2020 | 96 | 0 | 0 | 0 | 0 | 0 | 0 | 96 |
| 29/02/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/03/2020 | 114 | 0 | 0 | 0 | 0 | 0 | 0 | 114 |
| 03/03/2020 | 138 | 0 | 0 | 0 | 0 | 0 | 0 | 138 |
| 04/03/2020 | 104 | 0 | 0 | 0 | 0 | 0 | 0 | 104 |
| 05/03/2020 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |
| 06/03/2020 | 67 | 0 | 0 | 0 | 0 | 0 | 0 | 67 |
| 07/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/03/2020 | 85 | 0 | 0 | 0 | 0 | 0 | 0 | 85 |
| 10/03/2020 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 76 |
| 11/03/2020 | 90 | 0 | 0 | 0 | 0 | 0 | 0 | 90 |
| 12/03/2020 | 54 | 0 | 0 | 0 | 0 | 0 | 0 | 54 |
| 13/03/2020 | 47 | 0 | 0 | 0 | 0 | 0 | 0 | 47 |
| 14/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/03/2020 | 64 | 0 | 0 | 0 | 0 | 0 | 0 | 64 |
| 17/03/2020 | 55 | 0 | 0 | 0 | 0 | 0 | 0 | 55 |
| 18/03/2020 | 62 | 0 | 0 | 0 | 0 | 0 | 0 | 62 |
| 19/03/2020 | 54 | 0 | 0 | 0 | 0 | 0 | 0 | 54 |
| 20/03/2020 | 27 | 0 | 0 | 0 | 0 | 0 | 0 | 27 |
| 21/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/03/2020 | 50 | 0 | 0 | 0 | 0 | 0 | 0 | 50 |
| 24/03/2020 | 53 | 0 | 0 | 0 | 0 | 0 | 0 | 53 |
| 25/03/2020 | 53 | 0 | 0 | 0 | 0 | 0 | 0 | 53 |
| 26/03/2020 | 32 | 0 | 0 | 0 | 0 | 0 | 0 | 32 |
| 27/03/2020 | 40 | 0 | 0 | 0 | 0 | 0 | 0 | 40 |
| 28/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/03/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/03/2020 | 62 | 0 | 0 | 0 | 0 | 0 | 0 | 62 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|--------------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 31/03/2020 | 53 | 0 | 0 | 0 | 0 | 0 | 0 | 53 |
| 01/04/2020 | 54 | 0 | 0 | 0 | 0 | 0 | 0 | 54 |
| 02/04/2020 | 44 | 0 | 0 | 0 | 0 | 0 | 0 | 44 |
| 03/04/2020 | 69 | 0 | 0 | 0 | 0 | 0 | 0 | 69 |
| 04/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/04/2020 | 70 | 0 | 0 | 0 | 0 | 0 | 0 | 70 |
| 07/04/2020 | 59 | 0 | 0 | 0 | 0 | 0 | 0 | 59 |
| 08/04/2020 | 53 | 0 | 0 | 0 | 0 | 0 | 0 | 53 |
| 09/04/2020 | 60 | 0 | 0 | 0 | 0 | 0 | 0 | 60 |
| 10/04/2020 | 44 | 0 | 0 | 0 | 0 | 0 | 0 | 44 |
| 11/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/04/2020 | 58 | 0 | 0 | 0 | 0 | 0 | 0 | 58 |
| 15/04/2020 | 87 | 0 | 0 | 0 | 0 | 0 | 0 | 87 |
| 16/04/2020 | 82 | 0 | 0 | 0 | 0 | 0 | 0 | 82 |
| 17/04/2020 | 66 | 0 | 0 | 0 | 0 | 0 | 0 | 66 |
| 18/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/04/2020 | 64 | 0 | 0 | 0 | 0 | 0 | 0 | 64 |
| 21/04/2020 | 109 | 0 | 0 | 0 | 0 | 0 | 0 | 109 |
| 22/04/2020 | 80 | 0 | 0 | 0 | 0 | 0 | 0 | 80 |
| 23/04/2020 | 62 | 0 | 0 | 0 | 0 | 0 | 0 | 62 |
| 24/04/2020 | 68 | 0 | 0 | 0 | 0 | 0 | 0 | 68 |
| 25/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/04/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/04/2020 | 73 | 0 | 0 | 0 | 0 | 0 | 0 | 73 |
| 28/04/2020 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 76 |
| 29/04/2020 | 49 | 0 | 0 | 0 | 0 | 0 | 0 | 49 |
| 30/04/2020 | 49 | 0 | 0 | 0 | 0 | 0 | 0 | 49 |
| 01/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/05/2020 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 76 |
| 05/05/2020 | 64 | 0 | 0 | 0 | 0 | 0 | 0 | 64 |
| 06/05/2020 | 74 | 0 | 0 | 0 | 0 | 0 | 0 | 74 |
| 07/05/2020 | 59 | 0 | 0 | 0 | 0 | 0 | 0 | 59 |
| 08/05/2020 | 73 | 0 | 0 | 0 | 0 | 0 | 0 | 73 |
| 09/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/05/2020 | 79 | 0 | 0 | 0 | 0 | 0 | 0 | 79 |
| 12/05/2020 | 85 | 0 | 0 | 0 | 0 | 0 | 0 | 85 |
| 13/05/2020 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 14/05/2020 | 87 | 0 | 0 | 0 | 0 | 0 | 0 | 87 |
| 15/05/2020 | 87 | 0 | 0 | 0 | 0 | 0 | 0 | 87 |
| 16/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/05/2020 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 19/05/2020 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 20/05/2020 | 83 | 0 | 0 | 0 | 0 | 0 | 0 | 83 |
| 21/05/2020 | 65 | 0 | 0 | 0 | 0 | 0 | 0 | 65 |
| 22/05/2020 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 84 |
| 23/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/05/2020 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 84 |
| 26/05/2020 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 27/05/2020 | 50 | 0 | 0 | 0 | 0 | 0 | 0 | 50 |
| 28/05/2020 | 88 | 0 | 0 | 0 | 0 | 0 | 0 | 88 |
| 29/05/2020 | 57 | 0 | 0 | 0 | 0 | 0 | 0 | 57 |
| 30/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31/05/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/06/2020 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 113 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|--------------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | H=A+F+G |
| 02/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/06/2020 | 217 | 0 | 0 | 0 | 0 | 0 | 0 | 217 |
| 04/06/2020 | 82 | 0 | 0 | 0 | 0 | 0 | 0 | 82 |
| 05/06/2020 | 61 | 0 | 0 | 0 | 0 | 0 | 0 | 61 |
| 06/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/06/2020 | 86 | 0 | 0 | 0 | 0 | 0 | 0 | 86 |
| 09/06/2020 | 93 | 0 | 0 | 0 | 0 | 0 | 0 | 93 |
| 10/06/2020 | 71 | 0 | 0 | 0 | 0 | 0 | 0 | 71 |
| 11/06/2020 | 65 | 0 | 0 | 0 | 0 | 0 | 0 | 65 |
| 12/06/2020 | 61 | 0 | 0 | 0 | 0 | 0 | 0 | 61 |
| 13/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/06/2020 | 74 | 0 | 0 | 0 | 0 | 0 | 0 | 74 |
| 16/06/2020 | 74 | 0 | 0 | 0 | 0 | 0 | 0 | 74 |
| 17/06/2020 | 71 | 0 | 0 | 0 | 0 | 0 | 0 | 71 |
| 18/06/2020 | 92 | 0 | 0 | 0 | 0 | 0 | 0 | 92 |
| 19/06/2020 | 74 | 0 | 0 | 0 | 0 | 0 | 0 | 74 |
| 20/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/06/2020 | 59 | 0 | 0 | 0 | 0 | 0 | 0 | 59 |
| 23/06/2020 | 69 | 0 | 0 | 0 | 0 | 0 | 0 | 69 |
| 24/06/2020 | 75 | 0 | 0 | 0 | 0 | 0 | 0 | 75 |
| 25/06/2020 | 59 | 0 | 0 | 0 | 0 | 0 | 0 | 59 |
| 26/06/2020 | 46 | 0 | 0 | 0 | 0 | 0 | 0 | 46 |
| 27/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/06/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/06/2020 | 60 | 0 | 0 | 0 | 0 | 0 | 0 | 60 |
| 30/06/2020 | 92 | 0 | 0 | 0 | 0 | 0 | 0 | 92 |
| 01/07/2020 | 79 | 0 | 0 | 0 | 0 | 0 | 0 | 79 |
| 02/07/2020 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |
| 03/07/2020 | 80 | 0 | 0 | 0 | 0 | 0 | 0 | 80 |
| 04/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/07/2020 | 91 | 0 | 0 | 0 | 0 | 0 | 0 | 91 |
| 07/07/2020 | 101 | 0 | 0 | 0 | 0 | 0 | 0 | 101 |
| 08/07/2020 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 09/07/2020 | 123 | 0 | 0 | 0 | 0 | 0 | 0 | 123 |
| 10/07/2020 | 98 | 0 | 0 | 0 | 0 | 0 | 0 | 98 |
| 11/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/07/2020 | 118 | 0 | 0 | 0 | 0 | 0 | 0 | 118 |
| 14/07/2020 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 113 |
| 15/07/2020 | 94 | 0 | 0 | 0 | 0 | 0 | 0 | 94 |
| 16/07/2020 | 112 | 0 | 0 | 0 | 0 | 0 | 0 | 112 |
| 17/07/2020 | 80 | 0 | 0 | 0 | 0 | 0 | 0 | 80 |
| 18/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/07/2020 | 128 | 0 | 0 | 0 | 0 | 0 | 0 | 128 |
| 21/07/2020 | 120 | 0 | 0 | 0 | 0 | 0 | 0 | 120 |
| 22/07/2020 | 128 | 0 | 0 | 0 | 0 | 0 | 0 | 128 |
| 23/07/2020 | 103 | 0 | 0 | 0 | 0 | 0 | 0 | 103 |
| 24/07/2020 | 104 | 0 | 0 | 0 | 0 | 0 | 0 | 104 |
| 25/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/07/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/07/2020 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 28/07/2020 | 114 | 0 | 0 | 0 | 0 | 0 | 0 | 114 |
| 29/07/2020 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 84 |
| 30/07/2020 | 94 | 0 | 0 | 0 | 0 | 0 | 0 | 94 |
| 31/07/2020 | 73 | 0 | 0 | 0 | 0 | 0 | 0 | 73 |
| 01/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/08/2020 | 88 | 0 | 0 | 0 | 0 | 0 | 0 | 88 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|--------------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 04/08/2020 | 99 | 0 | 0 | 0 | 0 | 0 | 0 | 99 |
| 05/08/2020 | 74 | 0 | 0 | 0 | 0 | 0 | 0 | 74 |
| 06/08/2020 | 93 | 0 | 0 | 0 | 0 | 0 | 0 | 93 |
| 07/08/2020 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 08/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/08/2020 | 74 | 0 | 0 | 0 | 0 | 0 | 0 | 74 |
| 11/08/2020 | 85 | 0 | 0 | 0 | 0 | 0 | 0 | 85 |
| 12/08/2020 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 13/08/2020 | 58 | 0 | 0 | 0 | 0 | 0 | 0 | 58 |
| 14/08/2020 | 42 | 0 | 0 | 0 | 0 | 0 | 0 | 42 |
| 15/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/08/2020 | 59 | 0 | 0 | 0 | 0 | 0 | 0 | 59 |
| 18/08/2020 | 62 | 0 | 0 | 0 | 0 | 0 | 0 | 62 |
| 19/08/2020 | 52 | 0 | 0 | 0 | 0 | 0 | 0 | 52 |
| 20/08/2020 | 60 | 0 | 0 | 0 | 0 | 0 | 0 | 60 |
| 21/08/2020 | 51 | 0 | 0 | 0 | 0 | 0 | 0 | 51 |
| 22/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/08/2020 | 69 | 0 | 0 | 0 | 0 | 0 | 0 | 69 |
| 25/08/2020 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 26/08/2020 | 78 | 0 | 0 | 0 | 0 | 0 | 0 | 78 |
| 27/08/2020 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 28/08/2020 | 68 | 0 | 0 | 0 | 0 | 0 | 0 | 68 |
| 29/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/08/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31/08/2020 | 116 | 0 | 0 | 0 | 0 | 0 | 0 | 116 |
| 01/09/2020 | 111 | 0 | 0 | 0 | 0 | 0 | 0 | 111 |
| 02/09/2020 | 96 | 0 | 0 | 0 | 0 | 0 | 0 | 96 |
| 03/09/2020 | 82 | 0 | 0 | 0 | 0 | 0 | 0 | 82 |
| 04/09/2020 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 05/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/09/2020 | 98 | 0 | 0 | 0 | 0 | 0 | 0 | 98 |
| 08/09/2020 | 104 | 0 | 0 | 0 | 0 | 0 | 0 | 104 |
| 09/09/2020 | 88 | 0 | 0 | 0 | 0 | 0 | 0 | 88 |
| 10/09/2020 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 113 |
| 11/09/2020 | 54 | 0 | 0 | 0 | 0 | 0 | 0 | 54 |
| 12/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/09/2020 | 68 | 0 | 0 | 0 | 0 | 0 | 0 | 68 |
| 15/09/2020 | 86 | 0 | 0 | 0 | 0 | 0 | 0 | 86 |
| 16/09/2020 | 98 | 0 | 0 | 0 | 0 | 0 | 0 | 98 |
| 17/09/2020 | 98 | 0 | 0 | 0 | 0 | 0 | 0 | 98 |
| 18/09/2020 | 92 | 0 | 0 | 0 | 0 | 0 | 0 | 92 |
| 19/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/09/2020 | 92 | 0 | 0 | 0 | 0 | 0 | 0 | 92 |
| 22/09/2020 | 94 | 0 | 0 | 0 | 0 | 0 | 0 | 94 |
| 23/09/2020 | 79 | 0 | 0 | 0 | 0 | 0 | 0 | 79 |
| 24/09/2020 | 107 | 0 | 0 | 0 | 0 | 0 | 0 | 107 |
| 25/09/2020 | 68 | 0 | 0 | 0 | 0 | 0 | 0 | 68 |
| 26/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/09/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/09/2020 | 85 | 0 | 0 | 0 | 0 | 0 | 0 | 85 |
| 29/09/2020 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |
| 30/09/2020 | 93 | 0 | 0 | 0 | 0 | 0 | 0 | 93 |
| 01/10/2020 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 02/10/2020 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 03/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/10/2020 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|--------------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | H=A+F+G |
| 06/10/2020 | 94 | 0 | 0 | 0 | 0 | 0 | 0 | 94 |
| 07/10/2020 | 87 | 0 | 0 | 0 | 0 | 0 | 0 | 87 |
| 08/10/2020 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |
| 09/10/2020 | 60 | 0 | 0 | 0 | 0 | 0 | 0 | 60 |
| 10/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/10/2020 | 114 | 0 | 0 | 0 | 0 | 0 | 0 | 114 |
| 13/10/2020 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 84 |
| 14/10/2020 | 91 | 0 | 0 | 0 | 0 | 0 | 0 | 91 |
| 15/10/2020 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 113 |
| 16/10/2020 | 109 | 0 | 0 | 0 | 0 | 0 | 0 | 109 |
| 17/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/10/2020 | 167 | 0 | 0 | 0 | 0 | 0 | 0 | 167 |
| 20/10/2020 | 148 | 0 | 0 | 0 | 0 | 0 | 0 | 148 |
| 21/10/2020 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 22/10/2020 | 123 | 0 | 0 | 0 | 0 | 0 | 0 | 123 |
| 23/10/2020 | 82 | 0 | 0 | 0 | 0 | 0 | 0 | 82 |
| 24/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/10/2020 | 107 | 0 | 0 | 0 | 0 | 0 | 0 | 107 |
| 27/10/2020 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 28/10/2020 | 79 | 0 | 0 | 0 | 0 | 0 | 0 | 79 |
| 29/10/2020 | 71 | 0 | 0 | 0 | 0 | 0 | 0 | 71 |
| 30/10/2020 | 58 | 0 | 0 | 0 | 0 | 0 | 0 | 58 |
| 31/10/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/11/2020 | 61 | 0 | 0 | 0 | 0 | 0 | 0 | 61 |
| 03/11/2020 | 60 | 0 | 0 | 0 | 0 | 0 | 0 | 60 |
| 04/11/2020 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 05/11/2020 | 71 | 0 | 0 | 0 | 0 | 0 | 0 | 71 |
| 06/11/2020 | 68 | 0 | 0 | 0 | 0 | 0 | 0 | 68 |
| 07/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/11/2020 | 88 | 0 | 0 | 0 | 0 | 0 | 0 | 88 |
| 10/11/2020 | 83 | 0 | 0 | 0 | 0 | 0 | 0 | 83 |
| 11/11/2020 | 78 | 0 | 0 | 0 | 0 | 0 | 0 | 78 |
| 12/11/2020 | 86 | 0 | 0 | 0 | 0 | 0 | 0 | 86 |
| 13/11/2020 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |
| 14/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/11/2020 | 88 | 0 | 0 | 0 | 0 | 0 | 0 | 88 |
| 17/11/2020 | 65 | 0 | 0 | 0 | 0 | 0 | 0 | 65 |
| 18/11/2020 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 84 |
| 19/11/2020 | 73 | 0 | 0 | 0 | 0 | 0 | 0 | 73 |
| 20/11/2020 | 78 | 0 | 0 | 0 | 0 | 0 | 0 | 78 |
| 21/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/11/2020 | 110 | 0 | 0 | 0 | 0 | 0 | 0 | 110 |
| 24/11/2020 | 92 | 0 | 0 | 0 | 0 | 0 | 0 | 92 |
| 25/11/2020 | 67 | 0 | 0 | 0 | 0 | 0 | 0 | 67 |
| 26/11/2020 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 27/11/2020 | 61 | 0 | 0 | 0 | 0 | 0 | 0 | 61 |
| 28/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/11/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/11/2020 | 90 | 0 | 0 | 0 | 0 | 0 | 0 | 90 |
| 01/12/2020 | 115 | 0 | 0 | 0 | 0 | 0 | 0 | 115 |
| 02/12/2020 | 102 | 0 | 0 | 0 | 0 | 0 | 0 | 102 |
| 03/12/2020 | 120 | 0 | 0 | 0 | 0 | 0 | 0 | 120 |
| 04/12/2020 | 91 | 0 | 0 | 0 | 0 | 0 | 0 | 91 |
| 05/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/12/2020 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|--------------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 08/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/12/2020 | 107 | 0 | 0 | 0 | 0 | 0 | 0 | 107 |
| 10/12/2020 | 96 | 0 | 0 | 0 | 0 | 0 | 0 | 96 |
| 11/12/2020 | 71 | 0 | 0 | 0 | 0 | 0 | 0 | 71 |
| 12/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/12/2020 | 96 | 0 | 0 | 0 | 0 | 0 | 0 | 96 |
| 15/12/2020 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 16/12/2020 | 103 | 0 | 0 | 0 | 0 | 0 | 0 | 103 |
| 17/12/2020 | 82 | 0 | 0 | 0 | 0 | 0 | 0 | 82 |
| 18/12/2020 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 76 |
| 19/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/12/2020 | 94 | 0 | 0 | 0 | 0 | 0 | 0 | 94 |
| 22/12/2020 | 104 | 0 | 0 | 0 | 0 | 0 | 0 | 104 |
| 23/12/2020 | 79 | 0 | 0 | 0 | 0 | 0 | 0 | 79 |
| 24/12/2020 | 24 | 0 | 0 | 0 | 0 | 0 | 0 | 24 |
| 25/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/12/2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/12/2020 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 76 |
| 29/12/2020 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 30/12/2020 | 85 | 0 | 0 | 0 | 0 | 0 | 0 | 85 |
| 31/12/2020 | 40 | 0 | 0 | 0 | 0 | 0 | 0 | 40 |

Tabella 44 – Volumi Contatti telefonici e asincroni 2020 - Dettaglio mensile

| 2020 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|--------------------|--------------------------------------|----------|----------|----------|----------|---------------------|--------------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Mesi/Totale | 21.105 | 0 | 0 | 0 | 0 | 0 | 0 | 21.105 |
| Gennaio | 1.690 | 0 | 0 | 0 | 0 | 0 | 0 | 1.690 |
| Febbraio | 1.924 | 0 | 0 | 0 | 0 | 0 | 0 | 1.924 |
| Marzo | 1.461 | 0 | 0 | 0 | 0 | 0 | 0 | 1.461 |
| Aprile | 1.376 | 0 | 0 | 0 | 0 | 0 | 0 | 1.376 |
| Maggio | 1.523 | 0 | 0 | 0 | 0 | 0 | 0 | 1.523 |
| Giugno | 1.694 | 0 | 0 | 0 | 0 | 0 | 0 | 1.694 |
| Luglio | 2.304 | 0 | 0 | 0 | 0 | 0 | 0 | 2.304 |
| Agosto | 1.568 | 0 | 0 | 0 | 0 | 0 | 0 | 1.568 |
| Settembre | 1.978 | 0 | 0 | 0 | 0 | 0 | 0 | 1.978 |
| Ottobre | 2.112 | 0 | 0 | 0 | 0 | 0 | 0 | 2.112 |
| Novembre | 1.679 | 0 | 0 | 0 | 0 | 0 | 0 | 1.679 |
| Dicembre | 1.796 | 0 | 0 | 0 | 0 | 0 | 0 | 1.796 |

Tabella 45 – Volumi Contatti telefonici 2020 - Giorno della settimana

| Giorno | Chiamate risposte da operatore | % |
|---------------|---|---------------|
| lunedì | 4.436 | 21,0% |
| martedì | 4.428 | 21,0% |
| mercoledì | 4.460 | 21,1% |
| giovedì | 4.252 | 20,1% |
| venerdì | 3.529 | 16,7% |
| Totale | 21.105 | 100,0% |

5. VOLUMI 2021

Di seguito sono riportati i dati del 2021 dei volumi relativi al CCM ADER Complessivo, al CCM Contribuenti e al CCM Enti.

