

	2018				2019				2019 vs 2018			
	Lisboa		Algarve		Lisboa		Algarve		Lisboa		Algarve	
	#	%	#	%	#	%	#	%	#	%	#	%
Total Chamadas	1386		1341		1495		1022		109		-319	
Total Chamadas Atendidas	1216	! 88%	1234	✓ 92%	1235	✗ 83%	949	✓ 93%	19	-5%	-285	1%
Total Chamadas Abandonadas	67	✗ 5%	19	✓ 1%	88	✗ 6%	21	! 2%	21	1%	2	1%
Total Chamadas Sobrepostas	102	✗ 7%	88	✗ 7%	172	✗ 12%	50	✓ 5%	70	4%	-38	-2%