

OneContact Reporting

Service Performance Report

Service: GrdRealVillaltalia, HotelRealPalacio, HotelRealOeiras, HotelRealParque, RealResidencia

			Total Chamadas Atendidas			Total Chamadas Abandonadas			Total Chamadas Sobrepostas							
Date / Service Name	Start Period	Total Chamadas Recebidas	#	%	#	%	#	%	Max Answer Delay	Avg Answer Delay	Max Talk Time	Avg Talk Time	Avg Queue Time	Avg Handled Queue Time		
02-04-2018		54	48	✔ 88,9%	3	✔ 5,6%	3	✔ 5,6%	00:00:15	00:00:08	00:13:18	00:03:04	00:00:11	00:00:10		
GrdRealVillaltalia		16	13	⚠ 81,3%	1	✔ 6,3%	2	⚠ 12,5%	00:00:10	00:00:08	00:13:18	00:03:47	00:00:11	00:00:13		
	10:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:13:18	00:06:58	00:00:19	00:00:19		
	12:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:06:54	00:03:50	00:00:14	00:00:14		
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:00:02	00:00:02	00:00:06	00:00:06		
	14:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:07	00:00:20	00:00:20	00:00:14	00:00:14		
	15:00:00	3	2	⚠ 66,7%	1	✖ 33,3%	0	✔ 0,0%	00:00:08	00:00:04	00:06:29	00:02:45	00:00:05	00:00:06		
	16:00:00	3	2	⚠ 66,7%	0	✔ 0,0%	1	✖ 33,3%	00:00:10	00:00:09	00:05:57	00:05:46	00:00:13	00:00:18		
	17:00:00	2	1	⚠ 50,0%	0	✔ 0,0%	1	✖ 50,0%	00:00:10	00:00:10	00:04:02	00:04:02	00:00:06	00:00:10		
	18:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:00:18	00:00:18	00:00:10	00:00:10		
HotelRealOeiras		16	15	✔ 93,8%	0	✔ 0,0%	1	✔ 6,3%	00:00:14	00:00:07	00:12:29	00:02:46	00:00:08	00:00:08		
	09:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:02:43	00:01:32	00:00:10	00:00:10		
	10:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:02:51	00:02:35	00:00:08	00:00:08		
	12:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:01:04	00:01:04	00:00:07	00:00:07		
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:03	00:00:03	00:02:13	00:02:13	00:00:04	00:00:04		
	14:00:00	5	5	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:14	00:00:08	00:06:56	00:02:29	00:00:09	00:00:09		
	15:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:02:42	00:02:42	00:00:06	00:00:06		
	16:00:00	2	1	⚠ 50,0%	0	✔ 0,0%	1	✖ 50,0%	00:00:09	00:00:09	00:01:44	00:01:44	00:00:08	00:00:10		
	17:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:12:29	00:06:46	00:00:06	00:00:06		
HotelRealPalacio		2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:12	00:00:08	00:02:38	00:02:14	00:00:08	00:00:08		
	10:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:12	00:00:12	00:01:50	00:01:50	00:00:12	00:00:12		
	14:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:03	00:00:03	00:02:38	00:02:38	00:00:03	00:00:03		
HotelRealParque		19	17	✔ 89,5%	2	⚠ 10,5%	0	✔ 0,0%	00:00:15	00:00:09	00:11:47	00:02:44	00:00:13	00:00:09		
	10:00:00	3	2	⚠ 66,7%	1	✖ 33,3%	0	✔ 0,0%	00:00:08	00:00:07	00:04:57	00:02:58	00:00:24	00:00:07		
	11:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:00:47	00:00:47	00:00:08	00:00:08		
	13:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:06	00:03:30	00:01:54	00:00:06	00:00:06		
	14:00:00	3	2	⚠ 66,7%	1	✖ 33,3%	0	✔ 0,0%	00:00:15	00:00:10	00:02:52	00:02:50	00:00:14	00:00:07		
	15:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:04:10	00:03:03	00:00:10	00:00:10		
	16:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:12	00:00:12	00:01:13	00:01:13	00:00:12	00:00:12		
	17:00:00	5	5	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:11:47	00:03:51	00:00:12	00:00:12		
	18:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:10	00:02:39	00:01:50	00:00:10	00:00:10		
RealResidencia		1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:12	00:04:46	00:04:46	00:00:23	00:00:23		
	10:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:12	00:04:46	00:04:46	00:00:23	00:00:23		
03-04-2018		80	74	✔ 92,5%	2	✔ 2,5%	4	✔ 5,0%	00:00:15	00:00:09	00:11:14	00:03:05	00:00:18	00:00:17		
GrdRealVillaltalia		25	24	✔ 96,0%	1	✔ 4,0%	0	✔ 0,0%	00:00:10	00:00:08	00:10:50	00:03:33	00:00:17	00:00:17		
	10:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:02:12	00:02:12	00:00:37	00:00:37		
	11:00:00	5	5	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:10:50	00:06:28	00:00:11	00:00:11		
	12:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:08	00:04:25	00:02:13	00:00:24	00:00:24		
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:00:21	00:00:21	00:00:09	00:00:09		
	14:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:03:25	00:03:10	00:00:17	00:00:17		
	15:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:04:14	00:02:28	00:00:28	00:00:28		
	16:00:00	4	3	⚠ 75,0%	1	✖ 25,0%	0	✔ 0,0%	00:00:10	00:00:08	00:04:22	00:03:18	00:00:17	00:00:22		
	17:00:00	4	4	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:07	00:05:06	00:03:22	00:00:14	00:00:14		
	18:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:05:18	00:03:23	00:00:08	00:00:08		
HotelRealOeiras		16	13	⚠ 81,3%	1	✔ 6,3%	2	⚠ 12,5%	00:00:15	00:00:11	00:11:14	00:03:07	00:00:23	00:00:19		

OneContact Reporting

Service Performance Report

	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:38	00:08:38	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:03	00:00:48	00:00:18	00:00:18
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:17	00:01:56	00:00:08	00:00:08
	16:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:11:14	00:03:22	00:00:12	00:00:12
	17:00:00	4	1	✖	25,0%	1	✖	25,0%	2	✖	50,0%	00:00:15	00:00:13	00:01:52	00:01:52	00:00:54	00:01:38
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:15	00:04:15	00:00:10	00:00:10
HotelRealPalacio		18	17	✔	94,4%	0	✔	0,0%	1	✔	5,6%	00:00:15	00:00:09	00:08:56	00:02:15	00:00:14	00:00:14
	09:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:28	00:01:10	00:00:20	00:00:20
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:02:49	00:01:31	00:00:09	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:20	00:01:28	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:50	00:00:50	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:33	00:02:33	00:00:22	00:00:22
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:31	00:05:30	00:00:07	00:00:07
	15:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:11	00:00:11	00:01:39	00:01:39	00:00:08	00:00:11
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:08:56	00:04:54	00:00:38	00:00:38
HotelRealParque		21	20	✔	95,2%	0	✔	0,0%	1	✔	4,8%	00:00:15	00:00:09	00:11:13	00:03:13	00:00:18	00:00:19
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:52	00:01:20	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:03:24	00:03:24	00:00:11	00:00:11
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:11:13	00:11:13	00:00:07	00:00:07
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:04:03	00:02:26	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:30	00:02:30	00:00:08	00:00:08
	16:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:10	00:03:18	00:03:00	00:00:16	00:00:20
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:23	00:03:38	00:00:36	00:00:36
	18:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:03	00:02:59	00:00:20	00:00:20
04-04-2018		98	66	⚠	67,3%	10	⚠	10,2%	22	✖	22,4%	00:00:17	00:00:09	00:13:53	00:02:05	00:00:36	00:00:26
GrdRealVillaitalia		19	11	⚠	57,9%	3	✖	15,8%	5	✖	26,3%	00:00:10	00:00:07	00:13:53	00:02:57	00:00:24	00:00:14
	09:00:00	4	0	✖	0,0%	1	✖	25,0%	3	✖	75,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	10:00:00	5	2	✖	40,0%	1	✖	20,0%	2	✖	40,0%	00:00:10	00:00:09	00:13:53	00:08:50	00:00:57	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:44	00:01:54	00:00:17	00:00:17
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:18	00:02:18	00:00:07	00:00:07
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:03:55	00:01:38	00:00:17	00:00:17
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:52	00:02:25	00:00:17	00:00:17
	18:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:01	00:00:00
HotelRealOeiras		22	17	⚠	77,3%	3	⚠	13,6%	2	✔	9,1%	00:00:15	00:00:10	00:05:05	00:02:09	00:01:35	00:01:03
	09:00:00	4	1	✖	25,0%	2	✖	50,0%	1	✖	25,0%	00:00:15	00:00:09	00:01:21	00:01:21	00:07:49	00:14:25
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:09	00:02:14	00:00:16	00:00:16
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:02:46	00:01:24	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:18	00:01:18	00:00:18	00:00:18
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:46	00:00:46	00:00:09	00:00:09
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:38	00:03:18	00:00:10	00:00:10
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:33	00:02:22	00:00:16	00:00:16
	16:00:00	4	2	⚠	50,0%	1	✖	25,0%	1	✖	25,0%	00:00:15	00:00:12	00:03:32	00:03:00	00:00:13	00:00:18
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:57	00:01:26	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:05	00:05:05	00:00:07	00:00:07
HotelRealPalacio		20	14	⚠	70,0%	2	⚠	10,0%	4	✖	20,0%	00:00:15	00:00:10	00:05:39	00:01:42	00:00:24	00:00:12
	09:00:00	6	0	✖	0,0%	2	✖	33,3%	4	✖	66,7%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:52	00:00:00
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:07	00:02:24	00:00:24	00:00:24
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:30	00:00:58	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:41	00:00:41	00:00:15	00:00:15
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:35	00:01:42	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:03	00:01:03	00:00:25	00:00:25
03-05-2018 9:26:36	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:11	00:02:11	00:00:12	00:00:12