5.1 CCM ADER COMPLESSIVO

I volumi relativi al CCM ADER Complessivo per il 2021 sono riportati nelle seguenti tabelle.

Tabella 46 – Volumi Chiamate Entranti, IVR, Risposte, Abbandonate e Tempo medio – 2021

| Periodo | Chiamate entranti al Contact Center | Chiamate gestite in IVR | | Chiamate distribuite da IVR verso code | | Proposte di Call Back | | Chiamate distribuite verso Operatore | | Chiamate abbandonate in coda Operatore | | Chiamate abbandonate in coda + Proposte di Call Back (P+N)/M | Chiamate risposte Operatore | | Chiamate risposte Operatore su Entranti | Tempo medio di gestione (tempo di conversazione + ACW) |
|---------|-------------------------------------|-------------------------|---------|--|---------|-----------------------|---------|--------------------------------------|---------|--|---------|--|-----------------------------|---------|---|--|
| | I | L | | M | | N | | O | | P | | | A | | A/I | |
| | # | # | % (L/I) | # | % (M/I) | # | % (N/M) | # | % (O/M) | # | % (P/O) | % | # | % (A/O) | % | # |
| 2021 | 1.154.974 | 623.259 | 59,36% | 531.715 | 46,04% | 4.848 | 0,91% | 526.867 | 99,09% | 34.444 | 6,54% | 7,39% | 492.421 | 93,46% | 40,32% | 208 |

Tabella 47 – Volumi Contatti telefonici inbound per fascia oraria 2021 - Dettaglio Mensile

| Fascia Oraria | Chiamate risposte da Operatore 2021 | | | | | | | | | | | | |
|-----------------|-------------------------------------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|---------|
| | Gennaio | Febbraio | Marzo | Aprile | Maggio | Giugno | Luglio | Agosto | Settembre | Ottobre | Novembre | Dicembre | Totale |
| 08.00 - 09.00 | 1.799 | 2.287 | 2.967 | 1.577 | 1.984 | 1.482 | 1.610 | 1.239 | 2.482 | 2.780 | 3.897 | 4.306 | 28.410 |
| 09.00 - 10.00 | 5.521 | 6.479 | 7.547 | 4.350 | 4.843 | 3.677 | 4.462 | 3.307 | 6.437 | 7.902 | 10.161 | 6.886 | 71.572 |
| 10.00 - 11.00 | 6.676 | 7.438 | 8.204 | 5.311 | 5.798 | 4.373 | 5.334 | 3.798 | 7.572 | 9.275 | 11.976 | 6.225 | 81.980 |
| 11.00 - 12.00 | 6.310 | 7.248 | 7.868 | 5.132 | 5.335 | 4.252 | 5.037 | 3.813 | 7.424 | 9.633 | 11.833 | 6.129 | 80.014 |
| 12.00 - 13.00 | 5.180 | 5.706 | 6.110 | 3.969 | 4.242 | 3.240 | 3.987 | 2.930 | 5.916 | 7.981 | 10.041 | 4.690 | 63.992 |
| 13.00 - 14.00 | 2.909 | 3.243 | 3.480 | 2.014 | 2.507 | 1.810 | 2.197 | 1.562 | 3.497 | 4.487 | 6.057 | 3.542 | 37.305 |
| 14.00 - 15.00 | 2.644 | 2.900 | 3.153 | 1.978 | 2.084 | 1.518 | 1.942 | 1.321 | 3.125 | 3.992 | 5.334 | 3.563 | 33.554 |
| 15.00 - 16.00 | 2.707 | 3.192 | 3.235 | 2.056 | 2.258 | 1.681 | 2.114 | 1.421 | 3.338 | 4.269 | 5.675 | 3.361 | 35.307 |
| 16.00 - 17.00 | 2.434 | 3.090 | 3.095 | 2.054 | 2.147 | 1.605 | 2.044 | 1.589 | 3.323 | 4.117 | 5.186 | 2.974 | 33.658 |
| 17.00 - 18.00 | 1.946 | 2.340 | 2.409 | 1.535 | 1.711 | 1.343 | 1.667 | 1.180 | 2.586 | 3.261 | 3.810 | 1.978 | 25.766 |
| 18.00 - 19.00* | 66 | 66 | 81 | 59 | 50 | 48 | 62 | 49 | 102 | 118 | 162 | 0 | 863 |
| Totale per mese | 38.192 | 43.989 | 48.149 | 30.035 | 32.959 | 25.029 | 30.456 | 22.209 | 45.802 | 57.815 | 74.132 | 43.654 | 492.421 |

