

# OneContact Reporting

## Team Summary Daily Report

Team: Algarve

| Agent            | First Login Time | Last Logout Time | Total Logged Time | Login Tries | Ready Time |          |          |          | Not Ready Time |          |          |          | Available Time |          |          |          | Work % |
|------------------|------------------|------------------|-------------------|-------------|------------|----------|----------|----------|----------------|----------|----------|----------|----------------|----------|----------|----------|--------|
|                  |                  |                  |                   |             | Total      | Avg      | Max      | Min      | Total          | Avg      | Max      | Min      | Total          | Avg      | Max      | Min      |        |
| 02-04-2018       | 08:56:42         | 19:05:46         | 1.03:09:06        | 6           | 23:00:35   | 00:11:42 | 00:15:00 | 00:00:07 | 04:08:30       | 00:05:17 | 00:15:00 | 00:00:01 | 17:44:49       | 00:05:19 | 00:15:00 | 00:00:00 | 22,87  |
| claudia.nunes    | 09:01:49         | 17:58:47         | 08:56:58          | 1           | 07:34:43   | 00:12:38 | 00:15:00 | 00:00:45 | 01:22:15       | 00:05:52 | 00:15:00 | 00:00:01 | 05:41:54       | 00:05:26 | 00:15:00 | 00:00:00 | 24,81  |
| jorge.coelho     | 13:07:03         | 16:42:12         | 01:03:25          | 2           | 00:26:10   | 00:05:14 | 00:11:17 | 00:01:09 | 00:37:14       | 00:06:12 | 00:13:51 | 00:00:01 | 00:22:16       | 00:03:11 | 00:07:56 | 00:00:01 | 14,9   |
| manuela.martins  | 08:56:42         | 17:32:25         | 08:09:16          | 2           | 07:10:21   | 00:11:20 | 00:15:00 | 00:00:07 | 00:58:55       | 00:04:12 | 00:15:00 | 00:00:02 | 05:57:44       | 00:05:41 | 00:15:00 | 00:00:00 | 16,87  |
| susana.silva     | 10:06:19         | 19:05:46         | 08:59:27          | 1           | 07:49:21   | 00:12:02 | 00:15:00 | 00:00:14 | 01:10:06       | 00:05:24 | 00:15:00 | 00:00:01 | 05:42:55       | 00:05:07 | 00:15:00 | 00:00:00 | 26,94  |
| 03-04-2018       | 07:56:13         | 19:00:56         | 1.11:53:56        | 4           | 1.05:42:47 | 00:12:23 | 00:15:00 | 00:00:37 | 06:11:05       | 00:07:34 | 00:15:00 | 00:00:02 | 1.01:41:06     | 00:06:13 | 00:15:00 | 00:00:00 | 13,56  |
| claudia.nunes    | 07:56:13         | 17:03:00         | 09:06:47          | 1           | 06:50:10   | 00:12:26 | 00:15:00 | 00:01:32 | 02:16:37       | 00:08:02 | 00:15:00 | 00:00:03 | 05:55:51       | 00:05:09 | 00:15:00 | 00:00:00 | 13,24  |
| manuela.martins  | 10:03:25         | 19:00:56         | 08:57:31          | 1           | 07:46:47   | 00:12:17 | 00:15:00 | 00:00:37 | 01:10:40       | 00:07:04 | 00:15:00 | 00:00:02 | 06:35:39       | 00:06:49 | 00:15:00 | 00:00:00 | 15,24  |
