

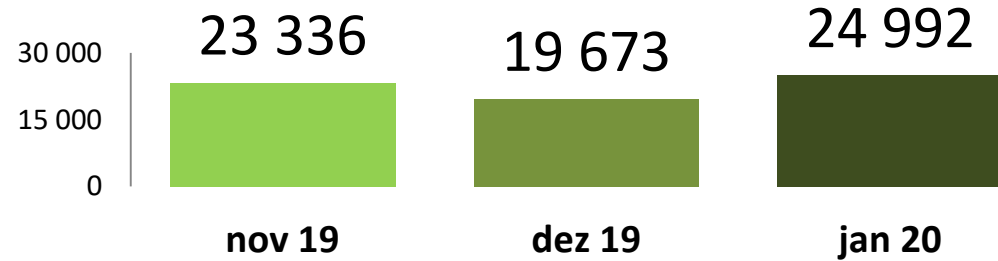
Estatísticas Mensais de Atendimento

Janeiro 2020



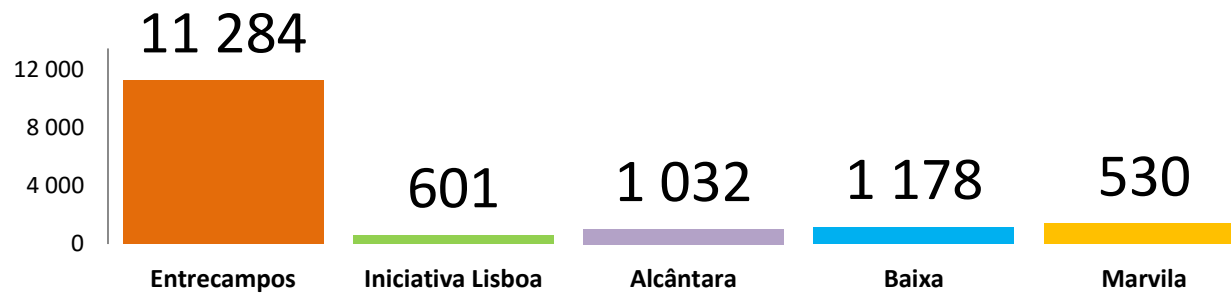
ATENDIMENTO PRESENCIAL

munícipes atendidos mensalmente



* Inclui os atendimentos realizados na Tesouraria, Execuções Fiscais e EMEL

munícipes atendidos por loja



LISBOA

ATENDIMENTO PRESENCIAL

tempo médio de espera (min.)

18:48

20:17

22:08

nov 19

dez 19

jan 20

* Inclui os tempos de espera dos balcões da Tesouraria, Execuções Fiscais e EMEL

tempo médio de espera por loja (min.)