Tabella 48 – Volumi Contatti telefonici e asincroni 2021 - Dettaglio Giornaliero

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|---------------|--------------------------------|---------|-----|---------|--------|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 492.421 | 113.680 | 197 | 128.388 | 97.167 | 339.432 | 0 | 831.853 |
| 01/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/01/2021 | 1.822 | 410 | 0 | 132 | 255 | 797 | 0 | 2.619 |
| 05/01/2021 | 1.350 | 499 | 2 | 314 | 202 | 1.017 | 0 | 2.367 |
| 06/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/01/2021 | 1.833 | 548 | 0 | 381 | 260 | 1.189 | 0 | 3.022 |
| 08/01/2021 | 1.592 | 685 | 0 | 239 | 361 | 1.285 | 0 | 2.877 |
| 09/01/2021 | 0 | 28 | 0 | 0 | 7 | 35 | 0 | 35 |
| 10/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/01/2021 | 2.332 | 513 | 3 | 260 | 275 | 1.051 | 0 | 3.383 |
| 12/01/2021 | 2.113 | 247 | 0 | 91 | 144 | 482 | 0 | 2.595 |
| 13/01/2021 | 2.200 | 773 | 2 | 544 | 459 | 1.778 | 0 | 3.978 |
| 14/01/2021 | 2.222 | 762 | 0 | 281 | 336 | 1.379 | 0 | 3.601 |
| 15/01/2021 | 1.835 | 424 | 0 | 179 | 274 | 877 | 0 | 2.712 |
| 16/01/2021 | 0 | 28 | 0 | 30 | 35 | 93 | 0 | 93 |
| 17/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/01/2021 | 2.256 | 782 | 1 | 210 | 379 | 1.372 | 0 | 3.628 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 19/01/2021 | 2.182 | 739 | 0 | 180 | 387 | 1.306 | 0 | 3.488 |
| 20/01/2021 | 2.161 | 636 | 1 | 257 | 338 | 1.232 | 0 | 3.393 |
| 21/01/2021 | 2.102 | 531 | 1 | 194 | 242 | 968 | 0 | 3.070 |
| 22/01/2021 | 1.822 | 668 | 1 | 310 | 360 | 1.339 | 0 | 3.161 |
| 23/01/2021 | 0 | 52 | 0 | 0 | 38 | 90 | 0 | 90 |
| 24/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/01/2021 | 2.520 | 610 | 2 | 241 | 328 | 1.181 | 0 | 3.701 |
| 26/01/2021 | 2.186 | 725 | 0 | 279 | 376 | 1.380 | 0 | 3.566 |
| 27/01/2021 | 1.990 | 575 | 3 | 290 | 332 | 1.200 | 0 | 3.190 |
| 28/01/2021 | 1.903 | 413 | 2 | 122 | 197 | 734 | 0 | 2.637 |
| 29/01/2021 | 1.771 | 625 | 4 | 256 | 325 | 1.210 | 0 | 2.981 |
| 30/01/2021 | 0 | 32 | 0 | 39 | 22 | 93 | 0 | 93 |
| 31/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/02/2021 | 2.276 | 203 | 0 | 171 | 175 | 549 | 0 | 2.825 |
| 02/02/2021 | 1.971 | 851 | 0 | 431 | 432 | 1.714 | 0 | 3.685 |
| 03/02/2021 | 1.865 | 784 | 0 | 473 | 418 | 1.675 | 0 | 3.540 |
| 04/02/2021 | 2.001 | 574 | 0 | 308 | 358 | 1.240 | 0 | 3.241 |
| 05/02/2021 | 1.728 | 590 | 1 | 274 | 305 | 1.170 | 0 | 2.898 |
| 06/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/02/2021 | 2.473 | 691 | 0 | 206 | 417 | 1.314 | 0 | 3.787 |
| 09/02/2021 | 2.149 | 632 | 1 | 350 | 289 | 1.272 | 0 | 3.421 |
| 10/02/2021 | 2.081 | 589 | 0 | 244 | 331 | 1.164 | 0 | 3.245 |
| 11/02/2021 | 1.900 | 509 | 1 | 268 | 255 | 1.033 | 0 | 2.933 |
| 12/02/2021 | 1.771 | 223 | 0 | 155 | 218 | 596 | 0 | 2.367 |
| 13/02/2021 | 0 | 86 | 0 | 7 | 0 | 93 | 0 | 93 |
| 14/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/02/2021 | 2.130 | 738 | 5 | 251 | 316 | 1.310 | 0 | 3.440 |
| 16/02/2021 | 1.999 | 649 | 4 | 246 | 497 | 1.396 | 0 | 3.395 |
| 17/02/2021 | 2.052 | 782 | 2 | 271 | 361 | 1.416 | 0 | 3.468 |
| 18/02/2021 | 2.132 | 595 | 0 | 176 | 334 | 1.105 | 0 | 3.237 |
| 19/02/2021 | 1.803 | 533 | 1 | 213 | 322 | 1.069 | 0 | 2.872 |
| 20/02/2021 | 0 | 18 | 0 | 48 | 30 | 96 | 0 | 96 |
| 21/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/02/2021 | 2.657 | 701 | 2 | 313 | 358 | 1.374 | 0 | 4.031 |
| 23/02/2021 | 2.540 | 368 | 0 | 207 | 211 | 786 | 0 | 3.326 |
| 24/02/2021 | 2.627 | 550 | 2 | 170 | 338 | 1.060 | 0 | 3.687 |
| 25/02/2021 | 2.773 | 395 | 2 | 312 | 168 | 877 | 0 | 3.650 |
| 26/02/2021 | 3.061 | 452 | 0 | 351 | 307 | 1.110 | 0 | 4.171 |
| 27/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/03/2021 | 5.143 | 619 | 0 | 376 | 332 | 1.327 | 0 | 6.470 |
| 02/03/2021 | 2.524 | 859 | 0 | 558 | 519 | 1.936 | 0 | 4.460 |
| 03/03/2021 | 2.207 | 701 | 2 | 698 | 383 | 1.784 | 0 | 3.991 |
| 04/03/2021 | 1.933 | 697 | 0 | 870 | 406 | 1.973 | 0 | 3.906 |
| 05/03/2021 | 1.680 | 669 | 0 | 719 | 367 | 1.755 | 0 | 3.435 |
| 06/03/2021 | 0 | 60 | 0 | 39 | 48 | 147 | 0 | 147 |
| 07/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/03/2021 | 2.341 | 764 | 0 | 163 | 330 | 1.257 | 0 | 3.598 |
| 09/03/2021 | 1.775 | 735 | 0 | 617 | 319 | 1.671 | 0 | 3.446 |
| 10/03/2021 | 1.721 | 466 | 0 | 524 | 228 | 1.218 | 0 | 2.939 |
| 11/03/2021 | 1.690 | 698 | 1 | 443 | 330 | 1.472 | 0 | 3.162 |
| 12/03/2021 | 1.502 | 523 | 0 | 532 | 316 | 1.371 | 0 | 2.873 |
| 13/03/2021 | 0 | 32 | 0 | 69 | 21 | 122 | 0 | 122 |
| 14/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/03/2021 | 2.043 | 698 | 6 | 848 | 280 | 1.832 | 0 | 3.875 |
| 16/03/2021 | 1.781 | 584 | 3 | 769 | 336 | 1.692 | 0 | 3.473 |
| 17/03/2021 | 1.770 | 727 | 3 | 737 | 389 | 1.856 | 0 | 3.626 |
| 18/03/2021 | 1.721 | 649 | 0 | 676 | 300 | 1.625 | 0 | 3.346 |
| 19/03/2021 | 1.558 | 542 | 0 | 626 | 323 | 1.491 | 0 | 3.049 |
| 20/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/03/2021 | 2.917 | 590 | 2 | 170 | 378 | 1.140 | 0 | 4.057 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 23/03/2021 | 2.302 | 869 | 3 | 680 | 432 | 1.984 | 0 | 4.286 |
| 24/03/2021 | 2.208 | 491 | 0 | 773 | 269 | 1.533 | 0 | 3.741 |
| 25/03/2021 | 1.912 | 614 | 0 | 838 | 322 | 1.774 | 0 | 3.686 |
| 26/03/2021 | 1.645 | 479 | 0 | 758 | 298 | 1.535 | 0 | 3.180 |
| 27/03/2021 | 0 | 39 | 1 | 0 | 28 | 68 | 0 | 68 |
| 28/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/03/2021 | 2.138 | 594 | 0 | 452 | 405 | 1.451 | 0 | 3.589 |
| 30/03/2021 | 1.914 | 779 | 0 | 666 | 394 | 1.839 | 0 | 3.753 |
| 31/03/2021 | 1.724 | 492 | 0 | 711 | 262 | 1.465 | 0 | 3.189 |
| 01/04/2021 | 1.179 | 499 | 0 | 546 | 224 | 1.269 | 0 | 2.448 |
| 02/04/2021 | 866 | 373 | 0 | 604 | 234 | 1.211 | 0 | 2.077 |
| 03/04/2021 | 0 | 27 | 0 | 5 | 33 | 65 | 0 | 65 |
| 04/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/04/2021 | 1.441 | 411 | 0 | 561 | 298 | 1.270 | 0 | 2.711 |
| 07/04/2021 | 1.589 | 510 | 0 | 670 | 311 | 1.491 | 0 | 3.080 |
| 08/04/2021 | 1.581 | 395 | 0 | 431 | 360 | 1.186 | 0 | 2.767 |
| 09/04/2021 | 1.284 | 462 | 0 | 439 | 324 | 1.225 | 0 | 2.509 |
| 10/04/2021 | 0 | 67 | 0 | 19 | 82 | 168 | 0 | 168 |
| 11/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/04/2021 | 1.667 | 583 | 0 | 440 | 340 | 1.363 | 0 | 3.030 |
| 13/04/2021 | 1.539 | 513 | 3 | 677 | 567 | 1.760 | 0 | 3.299 |
| 14/04/2021 | 1.447 | 404 | 2 | 656 | 365 | 1.427 | 0 | 2.874 |
| 15/04/2021 | 1.366 | 240 | 0 | 436 | 196 | 872 | 0 | 2.238 |
| 16/04/2021 | 1.209 | 549 | 0 | 485 | 503 | 1.537 | 0 | 2.746 |
| 17/04/2021 | 0 | 22 | 0 | 90 | 35 | 147 | 0 | 147 |
| 18/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/04/2021 | 1.650 | 420 | 7 | 306 | 390 | 1.123 | 0 | 2.773 |
| 20/04/2021 | 1.576 | 358 | 2 | 610 | 326 | 1.296 | 0 | 2.872 |
| 21/04/2021 | 1.471 | 420 | 2 | 508 | 417 | 1.347 | 0 | 2.818 |
| 22/04/2021 | 1.475 | 382 | 3 | 376 | 370 | 1.131 | 0 | 2.606 |
| 23/04/2021 | 1.252 | 338 | 1 | 490 | 333 | 1.162 | 0 | 2.414 |
| 24/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/04/2021 | 1.642 | 577 | 0 | 506 | 466 | 1.549 | 0 | 3.191 |
| 27/04/2021 | 1.620 | 371 | 0 | 616 | 312 | 1.299 | 0 | 2.919 |
| 28/04/2021 | 1.543 | 480 | 0 | 518 | 436 | 1.434 | 0 | 2.977 |
| 29/04/2021 | 1.408 | 401 | 0 | 540 | 284 | 1.225 | 0 | 2.633 |
| 30/04/2021 | 1.230 | 330 | 0 | 498 | 312 | 1.140 | 0 | 2.370 |
| 01/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/05/2021 | 1.552 | 415 | 0 | 568 | 385 | 1.368 | 0 | 2.920 |
| 04/05/2021 | 1.502 | 452 | 0 | 470 | 291 | 1.213 | 0 | 2.715 |
| 05/05/2021 | 1.518 | 475 | 0 | 417 | 423 | 1.315 | 0 | 2.833 |
| 06/05/2021 | 1.379 | 472 | 0 | 462 | 152 | 1.086 | 0 | 2.465 |
| 07/05/2021 | 1.167 | 440 | 0 | 534 | 264 | 1.238 | 0 | 2.405 |
| 08/05/2021 | 0 | 27 | 0 | 1 | 36 | 64 | 0 | 64 |
| 09/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/05/2021 | 1.650 | 358 | 0 | 355 | 328 | 1.041 | 0 | 2.691 |
| 11/05/2021 | 1.603 | 601 | 0 | 405 | 266 | 1.272 | 0 | 2.875 |
| 12/05/2021 | 1.727 | 384 | 0 | 335 | 239 | 958 | 0 | 2.685 |
| 13/05/2021 | 1.699 | 496 | 0 | 525 | 242 | 1.263 | 0 | 2.962 |
| 14/05/2021 | 1.664 | 252 | 0 | 188 | 336 | 776 | 0 | 2.440 |
| 15/05/2021 | 0 | 95 | 0 | 110 | 42 | 247 | 0 | 247 |
| 16/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/05/2021 | 1.771 | 587 | 0 | 559 | 221 | 1.367 | 0 | 3.138 |
| 18/05/2021 | 1.639 | 519 | 0 | 908 | 472 | 1.899 | 0 | 3.538 |
| 19/05/2021 | 1.724 | 441 | 2 | 918 | 336 | 1.697 | 0 | 3.421 |
| 20/05/2021 | 1.535 | 329 | 0 | 882 | 238 | 1.449 | 0 | 2.984 |
| 21/05/2021 | 1.301 | 425 | 2 | 714 | 459 | 1.600 | 0 | 2.901 |
| 22/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/05/2021 | 1.807 | 403 | 1 | 569 | 364 | 1.337 | 0 | 3.144 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 25/05/2021 | 1.637 | 505 | 0 | 594 | 472 | 1.571 | 0 | 3.208 |
| 26/05/2021 | 1.517 | 306 | 0 | 731 | 393 | 1.430 | 0 | 2.947 |
| 27/05/2021 | 1.536 | 201 | 2 | 611 | 238 | 1.052 | 0 | 2.588 |
| 28/05/2021 | 1.242 | 252 | 0 | 614 | 331 | 1.197 | 0 | 2.439 |
| 29/05/2021 | 0 | 10 | 0 | 0 | 30 | 40 | 0 | 40 |
| 30/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31/05/2021 | 1.789 | 311 | 0 | 661 | 301 | 1.273 | 0 | 3.062 |
| 01/06/2021 | 1.225 | 333 | 1 | 795 | 367 | 1.496 | 0 | 2.721 |
| 02/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/06/2021 | 1.315 | 485 | 3 | 623 | 190 | 1.301 | 0 | 2.616 |
| 04/06/2021 | 1.024 | 417 | 2 | 623 | 341 | 1.383 | 0 | 2.407 |
| 05/06/2021 | 0 | 68 | 0 | 94 | 74 | 236 | 0 | 236 |
| 06/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/06/2021 | 1.412 | 351 | 0 | 513 | 481 | 1.345 | 0 | 2.757 |
| 08/06/2021 | 1.371 | 387 | 0 | 582 | 357 | 1.326 | 0 | 2.697 |
| 09/06/2021 | 1.335 | 407 | 2 | 669 | 348 | 1.426 | 0 | 2.761 |
| 10/06/2021 | 1.216 | 331 | 0 | 424 | 347 | 1.102 | 0 | 2.318 |
| 11/06/2021 | 983 | 380 | 0 | 615 | 375 | 1.370 | 0 | 2.353 |
| 12/06/2021 | 0 | 21 | 1 | 5 | 0 | 27 | 0 | 27 |
| 13/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/06/2021 | 1.398 | 312 | 0 | 745 | 328 | 1.385 | 0 | 2.783 |
| 15/06/2021 | 1.161 | 341 | 0 | 533 | 326 | 1.200 | 0 | 2.361 |
| 16/06/2021 | 1.156 | 676 | 7 | 500 | 292 | 1.475 | 0 | 2.631 |
| 17/06/2021 | 1.160 | 202 | 0 | 543 | 242 | 987 | 0 | 2.147 |
| 18/06/2021 | 1.022 | 265 | 0 | 405 | 254 | 924 | 0 | 1.946 |
| 19/06/2021 | 0 | 84 | 0 | 99 | 23 | 206 | 0 | 206 |
| 20/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/06/2021 | 1.319 | 590 | 0 | 554 | 554 | 1.698 | 0 | 3.017 |
| 22/06/2021 | 1.266 | 394 | 0 | 516 | 336 | 1.246 | 0 | 2.512 |
| 23/06/2021 | 1.166 | 319 | 1 | 632 | 302 | 1.254 | 0 | 2.420 |
| 24/06/2021 | 1.006 | 270 | 0 | 573 | 166 | 1.009 | 0 | 2.015 |
| 25/06/2021 | 867 | 304 | 0 | 270 | 288 | 862 | 0 | 1.729 |
| 26/06/2021 | 0 | 0 | 0 | 16 | 0 | 16 | 0 | 16 |
| 27/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/06/2021 | 1.247 | 258 | 1 | 610 | 345 | 1.214 | 0 | 2.461 |
| 29/06/2021 | 1.086 | 362 | 2 | 437 | 324 | 1.125 | 0 | 2.211 |
| 30/06/2021 | 1.294 | 268 | 0 | 462 | 279 | 1.009 | 0 | 2.303 |
| 01/07/2021 | 1.172 | 267 | 0 | 545 | 267 | 1.079 | 0 | 2.251 |
| 02/07/2021 | 917 | 373 | 1 | 440 | 384 | 1.198 | 0 | 2.115 |
| 03/07/2021 | 0 | 13 | 0 | 27 | 31 | 71 | 0 | 71 |
| 04/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/07/2021 | 1.576 | 102 | 0 | 461 | 201 | 764 | 0 | 2.340 |
| 06/07/2021 | 1.583 | 385 | 0 | 460 | 403 | 1.248 | 0 | 2.831 |
| 07/07/2021 | 1.182 | 367 | 0 | 401 | 290 | 1.058 | 0 | 2.240 |
| 08/07/2021 | 1.188 | 285 | 0 | 532 | 394 | 1.211 | 0 | 2.399 |
| 09/07/2021 | 1.082 | 216 | 0 | 548 | 300 | 1.064 | 0 | 2.146 |
| 10/07/2021 | 0 | 49 | 0 | 24 | 9 | 82 | 0 | 82 |
| 11/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/07/2021 | 1.168 | 318 | 1 | 464 | 377 | 1.160 | 0 | 2.328 |
| 13/07/2021 | 1.246 | 121 | 0 | 511 | 145 | 777 | 0 | 2.023 |
| 14/07/2021 | 1.373 | 312 | 0 | 486 | 391 | 1.189 | 0 | 2.562 |
| 15/07/2021 | 1.270 | 222 | 2 | 230 | 283 | 737 | 0 | 2.007 |
| 16/07/2021 | 1.104 | 332 | 0 | 806 | 460 | 1.598 | 0 | 2.702 |
| 17/07/2021 | 0 | 11 | 0 | 60 | 34 | 105 | 0 | 105 |
| 18/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/07/2021 | 1.513 | 439 | 0 | 362 | 382 | 1.183 | 0 | 2.696 |
| 20/07/2021 | 1.436 | 468 | 0 | 351 | 423 | 1.242 | 0 | 2.678 |
| 21/07/2021 | 1.421 | 211 | 2 | 436 | 340 | 989 | 0 | 2.410 |
| 22/07/2021 | 1.386 | 252 | 4 | 464 | 448 | 1.168 | 0 | 2.554 |
| 23/07/2021 | 1.455 | 192 | 0 | 527 | 304 | 1.023 | 0 | 2.478 |
| 24/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/07/2021 | 1.908 | 226 | 6 | 422 | 328 | 982 | 0 | 2.890 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-----|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 27/07/2021 | 1.698 | 218 | 0 | 418 | 321 | 957 | 0 | 2.655 |
| 28/07/2021 | 1.593 | 323 | 1 | 448 | 496 | 1.268 | 0 | 2.861 |
| 29/07/2021 | 1.656 | 299 | 0 | 378 | 410 | 1.087 | 0 | 2.743 |
| 30/07/2021 | 1.529 | 153 | 1 | 378 | 231 | 763 | 0 | 2.292 |
| 31/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/08/2021 | 1.677 | 268 | 0 | 362 | 401 | 1.031 | 0 | 2.708 |
| 03/08/2021 | 1.285 | 204 | 0 | 236 | 296 | 736 | 0 | 2.021 |
| 04/08/2021 | 1.263 | 217 | 0 | 333 | 312 | 862 | 0 | 2.125 |
| 05/08/2021 | 1.142 | 227 | 0 | 482 | 394 | 1.103 | 0 | 2.245 |
| 06/08/2021 | 985 | 99 | 0 | 161 | 245 | 505 | 0 | 1.490 |
| 07/08/2021 | 0 | 12 | 0 | 0 | 18 | 30 | 0 | 30 |
| 08/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/08/2021 | 1.448 | 153 | 0 | 211 | 229 | 593 | 0 | 2.041 |
| 10/08/2021 | 929 | 131 | 0 | 282 | 178 | 591 | 0 | 1.520 |
| 11/08/2021 | 850 | 133 | 0 | 223 | 171 | 527 | 0 | 1.377 |
| 12/08/2021 | 643 | 113 | 0 | 168 | 163 | 444 | 0 | 1.087 |
| 13/08/2021 | 475 | 87 | 1 | 101 | 116 | 305 | 0 | 780 |
| 14/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/08/2021 | 602 | 96 | 0 | 125 | 169 | 390 | 0 | 992 |
| 17/08/2021 | 517 | 66 | 0 | 77 | 101 | 244 | 0 | 761 |
| 18/08/2021 | 528 | 61 | 0 | 64 | 86 | 211 | 0 | 739 |
| 19/08/2021 | 844 | 44 | 0 | 53 | 60 | 157 | 0 | 1.001 |
| 20/08/2021 | 698 | 91 | 0 | 112 | 141 | 344 | 0 | 1.042 |
| 21/08/2021 | 0 | 13 | 0 | 0 | 39 | 52 | 0 | 52 |
| 22/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/08/2021 | 1.055 | 125 | 0 | 63 | 144 | 332 | 0 | 1.387 |
| 24/08/2021 | 954 | 105 | 0 | 92 | 172 | 369 | 0 | 1.323 |
| 25/08/2021 | 1.027 | 113 | 0 | 148 | 226 | 487 | 0 | 1.514 |
| 26/08/2021 | 1.025 | 54 | 0 | 155 | 109 | 318 | 0 | 1.343 |
| 27/08/2021 | 919 | 135 | 0 | 136 | 142 | 413 | 0 | 1.332 |
| 28/08/2021 | 0 | 0 | 0 | 15 | 33 | 48 | 0 | 48 |
| 29/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/08/2021 | 1.694 | 241 | 1 | 146 | 227 | 615 | 0 | 2.309 |
| 31/08/2021 | 1.649 | 202 | 2 | 205 | 349 | 758 | 0 | 2.407 |
| 01/09/2021 | 1.495 | 165 | 3 | 394 | 244 | 806 | 0 | 2.301 |
| 02/09/2021 | 1.483 | 200 | 1 | 535 | 354 | 1.090 | 0 | 2.573 |
| 03/09/2021 | 1.447 | 203 | 0 | 329 | 248 | 780 | 0 | 2.227 |
| 04/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/09/2021 | 2.053 | 329 | 3 | 366 | 417 | 1.115 | 0 | 3.168 |
| 07/09/2021 | 1.852 | 289 | 1 | 456 | 334 | 1.080 | 0 | 2.932 |
| 08/09/2021 | 1.699 | 214 | 0 | 495 | 345 | 1.054 | 0 | 2.753 |
| 09/09/2021 | 1.765 | 298 | 0 | 518 | 343 | 1.159 | 0 | 2.924 |
| 10/09/2021 | 1.674 | 271 | 0 | 325 | 340 | 936 | 0 | 2.610 |
| 11/09/2021 | 0 | 64 | 1 | 108 | 106 | 279 | 0 | 279 |
| 12/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/09/2021 | 2.152 | 430 | 0 | 470 | 543 | 1.443 | 0 | 3.595 |
| 14/09/2021 | 1.949 | 218 | 1 | 643 | 291 | 1.153 | 0 | 3.102 |
| 15/09/2021 | 2.004 | 248 | 1 | 638 | 258 | 1.145 | 0 | 3.149 |
| 16/09/2021 | 1.886 | 414 | 0 | 412 | 30 | 856 | 0 | 2.742 |
| 17/09/2021 | 1.787 | 192 | 0 | 306 | 259 | 757 | 0 | 2.544 |
| 18/09/2021 | 0 | 0 | 0 | 90 | 0 | 90 | 0 | 90 |
| 19/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/09/2021 | 2.432 | 432 | 0 | 837 | 656 | 1.925 | 0 | 4.357 |
| 21/09/2021 | 2.263 | 306 | 1 | 539 | 508 | 1.354 | 0 | 3.617 |
| 22/09/2021 | 2.252 | 386 | 0 | 676 | 511 | 1.573 | 0 | 3.825 |
| 23/09/2021 | 2.207 | 262 | 1 | 278 | 334 | 875 | 0 | 3.082 |
| 24/09/2021 | 2.152 | 349 | 2 | 686 | 541 | 1.578 | 0 | 3.730 |
| 25/09/2021 | 0 | 76 | 0 | 353 | 114 | 543 | 0 | 543 |
| 26/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/09/2021 | 483 | 66 | 0 | 3 | 127 | 196 | 0 | 679 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 28/09/2021 | 3.705 | 436 | 1 | 496 | 628 | 1.561 | 0 | 5.266 |
| 29/09/2021 | 3.326 | 523 | 3 | 1.031 | 696 | 2.253 | 0 | 5.579 |
| 30/09/2021 | 3.736 | 618 | 0 | 737 | 883 | 2.238 | 0 | 5.974 |
| 01/10/2021 | 3.357 | 337 | 1 | 737 | 579 | 1.654 | 0 | 5.011 |
| 02/10/2021 | 0 | 0 | 0 | 0 | 45 | 45 | 0 | 45 |
| 03/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/10/2021 | 4.343 | 640 | 0 | 94 | 1.113 | 1.847 | 0 | 6.190 |
| 05/10/2021 | 3.858 | 422 | 0 | 8 | 754 | 1.184 | 0 | 5.042 |
| 06/10/2021 | 3.323 | 179 | 8 | 1.454 | 490 | 2.131 | 0 | 5.454 |
| 07/10/2021 | 2.812 | 423 | 0 | 1.009 | 778 | 2.210 | 0 | 5.022 |
| 08/10/2021 | 2.444 | 340 | 0 | 755 | 652 | 1.747 | 0 | 4.191 |
| 09/10/2021 | 0 | 59 | 0 | 108 | 147 | 314 | 0 | 314 |
| 10/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/10/2021 | 2.916 | 456 | 1 | 843 | 756 | 2.056 | 0 | 4.972 |
| 12/10/2021 | 2.576 | 415 | 0 | 899 | 682 | 1.996 | 0 | 4.572 |
| 13/10/2021 | 2.570 | 469 | 0 | 609 | 743 | 1.821 | 0 | 4.391 |
| 14/10/2021 | 773 | 0 | 0 | 0 | 0 | 0 | 0 | 773 |
| 15/10/2021 | 2.202 | 581 | 5 | 897 | 1.071 | 2.554 | 0 | 4.756 |
| 16/10/2021 | 0 | 65 | 2 | 254 | 68 | 389 | 0 | 389 |
| 17/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/10/2021 | 3.138 | 456 | 1 | 1.268 | 915 | 2.640 | 0 | 5.778 |
| 19/10/2021 | 2.986 | 397 | 3 | 668 | 829 | 1.897 | 0 | 4.883 |
| 20/10/2021 | 2.757 | 322 | 0 | 682 | 632 | 1.636 | 0 | 4.393 |
| 21/10/2021 | 799 | 411 | 1 | 795 | 509 | 1.716 | 0 | 2.515 |
| 22/10/2021 | 2.202 | 299 | 1 | 438 | 737 | 1.475 | 0 | 3.677 |
| 23/10/2021 | 0 | 0 | 0 | 20 | 61 | 81 | 0 | 81 |
| 24/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/10/2021 | 3.226 | 372 | 1 | 1.218 | 756 | 2.347 | 0 | 5.573 |
| 26/10/2021 | 2.935 | 424 | 3 | 586 | 937 | 1.950 | 0 | 4.885 |
| 27/10/2021 | 3.066 | 334 | 0 | 1.022 | 704 | 2.060 | 0 | 5.126 |
| 28/10/2021 | 2.979 | 351 | 2 | 1.031 | 676 | 2.060 | 0 | 5.039 |
| 29/10/2021 | 2.553 | 299 | 0 | 922 | 593 | 1.814 | 0 | 4.367 |
| 30/10/2021 | 0 | 82 | 0 | 106 | 155 | 343 | 0 | 343 |
| 31/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/11/2021 | 3.372 | 640 | 0 | 1.028 | 958 | 2.626 | 0 | 5.998 |
| 03/11/2021 | 3.157 | 428 | 1 | 807 | 880 | 2.116 | 0 | 5.273 |
| 04/11/2021 | 3.054 | 380 | 1 | 946 | 738 | 2.065 | 0 | 5.119 |
| 05/11/2021 | 2.751 | 299 | 2 | 932 | 606 | 1.839 | 0 | 4.590 |
| 06/11/2021 | 0 | 2 | 0 | 47 | 18 | 67 | 0 | 67 |
| 07/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/11/2021 | 3.338 | 145 | 0 | 150 | 342 | 637 | 0 | 3.975 |
| 09/11/2021 | 2.943 | 295 | 0 | 1.061 | 572 | 1.928 | 0 | 4.871 |
| 10/11/2021 | 2.765 | 371 | 1 | 583 | 922 | 1.877 | 0 | 4.642 |
| 11/11/2021 | 2.755 | 405 | 1 | 775 | 859 | 2.040 | 0 | 4.795 |
| 12/11/2021 | 2.466 | 198 | 0 | 994 | 449 | 1.641 | 0 | 4.107 |
| 13/11/2021 | 0 | 0 | 0 | 0 | 225 | 225 | 0 | 225 |
| 14/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/11/2021 | 3.843 | 316 | 0 | 1.028 | 889 | 2.233 | 0 | 6.076 |
| 16/11/2021 | 3.399 | 378 | 1 | 726 | 1.024 | 2.129 | 0 | 5.528 |
| 17/11/2021 | 3.442 | 447 | 0 | 736 | 884 | 2.067 | 0 | 5.509 |
| 18/11/2021 | 3.282 | 270 | 0 | 1.058 | 727 | 2.055 | 0 | 5.337 |
| 19/11/2021 | 3.017 | 334 | 1 | 544 | 925 | 1.804 | 0 | 4.821 |
| 20/11/2021 | 0 | 10 | 0 | 186 | 99 | 295 | 0 | 295 |
| 21/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/11/2021 | 4.024 | 457 | 1 | 1.287 | 1.269 | 3.014 | 0 | 7.038 |
| 23/11/2021 | 3.744 | 372 | 4 | 1.016 | 998 | 2.390 | 0 | 6.134 |
| 24/11/2021 | 3.807 | 506 | 1 | 1.083 | 1.309 | 2.899 | 0 | 6.706 |
| 25/11/2021 | 4.055 | 233 | 0 | 638 | 707 | 1.578 | 0 | 5.633 |
| 26/11/2021 | 3.727 | 384 | 1 | 714 | 625 | 1.724 | 0 | 5.451 |
| 27/11/2021 | 0 | 70 | 0 | 54 | 371 | 495 | 0 | 495 |
| 28/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/11/2021 | 5.818 | 354 | 0 | 1.060 | 1.206 | 2.620 | 0 | 8.438 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|------------|--------------------------------------|--------|-----|-------|-------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| 30/11/2021 | 5.373 | 512 | 1 | 704 | 1.197 | 2.414 | 0 | 7.787 |
| 01/12/2021 | 2.044 | 1.136 | 0 | 2 | 0 | 1.138 | 0 | 3.182 |
| 02/12/2021 | 2.178 | 1.498 | 0 | 0 | 0 | 1.498 | 0 | 3.676 |
| 03/12/2021 | 1.969 | 1.074 | 0 | 233 | 0 | 1.307 | 0 | 3.276 |
| 04/12/2021 | 0 | 220 | 0 | 0 | 0 | 220 | 0 | 220 |
| 05/12/2021 | 0 | 137 | 0 | 0 | 0 | 137 | 0 | 137 |
| 06/12/2021 | 2.367 | 1.165 | 0 | 24 | 0 | 1.189 | 0 | 3.556 |
| 07/12/2021 | 2.188 | 1.124 | 0 | 0 | 0 | 1.124 | 0 | 3.312 |
| 08/12/2021 | 0 | 242 | 0 | 0 | 0 | 242 | 0 | 242 |
| 09/12/2021 | 2.359 | 923 | 0 | 598 | 0 | 1.521 | 0 | 3.880 |
| 10/12/2021 | 2.127 | 787 | 0 | 0 | 0 | 787 | 0 | 2.914 |
| 11/12/2021 | 0 | 121 | 0 | 0 | 0 | 121 | 0 | 121 |
| 12/12/2021 | 0 | 78 | 0 | 0 | 0 | 78 | 0 | 78 |
| 13/12/2021 | 2.133 | 1.081 | 0 | 735 | 0 | 1.816 | 0 | 3.949 |
| 14/12/2021 | 1.855 | 914 | 0 | 1.013 | 0 | 1.927 | 0 | 3.782 |
| 15/12/2021 | 1.811 | 996 | 0 | 1.458 | 0 | 2.454 | 0 | 4.265 |
| 16/12/2021 | 1.899 | 810 | 0 | 92 | 0 | 902 | 0 | 2.801 |
| 17/12/2021 | 1.807 | 703 | 0 | 0 | 0 | 703 | 0 | 2.510 |
| 18/12/2021 | 0 | 189 | 0 | 0 | 0 | 189 | 0 | 189 |
| 19/12/2021 | 0 | 76 | 0 | 0 | 0 | 76 | 0 | 76 |
| 20/12/2021 | 2.052 | 818 | 0 | 1.484 | 0 | 2.302 | 0 | 4.354 |
| 21/12/2021 | 2.041 | 636 | 0 | 610 | 0 | 1.246 | 0 | 3.287 |
| 22/12/2021 | 2.499 | 598 | 0 | 626 | 0 | 1.224 | 0 | 3.723 |
| 23/12/2021 | 2.067 | 450 | 0 | 0 | 0 | 450 | 0 | 2.517 |
| 24/12/2021 | 564 | 112 | 0 | 1 | 0 | 113 | 0 | 677 |
| 25/12/2021 | 0 | 34 | 0 | 0 | 0 | 34 | 0 | 34 |
| 26/12/2021 | 0 | 66 | 0 | 0 | 0 | 66 | 0 | 66 |
| 27/12/2021 | 2.302 | 477 | 0 | 0 | 0 | 477 | 0 | 2.779 |
| 28/12/2021 | 2.348 | 496 | 0 | 242 | 0 | 738 | 0 | 3.086 |
| 29/12/2021 | 2.293 | 580 | 0 | 0 | 0 | 580 | 0 | 2.873 |
| 30/12/2021 | 1.979 | 356 | 0 | 1.061 | 0 | 1.417 | 0 | 3.396 |
| 31/12/2021 | 772 | 210 | 0 | 197 | 0 | 407 | 0 | 1.179 |