| milena.boto      | 08:53:07         | 18:01:45         | 09:08:38          | 1           | 07:38:20   | 00:12:04 | 00:15:00 | 00:01:17 | 01:30:18       | 00:08:13 | 00:15:00 | 00:00:03 | 06:54:31       | 00:06:55 | 00:15:00 | 00:00:00 | 9,56   |
| susana.silva     | 09:20:36         | 18:01:36         | 08:41:00          | 1           | 07:27:30   | 00:12:47 | 00:15:00 | 00:01:25 | 01:13:30       | 00:06:41 | 00:15:00 | 00:00:02 | 06:15:05       | 00:06:09 | 00:15:00 | 00:00:00 | 16,18  |
| 04-04-2018       | 09:00:03         | 19:00:06         | 1.05:13:13        | 6           | 23:41:46   | 00:12:09 | 00:15:00 | 00:00:06 | 05:31:25       | 00:07:12 | 00:15:00 | 00:00:01 | 18:26:28       | 00:05:00 | 00:15:00 | 00:00:00 | 22,18  |
| claudia.nunes    | 09:00:03         | 17:58:33         | 08:58:30          | 1           | 07:58:44   | 00:13:41 | 00:15:00 | 00:01:25 | 00:59:46       | 00:06:38 | 00:15:00 | 00:00:01 | 06:14:44       | 00:05:21 | 00:15:00 | 00:00:00 | 21,72  |
| jorge.coelho     | 10:00:55         | 11:29:41         | 00:05:47          | 2           | 00:03:37   | 00:03:37 | 00:03:37 | 00:03:37 | 00:02:09       | 00:01:04 | 00:02:08 | 00:00:01 | 00:03:37       | 00:03:37 | 00:03:37 | 00:03:37 | 0      |
| manuela.martins  | 11:19:01         | 14:22:49         | 03:03:48          | 1           | 01:54:37   | 00:09:33 | 00:15:00 | 00:02:22 | 01:09:11       | 00:08:39 | 00:15:00 | 00:00:02 | 01:37:33       | 00:05:44 | 00:15:00 | 00:00:00 | 14,89  |
| milena.boto      | 09:49:06         | 19:00:06         | 09:11:00          | 1           | 07:06:38   | 00:11:14 | 00:15:00 | 00:00:06 | 02:04:22       | 00:07:19 | 00:15:00 | 00:00:40 | 05:15:53       | 00:04:06 | 00:15:00 | 00:00:00 | 25,96  |
| susana.silva     | 09:05:19         | 16:59:27         | 07:54:08          | 1           | 06:38:10   | 00:12:51 | 00:15:00 | 00:00:34 | 01:15:57       | 00:07:36 | 00:15:00 | 00:00:05 | 05:14:41       | 00:05:37 | 00:15:00 | 00:00:00 | 20,97  |
| 05-04-2018       | 08:37:07         | 18:59:29         | 1.11:35:24        | 7           | 1.05:46:17 | 00:11:59 | 00:15:00 | 00:00:03 | 05:49:06       | 00:06:07 | 00:15:00 | 00:00:01 | 22:49:31       | 00:05:08 | 00:15:00 | 00:00:00 | 23,33  |
| claudia.nunes    | 09:58:59         | 18:59:29         | 09:00:11          | 2           | 07:27:56   | 00:12:06 | 00:15:00 | 00:01:00 | 01:32:14       | 00:04:51 | 00:15:00 | 00:00:01 | 06:11:28       | 00:05:33 | 00:15:00 | 00:00:00 | 17,07  |
