



BANCO NACIONAL DE PANAMA

SOLICITUDES RESUELTAS Y NEGADAS

| AÑO 2020 | ene-20 | feb-20 | mar-20 | abr-20 | may-20 | jun-20 | jul-20 | ago-20 | sep-20 | oct-20 | nov-20 | dic-20 | TOTAL |
|----------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| LLAMADAS CONTESTADAS (RESUELTAS) | 6,530 | 5,274 | 4,608 | 1,576 | 5,902 | 7,645 | 7,500 | 5,916 | 9,270 | | | | 54,221 |
| EN ESPERA DE RESPUESTA | 1444 | 2179 | 16,439 | 27,342 | 6,085 | 1,859 | 2,891 | 4,276 | 1,368 | | | | 63,883 |
| LLAMADAS ABANDONADAS (NEGADAS) | 44 | 49 | 78 | 94 | 50 | 20 | 27 | 45 | 25 | | | | 432 |
| EFFECTIVIDAD / NIVEL DE SERVICIO | 81.31% | 70.95% | 21.52% | 5.45% | 49.19% | 80.44% | 72.18% | 54.25% | 74.33% | | | | 56.62% |