Tabella 49 - Volumi Contatti telefonici e asincroni 2021 - Dettaglio mensile

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|--------------------|--------------------------------------|----------------|------------|----------------|---------------|---------------------|--------------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Mesi/Totale | 492.421 | 113.680 | 197 | 128.388 | 97.167 | 339.432 | 0 | 831.853 |
| Gennaio | 38.192 | 11.305 | 22 | 4.829 | 5.932 | 22.088 | 0 | 60.280 |
| Febbraio | 43.989 | 11.513 | 21 | 5.445 | 6.440 | 23.419 | 0 | 67.408 |
| Marzo | 48.149 | 14.970 | 21 | 14.312 | 8.015 | 37.318 | 0 | 85.467 |
| Aprile | 30.035 | 9.132 | 20 | 11.027 | 7.518 | 27.697 | 0 | 57.732 |
| Maggio | 32.959 | 8.756 | 7 | 12.131 | 6.859 | 27.753 | 0 | 60.712 |
| Giugno | 25.029 | 7.825 | 20 | 11.838 | 6.939 | 26.622 | 0 | 51.651 |
| Luglio | 30.456 | 6.154 | 18 | 10.179 | 7.652 | 24.003 | 0 | 54.459 |
| Agosto | 22.209 | 2.990 | 4 | 3.950 | 4.521 | 11.465 | 0 | 33.674 |
| Settembre | 45.802 | 6.989 | 19 | 11.721 | 9.110 | 27.839 | 0 | 73.641 |
| Ottobre | 57.815 | 8.133 | 29 | 16.423 | 15.382 | 39.967 | 0 | 97.782 |
| Novembre | 74.132 | 7.806 | 16 | 18.157 | 18.799 | 44.778 | 0 | 118.910 |
| Dicembre | 43.654 | 18.107 | 0 | 8.376 | 0 | 26.483 | 0 | 70.137 |

Tabella 50 – Volumi Contatti telefonici 2021 - Giorno della settimana

| Giorno | Chiamate risposte da operatore | % |
|---------------|---------------------------------------|---------------|
| lun | 111.212 | 22,6% |
| mar | 106.136 | 21,6% |
| mer | 95.640 | 19,4% |
| gio | 94.371 | 19,2% |
| ven | 85.062 | 17,3% |
| Totale | 492.421 | 100,0% |

Tabella 51 – Tempo medio di gestione Contatti telefonici e asincroni 2021 - Dettaglio mensile

| 2021 | Chiamate risposte da operatore | | Asincrono | |
|--------------------|---------------------------------------|---|------------------|--|
| | Quantità | Tempo medio di gestione (tempo di conversazione + after call work) | Quantità | Tempo medio di gestione delle richieste |
| | A | Secondi | F | Secondi |
| Mesi/Totale | 492.421 | 208 | 339.432 | 238 |
| Gennaio | 38.192 | 208 | 22.088 | 238 |
| Febbraio | 43.989 | 208 | 23.419 | 238 |
| Marzo | 48.149 | 208 | 37.318 | 238 |
| Aprile | 30.035 | 208 | 27.697 | 238 |
| Maggio | 32.959 | 208 | 27.753 | 238 |
| Giugno | 25.029 | 208 | 26.622 | 238 |
| Luglio | 30.456 | 208 | 24.003 | 238 |
| Agosto | 22.209 | 208 | 11.465 | 238 |
| Settembre | 45.802 | 208 | 27.839 | 238 |
| Ottobre | 57.815 | 208 | 39.967 | 238 |
| Novembre | 74.132 | 208 | 44.778 | 238 |
| Dicembre | 43.654 | 208 | 26.483 | 238 |

5.2 CCM CONTRIBUENTI

I volumi relativi al CCM Contribuenti per il 2021 sono riportati nelle seguenti tabelle.

Tabella 52 – Volumi Chiamate Entranti, IVR, Risposte, Abbandonate e Tempo medio – 2021

| Periodo | Chiamate entranti al Contact Center | Chiamate gestite in IVR | | Chiamate distribuite da IVR verso code | | Proposte di Call Back | | Chiamate distribuite verso Operatore | | Chiamate abbandonate in coda Operatore | | Chiamate abbandonate e in coda + Proposte di Call Back (P+N)/M | Chiamate risposte Operatore | | Chiamate risposte Operatore su Entranti | Tempo medio di gestione (tempo di conversazione + ACW) |
|---------|-------------------------------------|-------------------------|---------|--|---------|-----------------------|---------|--------------------------------------|---------|--|---------|--|-----------------------------|---------|---|--|
| | I | L | | M | | N | | O | | P | | (P+N)/M | A | | A/I | # |
| | # | # | % (L/I) | # | % (M/I) | # | % (N/M) | # | % (O/M) | # | % (P/O) | % | # | % (A/O) | % | # |
| 2021 | 1.154.974 | 623.259 | 59,36% | 531.715 | 46,04% | 4.848 | 0,91% | 526.867 | 99,09% | 34.444 | 6,54% | 7,39% | 492.421 | 93,46% | 40,32% | 207 |

Tabella 53 – Volumi Contatti telefonici inbound per fascia oraria 2021 - Dettaglio Mensile

| Fascia Oraria | Chiamate risposte da Operatore 2021 | | | | | | | | | | | | |
|-----------------|-------------------------------------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|---------|
| | Gennaio | Febbraio | Marzo | Aprile | Maggio | Giugno | Luglio | Agosto | Settembre | Ottobre | Novembre | Dicembre | Totale |
| 08.00 - 09.00 | 1.661 | 2.181 | 2.792 | 1.495 | 1.851 | 1.393 | 1.491 | 1.174 | 2.370 | 2.624 | 3.699 | 4.137 | 26.868 |
| 09.00 - 10.00 | 5.178 | 6.187 | 7.050 | 4.113 | 4.466 | 3.437 | 4.115 | 3.125 | 6.087 | 7.440 | 9.648 | 6.499 | 67.345 |
| 10.00 - 11.00 | 6.257 | 7.125 | 7.671 | 5.035 | 5.412 | 4.129 | 4.973 | 3.643 | 7.161 | 8.705 | 11.417 | 5.805 | 77.333 |
| 11.00 - 12.00 | 5.927 | 6.938 | 7.356 | 4.872 | 5.025 | 3.985 | 4.669 | 3.611 | 7.063 | 9.132 | 11.320 | 5.745 | 75.643 |
| 12.00 - 13.00 | 4.844 | 5.436 | 5.691 | 3.791 | 3.946 | 3.040 | 3.720 | 2.783 | 5.611 | 7.533 | 9.633 | 4.360 | 60.388 |
| 13.00 - 14.00 | 2.721 | 3.070 | 3.233 | 1.894 | 2.365 | 1.713 | 2.028 | 1.487 | 3.337 | 4.217 | 5.746 | 3.346 | 35.157 |
| 14.00 - 15.00 | 2.521 | 2.790 | 3.001 | 1.901 | 1.983 | 1.442 | 1.815 | 1.248 | 3.041 | 3.830 | 5.166 | 3.375 | 32.113 |
| 15.00 - 16.00 | 2.582 | 3.089 | 3.065 | 1.976 | 2.132 | 1.605 | 1.992 | 1.373 | 3.195 | 4.094 | 5.479 | 3.202 | 33.784 |
| 16.00 - 17.00 | 2.316 | 3.006 | 2.950 | 1.964 | 2.047 | 1.540 | 1.930 | 1.530 | 3.201 | 3.968 | 5.005 | 2.844 | 32.301 |
| 17.00 - 18.00 | 1.892 | 2.276 | 2.350 | 1.491 | 1.646 | 1.309 | 1.633 | 1.146 | 2.531 | 3.187 | 3.724 | 1.904 | 25.089 |
| 18.00 - 19.00* | 65 | 66 | 81 | 58 | 49 | 46 | 61 | 49 | 102 | 118 | 161 | | 856 |
| Totale per mese | 35.964 | 42.164 | 45.240 | 28.590 | 30.922 | 23.639 | 28.427 | 21.169 | 43.699 | 54.848 | 70.998 | 41.217 | 466.877 |