22:37

06:18

11:25

09:19

35:52

Entrecampos

Iniciativa Lisboa

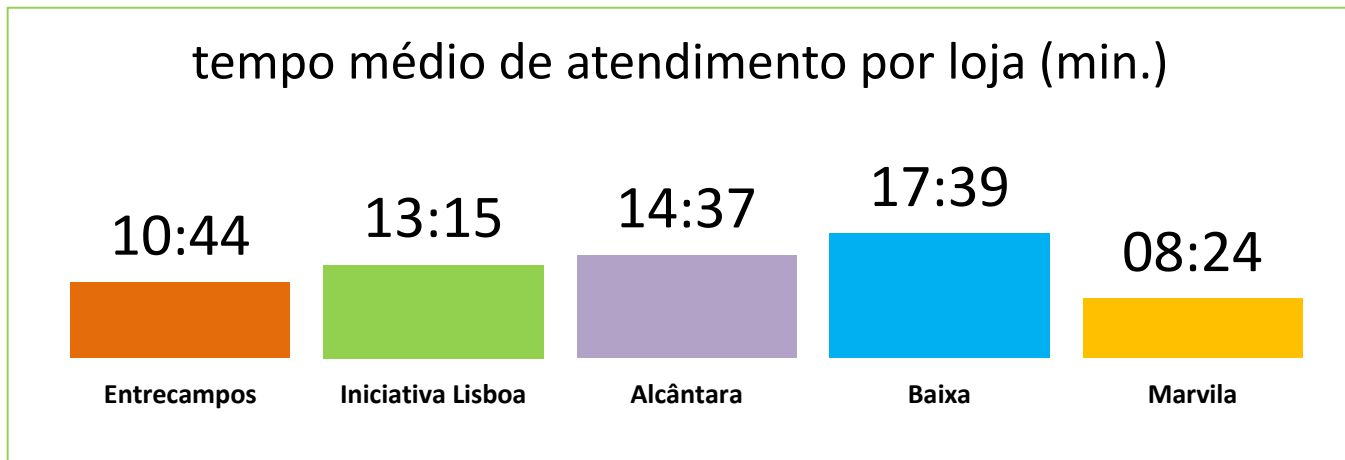
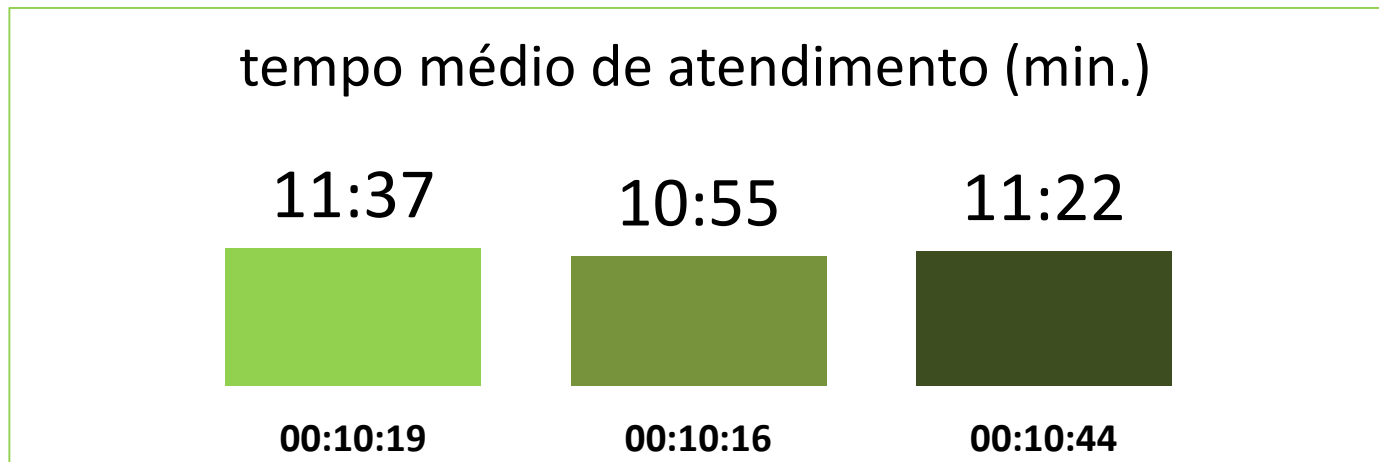
Alcântara