| jorge.coelho     | 09:49:53         | 10:06:25         | 00:16:32          | 1           | 00:16:21   | 00:08:10 | 00:10:05 | 00:06:16 | 00:00:11       | 00:00:06 | 00:00:09 | 00:00:02 | 00:16:06       | 00:05:22 | 00:10:05 | 00:00:00 | 1,53   |
| manuela.martins  | 08:37:07         | 16:56:52         | 08:19:45          | 1           | 06:49:34   | 00:12:25 | 00:15:00 | 00:00:46 | 01:30:11       | 00:07:31 | 00:15:00 | 00:01:39 | 05:27:45       | 00:05:58 | 00:15:00 | 00:00:00 | 19,98  |
| milena.boto      | 08:54:21         | 18:00:09         | 09:05:48          | 1           | 07:33:27   | 00:10:48 | 00:15:00 | 00:00:03 | 01:32:21       | 00:07:06 | 00:15:00 | 00:00:03 | 05:52:46       | 00:04:25 | 00:15:00 | 00:00:00 | 22,2   |
| susana.silva     | 09:09:46         | 18:02:59         | 08:53:08          | 2           | 07:38:59   | 00:13:07 | 00:15:00 | 00:02:21 | 01:14:09       | 00:06:44 | 00:15:00 | 00:00:01 | 05:01:26       | 00:04:52 | 00:15:00 | 00:00:00 | 34,33  |
| 06-04-2018       | 08:46:43         | 19:00:48         | 1.11:41:11        | 6           | 1.05:51:07 | 00:12:06 | 00:15:00 | 00:00:05 | 05:50:02       | 00:06:22 | 00:15:00 | 00:00:01 | 23:44:21       | 00:05:06 | 00:15:00 | 00:00:00 | 20,48  |
| claudia.nunes    | 08:49:13         | 18:05:05         | 09:15:38          | 2           | 07:52:51   | 00:11:49 | 00:15:00 | 00:00:12 | 01:22:47       | 00:06:22 | 00:15:00 | 00:00:01 | 06:14:47       | 00:05:04 | 00:15:00 | 00:00:00 | 20,74  |
| jorge.coelho     | 09:11:48         | 09:17:40         | 00:05:52          | 1           | 00:03:42   | 00:01:14 | 00:03:10 | 00:00:07 | 00:02:10       | 00:00:43 | 00:02:00 | 00:00:02 | 00:03:27       | 00:00:52 | 00:03:10 | 00:00:00 | 6,76   |
| manuela.martins  | 08:46:43         | 18:01:17         | 09:14:34          | 1           | 07:37:45   | 00:12:03 | 00:15:00 | 00:01:12 | 01:36:47       | 00:06:27 | 00:15:00 | 00:00:01 | 06:22:24       | 00:05:28 | 00:15:00 | 00:00:00 | 16,46  |
| milena.boto      | 09:00:13         | 17:00:21         | 08:00:08          | 1           | 06:34:40   | 00:12:44 | 00:15:00 | 00:00:18 | 01:25:28       | 00:07:46 | 00:15:00 | 00:00:04 | 05:02:29       | 00:04:58 | 00:15:00 | 00:00:00 | 23,36  |
| susana.silva     | 09:55:49         | 19:00:48         | 09:04:59          | 1           | 07:42:09   | 00:12:50 | 00:15:00 | 00:00:05 | 01:22:50       | 00:06:22 | 00:15:00 | 00:00:12 | 06:01:14       | 00:05:10 | 00:15:00 | 00:00:00 | 21,84  |
| 07-04-2018       | 09:17:16         | 17:00:34         | 07:43:18          | 1           | 07:01:39   | 00:12:47 | 00:15:00 | 00:00:04 | 00:41:39       | 00:06:56 | 00:15:00 | 00:00:02 | 05:11:35       | 00:04:03 | 00:15:00 | 00:00:00 | 26,1   |