Tabella 54 – Volumi Contatti telefonici e asincroni 2021 - Dettaglio Giornaliero

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|---------------|--------------------------------|---------|-----|---------|--------|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 466.877 | 113.680 | 197 | 128.388 | 97.167 | 339.432 | 0 | 806.309 |
| 01/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/01/2021 | 1.707 | 410 | 0 | 132 | 255 | 797 | 0 | 2.504 |
| 05/01/2021 | 1.249 | 499 | 2 | 314 | 202 | 1.017 | 0 | 2.266 |
| 06/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/01/2021 | 1.678 | 548 | 0 | 381 | 260 | 1.189 | 0 | 2.867 |
| 08/01/2021 | 1.471 | 685 | 0 | 239 | 361 | 1.285 | 0 | 2.756 |
| 09/01/2021 | 0 | 28 | 0 | 0 | 7 | 35 | 0 | 35 |
| 10/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/01/2021 | 2.153 | 513 | 3 | 260 | 275 | 1.051 | 0 | 3.204 |
| 12/01/2021 | 1.992 | 247 | 0 | 91 | 144 | 482 | 0 | 2.474 |
| 13/01/2021 | 2.039 | 773 | 2 | 544 | 459 | 1.778 | 0 | 3.817 |
| 14/01/2021 | 2.095 | 762 | 0 | 281 | 336 | 1.379 | 0 | 3.474 |
| 15/01/2021 | 1.715 | 424 | 0 | 179 | 274 | 877 | 0 | 2.592 |
| 16/01/2021 | 0 | 28 | 0 | 30 | 35 | 93 | 0 | 93 |
| 17/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/01/2021 | 2.112 | 782 | 1 | 210 | 379 | 1.372 | 0 | 3.484 |
| 19/01/2021 | 2.056 | 739 | 0 | 180 | 387 | 1.306 | 0 | 3.362 |
| 20/01/2021 | 2.031 | 636 | 1 | 257 | 338 | 1.232 | 0 | 3.263 |
| 21/01/2021 | 1.997 | 531 | 1 | 194 | 242 | 968 | 0 | 2.965 |
| 22/01/2021 | 1.713 | 668 | 1 | 310 | 360 | 1.339 | 0 | 3.052 |
| 23/01/2021 | 0 | 52 | 0 | 0 | 38 | 90 | 0 | 90 |
| 24/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/01/2021 | 2.434 | 610 | 2 | 241 | 328 | 1.181 | 0 | 3.615 |
| 26/01/2021 | 2.103 | 725 | 0 | 279 | 376 | 1.380 | 0 | 3.483 |
| 27/01/2021 | 1.901 | 575 | 3 | 290 | 332 | 1.200 | 0 | 3.101 |
| 28/01/2021 | 1.827 | 413 | 2 | 122 | 197 | 734 | 0 | 2.561 |
| 29/01/2021 | 1.691 | 625 | 4 | 256 | 325 | 1.210 | 0 | 2.901 |
| 30/01/2021 | 0 | 32 | 0 | 39 | 22 | 93 | 0 | 93 |
| 31/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/02/2021 | 2.138 | 203 | 0 | 171 | 175 | 549 | 0 | 2.687 |
| 02/02/2021 | 1.854 | 851 | 0 | 431 | 432 | 1.714 | 0 | 3.568 |
| 03/02/2021 | 1.751 | 784 | 0 | 473 | 418 | 1.675 | 0 | 3.426 |
| 04/02/2021 | 1.899 | 574 | 0 | 308 | 358 | 1.240 | 0 | 3.139 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------------|------------|----------------|---------------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 466.877 | 113.680 | 197 | 128.388 | 97.167 | 339.432 | 0 | 806.309 |
| 05/02/2021 | 1.663 | 590 | 1 | 274 | 305 | 1.170 | 0 | 2.833 |
| 06/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/02/2021 | 2.370 | 691 | 0 | 206 | 417 | 1.314 | 0 | 3.684 |
| 09/02/2021 | 2.058 | 632 | 1 | 350 | 289 | 1.272 | 0 | 3.330 |
| 10/02/2021 | 1.992 | 589 | 0 | 244 | 331 | 1.164 | 0 | 3.156 |
| 11/02/2021 | 1.824 | 509 | 1 | 268 | 255 | 1.033 | 0 | 2.857 |
| 12/02/2021 | 1.709 | 223 | 0 | 155 | 218 | 596 | 0 | 2.305 |
| 13/02/2021 | 0 | 86 | 0 | 7 | 0 | 93 | 0 | 93 |
| 14/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/02/2021 | 2.056 | 738 | 5 | 251 | 316 | 1.310 | 0 | 3.366 |
| 16/02/2021 | 1.925 | 649 | 4 | 246 | 497 | 1.396 | 0 | 3.321 |
| 17/02/2021 | 1.932 | 782 | 2 | 271 | 361 | 1.416 | 0 | 3.348 |
| 18/02/2021 | 2.034 | 595 | 0 | 176 | 334 | 1.105 | 0 | 3.139 |
| 19/02/2021 | 1.734 | 533 | 1 | 213 | 322 | 1.069 | 0 | 2.803 |
| 20/02/2021 | 0 | 18 | 0 | 48 | 30 | 96 | 0 | 96 |
| 21/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/02/2021 | 2.568 | 701 | 2 | 313 | 358 | 1.374 | 0 | 3.942 |
| 23/02/2021 | 2.447 | 368 | 0 | 207 | 211 | 786 | 0 | 3.233 |
| 24/02/2021 | 2.538 | 550 | 2 | 170 | 338 | 1.060 | 0 | 3.598 |
| 25/02/2021 | 2.688 | 395 | 2 | 312 | 168 | 877 | 0 | 3.565 |
| 26/02/2021 | 2.984 | 452 | 0 | 351 | 307 | 1.110 | 0 | 4.094 |
| 27/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/03/2021 | 4.949 | 619 | 0 | 376 | 332 | 1.327 | 0 | 6.276 |
| 02/03/2021 | 2.335 | 859 | 0 | 558 | 519 | 1.936 | 0 | 4.271 |
| 03/03/2021 | 2.032 | 701 | 2 | 698 | 383 | 1.784 | 0 | 3.816 |
| 04/03/2021 | 1.801 | 697 | 0 | 870 | 406 | 1.973 | 0 | 3.774 |
| 05/03/2021 | 1.591 | 669 | 0 | 719 | 367 | 1.755 | 0 | 3.346 |
| 06/03/2021 | 0 | 60 | 0 | 39 | 48 | 147 | 0 | 147 |
| 07/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/03/2021 | 2.182 | 764 | 0 | 163 | 330 | 1.257 | 0 | 3.439 |
| 09/03/2021 | 1.623 | 735 | 0 | 617 | 319 | 1.671 | 0 | 3.294 |
| 10/03/2021 | 1.595 | 466 | 0 | 524 | 228 | 1.218 | 0 | 2.813 |
| 11/03/2021 | 1.556 | 698 | 1 | 443 | 330 | 1.472 | 0 | 3.028 |
| 12/03/2021 | 1.396 | 523 | 0 | 532 | 316 | 1.371 | 0 | 2.767 |
| 13/03/2021 | 0 | 32 | 0 | 69 | 21 | 122 | 0 | 122 |
| 14/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/03/2021 | 1.919 | 698 | 6 | 848 | 280 | 1.832 | 0 | 3.751 |
| 16/03/2021 | 1.637 | 584 | 3 | 769 | 336 | 1.692 | 0 | 3.329 |
| 17/03/2021 | 1.650 | 727 | 3 | 737 | 389 | 1.856 | 0 | 3.506 |
| 18/03/2021 | 1.587 | 649 | 0 | 676 | 300 | 1.625 | 0 | 3.212 |
| 19/03/2021 | 1.479 | 542 | 0 | 626 | 323 | 1.491 | 0 | 2.970 |
| 20/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/03/2021 | 2.762 | 590 | 2 | 170 | 378 | 1.140 | 0 | 3.902 |
| 23/03/2021 | 2.176 | 869 | 3 | 680 | 432 | 1.984 | 0 | 4.160 |
| 24/03/2021 | 2.089 | 491 | 0 | 773 | 269 | 1.533 | 0 | 3.622 |
| 25/03/2021 | 1.801 | 614 | 0 | 838 | 322 | 1.774 | 0 | 3.575 |
| 26/03/2021 | 1.546 | 479 | 0 | 758 | 298 | 1.535 | 0 | 3.081 |
| 27/03/2021 | 0 | 39 | 1 | 0 | 28 | 68 | 0 | 68 |
| 28/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/03/2021 | 2.038 | 594 | 0 | 452 | 405 | 1.451 | 0 | 3.489 |
| 30/03/2021 | 1.832 | 779 | 0 | 666 | 394 | 1.839 | 0 | 3.671 |
| 31/03/2021 | 1.664 | 492 | 0 | 711 | 262 | 1.465 | 0 | 3.129 |
| 01/04/2021 | 1.103 | 499 | 0 | 546 | 224 | 1.269 | 0 | 2.372 |
| 02/04/2021 | 825 | 373 | 0 | 604 | 234 | 1.211 | 0 | 2.036 |
| 03/04/2021 | 0 | 27 | 0 | 5 | 33 | 65 | 0 | 65 |
| 04/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/04/2021 | 1.365 | 411 | 0 | 561 | 298 | 1.270 | 0 | 2.635 |
| 07/04/2021 | 1.512 | 510 | 0 | 670 | 311 | 1.491 | 0 | 3.003 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------------|------------|----------------|---------------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 466.877 | 113.680 | 197 | 128.388 | 97.167 | 339.432 | 0 | 806.309 |
| 08/04/2021 | 1.491 | 395 | 0 | 431 | 360 | 1.186 | 0 | 2.677 |
| 09/04/2021 | 1.215 | 462 | 0 | 439 | 324 | 1.225 | 0 | 2.440 |
| 10/04/2021 | 0 | 67 | 0 | 19 | 82 | 168 | 0 | 168 |
| 11/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/04/2021 | 1.590 | 583 | 0 | 440 | 340 | 1.363 | 0 | 2.953 |
| 13/04/2021 | 1.468 | 513 | 3 | 677 | 567 | 1.760 | 0 | 3.228 |
| 14/04/2021 | 1.390 | 404 | 2 | 656 | 365 | 1.427 | 0 | 2.817 |
| 15/04/2021 | 1.289 | 240 | 0 | 436 | 196 | 872 | 0 | 2.161 |
| 16/04/2021 | 1.154 | 549 | 0 | 485 | 503 | 1.537 | 0 | 2.691 |
| 17/04/2021 | 0 | 22 | 0 | 90 | 35 | 147 | 0 | 147 |
| 18/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/04/2021 | 1.548 | 420 | 7 | 306 | 390 | 1.123 | 0 | 2.671 |
| 20/04/2021 | 1.508 | 358 | 2 | 610 | 326 | 1.296 | 0 | 2.804 |
| 21/04/2021 | 1.400 | 420 | 2 | 508 | 417 | 1.347 | 0 | 2.747 |
| 22/04/2021 | 1.404 | 382 | 3 | 376 | 370 | 1.131 | 0 | 2.535 |
| 23/04/2021 | 1.188 | 338 | 1 | 490 | 333 | 1.162 | 0 | 2.350 |
| 24/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/04/2021 | 1.578 | 577 | 0 | 506 | 466 | 1.549 | 0 | 3.127 |
| 27/04/2021 | 1.556 | 371 | 0 | 616 | 312 | 1.299 | 0 | 2.855 |
| 28/04/2021 | 1.482 | 480 | 0 | 518 | 436 | 1.434 | 0 | 2.916 |
| 29/04/2021 | 1.348 | 401 | 0 | 540 | 284 | 1.225 | 0 | 2.573 |
| 30/04/2021 | 1.176 | 330 | 0 | 498 | 312 | 1.140 | 0 | 2.316 |
| 01/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/05/2021 | 1.444 | 415 | 0 | 568 | 385 | 1.368 | 0 | 2.812 |
| 04/05/2021 | 1.370 | 452 | 0 | 470 | 291 | 1.213 | 0 | 2.583 |
| 05/05/2021 | 1.393 | 475 | 0 | 417 | 423 | 1.315 | 0 | 2.708 |
| 06/05/2021 | 1.259 | 472 | 0 | 462 | 152 | 1.086 | 0 | 2.345 |
| 07/05/2021 | 1.086 | 440 | 0 | 534 | 264 | 1.238 | 0 | 2.324 |
| 08/05/2021 | 0 | 27 | 0 | 1 | 36 | 64 | 0 | 64 |
| 09/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/05/2021 | 1.537 | 358 | 0 | 355 | 328 | 1.041 | 0 | 2.578 |
| 11/05/2021 | 1.510 | 601 | 0 | 405 | 266 | 1.272 | 0 | 2.782 |
| 12/05/2021 | 1.637 | 384 | 0 | 335 | 239 | 958 | 0 | 2.595 |
| 13/05/2021 | 1.608 | 496 | 0 | 525 | 242 | 1.263 | 0 | 2.871 |
| 14/05/2021 | 1.570 | 252 | 0 | 188 | 336 | 776 | 0 | 2.346 |
| 15/05/2021 | 0 | 95 | 0 | 110 | 42 | 247 | 0 | 247 |
| 16/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/05/2021 | 1.679 | 587 | 0 | 559 | 221 | 1.367 | 0 | 3.046 |
| 18/05/2021 | 1.536 | 519 | 0 | 908 | 472 | 1.899 | 0 | 3.435 |
| 19/05/2021 | 1.624 | 441 | 2 | 918 | 336 | 1.697 | 0 | 3.321 |
| 20/05/2021 | 1.430 | 329 | 0 | 882 | 238 | 1.449 | 0 | 2.879 |
| 21/05/2021 | 1.221 | 425 | 2 | 714 | 459 | 1.600 | 0 | 2.821 |
| 22/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/05/2021 | 1.701 | 403 | 1 | 569 | 364 | 1.337 | 0 | 3.038 |
| 25/05/2021 | 1.531 | 505 | 0 | 594 | 472 | 1.571 | 0 | 3.102 |
| 26/05/2021 | 1.459 | 306 | 0 | 731 | 393 | 1.430 | 0 | 2.889 |
| 27/05/2021 | 1.442 | 201 | 2 | 611 | 238 | 1.052 | 0 | 2.494 |
| 28/05/2021 | 1.189 | 252 | 0 | 614 | 331 | 1.197 | 0 | 2.386 |
| 29/05/2021 | 0 | 10 | 0 | 0 | 30 | 40 | 0 | 40 |
| 30/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31/05/2021 | 1.696 | 311 | 0 | 661 | 301 | 1.273 | 0 | 2.969 |
| 01/06/2021 | 1.160 | 333 | 1 | 795 | 367 | 1.496 | 0 | 2.656 |
| 02/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/06/2021 | 1.231 | 485 | 3 | 623 | 190 | 1.301 | 0 | 2.532 |
| 04/06/2021 | 966 | 417 | 2 | 623 | 341 | 1.383 | 0 | 2.349 |
| 05/06/2021 | 0 | 68 | 0 | 94 | 74 | 236 | 0 | 236 |
| 06/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/06/2021 | 1.343 | 351 | 0 | 513 | 481 | 1.345 | 0 | 2.688 |
| 08/06/2021 | 1.292 | 387 | 0 | 582 | 357 | 1.326 | 0 | 2.618 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------------|------------|----------------|---------------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 466.877 | 113.680 | 197 | 128.388 | 97.167 | 339.432 | 0 | 806.309 |
| 09/06/2021 | 1.254 | 407 | 2 | 669 | 348 | 1.426 | 0 | 2.680 |
| 10/06/2021 | 1.144 | 331 | 0 | 424 | 347 | 1.102 | 0 | 2.246 |
| 11/06/2021 | 918 | 380 | 0 | 615 | 375 | 1.370 | 0 | 2.288 |
| 12/06/2021 | 0 | 21 | 1 | 5 | 0 | 27 | 0 | 27 |
| 13/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/06/2021 | 1.312 | 312 | 0 | 745 | 328 | 1.385 | 0 | 2.697 |
| 15/06/2021 | 1.090 | 341 | 0 | 533 | 326 | 1.200 | 0 | 2.290 |
| 16/06/2021 | 1.098 | 676 | 7 | 500 | 292 | 1.475 | 0 | 2.573 |
| 17/06/2021 | 1.084 | 202 | 0 | 543 | 242 | 987 | 0 | 2.071 |
| 18/06/2021 | 980 | 265 | 0 | 405 | 254 | 924 | 0 | 1.904 |
| 19/06/2021 | 0 | 84 | 0 | 99 | 23 | 206 | 0 | 206 |
| 20/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/06/2021 | 1.263 | 590 | 0 | 554 | 554 | 1.698 | 0 | 2.961 |
| 22/06/2021 | 1.192 | 394 | 0 | 516 | 336 | 1.246 | 0 | 2.438 |
| 23/06/2021 | 1.107 | 319 | 1 | 632 | 302 | 1.254 | 0 | 2.361 |
| 24/06/2021 | 946 | 270 | 0 | 573 | 166 | 1.009 | 0 | 1.955 |
| 25/06/2021 | 820 | 304 | 0 | 270 | 288 | 862 | 0 | 1.682 |
| 26/06/2021 | 0 | 0 | 0 | 16 | 0 | 16 | 0 | 16 |
| 27/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/06/2021 | 1.199 | 258 | 1 | 610 | 345 | 1.214 | 0 | 2.413 |
| 29/06/2021 | 1.029 | 362 | 2 | 437 | 324 | 1.125 | 0 | 2.154 |
| 30/06/2021 | 1.211 | 268 | 0 | 462 | 279 | 1.009 | 0 | 2.220 |
| 01/07/2021 | 1.061 | 267 | 0 | 545 | 267 | 1.079 | 0 | 2.140 |
| 02/07/2021 | 847 | 373 | 1 | 440 | 384 | 1.198 | 0 | 2.045 |
| 03/07/2021 | 0 | 13 | 0 | 27 | 31 | 71 | 0 | 71 |
| 04/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/07/2021 | 1.380 | 102 | 0 | 461 | 201 | 764 | 0 | 2.144 |
| 06/07/2021 | 1.178 | 385 | 0 | 460 | 403 | 1.248 | 0 | 2.426 |
| 07/07/2021 | 1.111 | 367 | 0 | 401 | 290 | 1.058 | 0 | 2.169 |
| 08/07/2021 | 1.131 | 285 | 0 | 532 | 394 | 1.211 | 0 | 2.342 |
| 09/07/2021 | 1.018 | 216 | 0 | 548 | 300 | 1.064 | 0 | 2.082 |
| 10/07/2021 | 0 | 49 | 0 | 24 | 9 | 82 | 0 | 82 |
| 11/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/07/2021 | 1.087 | 318 | 1 | 464 | 377 | 1.160 | 0 | 2.247 |
| 13/07/2021 | 1.212 | 121 | 0 | 511 | 145 | 777 | 0 | 1.989 |
| 14/07/2021 | 1.319 | 312 | 0 | 486 | 391 | 1.189 | 0 | 2.508 |
| 15/07/2021 | 1.151 | 222 | 2 | 230 | 283 | 737 | 0 | 1.888 |
| 16/07/2021 | 1.049 | 332 | 0 | 806 | 460 | 1.598 | 0 | 2.647 |
| 17/07/2021 | 0 | 11 | 0 | 60 | 34 | 105 | 0 | 105 |
| 18/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/07/2021 | 1.460 | 439 | 0 | 362 | 382 | 1.183 | 0 | 2.643 |
| 20/07/2021 | 1.369 | 468 | 0 | 351 | 423 | 1.242 | 0 | 2.611 |
| 21/07/2021 | 1.356 | 211 | 2 | 436 | 340 | 989 | 0 | 2.345 |
| 22/07/2021 | 1.336 | 252 | 4 | 464 | 448 | 1.168 | 0 | 2.504 |
| 23/07/2021 | 1.403 | 192 | 0 | 527 | 304 | 1.023 | 0 | 2.426 |
| 24/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/07/2021 | 1.838 | 226 | 6 | 422 | 328 | 982 | 0 | 2.820 |
| 27/07/2021 | 1.535 | 218 | 0 | 418 | 321 | 957 | 0 | 2.492 |
| 28/07/2021 | 1.535 | 323 | 1 | 448 | 496 | 1.268 | 0 | 2.803 |
| 29/07/2021 | 1.584 | 299 | 0 | 378 | 410 | 1.087 | 0 | 2.671 |
| 30/07/2021 | 1.467 | 153 | 1 | 378 | 231 | 763 | 0 | 2.230 |
| 31/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/08/2021 | 1.619 | 268 | 0 | 362 | 401 | 1.031 | 0 | 2.650 |
| 03/08/2021 | 1.228 | 204 | 0 | 236 | 296 | 736 | 0 | 1.964 |
| 04/08/2021 | 1.202 | 217 | 0 | 333 | 312 | 862 | 0 | 2.064 |
| 05/08/2021 | 1.089 | 227 | 0 | 482 | 394 | 1.103 | 0 | 2.192 |
| 06/08/2021 | 943 | 99 | 0 | 161 | 245 | 505 | 0 | 1.448 |
| 07/08/2021 | 0 | 12 | 0 | 0 | 18 | 30 | 0 | 30 |
| 08/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/08/2021 | 1.382 | 153 | 0 | 211 | 229 | 593 | 0 | 1.975 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------------|------------|----------------|---------------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 466.877 | 113.680 | 197 | 128.388 | 97.167 | 339.432 | 0 | 806.309 |
| 10/08/2021 | 870 | 131 | 0 | 282 | 178 | 591 | 0 | 1.461 |
| 11/08/2021 | 806 | 133 | 0 | 223 | 171 | 527 | 0 | 1.333 |
| 12/08/2021 | 588 | 113 | 0 | 168 | 163 | 444 | 0 | 1.032 |
| 13/08/2021 | 452 | 87 | 1 | 101 | 116 | 305 | 0 | 757 |
| 14/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/08/2021 | 565 | 96 | 0 | 125 | 169 | 390 | 0 | 955 |
| 17/08/2021 | 484 | 66 | 0 | 77 | 101 | 244 | 0 | 728 |
| 18/08/2021 | 484 | 61 | 0 | 64 | 86 | 211 | 0 | 695 |
| 19/08/2021 | 810 | 44 | 0 | 53 | 60 | 157 | 0 | 967 |
| 20/08/2021 | 678 | 91 | 0 | 112 | 141 | 344 | 0 | 1.022 |
| 21/08/2021 | 0 | 13 | 0 | 0 | 39 | 52 | 0 | 52 |
| 22/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/08/2021 | 1.012 | 125 | 0 | 63 | 144 | 332 | 0 | 1.344 |
| 24/08/2021 | 918 | 105 | 0 | 92 | 172 | 369 | 0 | 1.287 |
| 25/08/2021 | 974 | 113 | 0 | 148 | 226 | 487 | 0 | 1.461 |
| 26/08/2021 | 973 | 54 | 0 | 155 | 109 | 318 | 0 | 1.291 |
| 27/08/2021 | 876 | 135 | 0 | 136 | 142 | 413 | 0 | 1.289 |
| 28/08/2021 | 0 | 0 | 0 | 15 | 33 | 48 | 0 | 48 |
| 29/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/08/2021 | 1.639 | 241 | 1 | 146 | 227 | 615 | 0 | 2.254 |
| 31/08/2021 | 1.577 | 202 | 2 | 205 | 349 | 758 | 0 | 2.335 |
| 01/09/2021 | 1.386 | 165 | 3 | 394 | 244 | 806 | 0 | 2.192 |
| 02/09/2021 | 1.387 | 200 | 1 | 535 | 354 | 1.090 | 0 | 2.477 |
| 03/09/2021 | 1.389 | 203 | 0 | 329 | 248 | 780 | 0 | 2.169 |
| 04/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/09/2021 | 1.944 | 329 | 3 | 366 | 417 | 1.115 | 0 | 3.059 |
| 07/09/2021 | 1.771 | 289 | 1 | 456 | 334 | 1.080 | 0 | 2.851 |
| 08/09/2021 | 1.612 | 214 | 0 | 495 | 345 | 1.054 | 0 | 2.666 |
| 09/09/2021 | 1.693 | 298 | 0 | 518 | 343 | 1.159 | 0 | 2.852 |
| 10/09/2021 | 1.612 | 271 | 0 | 325 | 340 | 936 | 0 | 2.548 |
| 11/09/2021 | 0 | 64 | 1 | 108 | 106 | 279 | 0 | 279 |
| 12/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/09/2021 | 2.061 | 430 | 0 | 470 | 543 | 1.443 | 0 | 3.504 |
| 14/09/2021 | 1.846 | 218 | 1 | 643 | 291 | 1.153 | 0 | 2.999 |
| 15/09/2021 | 1.893 | 248 | 1 | 638 | 258 | 1.145 | 0 | 3.038 |
| 16/09/2021 | 1.808 | 414 | 0 | 412 | 30 | 856 | 0 | 2.664 |
| 17/09/2021 | 1.709 | 192 | 0 | 306 | 259 | 757 | 0 | 2.466 |
| 18/09/2021 | 0 | 0 | 0 | 90 | 0 | 90 | 0 | 90 |
| 19/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/09/2021 | 2.342 | 432 | 0 | 837 | 656 | 1.925 | 0 | 4.267 |
| 21/09/2021 | 2.149 | 306 | 1 | 539 | 508 | 1.354 | 0 | 3.503 |
| 22/09/2021 | 2.146 | 386 | 0 | 676 | 511 | 1.573 | 0 | 3.719 |
| 23/09/2021 | 2.118 | 262 | 1 | 278 | 334 | 875 | 0 | 2.993 |
| 24/09/2021 | 2.097 | 349 | 2 | 686 | 541 | 1.578 | 0 | 3.675 |
| 25/09/2021 | 0 | 76 | 0 | 353 | 114 | 543 | 0 | 543 |
| 26/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/09/2021 | 482 | 66 | 0 | 3 | 127 | 196 | 0 | 678 |
| 28/09/2021 | 3.578 | 436 | 1 | 496 | 628 | 1.561 | 0 | 5.139 |
| 29/09/2021 | 3.153 | 523 | 3 | 1.031 | 696 | 2.253 | 0 | 5.406 |
| 30/09/2021 | 3.523 | 618 | 0 | 737 | 883 | 2.238 | 0 | 5.761 |
| 01/10/2021 | 3.230 | 337 | 1 | 737 | 579 | 1.654 | 0 | 4.884 |
| 02/10/2021 | 0 | 0 | 0 | 0 | 45 | 45 | 0 | 45 |
| 03/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/10/2021 | 4.170 | 640 | 0 | 94 | 1.113 | 1.847 | 0 | 6.017 |
| 05/10/2021 | 3.681 | 422 | 0 | 8 | 754 | 1.184 | 0 | 4.865 |
| 06/10/2021 | 3.158 | 179 | 8 | 1.454 | 490 | 2.131 | 0 | 5.289 |
| 07/10/2021 | 2.662 | 423 | 0 | 1.009 | 778 | 2.210 | 0 | 4.872 |
| 08/10/2021 | 2.298 | 340 | 0 | 755 | 652 | 1.747 | 0 | 4.045 |
| 09/10/2021 | 0 | 59 | 0 | 108 | 147 | 314 | 0 | 314 |
| 10/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------------|------------|----------------|---------------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 466.877 | 113.680 | 197 | 128.388 | 97.167 | 339.432 | 0 | 806.309 |
| 11/10/2021 | 2.774 | 456 | 1 | 843 | 756 | 2.056 | 0 | 4.830 |
| 12/10/2021 | 2.433 | 415 | 0 | 899 | 682 | 1.996 | 0 | 4.429 |
| 13/10/2021 | 2.411 | 469 | 0 | 609 | 743 | 1.821 | 0 | 4.232 |
| 14/10/2021 | 731 | 0 | 0 | 0 | 0 | 0 | 0 | 731 |
| 15/10/2021 | 2.060 | 581 | 5 | 897 | 1.071 | 2.554 | 0 | 4.614 |
| 16/10/2021 | 0 | 65 | 2 | 254 | 68 | 389 | 0 | 389 |
| 17/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/10/2021 | 2.986 | 456 | 1 | 1.268 | 915 | 2.640 | 0 | 5.626 |
| 19/10/2021 | 2.856 | 397 | 3 | 668 | 829 | 1.897 | 0 | 4.753 |
| 20/10/2021 | 2.603 | 322 | 0 | 682 | 632 | 1.636 | 0 | 4.239 |
| 21/10/2021 | 598 | 411 | 1 | 795 | 509 | 1.716 | 0 | 2.314 |
| 22/10/2021 | 2.056 | 299 | 1 | 438 | 737 | 1.475 | 0 | 3.531 |
| 23/10/2021 | 0 | 0 | 0 | 20 | 61 | 81 | 0 | 81 |
| 24/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/10/2021 | 3.106 | 372 | 1 | 1.218 | 756 | 2.347 | 0 | 5.453 |
| 26/10/2021 | 2.821 | 424 | 3 | 586 | 937 | 1.950 | 0 | 4.771 |
| 27/10/2021 | 2.937 | 334 | 0 | 1.022 | 704 | 2.060 | 0 | 4.997 |
| 28/10/2021 | 2.843 | 351 | 2 | 1.031 | 676 | 2.060 | 0 | 4.903 |
| 29/10/2021 | 2.434 | 299 | 0 | 922 | 593 | 1.814 | 0 | 4.248 |
| 30/10/2021 | 0 | 82 | 0 | 106 | 155 | 343 | 0 | 343 |
| 31/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/11/2021 | 3.256 | 640 | 0 | 1.028 | 958 | 2.626 | 0 | 5.882 |
| 03/11/2021 | 3.007 | 428 | 1 | 807 | 880 | 2.116 | 0 | 5.123 |
| 04/11/2021 | 2.893 | 380 | 1 | 946 | 738 | 2.065 | 0 | 4.958 |
| 05/11/2021 | 2.600 | 299 | 2 | 932 | 606 | 1.839 | 0 | 4.439 |
| 06/11/2021 | 0 | 2 | 0 | 47 | 18 | 67 | 0 | 67 |
| 07/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/11/2021 | 3.175 | 145 | 0 | 150 | 342 | 637 | 0 | 3.812 |
| 09/11/2021 | 2.785 | 295 | 0 | 1.061 | 572 | 1.928 | 0 | 4.713 |
| 10/11/2021 | 2.638 | 371 | 1 | 583 | 922 | 1.877 | 0 | 4.515 |
| 11/11/2021 | 2.635 | 405 | 1 | 775 | 859 | 2.040 | 0 | 4.675 |
| 12/11/2021 | 2.342 | 198 | 0 | 994 | 449 | 1.641 | 0 | 3.983 |
| 13/11/2021 | 0 | 0 | 0 | 0 | 225 | 225 | 0 | 225 |
| 14/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/11/2021 | 3.693 | 316 | 0 | 1.028 | 889 | 2.233 | 0 | 5.926 |
| 16/11/2021 | 3.234 | 378 | 1 | 726 | 1.024 | 2.129 | 0 | 5.363 |
| 17/11/2021 | 3.300 | 447 | 0 | 736 | 884 | 2.067 | 0 | 5.367 |
| 18/11/2021 | 3.142 | 270 | 0 | 1.058 | 727 | 2.055 | 0 | 5.197 |
| 19/11/2021 | 2.905 | 334 | 1 | 544 | 925 | 1.804 | 0 | 4.709 |
| 20/11/2021 | 0 | 10 | 0 | 186 | 99 | 295 | 0 | 295 |
| 21/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/11/2021 | 3.835 | 457 | 1 | 1.287 | 1.269 | 3.014 | 0 | 6.849 |
| 23/11/2021 | 3.592 | 372 | 4 | 1.016 | 998 | 2.390 | 0 | 5.982 |
| 24/11/2021 | 3.662 | 506 | 1 | 1.083 | 1.309 | 2.899 | 0 | 6.561 |
| 25/11/2021 | 3.875 | 233 | 0 | 638 | 707 | 1.578 | 0 | 5.453 |
| 26/11/2021 | 3.614 | 384 | 1 | 714 | 625 | 1.724 | 0 | 5.338 |
| 27/11/2021 | 0 | 70 | 0 | 54 | 371 | 495 | 0 | 495 |
| 28/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/11/2021 | 5.640 | 354 | 0 | 1.060 | 1.206 | 2.620 | 0 | 8.260 |
| 30/11/2021 | 5.175 | 512 | 1 | 704 | 1.197 | 2.414 | 0 | 7.589 |
| 01/12/2021 | 1.933 | 1.136 | 0 | 2 | 0 | 1.138 | 0 | 3.071 |
| 02/12/2021 | 2.067 | 1.498 | 0 | 0 | 0 | 1.498 | 0 | 3.565 |
| 03/12/2021 | 1.858 | 1.074 | 0 | 233 | 0 | 1.307 | 0 | 3.165 |
| 04/12/2021 | 0 | 220 | 0 | 0 | 0 | 220 | 0 | 220 |
| 05/12/2021 | 0 | 137 | 0 | 0 | 0 | 137 | 0 | 137 |
| 06/12/2021 | 2.229 | 1.165 | 0 | 24 | 0 | 1.189 | 0 | 3.418 |
| 07/12/2021 | 2.055 | 1.124 | 0 | 0 | 0 | 1.124 | 0 | 3.179 |
| 08/12/2021 | 0 | 242 | 0 | 0 | 0 | 242 | 0 | 242 |
| 09/12/2021 | 2.221 | 923 | 0 | 598 | 0 | 1.521 | 0 | 3.742 |
| 10/12/2021 | 1.992 | 787 | 0 | 0 | 0 | 787 | 0 | 2.779 |
| 11/12/2021 | 0 | 121 | 0 | 0 | 0 | 121 | 0 | 121 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------------|------------|----------------|---------------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 466.877 | 113.680 | 197 | 128.388 | 97.167 | 339.432 | 0 | 806.309 |
| 12/12/2021 | 0 | 78 | 0 | 0 | 0 | 78 | 0 | 78 |
| 13/12/2021 | 1.988 | 1.081 | 0 | 735 | 0 | 1.816 | 0 | 3.804 |
| 14/12/2021 | 1.731 | 914 | 0 | 1.013 | 0 | 1.927 | 0 | 3.658 |
| 15/12/2021 | 1.683 | 996 | 0 | 1.458 | 0 | 2.454 | 0 | 4.137 |
| 16/12/2021 | 1.755 | 810 | 0 | 92 | 0 | 902 | 0 | 2.657 |
| 17/12/2021 | 1.694 | 703 | 0 | 0 | 0 | 703 | 0 | 2.397 |
| 18/12/2021 | 0 | 189 | 0 | 0 | 0 | 189 | 0 | 189 |
| 19/12/2021 | 0 | 76 | 0 | 0 | 0 | 76 | 0 | 76 |
| 20/12/2021 | 1.911 | 818 | 0 | 1.484 | 0 | 2.302 | 0 | 4.213 |
| 21/12/2021 | 1.918 | 636 | 0 | 610 | 0 | 1.246 | 0 | 3.164 |
| 22/12/2021 | 2.395 | 598 | 0 | 626 | 0 | 1.224 | 0 | 3.619 |
| 23/12/2021 | 1.972 | 450 | 0 | 0 | 0 | 450 | 0 | 2.422 |
| 24/12/2021 | 537 | 112 | 0 | 1 | 0 | 113 | 0 | 650 |
| 25/12/2021 | 0 | 34 | 0 | 0 | 0 | 34 | 0 | 34 |
| 26/12/2021 | 0 | 66 | 0 | 0 | 0 | 66 | 0 | 66 |
| 27/12/2021 | 2.195 | 477 | 0 | 0 | 0 | 477 | 0 | 2.672 |
| 28/12/2021 | 2.251 | 496 | 0 | 242 | 0 | 738 | 0 | 2.989 |
| 29/12/2021 | 2.207 | 580 | 0 | 0 | 0 | 580 | 0 | 2.787 |
| 30/12/2021 | 1.884 | 356 | 0 | 1.061 | 0 | 1.417 | 0 | 3.301 |
| 31/12/2021 | 741 | 210 | 0 | 197 | 0 | 407 | 0 | 1.148 |