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Service Performance Report

	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:55	00:01:55	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:05:39	00:05:39	00:00:06	00:00:06
HotelRealParque		33	23	🟡	69,7%	1	✔	3,0%	9	✖	27,3%	00:00:17	00:00:08	00:05:14	00:01:49	00:00:12	00:00:13
	09:00:00	9	0	✖	0,0%	0	✔	0,0%	9	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:19	00:02:04	00:00:26	00:00:26
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:47	00:01:01	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:10	00:01:14	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:17	00:00:14	00:02:25	00:01:53	00:00:28	00:00:28
	16:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:55	00:01:54	00:00:08	00:00:08
	17:00:00	3	2	🟡	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:10	00:00:08	00:05:14	00:03:26	00:00:08	00:00:09
RealResidencia		4	1	✖	25,0%	1	✖	25,0%	2	✖	50,0%	00:00:15	00:00:13	00:01:48	00:01:48	00:00:29	00:00:23
	10:00:00	4	1	✖	25,0%	1	✖	25,0%	2	✖	50,0%	00:00:15	00:00:13	00:01:48	00:01:48	00:00:29	00:00:23
05-04-2018		60	56	✔	93,3%	3	✔	5,0%	1	✔	1,7%	00:00:15	00:00:09	00:14:31	00:02:50	00:00:18	00:00:15
GrdRealVillaltalia		19	16	🟡	84,2%	2	🟡	10,5%	1	✔	5,3%	00:00:10	00:00:08	00:14:31	00:03:54	00:00:30	00:00:23
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:38	00:01:36	00:01:30	00:01:30
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:59	00:02:59	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:14:31	00:07:46	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:06	00:02:40	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:39	00:05:00	00:00:34	00:00:34
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:12:29	00:04:45	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:34	00:02:48	00:00:13	00:00:13
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:39	00:00:39	00:00:20	00:00:20
	18:00:00	4	1	✖	25,0%	2	✖	50,0%	1	✖	25,0%	00:00:10	00:00:09	00:04:01	00:04:01	00:00:51	00:00:07
HotelRealOeiras		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:27	00:02:45	00:00:13	00:00:13
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:04:33	00:02:34	00:00:12	00:00:12
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:00	00:01:00	00:00:04	00:00:04
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:18	00:01:25	00:00:15	00:00:15
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:41	00:01:41	00:00:03	00:00:03
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:07	00:01:29	00:00:09	00:00:09
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:09:27	00:05:46	00:00:18	00:00:18
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:01:39	00:01:39	00:00:15	00:00:15
HotelRealPalacio		5	4	🟡	80,0%	1	✖	20,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:57	00:02:10	00:00:13	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:01	00:01:01	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:33	00:00:33	00:00:10	00:00:10
	16:00:00	3	2	🟡	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:15	00:00:09	00:04:57	00:03:32	00:00:15	00:00:14
HotelRealParque		21	21	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:05	00:01:50	00:00:12	00:00:12
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:49	00:01:40	00:00:13	00:00:13
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:51	00:00:37	00:00:24	00:00:24
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:49	00:03:00	00:00:24	00:00:24
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:01:31	00:01:14	00:00:09	00:00:09
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:04:02	00:02:33	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:01:27	00:01:20	00:00:08	00:00:08
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:03:15	00:01:17	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:06:05	00:04:39	00:00:08	00:00:08
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:12:41	00:12:41	00:00:30	00:00:30
	16:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:12:41	00:12:41	00:00:30	00:00:30
06-04-2018		94	77	🟡	81,9%	1	✔	1,1%	16	✖	17,0%	00:00:16	00:00:09	00:14:02	00:02:59	00:00:16	00:00:16
GrdRealVillaltalia		40	30	🟡	75,0%	1	✔	2,5%	9	✖	22,5%	00:00:10	00:00:08	00:14:02	00:04:18	00:00:21	00:00:21
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:29	00:04:29	00:00:06	00:00:06
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:05:35	00:03:40	00:00:28	00:00:28
	11:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:14:02	00:05:20	00:00:16	00:00:16

OneContact Reporting

Service Performance Report

	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:18	00:01:12	00:00:14	00:00:14
	13:00:00	9	2	✖	22,2%	0	✔	0,0%	7	✖	77,8%	00:00:10	00:00:08	00:09:36	00:04:33	00:00:09	00:00:13
	14:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:10	00:00:09	00:11:52	00:05:02	00:00:21	00:00:24
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:07:59	00:04:42	00:00:16	00:00:16
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:11	00:03:57	00:00:11	00:00:11
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:05:57	00:03:18	00:00:07	00:00:07
	18:00:00	4	2	⚠	50,0%	1	✖	25,0%	1	✖	25,0%	00:00:10	00:00:08	00:12:55	00:05:31	00:01:24	00:01:34
HotelRealOeiras		16	13	⚠	81,3%	0	✔	0,0%	3	✖	18,8%	00:00:15	00:00:08	00:07:52	00:02:57	00:00:09	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:04:16	00:03:50	00:00:05	00:00:05
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:30	00:01:30	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:00:50	00:00:42	00:00:08	00:00:08
	13:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:06	00:00:06	00:03:55	00:03:55	00:00:06	00:00:06
	14:00:00	4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:07	00:00:06	00:01:15	00:00:58	00:00:08	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:52	00:07:52	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:19	00:02:06	00:00:16	00:00:16
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:06	00:06:06	00:00:11	00:00:11
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:46	00:03:46	00:00:23	00:00:23
HotelRealPalacio		12	10	⚠	83,3%	0	✔	0,0%	2	✖	16,7%	00:00:15	00:00:10	00:07:45	00:01:45	00:00:12	00:00:13
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:07	00:01:07	00:00:08	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:07:45	00:02:53	00:00:09	00:00:09
	13:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:15	00:00:12	00:01:13	00:01:13	00:00:15	00:00:24
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:25	00:02:25	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:57	00:01:28	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:21	00:00:54	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:05	00:01:05	00:00:37	00:00:37
HotelRealParque		23	23	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:11	00:05:41	00:01:45	00:00:15	00:00:15
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:11	00:01:11	00:00:14	00:00:14
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:14	00:01:34	00:01:08	00:00:34	00:00:34
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:52	00:00:52	00:00:23	00:00:23
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:41	00:01:48	00:00:13	00:00:13
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:41	00:01:58	00:00:21	00:00:21
	15:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:42	00:01:31	00:00:11	00:00:11
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:53	00:00:53	00:00:18	00:00:18
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:05:41	00:03:34	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:33	00:01:33	00:00:10	00:00:10
RealResidencia		3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:10	00:00:10	00:03:37	00:03:37	00:00:06	00:00:10
	13:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:10	00:00:10	00:03:37	00:03:37	00:00:06	00:00:10
07-04-2018		50	19	✖	38,0%	5	⚠	10,0%	26	✖	52,0%	00:00:15	00:00:08	00:08:33	00:03:07	00:00:21	00:00:13
GrdRealVillaitalia		13	8	⚠	61,5%	0	✔	0,0%	5	✖	38,5%	00:00:10	00:00:06	00:06:24	00:03:36	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:05	00:03:15	00:03:14	00:00:10	00:00:10
	13:00:00	5	2	✖	40,0%	0	✔	0,0%	3	✖	60,0%	00:00:08	00:00:06	00:04:37	00:03:52	00:00:07	00:00:06
	14:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:07	00:00:07	00:04:45	00:04:45	00:00:08	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:07	00:03:07	00:00:04	00:00:04
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:06:24	00:03:22	00:00:06	00:00:06
HotelRealOeiras		21	5	✖	23,8%	3	⚠	14,3%	13	✖	61,9%	00:00:15	00:00:10	00:06:21	00:02:18	00:00:22	00:00:22
	10:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:13	00:00:09	00:00:55	00:00:46	00:00:09	00:00:11
	11:00:00	10	0	✖	0,0%	1	⚠	10,0%	9	✖	90,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:19	00:00:00
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:21	00:06:21	00:00:07	00:00:07
	13:00:00	5	1	✖	20,0%	1	✖	20,0%	3	✖	60,0%	00:00:15	00:00:12	00:01:51	00:01:51	00:00:43	00:01:12
	16:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:09	00:00:09	00:01:44	00:01:44	00:00:10	00:00:09
HotelRealPalacio		9	2	✖	22,2%	2	✖	22,2%	5	✖	55,6%	00:00:15	00:00:11	00:00:29	00:00:24	00:00:50	00:00:28
03-05-2018 9:26:36	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:08	00:00:29	00:00:29	00:00:24	00:00:45