Baixa

Marvila

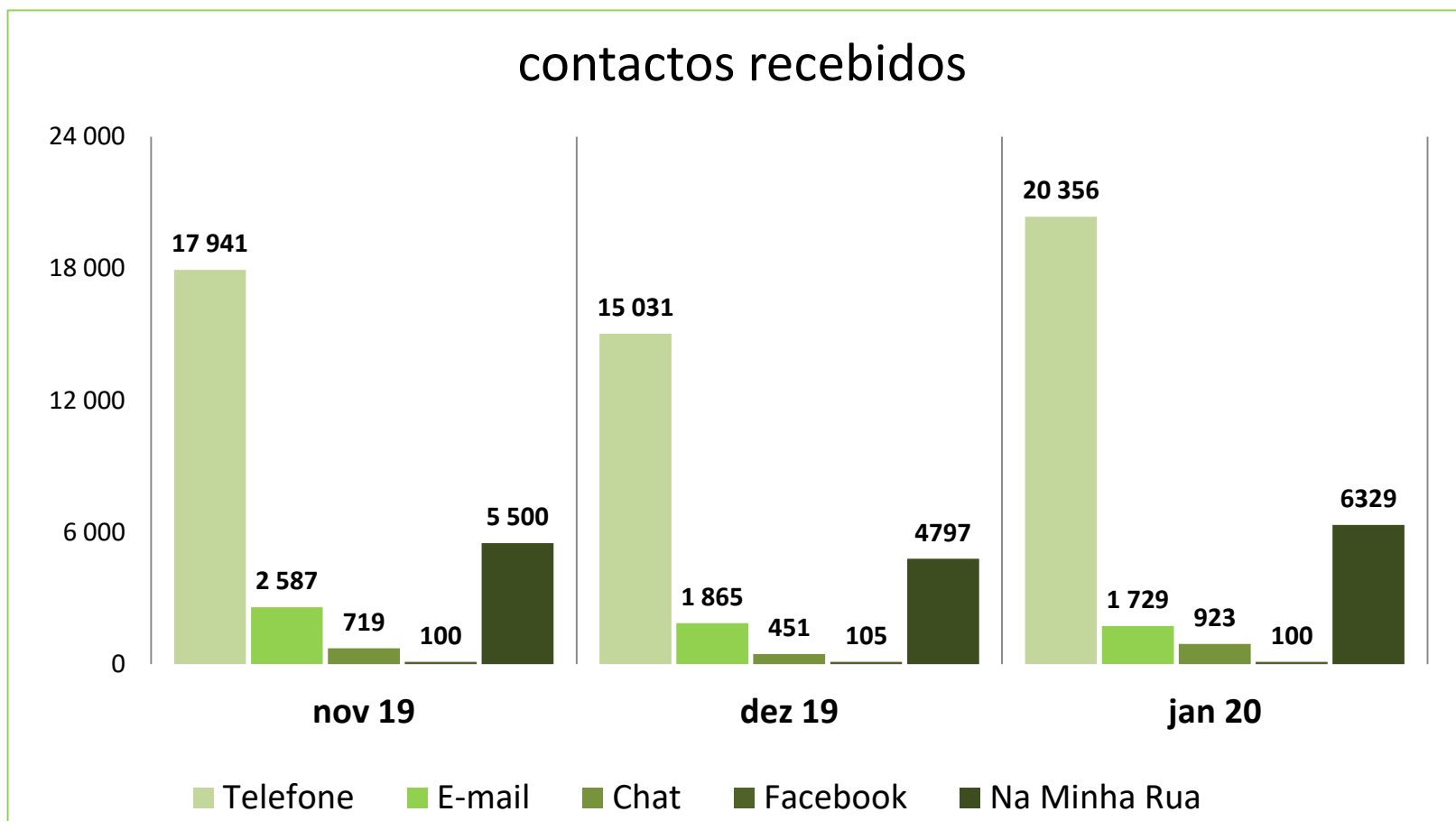
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ATENDIMENTO PRESENCIAL