Tabella 55 - Volumi Contatti telefonici e asincroni 2021 - Dettaglio mensile

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|--------------------|--------------------------------------|----------------|------------|----------------|---------------|---------------------|--------------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Mesi/Totale | 466.877 | 113.680 | 197 | 128.388 | 97.167 | 339.432 | 0 | 806.309 |
| Gennaio | 35.964 | 11.305 | 22 | 4.829 | 5.932 | 22.088 | 0 | 58.052 |
| Febbraio | 42.164 | 11.513 | 21 | 5.445 | 6.440 | 23.419 | 0 | 65.583 |
| Marzo | 45.240 | 14.970 | 21 | 14.312 | 8.015 | 37.318 | 0 | 82.558 |
| Aprile | 28.590 | 9.132 | 20 | 11.027 | 7.518 | 27.697 | 0 | 56.287 |
| Maggio | 30.922 | 8.756 | 7 | 12.131 | 6.859 | 27.753 | 0 | 58.675 |
| Giugno | 23.639 | 7.825 | 20 | 11.838 | 6.939 | 26.622 | 0 | 50.261 |
| Luglio | 28.427 | 6.154 | 18 | 10.179 | 7.652 | 24.003 | 0 | 52.430 |
| Agosto | 21.169 | 2.990 | 4 | 3.950 | 4.521 | 11.465 | 0 | 32.634 |
| Settembre | 43.699 | 6.989 | 19 | 11.721 | 9.110 | 27.839 | 0 | 71.538 |
| Ottobre | 54.848 | 8.133 | 29 | 16.423 | 15.382 | 39.967 | 0 | 94.815 |
| Novembre | 70.998 | 7.806 | 16 | 18.157 | 18.799 | 44.778 | 0 | 115.776 |
| Dicembre | 41.217 | 18.107 | 0 | 8.376 | 0 | 26.483 | 0 | 67.700 |

Tabella 56 – Volumi Contatti telefonici 2021 - Giornata della settimana

| Giorno | Chiamate risposte da operatore | % |
|---------------|---|---------------|
| lun | 105.791 | 22,7% |
| mar | 100.397 | 21,5% |
| mer | 90.692 | 19,4% |
| gio | 89.096 | 19,1% |
| ven | 80.901 | 17,3% |
| Totale | 466.877 | 100,0% |

Tabella 57 – Tempo medio di gestione Contatti telefonici e asincroni 2021 - Dettaglio mensile

| 2021 | Chiamate risposte da operatore | | Asincrono | |
|--------------------|---------------------------------------|---|------------------|------------------------------------|
| | Quantità | Tempo medio di gestione (tempo di conversazione + after call work) | Quantità | Tempo medio di gestione |
| | A | Secondi | F | Secondi |
| Mesi/Totale | 466.877 | 207 | 339.432 | 238 |
| Gennaio | 35.964 | 207 | 22.088 | 238 |
| Febbraio | 42.164 | 207 | 23.419 | 238 |
| Marzo | 45.240 | 207 | 37.318 | 238 |
| Aprile | 28.590 | 207 | 27.697 | 238 |
| Maggio | 30.922 | 207 | 27.753 | 238 |
| Giugno | 23.639 | 207 | 26.622 | 238 |
| Luglio | 28.427 | 207 | 24.003 | 238 |
| Agosto | 21.169 | 207 | 11.465 | 238 |
| Settembre | 43.699 | 207 | 27.839 | 238 |
| Ottobre | 54.848 | 207 | 39.967 | 238 |
| Novembre | 70.998 | 207 | 44.778 | 238 |
| Dicembre | 41.217 | 207 | 26.483 | 238 |

5.3 CCM ENTI

I volumi relativi al CCM Enti per il 2021 sono riportati nelle seguenti tabelle.

Tabella 58 – Volumi Chiamate Entranti, IVR, Risposte, Abbandonate e Durata Media – 2021

| Periodo | Chiamate entranti al Contact Center | Chiamate gestite in IVR | | Chiamate distribuite da IVR verso code | | Proposte di Call Back | | Chiamate distribuite verso Operatore | | Chiamate abbandonate in coda Operatore | | Chiamate abbandonate e in coda + Proposte di Call Back | Chiamate risposte Operatore | | Chiamate risposte Operatore su Entranti | Tempo medio di gestione (tempo di conversazione + ACW) |
|---------|-------------------------------------|-------------------------|--------|--|--------|-----------------------|--------|--------------------------------------|--------|--|--------|--|-----------------------------|--------|---|--|
| | I | L | | M | | N | | O | | P | | (P+N)/M | A | | A/I | |
| | # | # | %(L/I) | # | %(M/I) | # | %(N/M) | # | %(O/M) | # | %(P/O) | % | # | %(A/O) | % | # |
| 2021 | 57.653 | 31.242 | 54,2% | 26.411 | 46% | 564 | 0,0 | 25.847 | 97,9% | 301 | 1,2% | 3,3% | 25.544 | 98,8% | 44,3% | 226 |

Tabella 59 – Volumi Contatti telefonici inbound per fascia oraria 2021 - Dettaglio Mensile

| Fascia Oraria | Chiamate risposte da Operatore 2021 | | | | | | | | | | | | |
|------------------------|-------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| | Gennaio | Febbraio | Marzo | Aprile | Maggio | Giugno | Luglio | Agosto | Settembre | Ottobre | Novembre | Dicembre | Totale |
| 08.00 - 09.00 | 138 | 106 | 175 | 82 | 133 | 89 | 119 | 65 | 112 | 156 | 198 | 170 | 1.543 |
| 09.00 - 10.00 | 343 | 292 | 497 | 237 | 377 | 240 | 347 | 182 | 350 | 462 | 513 | 387 | 4.227 |
| 10.00 - 11.00 | 419 | 313 | 533 | 276 | 386 | 244 | 361 | 155 | 411 | 570 | 559 | 419 | 4.646 |
| 11.00 - 12.00 | 383 | 310 | 512 | 260 | 310 | 267 | 368 | 202 | 361 | 501 | 513 | 384 | 4.371 |
| 12.00 - 13.00 | 336 | 270 | 419 | 178 | 296 | 200 | 267 | 147 | 305 | 448 | 408 | 330 | 3.604 |
| 13.00 - 14.00 | 188 | 173 | 247 | 120 | 142 | 97 | 169 | 75 | 160 | 270 | 311 | 196 | 2.148 |
| 14.00 - 15.00 | 123 | 110 | 152 | 77 | 101 | 76 | 127 | 73 | 84 | 162 | 168 | 188 | 1.441 |
| 15.00 - 16.00 | 125 | 103 | 170 | 80 | 126 | 76 | 122 | 48 | 143 | 175 | 196 | 159 | 1.523 |
| 16.00 - 17.00 | 118 | 84 | 145 | 90 | 100 | 65 | 114 | 59 | 122 | 149 | 181 | 130 | 1.357 |
| 17.00 - 18.00 | 54 | 64 | 59 | 44 | 65 | 34 | 34 | 34 | 55 | 74 | 86 | 74 | 677 |
| 18.00 - 19.00* | 1 | | | 1 | 1 | 2 | 1 | | | | 1 | | 7 |
| Totale per mese | 2.228 | 1.825 | 2.909 | 1.445 | 2.037 | 1.390 | 2.029 | 1.040 | 2.103 | 2.967 | 3.134 | 2.437 | 25.544 |