OneContact Reporting

Service Performance Report

	11:00:00	2	0	0,0%	1	50,0%	1	50,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:54	00:00:00
	14:00:00	4	0	0,0%	1	25,0%	3	75,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:10	00:00:00
	17:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:00:20	00:00:20	00:00:10	00:00:10
HotelRealParque		6	3	50,0%	0	0,0%	3	50,0%	00:00:08	00:00:08	00:08:33	00:05:56	00:00:08	00:00:08
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:07	00:08:33	00:08:33	00:00:07	00:00:07
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:06:41	00:06:41	00:00:08	00:00:08
	14:00:00	3	0	0,0%	0	0,0%	3	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:02:34	00:02:34	00:00:08	00:00:08
RealResidencia		1	1	100,0%	0	0,0%	0	0,0%	00:00:04	00:00:04	00:00:11	00:00:11	00:00:04	00:00:04
	16:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:04	00:00:04	00:00:11	00:00:11	00:00:04	00:00:04
09-04-2018		135	120	88,9%	2	1,5%	13	9,6%	00:00:16	00:00:08	00:11:12	00:02:35	00:00:12	00:00:12
GrdRealVillaltalia		46	36	78,3%	2	4,3%	8	17,4%	00:00:10	00:00:08	00:11:00	00:03:10	00:00:11	00:00:10
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:07	00:00:48	00:00:48	00:00:21	00:00:21
	10:00:00	2	1	50,0%	0	0,0%	1	50,0%	00:00:08	00:00:08	00:04:36	00:04:36	00:00:08	00:00:08
	11:00:00	8	4	50,0%	1	12,5%	3	37,5%	00:00:10	00:00:08	00:04:49	00:02:17	00:00:15	00:00:08
	12:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:07	00:07:09	00:04:41	00:00:11	00:00:11
	13:00:00	11	6	54,5%	1	9,1%	4	36,4%	00:00:10	00:00:08	00:08:37	00:03:05	00:00:11	00:00:12
	14:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:03:48	00:02:12	00:00:12	00:00:12
	15:00:00	7	7	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:09	00:07:16	00:03:53	00:00:10	00:00:10
	16:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:07	00:02:21	00:01:09	00:00:13	00:00:13
	17:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:06	00:01:37	00:01:14	00:00:06	00:00:06
	18:00:00	5	5	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:06	00:11:00	00:04:50	00:00:08	00:00:08
HotelRealOeiras		33	32	97,0%	0	0,0%	1	3,0%	00:00:15	00:00:08	00:10:02	00:02:20	00:00:12	00:00:12
	09:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:08	00:01:37	00:00:52	00:00:20	00:00:20
	10:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:02:33	00:01:51	00:00:12	00:00:12
	11:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:06	00:00:06	00:03:22	00:01:29	00:00:06	00:00:06
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:10	00:02:59	00:01:56	00:00:10	00:00:10
	13:00:00	5	4	80,0%	0	0,0%	1	20,0%	00:00:15	00:00:09	00:04:14	00:03:01	00:00:12	00:00:14
	14:00:00	7	7	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:08	00:04:21	00:01:54	00:00:10	00:00:10
	15:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:06	00:00:04	00:02:47	00:02:42	00:00:05	00:00:05
	16:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:06:01	00:04:21	00:00:13	00:00:13
	17:00:00	5	5	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:10:02	00:03:37	00:00:13	00:00:13
HotelRealPalacio		25	23	92,0%	0	0,0%	2	8,0%	00:00:16	00:00:08	00:07:29	00:02:37	00:00:11	00:00:09
	09:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:12	00:00:08	00:07:01	00:04:38	00:00:08	00:00:08
	10:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:14	00:00:10	00:07:29	00:03:17	00:00:10	00:00:10
	11:00:00	7	5	71,4%	0	0,0%	2	28,6%	00:00:16	00:00:09	00:03:24	00:01:48	00:00:18	00:00:13
	13:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:09	00:04:24	00:02:17	00:00:09	00:00:09
	14:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:05	00:02:33	00:01:45	00:00:06	00:00:06
	15:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:09	00:05:01	00:03:02	00:00:09	00:00:09
	16:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:00:45	00:00:40	00:00:08	00:00:08
	18:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:07	00:04:27	00:04:27	00:00:07	00:00:07
HotelRealParque		29	27	93,1%	0	0,0%	2	6,9%	00:00:15	00:00:09	00:11:12	00:01:48	00:00:15	00:00:15
	09:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:14	00:00:10	00:01:57	00:01:10	00:00:10	00:00:10
	10:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:11:12	00:03:37	00:00:14	00:00:14
	11:00:00	6	5	83,3%	0	0,0%	1	16,7%	00:00:15	00:00:10	00:04:36	00:02:15	00:00:15	00:00:14
	12:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:01:25	00:01:03	00:00:26	00:00:26
	13:00:00	4	3	75,0%	0	0,0%	1	25,0%	00:00:08	00:00:07	00:01:55	00:01:00	00:00:07	00:00:07
	15:00:00	5	5	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:08	00:02:17	00:01:24	00:00:23	00:00:23
	16:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:06	00:02:25	00:01:59	00:00:06	00:00:06
	17:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:04	00:00:04	00:01:22	00:01:22	00:00:04	00:00:04
	18:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:07	00:00:55	00:00:55	00:00:07	00:00:07
RealResidencia	03-05-2018 9:26:36	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:07:05	00:06:30	00:00:14	00:00:14

OneContact Reporting

Service Performance Report

	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:54	00:05:54	00:00:19	00:00:19
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:07:05	00:07:05	00:00:10	00:00:10
10-04-2018		65	64	✔	98,5%	1	✔	1,5%	0	✔	0,0%	00:00:15	00:00:07	00:10:26	00:02:29	00:00:09	00:00:10
GrdRealVillaltalia		16	16	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:04	00:02:53	00:00:15	00:00:15
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:00:28	00:00:28	00:00:54	00:00:54
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:04	00:02:55	00:00:10	00:00:10
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:05:30	00:04:07	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:36	00:03:36	00:00:04	00:00:04
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:25	00:01:06	00:00:22	00:00:22
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:09	00:03:16	00:00:11	00:00:11
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:00	00:02:55	00:00:20	00:00:20
HotelRealOeiras		20	20	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:06:09	00:02:09	00:00:08	00:00:08
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:30	00:02:54	00:00:10	00:00:10
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:06:09	00:03:18	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:43	00:02:43	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:43	00:01:12	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:18	00:01:18	00:00:07	00:00:07
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:39	00:02:02	00:00:07	00:00:07
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:03:50	00:01:58	00:00:06	00:00:06
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:18	00:02:18	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:01:51	00:01:20	00:00:09	00:00:09
HotelRealPalacio		7	6	✔	85,7%	1	⚠	14,3%	0	✔	0,0%	00:00:10	00:00:06	00:04:25	00:01:48	00:00:06	00:00:07
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:25	00:03:23	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:23	00:00:23	00:00:05	00:00:05
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:11	00:01:11	00:00:06	00:00:06
	13:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:02	00:00:02	00:00:00	00:00:00	00:00:02	00:00:00
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:56	00:00:56	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:35	00:01:35	00:00:06	00:00:06
HotelRealParque		21	21	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:10:26	00:02:42	00:00:08	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:09	00:06:09	00:00:22	00:00:22
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:14	00:06:14	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:35	00:03:35	00:00:06	00:00:06
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:02:33	00:01:58	00:00:05	00:00:05
	14:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:10:26	00:03:07	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:37	00:02:54	00:00:06	00:00:06
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:57	00:01:28	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:55	00:01:19	00:00:07	00:00:07
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:02:17	00:01:40	00:00:08	00:00:08
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:58	00:01:58	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:58	00:01:58	00:00:08	00:00:08
11-04-2018		100	87	✔	87,0%	6	✔	6,0%	7	✔	7,0%	00:00:15	00:00:09	00:13:46	00:02:17	00:00:16	00:00:11
GrdRealVillaltalia		20	17	✔	85,0%	1	✔	5,0%	2	⚠	10,0%	00:00:13	00:00:08	00:13:46	00:03:51	00:00:16	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:13:46	00:13:46	00:00:10	00:00:10
	10:00:00	4	2	⚠	50,0%	1	✖	25,0%	1	✖	25,0%	00:00:10	00:00:08	00:12:34	00:07:16	00:00:39	00:00:13
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:03:42	00:01:32	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:03:21	00:03:00	00:00:08	00:00:08
	13:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:10	00:00:07	00:03:04	00:01:47	00:00:13	00:00:13
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:52	00:02:52	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:50	00:04:50	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:12:43	00:12:43	00:00:18	00:00:18
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:14	00:02:14	00:00:06	00:00:06
HotelRealOeiras		43	35	⚠	81,4%	5	⚠	11,6%	3	✔	7,0%	00:00:15	00:00:09	00:09:54	00:01:58	00:00:21	00:00:11