| manuela.martins  | 09:17:16         | 17:00:34         | 07:43:18          | 1           | 07:01:39   | 00:12:47 | 00:15:00 | 00:00:04 | 00:41:39       | 00:06:56 | 00:15:00 | 00:00:02 | 05:11:35       | 00:04:03 | 00:15:00 | 00:00:00 | 26,1   |
| 09-04-2018       | 08:51:04         | 19:06:10         | 1.19:48:49        | 9           | 1.13:34:35 | 00:12:32 | 00:15:00 | 00:00:21 | 06:14:12       | 00:05:51 | 00:15:00 | 00:00:01 | 1.08:27:05     | 00:06:18 | 00:15:00 | 00:00:00 | 13,64  |
| claudia.nunes    | 08:52:49         | 17:56:32         | 09:03:43          | 1           | 07:34:40   | 00:12:17 | 00:15:00 | 00:00:46 | 01:29:03       | 00:06:22 | 00:15:00 | 00:00:02 | 06:11:47       | 00:04:57 | 00:15:00 | 00:00:00 | 18,23  |
| jorge.coelho     | 14:06:43         | 17:07:51         | 00:14:09          | 2           | 00:00:00   | 00:00:00 | 00:00:00 | 00:00:00 | 00:14:07       | 00:04:42 | 00:07:50 | 00:01:40 | 00:00:00       | 00:00:00 | 00:00:00 | 00:00:00 | 0      |
| manuela.martins  | 08:51:04         | 17:48:33         | 07:28:53          | 3           | 06:41:19   | 00:10:34 | 00:15:00 | 00:00:21 | 00:47:34       | 00:03:40 | 00:12:10 | 00:00:01 | 05:52:38       | 00:05:31 | 00:15:00 | 00:00:00 | 12,13  |
| milena.boto      | 09:56:08         | 19:06:10         | 09:10:02          | 1           | 07:40:07   | 00:13:09 | 00:15:00 | 00:02:07 | 01:29:55       | 00:06:25 | 00:15:00 | 00:00:06 | 06:19:34       | 00:06:40 | 00:15:00 | 00:00:00 | 17,51  |
| patricia.farinha | 08:58:02         | 17:57:27         | 08:59:25          | 1           | 08:08:37   | 00:13:34 | 00:15:00 | 00:00:51 | 00:50:48       | 00:06:21 | 00:15:00 | 00:00:03 | 07:26:02       | 00:07:26 | 00:15:00 | 00:00:00 | 8,72   |
| susana.silva     | 09:08:11         | 18:00:48         | 08:52:37          | 1           | 07:29:52   | 00:13:14 | 00:15:00 | 00:00:48 | 01:22:45       | 00:06:54 | 00:15:00 | 00:00:05 | 06:37:04       | 00:07:30 | 00:15:00 | 00:00:00 | 11,74  |
| 10-04-2018       | 08:55:44         | 19:01:01         | 22:20:08          | 7           | 18:07:12   | 00:12:30 | 00:15:00 | 00:00:28 | 04:12:51       | 00:06:01 | 00:15:00 | 00:00:01 | 13:24:22       | 00:05:02 | 00:15:00 | 00:00:00 | 26,01  |
| jorge.coelho     | 08:55:44         | 17:32:59         | 04:11:48          | 5           | 01:44:16   | 00:08:01 | 00:15:00 | 00:00:28 | 02:27:31       | 00:06:25 | 00:15:00 | 00:00:01 | 01:23:31       | 00:04:11 | 00:14:04 | 00:00:00 | 19,9   |
| patricia.farinha | 09:53:27         | 19:01:01         | 09:07:34          | 1           | 08:10:50   | 00:13:38 | 00:15:00 | 00:00:52 | 00:56:40       | 00:05:09 | 00:15:00 | 00:00:25 | 06:35:05       | 00:05:44 | 00:15:00 | 00:00:00 | 19,51  |