*Chiamate che iniziano a ridosso delle ore 18.00

Tabella 60 – Volumi Contatti telefonici e asincroni 2021 - Dettaglio Giornaliero

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|---------------|--------------------------------|--------|-----|-------|-----|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 25.544 | 0 | 0 | 0 | 0 | 0 | 0 | 25.544 |
| 01/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/01/2021 | 115 | 0 | 0 | 0 | 0 | 0 | 0 | 115 |
| 05/01/2021 | 101 | 0 | 0 | 0 | 0 | 0 | 0 | 101 |
| 06/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/01/2021 | 155 | 0 | 0 | 0 | 0 | 0 | 0 | 155 |
| 08/01/2021 | 121 | 0 | 0 | 0 | 0 | 0 | 0 | 121 |
| 09/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/01/2021 | 179 | 0 | 0 | 0 | 0 | 0 | 0 | 179 |
| 12/01/2021 | 121 | 0 | 0 | 0 | 0 | 0 | 0 | 121 |
| 13/01/2021 | 161 | 0 | 0 | 0 | 0 | 0 | 0 | 161 |
| 14/01/2021 | 127 | 0 | 0 | 0 | 0 | 0 | 0 | 127 |
| 15/01/2021 | 120 | 0 | 0 | 0 | 0 | 0 | 0 | 120 |
| 16/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/01/2021 | 144 | 0 | 0 | 0 | 0 | 0 | 0 | 144 |
| 19/01/2021 | 126 | 0 | 0 | 0 | 0 | 0 | 0 | 126 |
| 20/01/2021 | 130 | 0 | 0 | 0 | 0 | 0 | 0 | 130 |
| 21/01/2021 | 105 | 0 | 0 | 0 | 0 | 0 | 0 | 105 |
| 22/01/2021 | 109 | 0 | 0 | 0 | 0 | 0 | 0 | 109 |
| 23/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/01/2021 | 86 | 0 | 0 | 0 | 0 | 0 | 0 | 86 |
| 26/01/2021 | 83 | 0 | 0 | 0 | 0 | 0 | 0 | 83 |
| 27/01/2021 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 28/01/2021 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 76 |
| 29/01/2021 | 80 | 0 | 0 | 0 | 0 | 0 | 0 | 80 |
| 30/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31/01/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/02/2021 | 138 | 0 | 0 | 0 | 0 | 0 | 0 | 138 |
| 02/02/2021 | 117 | 0 | 0 | 0 | 0 | 0 | 0 | 117 |
| 03/02/2021 | 114 | 0 | 0 | 0 | 0 | 0 | 0 | 114 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------|----------|----------|----------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 25.544 | 0 | 0 | 0 | 0 | 0 | 0 | 25.544 |
| 04/02/2021 | 102 | 0 | 0 | 0 | 0 | 0 | 0 | 102 |
| 05/02/2021 | 65 | 0 | 0 | 0 | 0 | 0 | 0 | 65 |
| 06/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/02/2021 | 103 | 0 | 0 | 0 | 0 | 0 | 0 | 103 |
| 09/02/2021 | 91 | 0 | 0 | 0 | 0 | 0 | 0 | 91 |
| 10/02/2021 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 11/02/2021 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 76 |
| 12/02/2021 | 62 | 0 | 0 | 0 | 0 | 0 | 0 | 62 |
| 13/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/02/2021 | 74 | 0 | 0 | 0 | 0 | 0 | 0 | 74 |
| 16/02/2021 | 74 | 0 | 0 | 0 | 0 | 0 | 0 | 74 |
| 17/02/2021 | 120 | 0 | 0 | 0 | 0 | 0 | 0 | 120 |
| 18/02/2021 | 98 | 0 | 0 | 0 | 0 | 0 | 0 | 98 |
| 19/02/2021 | 69 | 0 | 0 | 0 | 0 | 0 | 0 | 69 |
| 20/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/02/2021 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 23/02/2021 | 93 | 0 | 0 | 0 | 0 | 0 | 0 | 93 |
| 24/02/2021 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 25/02/2021 | 85 | 0 | 0 | 0 | 0 | 0 | 0 | 85 |
| 26/02/2021 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 27/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/02/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/03/2021 | 194 | 0 | 0 | 0 | 0 | 0 | 0 | 194 |
| 02/03/2021 | 189 | 0 | 0 | 0 | 0 | 0 | 0 | 189 |
| 03/03/2021 | 175 | 0 | 0 | 0 | 0 | 0 | 0 | 175 |
| 04/03/2021 | 132 | 0 | 0 | 0 | 0 | 0 | 0 | 132 |
| 05/03/2021 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 06/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/03/2021 | 159 | 0 | 0 | 0 | 0 | 0 | 0 | 159 |
| 09/03/2021 | 152 | 0 | 0 | 0 | 0 | 0 | 0 | 152 |
| 10/03/2021 | 126 | 0 | 0 | 0 | 0 | 0 | 0 | 126 |
| 11/03/2021 | 134 | 0 | 0 | 0 | 0 | 0 | 0 | 134 |
| 12/03/2021 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 13/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/03/2021 | 124 | 0 | 0 | 0 | 0 | 0 | 0 | 124 |
| 16/03/2021 | 144 | 0 | 0 | 0 | 0 | 0 | 0 | 144 |
| 17/03/2021 | 120 | 0 | 0 | 0 | 0 | 0 | 0 | 120 |
| 18/03/2021 | 134 | 0 | 0 | 0 | 0 | 0 | 0 | 134 |
| 19/03/2021 | 79 | 0 | 0 | 0 | 0 | 0 | 0 | 79 |
| 20/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/03/2021 | 155 | 0 | 0 | 0 | 0 | 0 | 0 | 155 |
| 23/03/2021 | 126 | 0 | 0 | 0 | 0 | 0 | 0 | 126 |
| 24/03/2021 | 119 | 0 | 0 | 0 | 0 | 0 | 0 | 119 |
| 25/03/2021 | 111 | 0 | 0 | 0 | 0 | 0 | 0 | 111 |
| 26/03/2021 | 99 | 0 | 0 | 0 | 0 | 0 | 0 | 99 |
| 27/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/03/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/03/2021 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 100 |
| 30/03/2021 | 82 | 0 | 0 | 0 | 0 | 0 | 0 | 82 |
| 31/03/2021 | 60 | 0 | 0 | 0 | 0 | 0 | 0 | 60 |
| 01/04/2021 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 76 |
| 02/04/2021 | 41 | 0 | 0 | 0 | 0 | 0 | 0 | 41 |
| 03/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/04/2021 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 76 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------|----------|----------|----------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 25.544 | 0 | 0 | 0 | 0 | 0 | 0 | 25.544 |
| 07/04/2021 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 08/04/2021 | 90 | 0 | 0 | 0 | 0 | 0 | 0 | 90 |
| 09/04/2021 | 69 | 0 | 0 | 0 | 0 | 0 | 0 | 69 |
| 10/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/04/2021 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 13/04/2021 | 71 | 0 | 0 | 0 | 0 | 0 | 0 | 71 |
| 14/04/2021 | 57 | 0 | 0 | 0 | 0 | 0 | 0 | 57 |
| 15/04/2021 | 77 | 0 | 0 | 0 | 0 | 0 | 0 | 77 |
| 16/04/2021 | 55 | 0 | 0 | 0 | 0 | 0 | 0 | 55 |
| 17/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/04/2021 | 102 | 0 | 0 | 0 | 0 | 0 | 0 | 102 |
| 20/04/2021 | 68 | 0 | 0 | 0 | 0 | 0 | 0 | 68 |
| 21/04/2021 | 71 | 0 | 0 | 0 | 0 | 0 | 0 | 71 |
| 22/04/2021 | 71 | 0 | 0 | 0 | 0 | 0 | 0 | 71 |
| 23/04/2021 | 64 | 0 | 0 | 0 | 0 | 0 | 0 | 64 |
| 24/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/04/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/04/2021 | 64 | 0 | 0 | 0 | 0 | 0 | 0 | 64 |
| 27/04/2021 | 64 | 0 | 0 | 0 | 0 | 0 | 0 | 64 |
| 28/04/2021 | 61 | 0 | 0 | 0 | 0 | 0 | 0 | 61 |
| 29/04/2021 | 60 | 0 | 0 | 0 | 0 | 0 | 0 | 60 |
| 30/04/2021 | 54 | 0 | 0 | 0 | 0 | 0 | 0 | 54 |
| 01/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/05/2021 | 108 | 0 | 0 | 0 | 0 | 0 | 0 | 108 |
| 04/05/2021 | 132 | 0 | 0 | 0 | 0 | 0 | 0 | 132 |
| 05/05/2021 | 125 | 0 | 0 | 0 | 0 | 0 | 0 | 125 |
| 06/05/2021 | 120 | 0 | 0 | 0 | 0 | 0 | 0 | 120 |
| 07/05/2021 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |
| 08/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10/05/2021 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 113 |
| 11/05/2021 | 93 | 0 | 0 | 0 | 0 | 0 | 0 | 93 |
| 12/05/2021 | 90 | 0 | 0 | 0 | 0 | 0 | 0 | 90 |
| 13/05/2021 | 91 | 0 | 0 | 0 | 0 | 0 | 0 | 91 |
| 14/05/2021 | 94 | 0 | 0 | 0 | 0 | 0 | 0 | 94 |
| 15/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/05/2021 | 92 | 0 | 0 | 0 | 0 | 0 | 0 | 92 |
| 18/05/2021 | 103 | 0 | 0 | 0 | 0 | 0 | 0 | 103 |
| 19/05/2021 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 100 |
| 20/05/2021 | 105 | 0 | 0 | 0 | 0 | 0 | 0 | 105 |
| 21/05/2021 | 80 | 0 | 0 | 0 | 0 | 0 | 0 | 80 |
| 22/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/05/2021 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 25/05/2021 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 26/05/2021 | 58 | 0 | 0 | 0 | 0 | 0 | 0 | 58 |
| 27/05/2021 | 94 | 0 | 0 | 0 | 0 | 0 | 0 | 94 |
| 28/05/2021 | 53 | 0 | 0 | 0 | 0 | 0 | 0 | 53 |
| 29/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/05/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31/05/2021 | 93 | 0 | 0 | 0 | 0 | 0 | 0 | 93 |
| 01/06/2021 | 65 | 0 | 0 | 0 | 0 | 0 | 0 | 65 |
| 02/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/06/2021 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 84 |
| 04/06/2021 | 58 | 0 | 0 | 0 | 0 | 0 | 0 | 58 |
| 05/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/06/2021 | 69 | 0 | 0 | 0 | 0 | 0 | 0 | 69 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------|----------|----------|----------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 25.544 | 0 | 0 | 0 | 0 | 0 | 0 | 25.544 |
| 08/06/2021 | 79 | 0 | 0 | 0 | 0 | 0 | 0 | 79 |
| 09/06/2021 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |
| 10/06/2021 | 72 | 0 | 0 | 0 | 0 | 0 | 0 | 72 |
| 11/06/2021 | 65 | 0 | 0 | 0 | 0 | 0 | 0 | 65 |
| 12/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/06/2021 | 86 | 0 | 0 | 0 | 0 | 0 | 0 | 86 |
| 15/06/2021 | 71 | 0 | 0 | 0 | 0 | 0 | 0 | 71 |
| 16/06/2021 | 58 | 0 | 0 | 0 | 0 | 0 | 0 | 58 |
| 17/06/2021 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 76 |
| 18/06/2021 | 42 | 0 | 0 | 0 | 0 | 0 | 0 | 42 |
| 19/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/06/2021 | 56 | 0 | 0 | 0 | 0 | 0 | 0 | 56 |
| 22/06/2021 | 74 | 0 | 0 | 0 | 0 | 0 | 0 | 74 |
| 23/06/2021 | 59 | 0 | 0 | 0 | 0 | 0 | 0 | 59 |
| 24/06/2021 | 60 | 0 | 0 | 0 | 0 | 0 | 0 | 60 |
| 25/06/2021 | 47 | 0 | 0 | 0 | 0 | 0 | 0 | 47 |
| 26/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/06/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/06/2021 | 48 | 0 | 0 | 0 | 0 | 0 | 0 | 48 |
| 29/06/2021 | 57 | 0 | 0 | 0 | 0 | 0 | 0 | 57 |
| 30/06/2021 | 83 | 0 | 0 | 0 | 0 | 0 | 0 | 83 |
| 01/07/2021 | 111 | 0 | 0 | 0 | 0 | 0 | 0 | 111 |
| 02/07/2021 | 70 | 0 | 0 | 0 | 0 | 0 | 0 | 70 |
| 03/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/07/2021 | 196 | 0 | 0 | 0 | 0 | 0 | 0 | 196 |
| 06/07/2021 | 405 | 0 | 0 | 0 | 0 | 0 | 0 | 405 |
| 07/07/2021 | 71 | 0 | 0 | 0 | 0 | 0 | 0 | 71 |
| 08/07/2021 | 57 | 0 | 0 | 0 | 0 | 0 | 0 | 57 |
| 09/07/2021 | 64 | 0 | 0 | 0 | 0 | 0 | 0 | 64 |
| 10/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/07/2021 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |
| 13/07/2021 | 34 | 0 | 0 | 0 | 0 | 0 | 0 | 34 |
| 14/07/2021 | 54 | 0 | 0 | 0 | 0 | 0 | 0 | 54 |
| 15/07/2021 | 119 | 0 | 0 | 0 | 0 | 0 | 0 | 119 |
| 16/07/2021 | 55 | 0 | 0 | 0 | 0 | 0 | 0 | 55 |
| 17/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/07/2021 | 53 | 0 | 0 | 0 | 0 | 0 | 0 | 53 |
| 20/07/2021 | 67 | 0 | 0 | 0 | 0 | 0 | 0 | 67 |
| 21/07/2021 | 65 | 0 | 0 | 0 | 0 | 0 | 0 | 65 |
| 22/07/2021 | 50 | 0 | 0 | 0 | 0 | 0 | 0 | 50 |
| 23/07/2021 | 52 | 0 | 0 | 0 | 0 | 0 | 0 | 52 |
| 24/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/07/2021 | 70 | 0 | 0 | 0 | 0 | 0 | 0 | 70 |
| 27/07/2021 | 163 | 0 | 0 | 0 | 0 | 0 | 0 | 163 |
| 28/07/2021 | 58 | 0 | 0 | 0 | 0 | 0 | 0 | 58 |
| 29/07/2021 | 72 | 0 | 0 | 0 | 0 | 0 | 0 | 72 |
| 30/07/2021 | 62 | 0 | 0 | 0 | 0 | 0 | 0 | 62 |
| 31/07/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/08/2021 | 58 | 0 | 0 | 0 | 0 | 0 | 0 | 58 |
| 03/08/2021 | 57 | 0 | 0 | 0 | 0 | 0 | 0 | 57 |
| 04/08/2021 | 61 | 0 | 0 | 0 | 0 | 0 | 0 | 61 |
| 05/08/2021 | 53 | 0 | 0 | 0 | 0 | 0 | 0 | 53 |
| 06/08/2021 | 42 | 0 | 0 | 0 | 0 | 0 | 0 | 42 |
| 07/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------|----------|----------|----------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 25.544 | 0 | 0 | 0 | 0 | 0 | 0 | 25.544 |
| 09/08/2021 | 66 | 0 | 0 | 0 | 0 | 0 | 0 | 66 |
| 10/08/2021 | 59 | 0 | 0 | 0 | 0 | 0 | 0 | 59 |
| 11/08/2021 | 44 | 0 | 0 | 0 | 0 | 0 | 0 | 44 |
| 12/08/2021 | 55 | 0 | 0 | 0 | 0 | 0 | 0 | 55 |
| 13/08/2021 | 23 | 0 | 0 | 0 | 0 | 0 | 0 | 23 |
| 14/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16/08/2021 | 37 | 0 | 0 | 0 | 0 | 0 | 0 | 37 |
| 17/08/2021 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | 33 |
| 18/08/2021 | 44 | 0 | 0 | 0 | 0 | 0 | 0 | 44 |
| 19/08/2021 | 34 | 0 | 0 | 0 | 0 | 0 | 0 | 34 |
| 20/08/2021 | 20 | 0 | 0 | 0 | 0 | 0 | 0 | 20 |
| 21/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23/08/2021 | 43 | 0 | 0 | 0 | 0 | 0 | 0 | 43 |
| 24/08/2021 | 36 | 0 | 0 | 0 | 0 | 0 | 0 | 36 |
| 25/08/2021 | 53 | 0 | 0 | 0 | 0 | 0 | 0 | 53 |
| 26/08/2021 | 52 | 0 | 0 | 0 | 0 | 0 | 0 | 52 |
| 27/08/2021 | 43 | 0 | 0 | 0 | 0 | 0 | 0 | 43 |
| 28/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/08/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30/08/2021 | 55 | 0 | 0 | 0 | 0 | 0 | 0 | 55 |
| 31/08/2021 | 72 | 0 | 0 | 0 | 0 | 0 | 0 | 72 |
| 01/09/2021 | 109 | 0 | 0 | 0 | 0 | 0 | 0 | 109 |
| 02/09/2021 | 96 | 0 | 0 | 0 | 0 | 0 | 0 | 96 |
| 03/09/2021 | 58 | 0 | 0 | 0 | 0 | 0 | 0 | 58 |
| 04/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/09/2021 | 109 | 0 | 0 | 0 | 0 | 0 | 0 | 109 |
| 07/09/2021 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 81 |
| 08/09/2021 | 87 | 0 | 0 | 0 | 0 | 0 | 0 | 87 |
| 09/09/2021 | 72 | 0 | 0 | 0 | 0 | 0 | 0 | 72 |
| 10/09/2021 | 62 | 0 | 0 | 0 | 0 | 0 | 0 | 62 |
| 11/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/09/2021 | 91 | 0 | 0 | 0 | 0 | 0 | 0 | 91 |
| 14/09/2021 | 103 | 0 | 0 | 0 | 0 | 0 | 0 | 103 |
| 15/09/2021 | 111 | 0 | 0 | 0 | 0 | 0 | 0 | 111 |
| 16/09/2021 | 78 | 0 | 0 | 0 | 0 | 0 | 0 | 78 |
| 17/09/2021 | 78 | 0 | 0 | 0 | 0 | 0 | 0 | 78 |
| 18/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/09/2021 | 90 | 0 | 0 | 0 | 0 | 0 | 0 | 90 |
| 21/09/2021 | 114 | 0 | 0 | 0 | 0 | 0 | 0 | 114 |
| 22/09/2021 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 106 |
| 23/09/2021 | 89 | 0 | 0 | 0 | 0 | 0 | 0 | 89 |
| 24/09/2021 | 55 | 0 | 0 | 0 | 0 | 0 | 0 | 55 |
| 25/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/09/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/09/2021 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 28/09/2021 | 127 | 0 | 0 | 0 | 0 | 0 | 0 | 127 |
| 29/09/2021 | 173 | 0 | 0 | 0 | 0 | 0 | 0 | 173 |
| 30/09/2021 | 213 | 0 | 0 | 0 | 0 | 0 | 0 | 213 |
| 01/10/2021 | 127 | 0 | 0 | 0 | 0 | 0 | 0 | 127 |
| 02/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/10/2021 | 173 | 0 | 0 | 0 | 0 | 0 | 0 | 173 |
| 05/10/2021 | 177 | 0 | 0 | 0 | 0 | 0 | 0 | 177 |
| 06/10/2021 | 165 | 0 | 0 | 0 | 0 | 0 | 0 | 165 |
| 07/10/2021 | 150 | 0 | 0 | 0 | 0 | 0 | 0 | 150 |
| 08/10/2021 | 146 | 0 | 0 | 0 | 0 | 0 | 0 | 146 |
| 09/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------|----------|----------|----------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 25.544 | 0 | 0 | 0 | 0 | 0 | 0 | 25.544 |
| 10/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11/10/2021 | 142 | 0 | 0 | 0 | 0 | 0 | 0 | 142 |
| 12/10/2021 | 143 | 0 | 0 | 0 | 0 | 0 | 0 | 143 |
| 13/10/2021 | 159 | 0 | 0 | 0 | 0 | 0 | 0 | 159 |
| 14/10/2021 | 42 | 0 | 0 | 0 | 0 | 0 | 0 | 42 |
| 15/10/2021 | 142 | 0 | 0 | 0 | 0 | 0 | 0 | 142 |
| 16/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/10/2021 | 152 | 0 | 0 | 0 | 0 | 0 | 0 | 152 |
| 19/10/2021 | 130 | 0 | 0 | 0 | 0 | 0 | 0 | 130 |
| 20/10/2021 | 154 | 0 | 0 | 0 | 0 | 0 | 0 | 154 |
| 21/10/2021 | 201 | 0 | 0 | 0 | 0 | 0 | 0 | 201 |
| 22/10/2021 | 146 | 0 | 0 | 0 | 0 | 0 | 0 | 146 |
| 23/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25/10/2021 | 120 | 0 | 0 | 0 | 0 | 0 | 0 | 120 |
| 26/10/2021 | 114 | 0 | 0 | 0 | 0 | 0 | 0 | 114 |
| 27/10/2021 | 129 | 0 | 0 | 0 | 0 | 0 | 0 | 129 |
| 28/10/2021 | 136 | 0 | 0 | 0 | 0 | 0 | 0 | 136 |
| 29/10/2021 | 119 | 0 | 0 | 0 | 0 | 0 | 0 | 119 |
| 30/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02/11/2021 | 116 | 0 | 0 | 0 | 0 | 0 | 0 | 116 |
| 03/11/2021 | 150 | 0 | 0 | 0 | 0 | 0 | 0 | 150 |
| 04/11/2021 | 161 | 0 | 0 | 0 | 0 | 0 | 0 | 161 |
| 05/11/2021 | 151 | 0 | 0 | 0 | 0 | 0 | 0 | 151 |
| 06/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 08/11/2021 | 163 | 0 | 0 | 0 | 0 | 0 | 0 | 163 |
| 09/11/2021 | 158 | 0 | 0 | 0 | 0 | 0 | 0 | 158 |
| 10/11/2021 | 127 | 0 | 0 | 0 | 0 | 0 | 0 | 127 |
| 11/11/2021 | 120 | 0 | 0 | 0 | 0 | 0 | 0 | 120 |
| 12/11/2021 | 124 | 0 | 0 | 0 | 0 | 0 | 0 | 124 |
| 13/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/11/2021 | 150 | 0 | 0 | 0 | 0 | 0 | 0 | 150 |
| 16/11/2021 | 165 | 0 | 0 | 0 | 0 | 0 | 0 | 165 |
| 17/11/2021 | 142 | 0 | 0 | 0 | 0 | 0 | 0 | 142 |
| 18/11/2021 | 140 | 0 | 0 | 0 | 0 | 0 | 0 | 140 |
| 19/11/2021 | 112 | 0 | 0 | 0 | 0 | 0 | 0 | 112 |
| 20/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22/11/2021 | 189 | 0 | 0 | 0 | 0 | 0 | 0 | 189 |
| 23/11/2021 | 152 | 0 | 0 | 0 | 0 | 0 | 0 | 152 |
| 24/11/2021 | 145 | 0 | 0 | 0 | 0 | 0 | 0 | 145 |
| 25/11/2021 | 180 | 0 | 0 | 0 | 0 | 0 | 0 | 180 |
| 26/11/2021 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 113 |
| 27/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28/11/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29/11/2021 | 178 | 0 | 0 | 0 | 0 | 0 | 0 | 178 |
| 30/11/2021 | 198 | 0 | 0 | 0 | 0 | 0 | 0 | 198 |
| 01/12/2021 | 111 | 0 | 0 | 0 | 0 | 0 | 0 | 111 |
| 02/12/2021 | 111 | 0 | 0 | 0 | 0 | 0 | 0 | 111 |
| 03/12/2021 | 111 | 0 | 0 | 0 | 0 | 0 | 0 | 111 |
| 04/12/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05/12/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06/12/2021 | 138 | 0 | 0 | 0 | 0 | 0 | 0 | 138 |
| 07/12/2021 | 133 | 0 | 0 | 0 | 0 | 0 | 0 | 133 |
| 08/12/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/12/2021 | 138 | 0 | 0 | 0 | 0 | 0 | 0 | 138 |
| 10/12/2021 | 135 | 0 | 0 | 0 | 0 | 0 | 0 | 135 |

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|----------------------|--------------------------------------|----------|----------|----------|----------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Giorni/Totale | 25.544 | 0 | 0 | 0 | 0 | 0 | 0 | 25.544 |
| 11/12/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/12/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13/12/2021 | 145 | 0 | 0 | 0 | 0 | 0 | 0 | 145 |
| 14/12/2021 | 124 | 0 | 0 | 0 | 0 | 0 | 0 | 124 |
| 15/12/2021 | 128 | 0 | 0 | 0 | 0 | 0 | 0 | 128 |
| 16/12/2021 | 144 | 0 | 0 | 0 | 0 | 0 | 0 | 144 |
| 17/12/2021 | 113 | 0 | 0 | 0 | 0 | 0 | 0 | 113 |
| 18/12/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/12/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20/12/2021 | 141 | 0 | 0 | 0 | 0 | 0 | 0 | 141 |
| 21/12/2021 | 123 | 0 | 0 | 0 | 0 | 0 | 0 | 123 |
| 22/12/2021 | 104 | 0 | 0 | 0 | 0 | 0 | 0 | 104 |
| 23/12/2021 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |
| 24/12/2021 | 27 | 0 | 0 | 0 | 0 | 0 | 0 | 27 |
| 25/12/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/12/2021 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/12/2021 | 107 | 0 | 0 | 0 | 0 | 0 | 0 | 107 |
| 28/12/2021 | 97 | 0 | 0 | 0 | 0 | 0 | 0 | 97 |
| 29/12/2021 | 86 | 0 | 0 | 0 | 0 | 0 | 0 | 86 |
| 30/12/2021 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 95 |
| 31/12/2021 | 31 | 0 | 0 | 0 | 0 | 0 | 0 | 31 |

Tabella 61 - Volumi Contatti telefonici e asincroni 2021 - Dettaglio mensile

| 2021 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|--------------------|--------------------------------------|----------|----------|----------|----------|------------------|-----------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Mesi/Totale | 25.544 | 0 | 0 | 0 | 0 | 0 | 0 | 25.544 |
| Gennaio | 2.228 | 0 | 0 | 0 | 0 | 0 | 0 | 2.228 |
| Febbraio | 1.825 | 0 | 0 | 0 | 0 | 0 | 0 | 1.825 |
| Marzo | 2.909 | 0 | 0 | 0 | 0 | 0 | 0 | 2.909 |
| Aprile | 1.445 | 0 | 0 | 0 | 0 | 0 | 0 | 1.445 |
| Maggio | 2.037 | 0 | 0 | 0 | 0 | 0 | 0 | 2.037 |
| Giugno | 1.390 | 0 | 0 | 0 | 0 | 0 | 0 | 1.390 |
| Luglio | 2.029 | 0 | 0 | 0 | 0 | 0 | 0 | 2.029 |
| Agosto | 1.040 | 0 | 0 | 0 | 0 | 0 | 0 | 1.040 |
| Settembre | 2.103 | 0 | 0 | 0 | 0 | 0 | 0 | 2.103 |
| Ottobre | 2.967 | 0 | 0 | 0 | 0 | 0 | 0 | 2.967 |
| Novembre | 3.134 | 0 | 0 | 0 | 0 | 0 | 0 | 3.134 |
| Dicembre | 2.437 | 0 | 0 | 0 | 0 | 0 | 0 | 2.437 |

Tabella 62 – Volumi Contatti telefonici 2021 - Giorno della settimana

| Giorno | Chiamate risposte da operatore | % |
|---------------|---|---------------|
| lun | 5.421 | 21,2% |
| mar | 5.739 | 22,5% |
| mer | 4.948 | 19,4% |
| gio | 5.275 | 20,7% |
| ven | 4.161 | 16,3% |
| Totale | 25.544 | 100,0% |

Tabella 63 – Tempo medio di gestione Contatti telefonici 2021 - Dettaglio mensile

| 2021 | Chiamate risposte da operatore | |
|--------------------|---------------------------------------|---|
| | Quantità | Tempo medio di gestione (tempo di conversazione + after call work) |
| | A | Secondi |
| Mesi/Totale | 25.544 | 226 |
| Gennaio | 2.228 | 226 |
| Febbraio | 1.825 | 226 |
| Marzo | 2.909 | 226 |
| Aprile | 1.445 | 226 |
| Maggio | 2.037 | 226 |
| Giugno | 1.390 | 226 |
| Luglio | 2.029 | 226 |
| Agosto | 1.040 | 226 |
| Settembre | 2.103 | 226 |
| Ottobre | 2.967 | 226 |
| Novembre | 3.134 | 226 |
| Dicembre | 2.437 | 226 |

6. VOLUMI 2022

Di seguito sono riportati i dati del 2022 dei volumi relativi al CCM ADER Complessivo, al CCM Contribuenti e al CCM Enti.

6.1 CCM ADER COMPLESSIVO

I volumi relativi al CCM ADER Complessivo per il 2022 sono riportati nelle seguenti tabelle.