OneContact Reporting

Service Performance Report

	09:00:00	5	3	🟡 60,0%	1	🔴 20,0%	1	🔴 20,0%	00:00:14	00:00:10	00:02:51	00:02:05	00:00:08	00:00:10
	10:00:00	4	1	🔴 25,0%	3	🔴 75,0%	0	🟢 0,0%	00:00:15	00:00:13	00:00:51	00:00:51	00:00:28	00:00:08
	11:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:13	00:00:10	00:01:30	00:01:15	00:00:10	00:00:10
	12:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:05	00:00:05	00:01:52	00:01:52	00:00:05	00:00:05
	13:00:00	5	2	🔴 40,0%	1	🔴 20,0%	2	🔴 40,0%	00:00:15	00:00:11	00:02:14	00:01:41	00:01:28	00:00:22
	14:00:00	4	4	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:08	00:09:54	00:04:21	00:00:08	00:00:08
	15:00:00	9	9	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:09	00:06:48	00:01:47	00:00:12	00:00:12
	16:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:10	00:01:03	00:00:47	00:00:13	00:00:13
	17:00:00	7	7	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:08	00:06:34	00:02:30	00:00:11	00:00:11
	18:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:08	00:00:42	00:00:36	00:00:11	00:00:11
HotelRealPalacio		7	7	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:07	00:05:49	00:02:35	00:00:07	00:00:07
	11:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:03	00:00:03	00:00:41	00:00:41	00:00:03	00:00:03
	12:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:09	00:05:49	00:05:49	00:00:09	00:00:09
	13:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:08	00:02:50	00:01:37	00:00:08	00:00:08
	14:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:04	00:00:04	00:02:28	00:02:28	00:00:04	00:00:04
	16:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:08	00:04:23	00:04:23	00:00:08	00:00:08
	17:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:07	00:00:07	00:01:29	00:01:29	00:00:07	00:00:07
HotelRealParque		29	27	🟢 93,1%	0	🟢 0,0%	2	🟢 6,9%	00:00:15	00:00:08	00:06:23	00:01:35	00:00:11	00:00:12
	09:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:11	00:00:11	00:06:23	00:03:29	00:00:12	00:00:12
	10:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:08	00:02:30	00:01:34	00:00:08	00:00:08
	11:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:12	00:00:10	00:01:34	00:01:14	00:00:10	00:00:10
	12:00:00	4	4	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:08	00:01:36	00:00:57	00:00:11	00:00:11
	13:00:00	4	2	🟡 50,0%	0	🟢 0,0%	2	🔴 50,0%	00:00:10	00:00:07	00:04:40	00:02:46	00:00:07	00:00:07
	14:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:11	00:00:10	00:00:40	00:00:34	00:00:10	00:00:10
	15:00:00	4	4	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:10	00:04:43	00:01:55	00:00:11	00:00:11
	16:00:00	5	5	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:07	00:02:17	00:01:16	00:00:10	00:00:10
	17:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:06	00:00:06	00:02:08	00:01:39	00:00:27	00:00:27
	18:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:07	00:00:07	00:00:30	00:00:30	00:00:07	00:00:07
RealResidencia		1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:05	00:00:05	00:00:51	00:00:51	00:00:05	00:00:05
	18:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:05	00:00:05	00:00:51	00:00:51	00:00:05	00:00:05
12-04-2018		89	78	🟢 87,6%	6	🟢 6,7%	5	🟢 5,6%	00:00:15	00:00:08	00:18:55	00:02:18	00:00:12	00:00:11
GrdRealVillaltalia		35	31	🟢 88,6%	3	🟢 8,6%	1	🟢 2,9%	00:00:10	00:00:07	00:18:55	00:02:52	00:00:12	00:00:11
	09:00:00	2	1	🟡 50,0%	1	🔴 50,0%	0	🟢 0,0%	00:00:09	00:00:06	00:18:55	00:09:56	00:00:08	00:00:09
	10:00:00	6	5	🟡 83,3%	0	🟢 0,0%	1	🔴 16,7%	00:00:10	00:00:07	00:04:59	00:03:17	00:00:08	00:00:09
	11:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:06	00:03:28	00:02:17	00:00:06	00:00:06
	12:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:06	00:02:44	00:01:40	00:00:05	00:00:05
	13:00:00	2	1	🟡 50,0%	1	🔴 50,0%	0	🟢 0,0%	00:00:10	00:00:09	00:08:41	00:08:41	00:00:56	00:00:45
	15:00:00	5	5	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:05	00:04:57	00:01:50	00:00:06	00:00:06
	16:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:07	00:09:58	00:04:19	00:00:12	00:00:12
	17:00:00	9	8	🟢 88,9%	1	🟡 11,1%	0	🟢 0,0%	00:00:10	00:00:07	00:07:00	00:01:57	00:00:10	00:00:09
	18:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:07	00:01:46	00:01:33	00:00:19	00:00:19
HotelRealOeiras		20	18	🟢 90,0%	2	🟡 10,0%	0	🟢 0,0%	00:00:15	00:00:08	00:04:42	00:01:29	00:00:13	00:00:10
	09:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:11	00:00:08	00:01:40	00:01:14	00:00:08	00:00:08
	10:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:11	00:01:33	00:01:03	00:00:15	00:00:15
	11:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:08	00:01:26	00:01:26	00:00:08	00:00:08
	12:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:03	00:00:03	00:01:35	00:01:35	00:00:03	00:00:03
	14:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:06	00:00:38	00:00:33	00:00:06	00:00:06
	16:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:07	00:00:05	00:02:16	00:02:10	00:00:05	00:00:05
	17:00:00	8	6	🟡 75,0%	2	🔴 25,0%	0	🟢 0,0%	00:00:15	00:00:09	00:04:42	00:02:12	00:00:19	00:00:13
	18:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:06	00:00:04	00:00:46	00:00:32	00:00:06	00:00:06
HotelRealPalacio		12	10	🟡 83,3%	0	🟢 0,0%	2	🔴 16,7%	00:00:10	00:00:07	00:05:41	00:02:24	00:00:07	00:00:07
03-05-2018 9:26:36	09:00:00	5	3	🟡 60,0%	0	🟢 0,0%	2	🔴 40,0%	00:00:07	00:00:07	00:05:41	00:03:50	00:00:08	00:00:07

OneContact Reporting

Service Performance Report

	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:02	00:02:06	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:52	00:01:55	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:03	00:01:03	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:01:58	00:01:45	00:00:06	00:00:06
HotelRealParque		20	17	✔	85,0%	1	✔	5,0%	2	⚠	10,0%	00:00:15	00:00:09	00:05:27	00:02:06	00:00:13	00:00:14
	09:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:15	00:00:11	00:05:27	00:03:10	00:00:38	00:00:48
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:56	00:03:56	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:20	00:01:20	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:02:08	00:02:08	00:00:14	00:00:14
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:52	00:01:52	00:00:19	00:00:19
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:30	00:02:57	00:00:06	00:00:06
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:33	00:01:52	00:00:10	00:00:10
	17:00:00	6	4	⚠	66,7%	0	✔	0,0%	2	✖	33,3%	00:00:15	00:00:08	00:01:13	00:00:46	00:00:09	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:34	00:03:34	00:00:03	00:00:03
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:42	00:01:04	00:00:14	00:00:14
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:42	00:01:42	00:00:19	00:00:19
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:27	00:00:27	00:00:09	00:00:09
13-04-2018		83	81	✔	97,6%	2	✔	2,4%	0	✔	0,0%	00:00:15	00:00:08	00:09:35	00:02:35	00:00:10	00:00:10
GrdRealVillaltalia		29	27	✔	93,1%	2	✔	6,9%	0	✔	0,0%	00:00:10	00:00:07	00:09:35	00:03:31	00:00:11	00:00:11
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:07	00:02:03	00:00:20	00:00:20
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:09:35	00:07:35	00:00:06	00:00:06
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:35	00:02:20	00:00:12	00:00:12
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:11	00:01:28	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:06:10	00:06:10	00:00:18	00:00:18
	14:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:10	00:00:08	00:02:53	00:02:18	00:00:13	00:00:12
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:07	00:03:56	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:28	00:01:24	00:00:10	00:00:10
	17:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:21	00:05:53	00:00:06	00:00:06
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:08:03	00:04:38	00:00:11	00:00:11
HotelRealOeiras		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:07:43	00:02:15	00:00:10	00:00:10
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:36	00:03:08	00:00:13	00:00:13
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:57	00:02:00	00:00:12	00:00:12
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:07:43	00:03:16	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:09	00:01:09	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:53	00:00:53	00:00:05	00:00:05
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:10	00:02:24	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:33	00:01:33	00:00:06	00:00:06
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:46	00:01:34	00:00:12	00:00:12
HotelRealPalacio		20	20	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:06:08	00:01:45	00:00:09	00:00:09
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:02:11	00:01:56	00:00:10	00:00:10
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:12	00:01:28	00:00:06	00:00:06
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:25	00:01:53	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:10	00:02:00	00:00:18	00:00:18
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:47	00:00:47	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:43	00:00:43	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:31	00:01:31	00:00:06	00:00:06
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:06:08	00:03:04	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:29	00:01:10	00:00:13	00:00:13
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:39	00:01:00	00:00:07	00:00:07
HotelRealParque		16	16	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:09:17	00:02:10	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:30	00:00:30	00:00:23	00:00:23
03-05-2018 9:26:36	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:37	00:01:37	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:01	00:03:01	00:00:10	00:00:10
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:01:57	00:01:06	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:05:43	00:03:48	00:00:04	00:00:04
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:49	00:00:49	00:00:10	00:00:10
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:17	00:03:40	00:00:17	00:00:17
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:02	00:01:00	00:00:08	00:00:08
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:54	00:03:54	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:54	00:03:54	00:00:07	00:00:07
14-04-2018		32	20	⚠	62,5%	0	✔	0,0%	12	✖	37,5%	00:00:10	00:00:05	00:08:31	00:03:07	00:00:06	00:00:05
GrdRealVillaltalia		6	5	⚠	83,3%	0	✔	0,0%	1	✖	16,7%	00:00:07	00:00:05	00:04:06	00:02:03	00:00:05	00:00:05
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:11	00:01:11	00:00:07	00:00:07
	14:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:05	00:00:04	00:02:04	00:01:39	00:00:05	00:00:04
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:06	00:04:06	00:00:04	00:00:04
HotelRealOeiras		17	8	✖	47,1%	0	✔	0,0%	9	✖	52,9%	00:00:10	00:00:06	00:08:31	00:03:47	00:00:07	00:00:06
	10:00:00	4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:04	00:00:04	00:05:53	00:04:20	00:00:08	00:00:04
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:08:31	00:04:33	00:00:10	00:00:10
	13:00:00	9	2	✖	22,2%	0	✔	0,0%	7	✖	77,8%	00:00:05	00:00:04	00:03:23	00:03:09	00:00:06	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:23	00:00:23	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:48	00:05:48	00:00:08	00:00:08
HotelRealPalacio		5	3	⚠	60,0%	0	✔	0,0%	2	✖	40,0%	00:00:06	00:00:05	00:04:36	00:03:37	00:00:05	00:00:05
	10:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:06	00:00:06	00:04:13	00:04:13	00:00:06	00:00:06
	11:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:04	00:00:04	00:04:36	00:04:36	00:00:04	00:00:04
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:02	00:02:02	00:00:04	00:00:04
HotelRealParque		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:04:40	00:03:28	00:00:05	00:00:05
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:39	00:04:39	00:00:05	00:00:05
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:40	00:04:40	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:06	00:01:06	00:00:04	00:00:04
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:43	00:00:43	00:00:04	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:43	00:00:43	00:00:04	00:00:04
16-04-2018		131	119	✔	90,8%	5	✔	3,8%	7	✔	5,3%	00:00:15	00:00:08	00:14:40	00:02:40	00:00:13	00:00:10
GrdRealVillaltalia		30	28	✔	93,3%	1	✔	3,3%	1	✔	3,3%	00:00:10	00:00:07	00:14:40	00:04:23	00:00:13	00:00:12
	09:00:00	7	5	⚠	71,4%	1	⚠	14,3%	1	⚠	14,3%	00:00:10	00:00:06	00:03:36	00:01:42	00:00:15	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:01	00:03:54	00:00:08	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:09:13	00:04:21	00:00:15	00:00:15
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:10:06	00:04:52	00:00:09	00:00:09
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:43	00:04:44	00:00:08	00:00:08
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:14:40	00:11:04	00:00:15	00:00:15
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:09:08	00:05:33	00:00:12	00:00:12
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:45	00:02:39	00:00:16	00:00:16
HotelRealOeiras		25	23	✔	92,0%	1	✔	4,0%	1	✔	4,0%	00:00:15	00:00:08	00:13:37	00:02:43	00:00:10	00:00:11
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:10	00:07:27	00:07:27	00:00:22	00:00:40
	10:00:00	5	4	⚠	80,0%	1	✖	20,0%	0	✔	0,0%	00:00:15	00:00:07	00:08:33	00:03:59	00:00:10	00:00:12
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:53	00:00:47	00:00:17	00:00:17
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:10	00:01:04	00:00:09	00:00:09
	14:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:44	00:01:47	00:00:06	00:00:06
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:06:54	00:03:18	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:40	00:00:36	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:54	00:00:54	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:13:37	00:13:37	00:00:06	00:00:06
HotelRealPalacio		37	35	✔	94,6%	0	✔	0,0%	2	✔	5,4%	00:00:15	00:00:08	00:06:14	00:01:56	00:00:10	00:00:10
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:03:03	00:01:53	00:00:11	00:00:11
03-05-2018 9:26:36	10:00:00	6	4	⚠	66,7%	0	✔	0,0%	2	✖	33,3%	00:00:15	00:00:09	00:05:25	00:03:22	00:00:13	00:00:12