| susana.silva     | 09:09:39         | 18:10:25         | 09:00:46          | 1           | 08:12:06   | 00:12:57 | 00:15:00 | 00:00:34 | 00:48:40       | 00:06:05 | 00:15:00 | 00:00:02 | 05:25:46       | 00:04:35 | 00:15:00 | 00:00:00 | 33,8   |
| 11-04-2018       | 08:57:29         | 19:01:25         | 1.11:22:28        | 5           | 1.05:51:13 | 00:12:42 | 00:15:00 | 00:00:03 | 05:31:15       | 00:06:22 | 00:15:00 | 00:00:01 | 1.00:59:59     | 00:06:09 | 00:15:00 | 00:00:00 | 16,26  |
| claudia.nunes    | 09:51:24         | 19:01:25         | 09:09:48          | 2           | 07:13:42   | 00:12:03 | 00:15:00 | 00:00:11 | 01:56:06       | 00:05:32 | 00:15:00 | 00:00:01 | 06:22:23       | 00:05:53 | 00:15:00 | 00:00:00 | 11,83  |
| milena.boto      | 08:59:44         | 18:06:09         | 09:06:25          | 1           | 07:20:31   | 00:11:54 | 00:15:00 | 00:00:03 | 01:45:54       | 00:05:53 | 00:15:00 | 00:00:01 | 05:53:25       | 00:06:06 | 00:15:00 | 00:00:00 | 19,77  |

OneContact Reporting

Team Summary Daily Report

|                  |          |          |            |    |            |          |          |          |          |          |          |          |            |          |          |          |       |
|------------------|----------|----------|------------|----|------------|----------|----------|----------|----------|----------|----------|----------|------------|----------|----------|----------|-------|
| patricia.farinha | 08:59:40 | 17:59:38 | 08:59:58   | 1  | 08:06:51   | 00:13:55 | 00:15:00 | 00:00:18 | 00:53:07 | 00:07:35 | 00:15:00 | 00:00:02 | 07:13:40   | 00:06:40 | 00:15:00 | 00:00:00 | 10,92 |
| susana.silva     | 08:57:29 | 17:03:46 | 08:06:17   | 1  | 07:10:09   | 00:13:02 | 00:15:00 | 00:01:05 | 00:56:08 | 00:09:21 | 00:15:00 | 00:01:06 | 05:30:31   | 00:05:54 | 00:15:00 | 00:00:00 | 23,16 |
| 12-04-2018       | 08:55:51 | 19:01:46 | 1.19:39:22 | 14 | 1.13:17:27 | 00:11:39 | 00:15:00 | 00:00:00 | 06:21:48 | 00:06:09 | 00:15:00 | 00:00:01 | 1.07:24:40 | 00:05:17 | 00:15:00 | 00:00:00 | 15,77 |
| claudia.nunes    | 08:55:51 | 17:00:43 | 08:04:38   | 2  | 06:38:57   | 00:11:24 | 00:15:00 | 00:00:00 | 01:25:41 | 00:06:07 | 00:15:00 | 00:00:01 | 05:52:13   | 00:05:35 | 00:15:00 | 00:00:00 | 11,71 |
| jorge.coelho     | 13:35:02 | 16:02:20 | 00:44:57   | 2  | 00:03:21   | 00:03:21 | 00:03:21 | 00:03:21 | 00:41:36 | 00:06:56 | 00:15:00 | 00:00:02 | 00:00:15   | 00:00:15 | 00:00:15 | 00:00:15 | 92,54 |
| manuela.martins  | 08:57:36 | 17:58:06 | 07:43:17   | 6  | 06:55:31   | 00:09:54 | 00:15:00 | 00:00:13 | 00:47:39 | 00:03:11 | 00:15:00 | 00:00:01 | 06:06:16   | 00:05:10 | 00:15:00 | 00:00:00 | 11,85 |