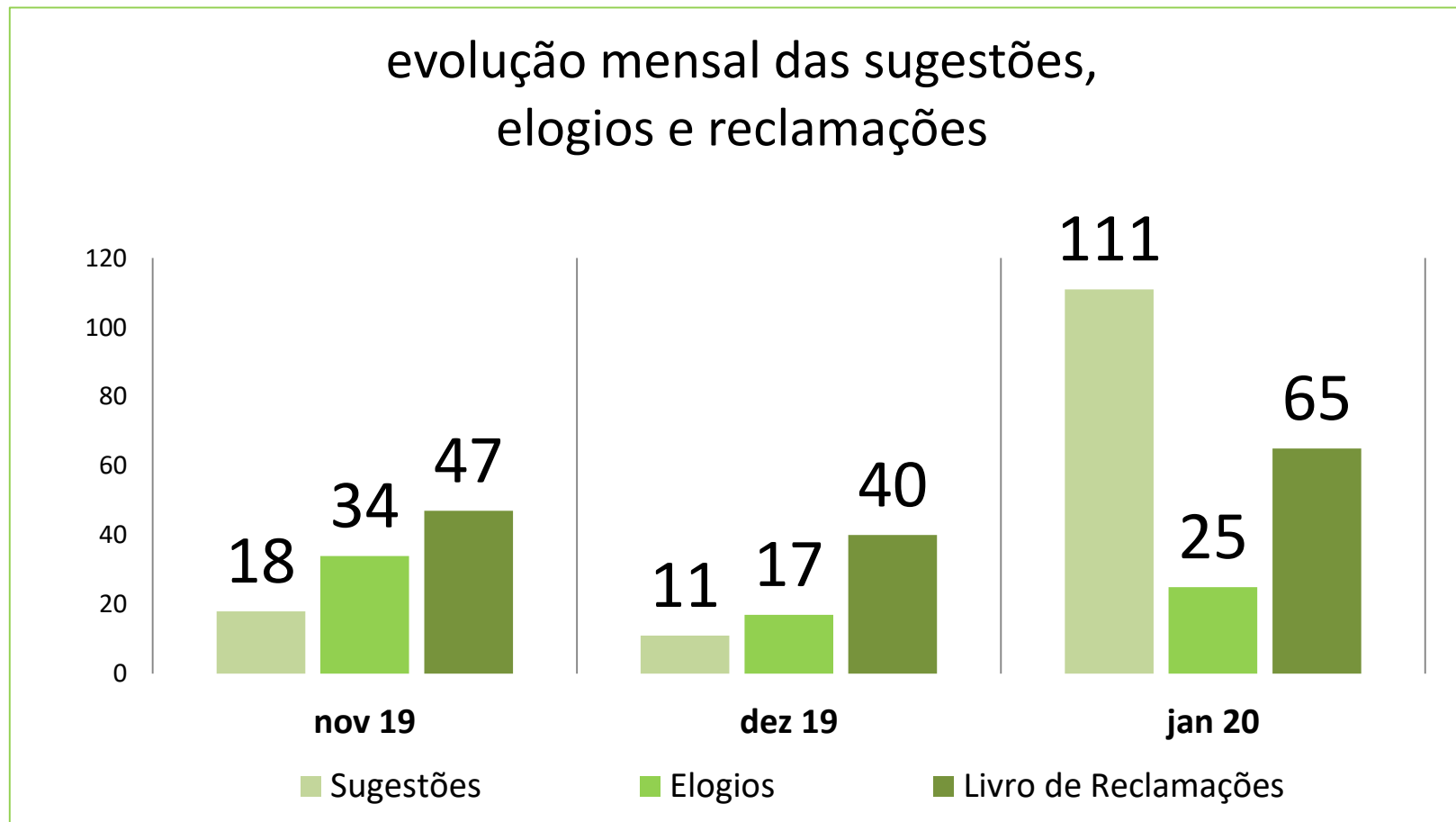
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ATENDIMENTO NÃO PRESENCIAL