OneContact Reporting

Service Performance Report

	11:00:00	9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:14	00:01:49	00:00:09	00:00:09
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:56	00:01:33	00:00:07	00:00:07
	14:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:52	00:02:21	00:00:12	00:00:12
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:34	00:01:31	00:00:15	00:00:15
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:49	00:00:49	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:08	00:01:00	00:00:08	00:00:08
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:20	00:01:36	00:00:08	00:00:08
HotelRealParque		36	30	🟡	83,3%	3	✔	8,3%	3	✔	8,3%	00:00:15	00:00:08	00:05:15	00:01:32	00:00:17	00:00:10
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:43	00:01:54	00:00:08	00:00:08
	10:00:00	5	3	🟡	60,0%	1	✖	20,0%	1	✖	20,0%	00:00:15	00:00:07	00:04:05	00:01:28	00:00:17	00:00:07
	11:00:00	5	4	🟡	80,0%	0	✔	0,0%	1	✖	20,0%	00:00:10	00:00:06	00:01:50	00:01:07	00:00:07	00:00:07
	12:00:00	4	3	🟡	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:07	00:00:07	00:00:46	00:00:35	00:00:06	00:00:07
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:02:06	00:01:08	00:00:10	00:00:10
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:04:51	00:02:32	00:00:09	00:00:09
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:00:43	00:00:38	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:01:48	00:01:09	00:00:06	00:00:06
	17:00:00	7	6	✔	85,7%	1	🟡	14,3%	0	✔	0,0%	00:00:15	00:00:09	00:04:23	00:01:54	00:00:26	00:00:20
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:05:15	00:02:56	00:00:07	00:00:07
	19:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:56	00:00:00
RealResidencia		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:11:36	00:06:47	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:11:36	00:11:36	00:00:04	00:00:04
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:06	00:02:06	00:00:05	00:00:05
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:38	00:06:38	00:00:09	00:00:09
17-04-2018		96	89	✔	92,7%	5	✔	5,2%	2	✔	2,1%	00:00:15	00:00:08	00:26:58	00:02:37	00:00:13	00:00:10
GrdRealVillaitalia		26	25	✔	96,2%	0	✔	0,0%	1	✔	3,8%	00:00:10	00:00:07	00:10:00	00:02:50	00:00:09	00:00:10
	09:00:00	4	3	🟡	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:10	00:00:06	00:10:00	00:04:05	00:00:08	00:00:09
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:30	00:01:04	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:00	00:03:00	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:08:15	00:03:52	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:24	00:03:47	00:00:14	00:00:14
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:25	00:03:06	00:00:17	00:00:17
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:09:04	00:03:00	00:00:06	00:00:06
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:11	00:02:01	00:00:09	00:00:09
HotelRealOeiras		21	20	✔	95,2%	1	✔	4,8%	0	✔	0,0%	00:00:15	00:00:08	00:26:58	00:03:32	00:00:11	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:47	00:01:47	00:00:05	00:00:05
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:05	00:00:05	00:00:34	00:00:34
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:11:05	00:06:45	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:02	00:01:02	00:00:07	00:00:07
	13:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:00	00:00:00	00:00:35	00:00:00
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:04:33	00:02:44	00:00:06	00:00:06
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:01:17	00:00:43	00:00:04	00:00:04
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:26:58	00:14:58	00:00:13	00:00:13
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:34	00:01:51	00:00:14	00:00:14
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:02:08	00:01:56	00:00:06	00:00:06
HotelRealPalacio		17	15	✔	88,2%	1	✔	5,9%	1	✔	5,9%	00:00:15	00:00:09	00:05:15	00:02:27	00:00:21	00:00:09
	09:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:28	00:02:10	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:51	00:00:32	00:00:06	00:00:06
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:32	00:02:19	00:00:05	00:00:05
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:02	00:02:21	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:37	00:02:22	00:00:14	00:00:14
03-05-2018 16:00:00	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:54	00:04:54	00:00:22	00:00:22

OneContact Reporting

Service Performance Report

	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:15	00:03:08	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:54	00:03:54	00:00:05	00:00:05
	19:00:00	1	0	✘	0,0%	1	✘	100,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:03:38	00:00:00
HotelRealParque		31	28	✔	90,3%	3	✔	9,7%	0	✔	0,0%	00:00:15	00:00:08	00:03:53	00:01:47	00:00:14	00:00:10
	09:00:00	4	1	✘	25,0%	3	✘	75,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:02	00:02:02	00:00:42	00:00:10
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:02:03	00:01:13	00:00:07	00:00:07
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:03:44	00:02:43	00:00:08	00:00:08
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:03:53	00:01:27	00:00:07	00:00:07
	14:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:46	00:01:44	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:36	00:01:36	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:58	00:01:54	00:00:31	00:00:31
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:03:42	00:01:33	00:00:07	00:00:07
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:03:53	00:02:29	00:00:08	00:00:08
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:05:52	00:03:12	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:05:52	00:03:12	00:00:08	00:00:08
18-04-2018		96	87	✔	90,6%	5	✔	5,2%	4	✔	4,2%	00:00:15	00:00:08	00:09:57	00:02:21	00:00:15	00:00:13
GrdRealVillaltalia		20	20	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:57	00:02:34	00:00:11	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:02	00:01:47	00:00:59	00:00:02	00:00:02
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:25	00:00:53	00:00:45	00:00:45
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:53	00:01:53	00:00:03	00:00:03
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:11	00:01:20	00:00:07	00:00:07
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:56	00:03:45	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:11	00:02:11	00:00:03	00:00:03
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:09:57	00:06:10	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:38	00:03:38	00:00:04	00:00:04
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:07	00:01:57	00:00:06	00:00:06
HotelRealOeiras		25	22	✔	88,0%	2	✔	8,0%	1	✔	4,0%	00:00:15	00:00:09	00:06:25	00:02:34	00:00:11	00:00:12
	09:00:00	5	3	🟡	60,0%	1	✘	20,0%	1	✘	20,0%	00:00:15	00:00:11	00:06:25	00:03:52	00:00:13	00:00:18
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:02:12	00:02:12	00:00:13	00:00:13
	11:00:00	5	4	🟡	80,0%	1	✘	20,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:10	00:01:53	00:00:10	00:00:12
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:05:21	00:02:19	00:00:06	00:00:06
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:43	00:01:23	00:00:15	00:00:15
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:53	00:03:01	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:11	00:02:44	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:05:24	00:05:24	00:00:28	00:00:28
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:17	00:04:17	00:00:09	00:00:09
HotelRealPalacio		22	19	✔	86,4%	2	✔	9,1%	1	✔	4,5%	00:00:15	00:00:10	00:06:46	00:02:03	00:00:26	00:00:17
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:48	00:02:23	00:00:07	00:00:07
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:06:06	00:03:59	00:00:04	00:00:04
	11:00:00	4	1	✘	25,0%	2	✘	50,0%	1	✘	25,0%	00:00:15	00:00:14	00:01:45	00:01:45	00:01:02	00:00:03
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:46	00:03:58	00:00:31	00:00:31
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:10	00:00:50	00:01:07	00:01:07
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:15	00:00:56	00:00:13	00:00:13
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:22	00:01:30	00:00:11	00:00:11
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:02:08	00:01:48	00:00:08	00:00:08
HotelRealParque		28	25	✔	89,3%	1	✔	3,6%	2	✔	7,1%	00:00:15	00:00:08	00:09:37	00:02:13	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:17	00:01:17	00:00:06	00:00:06
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:30	00:01:23	00:00:22	00:00:22
	11:00:00	6	3	🟡	50,0%	1	✘	16,7%	2	✘	33,3%	00:00:15	00:00:09	00:04:09	00:01:49	00:00:13	00:00:07
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:36	00:02:19	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:07	00:03:07	00:00:09	00:00:09
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:09:37	00:04:35	00:00:11	00:00:11
03-05-2018 9:26:36																	