| milena.boto      | 09:02:46 | 17:59:41 | 08:56:40   | 2  | 07:40:05   | 00:11:30 | 00:15:00 | 00:00:15 | 01:16:35 | 00:06:58 | 00:15:00 | 00:00:03 | 06:02:27   | 00:04:42 | 00:15:00 | 00:00:00 | 21,22 |
| patricia.farinha | 09:01:59 | 17:59:23 | 08:57:24   | 1  | 07:55:19   | 00:13:12 | 00:15:00 | 00:00:21 | 01:02:05 | 00:08:52 | 00:15:00 | 00:00:08 | 06:55:55   | 00:06:30 | 00:15:00 | 00:00:00 | 12,5  |
| susana.silva     | 09:49:20 | 19:01:46 | 09:12:26   | 1  | 08:04:14   | 00:12:45 | 00:15:00 | 00:00:02 | 01:08:12 | 00:07:35 | 00:15:00 | 00:00:05 | 06:27:34   | 00:04:47 | 00:15:00 | 00:00:00 | 19,96 |
| 13-04-2018       | 08:48:54 | 19:01:27 | 1.20:32:14 | 6  | 1.12:13:11 | 00:12:47 | 00:15:00 | 00:00:01 | 08:19:03 | 00:07:27 | 00:15:00 | 00:00:03 | 1.07:49:35 | 00:05:43 | 00:15:00 | 00:00:00 | 12,13 |
| claudia.nunes    | 08:58:31 | 18:00:23 | 09:01:52   | 1  | 07:12:21   | 00:12:01 | 00:15:00 | 00:00:19 | 01:49:31 | 00:06:51 | 00:15:00 | 00:00:04 | 06:09:18   | 00:05:52 | 00:15:00 | 00:00:00 | 14,58 |
| jorge.coelho     | 14:43:34 | 14:46:08 | 00:02:34   | 1  | 00:00:00   | 00:00:00 | 00:00:00 | 00:00:00 | 00:02:34 | 00:01:17 | 00:01:26 | 00:01:08 | 00:00:00   | 00:00:00 | 00:00:00 | 00:00:00 | 0     |
| manuela.martins  | 09:52:14 | 19:01:27 | 09:09:13   | 1  | 06:39:05   | 00:12:28 | 00:15:00 | 00:00:40 | 02:30:08 | 00:08:50 | 00:15:00 | 00:00:15 | 05:46:14   | 00:05:46 | 00:15:00 | 00:00:00 | 13,24 |
| milena.boto      | 08:48:54 | 17:00:01 | 08:11:07   | 1  | 06:25:53   | 00:11:42 | 00:15:00 | 00:00:01 | 01:45:14 | 00:06:35 | 00:15:00 | 00:00:21 | 05:48:23   | 00:06:07 | 00:15:00 | 00:00:00 | 9,72  |
| patricia.farinha | 08:59:57 | 17:59:40 | 08:59:43   | 1  | 08:03:45   | 00:14:40 | 00:15:00 | 00:05:48 | 00:55:58 | 00:08:00 | 00:15:00 | 00:00:03 | 07:24:31   | 00:06:00 | 00:15:00 | 00:00:00 | 8,11  |
| susana.silva     | 09:09:41 | 18:17:26 | 09:07:45   | 1  | 07:52:07   | 00:13:07 | 00:15:00 | 00:00:41 | 01:15:38 | 00:08:24 | 00:15:00 | 00:00:20 | 06:41:09   | 00:05:01 | 00:15:00 | 00:00:00 | 15,03 |
| 14-04-2018       | 08:49:44 | 16:59:31 | 08:09:47   | 1  | 06:39:57   | 00:11:26 | 00:15:00 | 00:00:07 | 01:29:50 | 00:05:37 | 00:15:00 | 00:00:03 | 05:17:30   | 00:05:12 | 00:15:00 | 00:00:00 | 20,62 |
| claudia.nunes    | 08:49:44 | 16:59:31 | 08:09:47   | 1  | 06:39:57   | 00:11:26 | 00:15:00 | 00:00:07 | 01:29:50 | 00:05:37 | 00:15:00 | 00:00:03 | 05:17:30   | 00:05:12 | 00:15:00 | 00:00:00 | 20,62 |
| 16-04-2018       | 08:42:02 | 18:59:34 | 1.09:37:17 | 7  | 1.05:25:42 | 00:12:37 | 00:15:00 | 00:00:15 | 04:11:20 | 00:07:11 | 00:15:00 | 00:00:02 | 1.00:15:00 | 00:05:28 | 00:15:00 | 00:00:00 | 17,6  |
| jorge.coelho     | 09:10:12 | 14:44:53 | 00:26:33   | 3  | 00:13:53   | 00:06:56 | 00:09:07 | 00:04:46 | 00:12:38 | 00:04:13 | 00:08:04 | 00:00:02 | 00:05:51   | 00:02:56 | 00:04:46 | 00:01:05 | 57,86 |