Tabella 64 – Volumi Chiamate Entranti, IVR, Risposte, Abbandonate e Tempo medio – 2022

| Periodo | Chiamate entranti al Contact Center | Chiamate gestite in IVR | | Chiamate distribuite da IVR verso code | | Proposte di Call Back | | Chiamate distribuite verso Operatore | | Chiamate abbandonate in coda Operatore | | Chiamate abbandonate in coda + Proposte di Call Back | Chiamate risposte Operatore | | Chiamate risposte Operatore su Entranti | Tempo medio di gestione (tempo di conversazione + ACW) |
|---------|-------------------------------------|-------------------------|---------|--|---------|-----------------------|---------|--------------------------------------|---------|--|---------|--|-----------------------------|---------|---|--|
| | I | L | | M | | N | | O | | P | | (P+N)/M | A | | A/I | |
| | # | # | % (L/I) | # | % (M/I) | # | % (N/M) | # | % (O/M) | # | % (P/O) | % | # | % (A/O) | % | # |
| 2022 | 2.119.131 | 1.225.448 | 57,83% | 893.683 | 42,17% | 9.980 | 1,12% | 883.703 | 98,88% | 51.602 | 5,84% | 6,89% | 832.101 | 94,16% | 39,27% | 233 |

Tabella 65 – Volumi Contatti telefonici inbound per fascia oraria 2022 - Dettaglio Mensile

| Fascia Oraria | Chiamate risposte da Operatore 2022 | | | | | | | | | | | | |
|-----------------|-------------------------------------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|---------|
| | Gennaio | Febbraio | Marzo | Aprile | Maggio | Giugno | Luglio | Agosto | Settembre | Ottobre | Novembre | Dicembre | Totale |
| 08.00 - 09.00 | 3.260 | 4.857 | 5.015 | 3.813 | 4.821 | 5.124 | 5.313 | 3.794 | 3.459 | 4.062 | 6.375 | 4.084 | 53.977 |
| 09.00 - 10.00 | 7.819 | 9.213 | 10.687 | 8.765 | 10.522 | 10.669 | 11.033 | 8.667 | 8.884 | 10.194 | 12.207 | 8.817 | 117.477 |
| 10.00 - 11.00 | 7.754 | 8.555 | 11.484 | 10.063 | 11.827 | 12.514 | 12.695 | 10.129 | 10.151 | 11.335 | 13.324 | 10.365 | 130.196 |
| 11.00 - 12.00 | 7.655 | 8.316 | 11.038 | 10.090 | 11.383 | 12.447 | 12.754 | 10.042 | 9.647 | 11.072 | 13.397 | 10.019 | 127.860 |
| 12.00 - 13.00 | 6.631 | 7.591 | 8.789 | 8.293 | 9.562 | 10.150 | 10.145 | 7.513 | 7.701 | 9.039 | 11.334 | 8.160 | 104.908 |
| 13.00 - 14.00 | 5.047 | 5.976 | 5.789 | 4.936 | 5.813 | 6.214 | 5.882 | 4.537 | 4.460 | 5.382 | 7.350 | 5.301 | 66.687 |
| 14.00 - 15.00 | 4.570 | 5.143 | 5.619 | 4.667 | 5.499 | 5.964 | 5.772 | 4.304 | 4.362 | 5.293 | 7.775 | 4.834 | 63.802 |
| 15.00 - 16.00 | 4.423 | 4.438 | 5.536 | 4.862 | 5.743 | 6.430 | 6.128 | 4.329 | 4.628 | 5.640 | 7.105 | 4.814 | 64.076 |
| 16.00 - 17.00 | 3.657 | 3.794 | 4.847 | 4.525 | 5.432 | 5.526 | 5.923 | 4.316 | 4.383 | 5.472 | 5.737 | 4.379 | 57.991 |
| 17.00 - 18.00 | 2.976 | 2.756 | 3.999 | 3.695 | 4.261 | 4.667 | 4.755 | 3.329 | 3.337 | 4.325 | 3.875 | 3.152 | 45.127 |
| Totale per mese | 53.792 | 60.639 | 72.803 | 63.709 | 74.863 | 79.705 | 80.400 | 60.960 | 61.012 | 71.814 | 88.479 | 63.925 | 832.101 |

Tabella 66 - Volumi Contatti telefonici e asincroni 2022 - Dettaglio Mensile

| 2022 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|--------------------|--------------------------------------|---------------|----------|----------------|----------------|---------------------|--------------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Mesi/Totale | 832.101 | 31.613 | 0 | 103.877 | 163.798 | 299.288 | 10.036 | 1.141.425 |
| Gennaio | 53.792 | 4.179 | 0 | 13.891 | 12.766 | 30.836 | 1.009 | 85.637 |
| Febbraio | 60.639 | 4.671 | 0 | 12.697 | 16.385 | 33.753 | 2.458 | 96.850 |
| Marzo | 72.803 | 4.690 | 0 | 5.258 | 17.045 | 26.993 | 937 | 100.733 |
| Aprile | 63.709 | 3.384 | 0 | 8.769 | 11.370 | 23.523 | 14 | 87.246 |
| Maggio | 74.863 | 7.131 | 0 | 11.471 | 20.909 | 39.511 | 134 | 114.508 |
| Giugno | 79.705 | 3.256 | 0 | 13.134 | 15.420 | 31.810 | 31 | 111.546 |
| Luglio | 80.400 | 751 | 0 | 6.978 | 14.335 | 22.064 | 0 | 102.464 |
| Agosto | 60.960 | 539 | 0 | 4.695 | 8.435 | 13.669 | 46 | 74.675 |
| Settembre | 61.012 | 798 | 0 | 8.506 | 10.961 | 20.265 | 114 | 81.391 |
| Ottobre | 71.814 | 789 | 0 | 6.409 | 13.288 | 20.486 | 277 | 92.577 |
| Novembre | 88.479 | 842 | 0 | 6.257 | 14.373 | 21.472 | 4.537 | 114.488 |
| Dicembre | 63.925 | 583 | 0 | 5.812 | 8.511 | 14.906 | 479 | 79.310 |

Tabella 67 - Volumi Contatti telefonici e asincroni 2022 - Tempo medio - Dettaglio Mensile

| 2022 | Chiamate risposte da operatore | | Asincrono | |
|--------------------|--------------------------------|---|----------------|--------------------------------------|
| | Quantità | Tempo medio di gestione (tempo di conversazione + after call work) | Quantità | Tempo medio di gestione richieste |
| | A | Secondi | F | Secondi |
| Mesi/Totale | 832.101 | 233 | 252.288 | 249 |
| Gennaio | 53.792 | 254 | 1.836 | 618 |
| Febbraio | 60.639 | 271 | 15.753 | 292 |
| Marzo | 72.803 | 266 | 26.993 | 286 |
| Aprile | 63.709 | 245 | 23.523 | 241 |
| Maggio | 74.863 | 236 | 39.511 | 230 |
| Giugno | 79.705 | 228 | 31.810 | 232 |
| Luglio | 80.400 | 219 | 22.064 | 222 |
| Agosto | 60.960 | 226 | 13.669 | 239 |
| Settembre | 61.012 | 219 | 20.265 | 253 |
| Ottobre | 71.814 | 215 | 20.486 | 247 |
| Novembre | 88.479 | 213 | 21.472 | 240 |
| Dicembre | 63.925 | 221 | 14.906 | 246 |

6.2 CCM CONTRIBUENTI

I volumi relativi al CCM Contribuenti per il 2022 sono riportati nelle seguenti tabelle.

Tabella 68 – Volumi Chiamate Entranti, IVR, Risposte, Abbandonate e Tempo medio – 2022

| Periodo | Chiamate entranti al Contact Center | Chiamate gestite in IVR | | Chiamate distribuite da IVR verso code | | Proposte di Call Back | | Chiamate distribuite verso Operatore | | Chiamate abbandonate in coda Operatore | | Chiamate abbandonate in coda + Proposte di Call Back | Chiamate risposte Operatore | Chiamate risposte Operatore su Entranti | Tempo medio di gestione (tempo di conversazione + ACW) |
|---------|-------------------------------------|-------------------------|---------|--|---------|-----------------------|---------|--------------------------------------|---------|--|---------|--|-----------------------------|---|--|
| | I | L | | M | | N | | O | | P | | (P+N)/M | A | | A/I |
| | # | # | % (L/I) | # | % (M/I) | # | % (N/M) | # | % (O/M) | # | % (P/O) | % | # | % (A/O) | % |
| 2022 | 2.032.962 | 1.174.661 | 57,78% | 858.301 | 42,22% | 9.780 | 1,14% | 848.355 | 98,84% | 50.570 | 5,96% | 7,03% | 798.869 | 94,17% | 39,30% |
| | | | | | | | | | | | | | | | 230 |

Tabella 69 – Volumi Contatti telefonici inbound per fascia oraria 2022 - Dettaglio Mensile

| Fascia Oraria | Chiamate risposte da Operatore 2022 | | | | | | | | | | | | |
|-----------------|-------------------------------------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|---------|
| | Gennaio | Febbraio | Marzo | Aprile | Maggio | Giugno | Luglio | Agosto | Settembre | Ottobre | Novembre | Dicembre | Totale |
| 08.00 - 09.00 | 3.149 | 4.702 | 4.863 | 3.682 | 4.605 | 4.951 | 5.107 | 3.680 | 3.346 | 3.717 | 6.091 | 3.952 | 51.845 |
| 09.00 - 10.00 | 7.553 | 8.919 | 10.362 | 8.465 | 10.051 | 10.309 | 10.605 | 8.407 | 8.594 | 9.329 | 11.664 | 8.533 | 112.791 |
| 10.00 - 11.00 | 7.490 | 8.282 | 11.135 | 9.718 | 11.298 | 12.092 | 12.203 | 9.825 | 9.820 | 10.373 | 12.731 | 10.030 | 124.997 |
| 11.00 - 12.00 | 7.395 | 8.051 | 10.702 | 9.744 | 10.873 | 12.027 | 12.259 | 9.741 | 9.332 | 10.132 | 12.800 | 9.696 | 122.752 |
| 12.00 - 13.00 | 6.405 | 7.349 | 8.522 | 8.009 | 9.134 | 9.808 | 9.752 | 7.288 | 7.450 | 8.272 | 10.829 | 7.897 | 100.715 |
| 13.00 - 14.00 | 4.875 | 5.785 | 5.613 | 4.767 | 5.553 | 6.004 | 5.654 | 4.401 | 4.314 | 4.925 | 7.023 | 5.130 | 64.044 |
| 14.00 - 15.00 | 4.415 | 4.979 | 5.448 | 4.507 | 5.253 | 5.763 | 5.548 | 4.175 | 4.220 | 4.844 | 7.429 | 4.678 | 61.259 |
| 15.00 - 16.00 | 4.273 | 4.296 | 5.368 | 4.695 | 5.486 | 6.213 | 5.890 | 4.199 | 4.477 | 5.161 | 6.789 | 4.659 | 61.506 |
| 16.00 - 17.00 | 3.533 | 3.673 | 4.700 | 4.370 | 5.189 | 5.340 | 5.693 | 4.187 | 4.240 | 5.008 | 5.482 | 4.238 | 55.653 |
| 17.00 - 18.00 | 2.874 | 2.669 | 3.877 | 3.568 | 4.070 | 4.510 | 4.571 | 3.229 | 3.228 | 3.958 | 3.703 | 3.050 | 43.307 |
| Totale per mese | 51.962 | 58.705 | 70.590 | 61.525 | 71.512 | 77.017 | 77.282 | 59.132 | 59.021 | 65.719 | 84.541 | 61.863 | 798.869 |

Tabella 70 – Volumi Contatti telefonici e asincroni 2022 - Dettaglio Mensile

| 2022 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|-------------|--------------------------------|--------|-----|---------|---------|------------------|--------------------------------|---------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Mesi/Totale | 798.869 | 31.613 | 0 | 103.877 | 163.798 | 299.288 | 9.636 | 1.107.793 |
| Gennaio | 51.962 | 4.179 | 0 | 13.891 | 12.766 | 30.836 | 969 | 83.767 |
| Febbraio | 58.705 | 4.671 | 0 | 12.697 | 16.385 | 33.753 | 2.360 | 94.818 |
| Marzo | 70.590 | 4.690 | 0 | 5.258 | 17.045 | 26.993 | 900 | 98.483 |
| Aprile | 61.525 | 3.384 | 0 | 8.769 | 11.370 | 23.523 | 13 | 85.061 |
| Maggio | 71.512 | 7.131 | 0 | 11.471 | 20.909 | 39.511 | 129 | 111.152 |
| Giugno | 77.017 | 3.256 | 0 | 13.134 | 15.420 | 31.810 | 30 | 108.857 |
| Luglio | 77.282 | 751 | 0 | 6.978 | 14.335 | 22.064 | 0 | 99.346 |
| Agosto | 59.132 | 539 | 0 | 4.695 | 8.435 | 13.669 | 44 | 72.845 |
| Settembre | 59.021 | 798 | 0 | 8.506 | 10.961 | 20.265 | 109 | 79.395 |
| Ottobre | 65.719 | 789 | 0 | 6.409 | 13.288 | 20.486 | 266 | 86.471 |
| Novembre | 84.541 | 842 | 0 | 6.257 | 14.373 | 21.472 | 4.356 | 110.369 |
| Dicembre | 61.863 | 583 | 0 | 5.812 | 8.511 | 14.906 | 460 | 77.229 |

Tabella 71 – Volumi Contatti telefonici e asincroni 2022 - Tempo medio – Dettaglio Mensile

| 2022 | Chiamate risposte da operatore | | Asincrono | |
|--------------------|--------------------------------|--|----------------|-----------------------------------|
| | Quantità | Tempo medio di gestione (tempo di conversazione + after call work) | Quantità | Tempo medio di gestione richieste |
| | A | Secondi | F | Secondi |
| Mesi/Totale | 798.869 | 230 | 252.288 | 249 |
| Gennaio | 51.962 | 251 | 1.836 | 618 |
| Febbraio | 58.705 | 268 | 15.753 | 292 |
| Marzo | 70.590 | 263 | 26.993 | 286 |
| Aprile | 61.525 | 242 | 23.523 | 241 |
| Maggio | 71.512 | 232 | 39.511 | 230 |
| Giugno | 77.017 | 225 | 31.810 | 232 |
| Luglio | 77.282 | 216 | 22.064 | 222 |
| Agosto | 59.132 | 223 | 13.669 | 239 |
| Settembre | 59.021 | 216 | 20.265 | 253 |
| Ottobre | 65.719 | 209 | 20.486 | 247 |
| Novembre | 84.541 | 210 | 21.472 | 240 |
| Dicembre | 61.863 | 218 | 14.906 | 246 |

6.3 CCM ENTI

I volumi relativi al CCM Enti per il 2022 sono riportati nelle seguenti tabelle.

Tabella 72 – Volumi Chiamate Entranti, IVR, Risposte, Abbandonate e Tempo medio – 2022

| Periodo | Chiamate entranti al Contact Center | | Chiamate gestite in IVR | | Chiamate distribuite da IVR verso code | | Proposte di Call Back | | Chiamate distribuite verso Operatore | | Chiamate abbandonate in coda Operatore | | Chiamate abbandonate in coda + Proposte di Call Back | | Chiamate risposte Operatore | | Chiamate risposte Operatore su Entranti | | Tempo medio di gestione (tempo di conversazione + ACW) | | |
|---------|-------------------------------------|--------|-------------------------|---------|--|--------|-----------------------|-------|--------------------------------------|--------|--|---------|--|--------|-----------------------------|---------|---|-----|--|-----|---|
| | I | # | L | % (L/I) | M | # | % (M/I) | N | # | O | # | % (O/M) | P | # | % (P/O) | (P+N)/M | % | A | # | A/I | % |
| | # | % | # | % | # | % | % | # | % | # | % | % | # | % | % | % | % | # | % | # | % |
| 2022 | 86.169 | 50,787 | 58,94% | | 35.382 | 41,06% | 200 | 0,56% | 35.348 | 99,90% | 1.032 | 2,92% | 3,48% | 33.232 | 94,01% | 38,57% | | 311 | | | |

Tabella 73 – Volumi Contatti telefonici inbound per fascia oraria 2022 - Dettaglio Mensile

| Fascia Oraria | Chiamate risposte da Operatore 2022 | | | | | | | | | | | | |
|------------------------|-------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| | Gennaio | Febbraio | Marzo | Aprile | Maggio | Giugno | Luglio | Agosto | Settembre | Ottobre | Novembre | Dicembre | Totale |
| 08.00 - 09.00 | 111 | 155 | 152 | 131 | 216 | 173 | 206 | 114 | 113 | 345 | 284 | 132 | 2.132 |
| 09.00 - 10.00 | 266 | 294 | 325 | 300 | 471 | 360 | 428 | 260 | 290 | 865 | 543 | 284 | 4.686 |
| 10.00 - 11.00 | 264 | 273 | 349 | 345 | 529 | 422 | 492 | 304 | 331 | 962 | 593 | 335 | 5.199 |
| 11.00 - 12.00 | 260 | 265 | 336 | 346 | 510 | 420 | 495 | 301 | 315 | 940 | 597 | 323 | 5.108 |
| 12.00 - 13.00 | 226 | 242 | 267 | 284 | 428 | 342 | 393 | 225 | 251 | 767 | 505 | 263 | 4.193 |
| 13.00 - 14.00 | 172 | 191 | 176 | 169 | 260 | 210 | 228 | 136 | 146 | 457 | 327 | 171 | 2.643 |
| 14.00 - 15.00 | 155 | 164 | 171 | 160 | 246 | 201 | 224 | 129 | 142 | 449 | 346 | 156 | 2.543 |
| 15.00 - 16.00 | 150 | 142 | 168 | 167 | 257 | 217 | 238 | 130 | 151 | 479 | 316 | 155 | 2.570 |
| 16.00 - 17.00 | 124 | 121 | 147 | 155 | 243 | 186 | 230 | 129 | 143 | 464 | 255 | 141 | 2.338 |
| 17.00 - 18.00 | 102 | 87 | 122 | 127 | 191 | 157 | 184 | 100 | 109 | 367 | 172 | 102 | 1.820 |
| Totale per mese | 1.830 | 1.934 | 2.213 | 2.184 | 3.351 | 2.688 | 3.118 | 1.828 | 1.991 | 6.095 | 3.938 | 2.062 | 33.232 |

Tabella 74 - Volumi Contatti telefonici e asincroni 2022 - Dettaglio Mensile

| 2022 | Inbound | | | | | | Outbound | Totale Inbound + Outbound |
|--------------------|--------------------------------------|----------|----------|----------|----------|---------------------|--------------------------------------|---------------------------------|
| | Chiamate risposte da operatore | E-mail | Fax | Posta | Web | Totale asincrono | Totale Outbound (Call me back) | |
| | A | B | C | D | E | F= B+C+D+E | G | |
| Mesi/Totale | 33.232 | 0 | 0 | 0 | 0 | 0 | 400 | 33.632 |
| Gennaio | 1.830 | 0 | 0 | 0 | 0 | 0 | 40 | 1.870 |
| Febbraio | 1.934 | 0 | 0 | 0 | 0 | 0 | 98 | 2.032 |
| Marzo | 2.213 | 0 | 0 | 0 | 0 | 0 | 37 | 2.250 |
| Aprile | 2.184 | 0 | 0 | 0 | 0 | 0 | 1 | 2.185 |
| Maggio | 3.351 | 0 | 0 | 0 | 0 | 0 | 5 | 3.356 |
| Giugno | 2.688 | 0 | 0 | 0 | 0 | 0 | 1 | 2.689 |
| Luglio | 3.118 | 0 | 0 | 0 | 0 | 0 | 0 | 3.118 |
| Agosto | 1.828 | 0 | 0 | 0 | 0 | 0 | 2 | 1.830 |
| Settembre | 1.991 | 0 | 0 | 0 | 0 | 0 | 5 | 1.996 |
| Ottobre | 6.095 | 0 | 0 | 0 | 0 | 0 | 11 | 6.106 |
| Novembre | 3.938 | 0 | 0 | 0 | 0 | 0 | 181 | 4.119 |
| Dicembre | 2.062 | 0 | 0 | 0 | 0 | 0 | 19 | 2.081 |

Tabella 75 - Volumi Contatti telefonici 2022 - Tempo medio - Dettaglio Mensile

| 2022 | Chiamate risposte da operatore | |
|--------------------|--------------------------------|---|
| | Quantità | Tempo medio di gestione (tempo di conversazione + after call work) |
| | A | Secondi |
| Mesi/Totale | 33.232 | 311 |
| Gennaio | 1.830 | 341 |
| Febbraio | 1.934 | 363 |
| Marzo | 2.213 | 357 |
| Aprile | 2.184 | 328 |
| Maggio | 3.351 | 315 |
| Giugno | 2.688 | 305 |
| Luglio | 3.118 | 293 |
| Agosto | 1.828 | 302 |
| Settembre | 1.991 | 293 |
| Ottobre | 6.095 | 283 |
| Novembre | 3.938 | 283 |
| Dicembre | 2.062 | 295 |