OneContact Reporting

Service Performance Report

	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:01:18	00:01:08	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:21	00:01:02	00:00:08	00:00:08
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:01:53	00:01:47	00:00:10	00:00:10
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:49	00:02:49	00:00:21	00:00:21
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:49	00:02:49	00:00:21	00:00:21
19-04-2018		70	65	✔	92,9%	4	✔	5,7%	1	✔	1,4%	00:00:15	00:00:08	00:17:25	00:03:10	00:00:15	00:00:13
GrdRealVillaltalia		24	24	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:17:25	00:04:49	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:08:56	00:07:24	00:00:04	00:00:04
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:48	00:01:01	00:00:08	00:00:08
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:12:29	00:05:00	00:00:12	00:00:12
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:17:25	00:07:49	00:00:08	00:00:08
	13:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:14:00	00:04:57	00:00:11	00:00:11
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:10	00:01:05	00:00:15	00:00:15
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:16:39	00:06:30	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:20	00:01:20	00:00:03	00:00:03
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:01	00:01:01	00:00:08	00:00:08
HotelRealOeiras		17	12	🟡	70,6%	4	❌	23,5%	1	✔	5,9%	00:00:15	00:00:09	00:05:54	00:02:25	00:00:17	00:00:10
	09:00:00	4	0	❌	0,0%	3	❌	75,0%	1	❌	25,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:54	00:02:47	00:00:12	00:00:12
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:47	00:01:47	00:00:09	00:00:09
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:28	00:02:21	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:33	00:01:33	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:47	00:00:47	00:00:04	00:00:04
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:32	00:02:32	00:00:34	00:00:34
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:03:54	00:03:26	00:00:10	00:00:10
	19:00:00	1	0	❌	0,0%	1	❌	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:28	00:00:00
HotelRealPalacio		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:10:08	00:02:08	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:44	00:00:44	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:02	00:02:02	00:00:06	00:00:06
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:01:53	00:01:10	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:10:08	00:10:08	00:00:09	00:00:09
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:02	00:02:34	00:00:14	00:00:14
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:19	00:00:19	00:00:23	00:00:23
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:51	00:00:51	00:00:22	00:00:22
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:49	00:01:49	00:00:10	00:00:10
HotelRealParque		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:55	00:01:59	00:00:21	00:00:21
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:54	00:01:30	00:00:12	00:00:12
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:02:40	00:02:22	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:47	00:00:47	00:00:04	00:00:04
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:55	00:02:54	00:00:12	00:00:12
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:03:27	00:02:03	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:38	00:00:38	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:21	00:01:19	00:01:50	00:01:50
20-04-2018		67	63	✔	94,0%	3	✔	4,5%	1	✔	1,5%	00:00:15	00:00:08	00:18:36	00:03:45	00:00:10	00:00:10
GrdRealVillaltalia		26	24	✔	92,3%	2	✔	7,7%	0	✔	0,0%	00:00:10	00:00:07	00:14:40	00:04:53	00:00:11	00:00:11
	09:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:58	00:02:23	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:44	00:04:44	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:12:32	00:06:32	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:59	00:04:59	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:49	00:05:49	00:00:37	00:00:37
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:25	00:01:22	00:00:17	00:00:17
03-05-2018 9:26:36	15:00:00	6	5	🟡	83,3%	1	❌	16,7%	0	✔	0,0%	00:00:10	00:00:08	00:14:40	00:04:48	00:00:11	00:00:12

OneContact Reporting

Service Performance Report

	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:13:01	00:07:22	00:00:09	00:00:09
	17:00:00	5	4	⚠	80,0%	1	✖	20,0%	0	✔	0,0%	00:00:10	00:00:07	00:12:44	00:05:04	00:00:08	00:00:08
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:13:42	00:07:22	00:00:12	00:00:12
HotelRealOeiras		12	11	✔	91,7%	0	✔	0,0%	1	✔	8,3%	00:00:15	00:00:08	00:08:24	00:03:47	00:00:08	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:20	00:01:20	00:00:11	00:00:11
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:47	00:01:47	00:00:06	00:00:06
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:10	00:02:46	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:18	00:00:18	00:00:12	00:00:12
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:08:24	00:04:51	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:07:21	00:07:21	00:00:07	00:00:07
	17:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:07	00:00:06	00:06:33	00:06:25	00:00:07	00:00:07
HotelRealPalacio		15	14	✔	93,3%	1	✔	6,7%	0	✔	0,0%	00:00:15	00:00:09	00:18:36	00:03:36	00:00:11	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:29	00:01:50	00:00:13	00:00:13
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:42	00:02:38	00:00:11	00:00:11
	12:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:30	00:05:30	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:59	00:02:59	00:00:11	00:00:11
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:37	00:00:37	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:18	00:02:26	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:23	00:03:14	00:00:16	00:00:16
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:18:36	00:09:38	00:00:06	00:00:06
HotelRealParque		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:04	00:01:17	00:00:08	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:03:04	00:01:59	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:01:23	00:01:12	00:00:09	00:00:09
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:14	00:01:14	00:00:04	00:00:04
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:10	00:01:22	00:00:16	00:00:16
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:16	00:00:58	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:09	00:00:52	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:39	00:00:39	00:00:06	00:00:06
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:38	00:05:12	00:00:16	00:00:16
	11:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:38	00:06:38	00:00:22	00:00:22
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:47	00:03:47	00:00:09	00:00:09
21-04-2018		14	9	⚠	64,3%	1	✔	7,1%	4	✖	28,6%	00:00:12	00:00:08	00:10:35	00:05:36	00:00:09	00:00:10
GrdRealVillaltalia		7	5	⚠	71,4%	0	✔	0,0%	2	✖	28,6%	00:00:11	00:00:07	00:10:35	00:05:13	00:00:09	00:00:10
	10:00:00	5	3	⚠	60,0%	0	✔	0,0%	2	✖	40,0%	00:00:10	00:00:06	00:10:33	00:03:57	00:00:09	00:00:11
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:03:41	00:03:41	00:00:11	00:00:11
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:10:35	00:10:35	00:00:08	00:00:08
HotelRealPalacio		3	0	✖	0,0%	1	✖	33,3%	2	✖	66,7%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	10:00:00	3	0	✖	0,0%	1	✖	33,3%	2	✖	66,7%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
HotelRealParque		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:07:54	00:05:44	00:00:09	00:00:09
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:07:54	00:05:44	00:00:09	00:00:09
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:09:12	00:06:24	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:37	00:03:37	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:09:12	00:09:12	00:00:12	00:00:12
23-04-2018		93	80	✔	86,0%	3	✔	3,2%	10	⚠	10,8%	00:00:15	00:00:09	00:11:32	00:02:37	00:00:15	00:00:14
GrdRealVillaltalia		34	27	⚠	79,4%	1	✔	2,9%	6	✖	17,6%	00:00:10	00:00:08	00:11:32	00:02:32	00:00:17	00:00:15
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:24	00:03:16	00:00:17	00:00:17
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:48	00:00:48	00:00:07	00:00:07
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:46	00:02:09	00:00:16	00:00:16
	12:00:00	5	2	✖	40,0%	1	✖	20,0%	2	✖	40,0%	00:00:10	00:00:07	00:03:15	00:02:07	00:00:28	00:00:07
03-05-2018 9:26:36	13:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:08	00:00:08	00:03:29	00:03:29	00:00:06	00:00:08