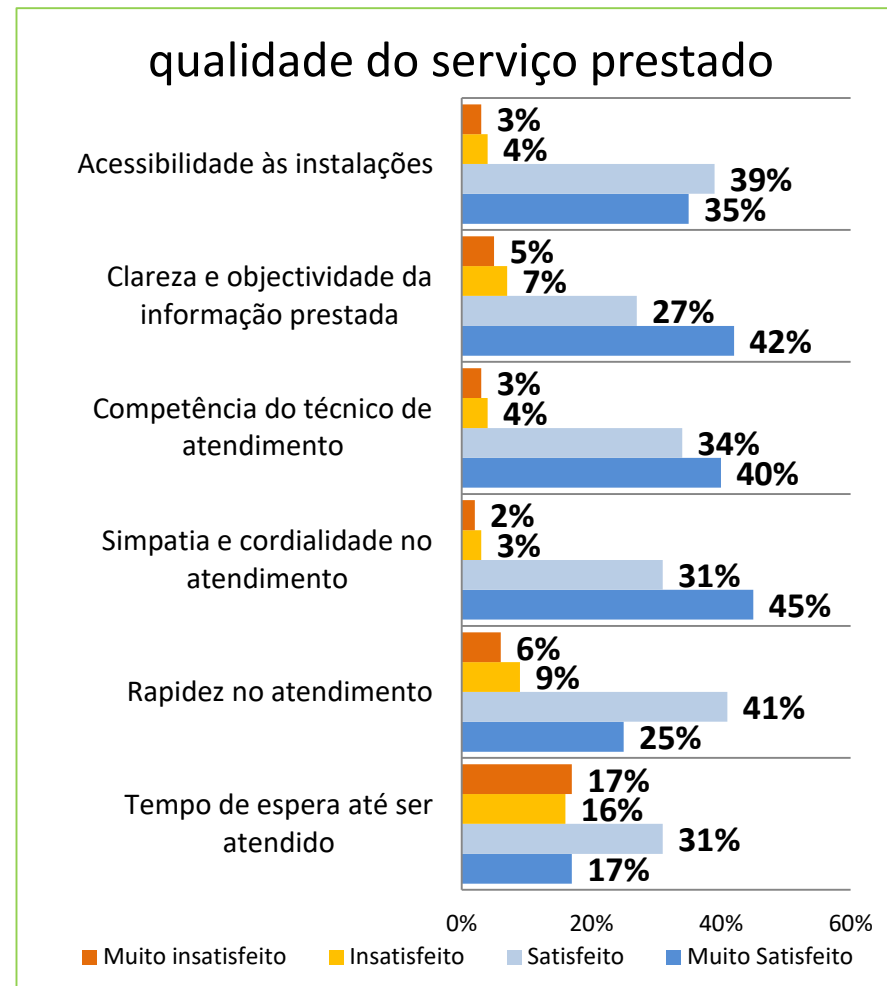
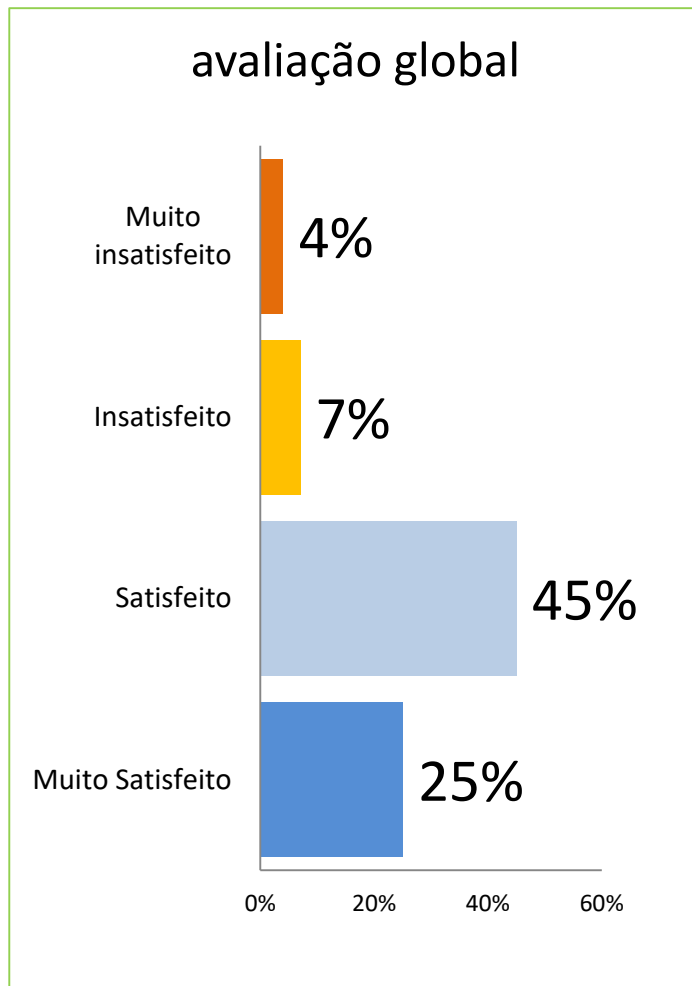
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GESTÃO INTEGRADA DE SUGESTÕES, ELOGIOS E RECLAMAÇÕES

