



	Numeto contatti "parla con ER.GO"			Numeto contatti "Scrivici"			Numero contatti Chat			TOTALE CONTATTI		
	2020	2019	Diff.	2020	2019	Diff.	2020	2019	Diff	2020	2019	Diff.
Bologna	6.075	3.405	2.670	98.738	72.788	25.950	7.417	7.033	385	112.231	83.226	29.005
Ferrara	1.305	1.570	-265	13.207	9.629	3.579	403	345	58	14.915	11.544	3.371
More	8.869	6.007	2.862	20.444	19.696	748	2.144	1.897	247	31.457	27.599	3.858
Parma	3.913	3.385	528	25.179	19.621	5.559	2.618	2.422	197	31.711	25.427	6.283
	20.162	14.367	5.795	157.569	121.733	35.836	12.582	11.696	886	190.313	147.796	42.517
	40,34%			29,44%			7,58%			28,77%		