OneContact Reporting

Service Performance Report

	14:00:00	6	5	83,3%	0	0,0%	1	16,7%	00:00:10	00:00:08	00:11:32	00:03:37	00:00:09	00:00:09
	15:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:04:12	00:02:50	00:00:08	00:00:08
	16:00:00	5	5	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:05:07	00:02:12	00:00:13	00:00:13
	17:00:00	5	4	80,0%	0	0,0%	1	20,0%	00:00:10	00:00:07	00:02:56	00:02:06	00:00:13	00:00:14
	18:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:05	00:00:05	00:01:41	00:01:41	00:01:34	00:01:34
HotelRealOeiras		28	23	82,1%	1	3,6%	4	14,3%	00:00:15	00:00:10	00:07:59	00:03:07	00:00:14	00:00:15
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:07	00:03:08	00:03:08	00:00:07	00:00:07
	10:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:12	00:02:34	00:02:06	00:00:18	00:00:18
	11:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:07	00:07:59	00:07:59	00:00:07	00:00:07
	12:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:15	00:00:51	00:00:51	00:00:15	00:00:15
	13:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:06:01	00:04:44	00:00:25	00:00:25
	14:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:12	00:00:10	00:01:54	00:01:26	00:00:10	00:00:10
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:11	00:01:10	00:01:10	00:00:22	00:00:22
	16:00:00	9	7	77,8%	1	11,1%	1	11,1%	00:00:15	00:00:10	00:07:07	00:02:56	00:00:12	00:00:13
	17:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:12	00:00:08	00:05:57	00:03:55	00:00:08	00:00:08
	18:00:00	5	2	40,0%	0	0,0%	3	60,0%	00:00:15	00:00:11	00:05:36	00:03:00	00:00:17	00:00:31
HotelRealPalacio		16	16	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:05:48	00:01:41	00:00:13	00:00:13
	09:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:06	00:00:23	00:00:19	00:00:06	00:00:06
	10:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:10	00:02:19	00:02:11	00:00:10	00:00:10
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:13	00:01:47	00:01:05	00:00:19	00:00:19
	12:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:03:39	00:02:19	00:00:13	00:00:13
	13:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:01:20	00:00:48	00:00:14	00:00:14
	14:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:11	00:01:12	00:01:12	00:00:22	00:00:22
	15:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:02:04	00:01:22	00:00:13	00:00:13
	18:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:07	00:05:48	00:05:48	00:00:07	00:00:07
HotelRealParque		14	13	92,9%	1	7,1%	0	0,0%	00:00:15	00:00:09	00:09:48	00:03:08	00:00:16	00:00:14
	10:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:12	00:00:12	00:02:43	00:02:43	00:00:12	00:00:12
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:06	00:04:33	00:02:54	00:00:06	00:00:06
	12:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:02:32	00:01:42	00:00:12	00:00:12
	13:00:00	4	3	75,0%	1	25,0%	0	0,0%	00:00:15	00:00:11	00:07:25	00:04:10	00:00:27	00:00:20
	14:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:09:48	00:06:14	00:00:22	00:00:22
	16:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:09	00:01:13	00:01:13	00:00:09	00:00:09
	17:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:07	00:00:56	00:00:56	00:00:07	00:00:07
RealResidencia		1	1	100,0%	0	0,0%	0	0,0%	00:00:13	00:00:13	00:01:16	00:01:16	00:00:13	00:00:13
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:13	00:00:13	00:01:16	00:01:16	00:00:13	00:00:13
24-04-2018		110	86	78,2%	6	5,5%	18	16,4%	00:00:16	00:00:10	00:17:10	00:03:08	00:00:35	00:00:32
GrdRealVillaltalia		35	29	82,9%	2	5,7%	4	11,4%	00:00:11	00:00:08	00:17:10	00:03:52	00:00:57	00:01:02
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:01:23	00:01:23	00:00:16	00:00:16
	10:00:00	5	4	80,0%	0	0,0%	1	20,0%	00:00:10	00:00:08	00:11:02	00:03:58	00:00:22	00:00:26
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:06:26	00:03:52	00:00:08	00:00:08
	12:00:00	3	2	66,7%	0	0,0%	1	33,3%	00:00:10	00:00:09	00:03:56	00:02:37	00:00:14	00:00:19
	13:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:06:45	00:02:47	00:00:15	00:00:15
	14:00:00	3	2	66,7%	1	33,3%	0	0,0%	00:00:11	00:00:06	00:02:25	00:01:32	00:00:24	00:00:10
	15:00:00	7	7	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:05:26	00:02:17	00:00:11	00:00:11
	16:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:09	00:17:10	00:10:41	00:00:19	00:00:19
	17:00:00	5	3	60,0%	0	0,0%	2	40,0%	00:00:10	00:00:09	00:07:39	00:04:50	00:00:24	00:00:18
	18:00:00	3	2	66,7%	1	33,3%	0	0,0%	00:00:10	00:00:08	00:04:38	00:04:33	00:08:01	00:11:29
HotelRealOeiras		21	12	57,1%	3	14,3%	6	28,6%	00:00:16	00:00:09	00:12:02	00:04:34	00:00:45	00:00:11
	11:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:07	00:06:14	00:04:19	00:00:07	00:00:07
	12:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:11	00:00:57	00:00:57	00:00:11	00:00:11
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:16	00:00:12	00:12:02	00:12:02	00:00:23	00:00:23
03-05-2018 9:26:36	14:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:14	00:00:10	00:03:27	00:03:04	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:06:19	00:06:19	00:00:08	00:00:08
	16:00:00	4	2	⚠️	50,0%	0	✔️	0,0%	2	❌	50,0%	00:00:09	00:00:07	00:03:41	00:02:52	00:00:08	00:00:06
	17:00:00	2	1	⚠️	50,0%	1	❌	50,0%	0	✔️	0,0%	00:00:15	00:00:12	00:00:41	00:00:41	00:00:33	00:00:10
	18:00:00	7	1	❌	14,3%	2	❌	28,6%	4	❌	57,1%	00:00:15	00:00:09	00:10:01	00:10:01	00:01:48	00:00:20
HotelRealPalacio		18	15	⚠️	83,3%	0	✔️	0,0%	3	❌	16,7%	00:00:15	00:00:11	00:05:58	00:02:17	00:00:20	00:00:22
	09:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:02:44	00:02:44	00:00:09	00:00:09
	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:13	00:03:06	00:02:50	00:00:19	00:00:19
	11:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:01:08	00:01:08	00:00:09	00:00:09
	12:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:04:17	00:04:17	00:00:10	00:00:10
	14:00:00	5	4	⚠️	80,0%	0	✔️	0,0%	1	❌	20,0%	00:00:15	00:00:11	00:02:10	00:01:43	00:00:20	00:00:21
	15:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:11	00:05:58	00:02:15	00:00:48	00:00:48
	16:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:14	00:00:11	00:05:18	00:03:12	00:00:11	00:00:11
	17:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:13	00:00:13	00:01:07	00:01:07	00:00:13	00:00:13
	18:00:00	2	0	❌	0,0%	0	✔️	0,0%	2	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
HotelRealParque		33	28	⚠️	84,8%	1	✔️	3,0%	4	⚠️	12,1%	00:00:15	00:00:10	00:07:48	00:02:14	00:00:16	00:00:15
	09:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:09	00:02:23	00:01:55	00:00:10	00:00:10
	10:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:03:34	00:03:34	00:00:07	00:00:07
	11:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:11	00:00:55	00:00:42	00:00:13	00:00:13
	12:00:00	6	6	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:05:34	00:03:07	00:00:12	00:00:12
	13:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:01:38	00:01:38	00:00:10	00:00:10
	14:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:05:08	00:02:22	00:00:38	00:00:38
	15:00:00	4	3	⚠️	75,0%	0	✔️	0,0%	1	❌	25,0%	00:00:13	00:00:10	00:07:48	00:04:14	00:00:10	00:00:10
	16:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:02:18	00:01:22	00:00:09	00:00:09
	17:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:13	00:02:02	00:01:55	00:00:32	00:00:32
	18:00:00	5	1	❌	20,0%	1	❌	20,0%	3	❌	60,0%	00:00:12	00:00:12	00:01:09	00:01:09	00:00:19	00:00:12
RealResidencia		3	2	⚠️	66,7%	0	✔️	0,0%	1	❌	33,3%	00:00:15	00:00:10	00:03:06	00:02:26	00:00:12	00:00:15
	10:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:01:46	00:01:46	00:00:23	00:00:23
	11:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:03:06	00:03:06	00:00:07	00:00:07
	16:00:00	1	0	❌	0,0%	0	✔️	0,0%	1	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
25-04-2018		37	32	✔️	86,5%	1	✔️	2,7%	4	⚠️	10,8%	00:00:15	00:00:08	00:16:51	00:03:25	00:00:11	00:00:10
GrdRealVillaltalia		12	11	✔️	91,7%	0	✔️	0,0%	1	✔️	8,3%	00:00:10	00:00:07	00:16:51	00:05:33	00:00:16	00:00:13
	09:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:04:29	00:02:28	00:00:20	00:00:20
	10:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:00:41	00:00:41	00:00:16	00:00:16
	11:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	12:00:00	5	5	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:06	00:16:51	00:09:04	00:00:10	00:00:10
	13:00:00	1	0	❌	0,0%	0	✔️	0,0%	1	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:58	00:00:00
	15:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:05	00:04:47	00:04:16	00:00:05	00:00:05
	16:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:01:33	00:01:33	00:00:24	00:00:24
HotelRealOeiras		9	7	⚠️	77,8%	1	⚠️	11,1%	1	⚠️	11,1%	00:00:07	00:00:06	00:04:47	00:02:35	00:00:05	00:00:06
	11:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:04:27	00:04:27	00:00:06	00:00:06
	12:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:06	00:04:47	00:03:02	00:00:06	00:00:06
	13:00:00	2	0	❌	0,0%	1	❌	50,0%	1	❌	50,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	14:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:05	00:00:05	00:03:18	00:03:18	00:00:05	00:00:05
	16:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:06	00:03:02	00:01:43	00:00:07	00:00:07
HotelRealPalacio		3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:14	00:00:10	00:01:18	00:01:03	00:00:10	00:00:10
	10:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:01:18	00:01:18	00:00:09	00:00:09
	11:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:01:11	00:01:11	00:00:08	00:00:08
	12:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:14	00:00:14	00:00:39	00:00:39	00:00:14	00:00:14
HotelRealParque		13	11	⚠️	84,6%	0	✔️	0,0%	2	❌	15,4%	00:00:15	00:00:09	00:07:35	00:02:35	00:00:09	00:00:09
	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:02:23	00:01:03	00:00:11	00:00:11
	11:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:09	00:02:07	00:01:43	00:00:09	00:00:09
	12:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:09	00:02:26	00:02:24	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	13:00:00	1	0	✖ 0,0%	0	✔ 0,0%	1	✖ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	14:00:00	3	2	🟡 66,7%	0	✔ 0,0%	1	✖ 33,3%	00:00:08	00:00:06	00:07:35	00:04:18	00:00:09	00:00:07
	15:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:08	00:07:28	00:04:42	00:00:08	00:00:08
26-04-2018		79	69	✔ 87,3%	4	✔ 5,1%	6	✔ 7,6%	00:01:00	00:00:09	00:11:36	00:03:10	00:00:20	00:00:17
GrdRealVillaltalia		27	23	✔ 85,2%	2	✔ 7,4%	2	✔ 7,4%	00:01:00	00:00:10	00:11:36	00:03:33	00:00:25	00:00:24
	09:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:12	00:00:12	00:02:24	00:02:24	00:00:13	00:00:13
	10:00:00	3	2	🟡 66,7%	0	✔ 0,0%	1	✖ 33,3%	00:00:08	00:00:08	00:03:08	00:02:24	00:00:13	00:00:08
	12:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:02:44	00:01:48	00:00:08	00:00:08
	13:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:06:11	00:03:54	00:00:22	00:00:22
	14:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:02:13	00:02:13	00:00:10	00:00:10
	15:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:06:48	00:03:47	00:00:18	00:00:18
	16:00:00	5	5	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:01:00	00:00:13	00:09:36	00:05:05	00:00:19	00:00:19
	17:00:00	6	3	🟡 50,0%	2	✖ 33,3%	1	✖ 16,7%	00:00:10	00:00:08	00:11:36	00:05:32	00:00:56	00:01:17
	18:00:00	4	4	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:03:12	00:01:48	00:00:20	00:00:20
HotelRealOeiras		14	14	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:08	00:07:08	00:03:09	00:00:15	00:00:15
	09:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:05	00:00:04	00:03:10	00:02:44	00:00:04	00:00:04
	10:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:07	00:00:06	00:05:15	00:03:40	00:00:07	00:00:07
	11:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:04:59	00:04:59	00:00:07	00:00:07
	12:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:09	00:01:53	00:01:19	00:00:10	00:00:10
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:05:04	00:05:04	00:00:08	00:00:08
	16:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:08	00:07:08	00:04:45	00:00:34	00:00:34
	17:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:11	00:04:17	00:02:29	00:00:16	00:00:16
HotelRealPalacio		11	10	✔ 90,9%	1	✔ 9,1%	0	✔ 0,0%	00:00:15	00:00:09	00:06:55	00:03:40	00:00:13	00:00:14
	09:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:05:34	00:05:34	00:00:07	00:00:07
	10:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:06:55	00:04:40	00:00:18	00:00:18
	11:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:01:02	00:01:02	00:00:09	00:00:09
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:00:50	00:00:50	00:00:07	00:00:07
	16:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:11	00:06:31	00:06:31	00:00:07	00:00:07
	17:00:00	5	4	🟡 80,0%	1	✖ 20,0%	0	✔ 0,0%	00:00:15	00:00:09	00:06:44	00:03:21	00:00:14	00:00:17
HotelRealParque		22	18	🟡 81,8%	0	✔ 0,0%	4	✖ 18,2%	00:00:15	00:00:09	00:10:06	00:02:40	00:00:13	00:00:12
	09:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:06	00:10:06	00:05:24	00:00:07	00:00:07
	10:00:00	5	3	🟡 60,0%	0	✔ 0,0%	2	✖ 40,0%	00:00:08	00:00:08	00:05:30	00:02:56	00:00:07	00:00:08
	11:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:04:21	00:03:28	00:00:15	00:00:15
	12:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:04:26	00:02:34	00:00:16	00:00:16
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:07	00:00:06	00:01:37	00:01:02	00:00:07	00:00:07
	14:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:01:58	00:01:58	00:00:08	00:00:08
	15:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:12	00:05:12	00:03:20	00:00:10	00:00:10
	16:00:00	4	4	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:08	00:04:39	00:02:24	00:00:16	00:00:16
	17:00:00	2	0	✖ 0,0%	0	✔ 0,0%	2	✖ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:28	00:00:00
	18:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:00:46	00:00:44	00:00:10	00:00:10
RealResidencia		5	4	🟡 80,0%	1	✖ 20,0%	0	✔ 0,0%	00:00:15	00:00:11	00:03:46	00:02:28	00:00:51	00:00:17
	09:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:01:08	00:01:08	00:00:09	00:00:09
	11:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:14	00:03:46	00:03:46	00:00:28	00:00:28
	14:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:02:11	00:02:11	00:00:21	00:00:21
	16:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:02:46	00:02:46	00:00:09	00:00:09
	17:00:00	1	0	✖ 0,0%	1	✖ 100,0%	0	✔ 0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:03:06	00:00:00
27-04-2018		71	59	🟡 83,1%	4	✔ 5,6%	8	🟡 11,3%	00:00:15	00:00:09	00:10:57	00:02:27	00:00:14	00:00:11
GrdRealVillaltalia		8	7	✔ 87,5%	0	✔ 0,0%	1	🟡 12,5%	00:00:10	00:00:09	00:08:22	00:03:02	00:00:13	00:00:14
	10:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:03:13	00:03:13	00:00:10	00:00:10
	12:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:08:22	00:08:22	00:00:09	00:00:09
	14:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:08	00:00:34	00:00:34	00:00:07	00:00:07
03-05-2018 9:26:36	15:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:07:09	00:04:00	00:00:30	00:00:30