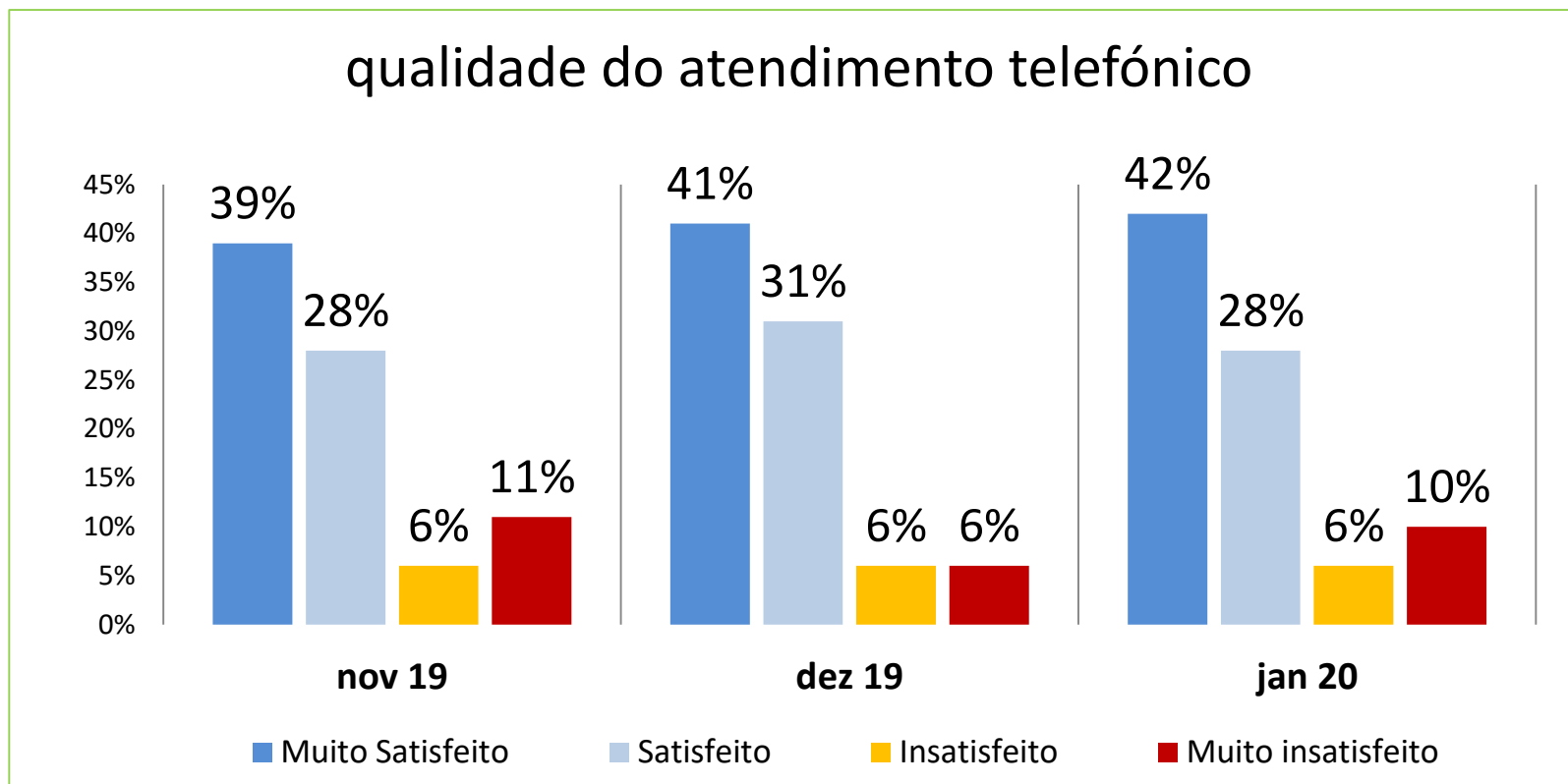


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AVALIAÇÃO DO ATENDIMENTO MUNICIPAL PELO CLIENTE EXTERNO



AVALIAÇÃO DO ATENDIMENTO TELEFÓNICO PELO CLIENTE EXTERNO



ISBOA

Fontes de recolha de dados:

- **Sistemas de Gestão de Filas de Espera Inline;**
- **Inquéritos Online de Satisfação ao Cliente, enviados por e-mail para munícipes presentes nas Lojas Lisboa, ao longo do mês de Janeiro**

The logo for 'LISBOA' is displayed in a large, bold, sans-serif font. The letters are white with a slight shadow effect, making them stand out against the green background. The 'L' is the tallest, followed by the 'S', 'B', 'O', and 'A' which are of similar height. The 'O' is a simple circle, and the 'A' has a small tail at the bottom right. The logo is centered horizontally and sits on a solid green horizontal bar that spans the width of the page.

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