OneContact Reporting

Service Performance Report

	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:10	00:00:10	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:56	00:00:56	00:00:07	00:00:07
	18:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
HotelRealOeiras		24	20	🟡	83,3%	1	✔	4,2%	3	🟡	12,5%	00:00:15	00:00:08	00:06:27	00:02:14	00:00:10	00:00:10
	10:00:00	4	3	🟡	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:12	00:03:22	00:02:43	00:00:10	00:00:12
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:14	00:02:01	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:35	00:01:11	00:00:07	00:00:07
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:12	00:02:05	00:00:15	00:00:15
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:54	00:01:54	00:00:10	00:00:10
	15:00:00	6	3	🟡	50,0%	1	✖	16,7%	2	✖	33,3%	00:00:15	00:00:06	00:06:27	00:03:35	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:58	00:01:28	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:11	00:03:11	00:00:09	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:04	00:01:04	00:00:09	00:00:09
HotelRealPalacio		13	11	🟡	84,6%	1	✔	7,7%	1	✔	7,7%	00:00:15	00:00:09	00:06:08	00:03:09	00:00:18	00:00:11
	09:00:00	3	2	🟡	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:10	00:00:07	00:05:06	00:04:27	00:00:08	00:00:07
	10:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:46	00:00:00
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:33	00:04:33	00:00:10	00:00:10
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:07	00:01:54	00:00:11	00:00:11
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:43	00:02:43	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:42	00:01:42	00:00:03	00:00:03
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:06:08	00:06:08	00:00:04	00:00:04
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:36	00:03:36	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:26	00:01:26	00:00:39	00:00:39
HotelRealParque		23	18	🟡	78,3%	2	✔	8,7%	3	🟡	13,0%	00:00:15	00:00:10	00:10:57	00:01:58	00:00:17	00:00:10
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:59	00:01:56	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:28	00:01:28	00:00:08	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:10:57	00:04:27	00:00:11	00:00:11
	14:00:00	3	1	✖	33,3%	1	✖	33,3%	1	✖	33,3%	00:00:15	00:00:10	00:00:57	00:00:57	00:00:25	00:00:05
	15:00:00	4	3	🟡	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:11	00:00:09	00:02:33	00:01:40	00:00:08	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:41	00:00:34	00:00:08	00:00:08
	17:00:00	5	3	🟡	60,0%	1	✖	20,0%	1	✖	20,0%	00:00:15	00:00:13	00:01:13	00:00:54	00:00:34	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:36	00:00:36	00:00:23	00:00:23
RealResidencia		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:04:28	00:03:01	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:06	00:01:06	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:28	00:04:28	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:03:29	00:03:29	00:00:14	00:00:14
28-04-2018		37	17	✖	45,9%	14	✖	37,8%	6	✖	16,2%	00:00:15	00:00:09	00:14:07	00:04:16	00:00:54	00:00:25
GrdRealVillaltalia		18	7	✖	38,9%	9	✖	50,0%	2	🟡	11,1%	00:00:10	00:00:08	00:06:19	00:04:26	00:01:11	00:00:30
	10:00:00	2	1	🟡	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:10	00:00:06	00:05:33	00:05:33	00:00:15	00:00:13
	11:00:00	4	2	🟡	50,0%	2	✖	50,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:33	00:05:02	00:01:04	00:01:04
	12:00:00	5	3	🟡	60,0%	2	✖	40,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:54	00:03:02	00:00:55	00:00:13
	13:00:00	2	0	✖	0,0%	1	✖	50,0%	1	✖	50,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:02:00	00:00:00
	15:00:00	2	1	🟡	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:19	00:06:19	00:01:20	00:00:28
	16:00:00	2	0	✖	0,0%	2	✖	100,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:02:30	00:00:00
	17:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
HotelRealOeiras		5	3	🟡	60,0%	1	✖	20,0%	1	✖	20,0%	00:00:15	00:00:09	00:14:07	00:06:44	00:00:36	00:00:14
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:14:07	00:08:46	00:00:09	00:00:09
	13:00:00	2	0	✖	0,0%	1	✖	50,0%	1	✖	50,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:10	00:00:00
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:42	00:02:42	00:00:23	00:00:23
HotelRealPalacio		10	3	✖	30,0%	4	✖	40,0%	3	✖	30,0%	00:00:15	00:00:10	00:02:41	00:02:02	00:00:48	00:00:30
	10:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:21	00:00:00
03-05-2018 9:26:36	11:00:00	4	2	🟡	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:14	00:00:10	00:01:45	00:01:42	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	13:00:00	3	1	✖	33,3%	2	✖	66,7%	0	✔	0,0%	00:00:15	00:00:11	00:02:41	00:02:41	00:01:47	00:01:08
	14:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:32	00:00:00
	16:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:00	00:00:00	00:00:05	00:00:00
HotelRealParque		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:00:04	00:00:04	00:00:22	00:00:22
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:04	00:00:04	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:04	00:00:04	00:00:37	00:00:37
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:11:23	00:07:30	00:00:19	00:00:19
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:37	00:03:37	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:11:23	00:11:23	00:00:32	00:00:32
30-04-2018		58	58	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:02	00:03:04	00:00:14	00:00:14
GrdRealVillaitalia		16	16	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:09:02	00:03:20	00:00:11	00:00:11
	09:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:56	00:03:01	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:58	00:02:58	00:00:05	00:00:05
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:56	00:02:14	00:00:17	00:00:17
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:09:02	00:09:02	00:00:04	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:14	00:03:14	00:00:05	00:00:05
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:00:57	00:00:48	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:36	00:04:36	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:38	00:02:38	00:00:11	00:00:11
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:06:00	00:04:48	00:00:22	00:00:22
HotelRealOeiras		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:08:22	00:03:34	00:00:21	00:00:21
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:08:22	00:05:46	00:00:21	00:00:21
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:21	00:02:21	00:00:05	00:00:05
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:17	00:02:17	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:46	00:01:46	00:00:11	00:00:11
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:06:09	00:04:08	00:01:16	00:01:16
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:05:42	00:03:45	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:51	00:01:56	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:04:49	00:04:21	00:00:11	00:00:11
HotelRealPalacio		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:20	00:02:43	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:43	00:04:43	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:33	00:00:33	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:22	00:01:22	00:00:25	00:00:25
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:20	00:05:20	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:12	00:04:23	00:02:38	00:00:12	00:00:12
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:04:57	00:03:04	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:00	00:01:00	00:00:10	00:00:10
HotelRealParque		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:34	00:02:25	00:00:14	00:00:14
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:43	00:00:43	00:00:03	00:00:03
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:02:15	00:01:26	00:00:05	00:00:05
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:42	00:02:53	00:00:14	00:00:14
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:34	00:03:51	00:00:07	00:00:07
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:13	00:03:06	00:00:20	00:00:20
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:22	00:02:21	00:00:20	00:00:20
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:57	00:01:48	00:00:21	00:00:21
RealResidencia		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:54	00:04:21	00:00:13	00:00:13
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:54	00:05:20	00:00:15	00:00:15
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:24	00:02:24	00:00:09	00:00:09
TOTAL		1899	1623	✔	85,5%	96	✔	5,1%	180	✔	9,5%	00:01:00	00:00:08	00:26:58	00:02:47	00:00:17	00:00:14