| manuela.martins  | 09:12:44 | 17:58:05 | 08:45:21   | 1  | 07:36:45   | 00:12:01 | 00:15:00 | 00:02:14 | 01:08:36 | 00:06:14 | 00:15:00 | 00:00:02 | 06:29:10   | 00:05:29 | 00:15:00 | 00:00:00 | 14,8  |
| milena.boto      | 08:42:02 | 16:42:46 | 08:00:44   | 1  | 06:27:04   | 00:11:23 | 00:15:00 | 00:00:16 | 01:33:40 | 00:07:48 | 00:15:00 | 00:00:04 | 05:15:58   | 00:04:47 | 00:15:00 | 00:00:00 | 18,37 |
| patricia.farinha | 10:41:49 | 18:00:11 | 07:18:22   | 1  | 06:33:06   | 00:14:02 | 00:15:00 | 00:02:29 | 00:45:03 | 00:09:01 | 00:15:00 | 00:00:42 | 05:30:37   | 00:06:14 | 00:15:00 | 00:00:00 | 15,9  |
| susana.silva     | 09:53:17 | 18:59:34 | 09:06:17   | 1  | 08:34:54   | 00:13:33 | 00:15:00 | 00:00:15 | 00:31:23 | 00:07:51 | 00:14:20 | 00:03:15 | 06:53:24   | 00:05:35 | 00:15:00 | 00:00:00 | 19,71 |
| 17-04-2018       | 08:45:04 | 18:59:38 | 1.17:24:56 | 6  | 1.09:46:54 | 00:12:45 | 00:15:00 | 00:00:04 | 07:38:02 | 00:07:38 | 00:15:00 | 00:00:02 | 1.05:46:09 | 00:06:28 | 00:15:00 | 00:00:00 | 11,88 |
| claudia.nunes    | 08:53:33 | 15:58:41 | 07:05:08   | 1  | 05:43:18   | 00:12:16 | 00:15:00 | 00:00:04 | 01:21:50 | 00:06:18 | 00:15:00 | 00:00:04 | 05:02:01   | 00:06:34 | 00:15:00 | 00:00:00 | 12,03 |
| jorge.coelho     | 11:45:54 | 11:54:11 | 00:08:17   | 1  | 00:08:15   | 00:08:15 | 00:08:15 | 00:08:15 | 00:00:02 | 00:00:02 | 00:00:02 | 00:00:02 | 00:08:15   | 00:08:15 | 00:08:15 | 00:08:15 | 0     |
| manuela.martins  | 11:02:14 | 17:59:44 | 06:57:30   | 1  | 05:46:03   | 00:12:49 | 00:15:00 | 00:05:28 | 01:11:27 | 00:05:57 | 00:15:00 | 00:00:03 | 05:13:28   | 00:06:49 | 00:15:00 | 00:00:00 | 9,42  |
| milena.boto      | 08:45:04 | 17:59:53 | 09:14:49   | 1  | 07:05:17   | 00:11:30 | 00:15:00 | 00:00:05 | 02:09:32 | 00:08:38 | 00:15:00 | 00:00:07 | 06:09:35   | 00:05:41 | 00:15:00 | 00:00:00 | 13,1  |
| patricia.farinha | 09:59:05 | 18:59:38 | 09:00:33   | 1  | 07:50:51   | 00:13:51 | 00:15:00 | 00:00:19 | 01:09:42 | 00:08:43 | 00:15:00 | 00:00:23 | 06:56:06   | 00:06:36 | 00:15:00 | 00:00:00 | 11,63 |
| susana.silva     | 09:11:20 | 18:09:59 | 08:58:39   | 1  | 07:13:10   | 00:13:32 | 00:15:00 | 00:03:35 | 01:45:29 | 00:09:35 | 00:15:00 | 00:00:02 | 06:16:44   | 00:06:51 | 00:15:00 | 00:00:00 | 13,03 |
| 18-04-2018       | 08:57:19 | 19:00:13 | 1.14:30:26 | 8  | 1.07:48:20 | 00:12:14 | 00:15:00 | 00:00:01 | 06:41:59 | 00:07:03 | 00:15:00 | 00:00:02 | 1.00:53:31 | 00:05:50 | 00:15:00 | 00:00:00 | 21,74 |
| claudia.nunes    | 08:57:19 | 18:16:30 | 09:19:11   | 1  | 07:55:36   | 00:12:31 | 00:15:00 | 00:01:23 | 01:23:35 | 00:06:58 | 00:15:00 | 00:02:01 | 05:51:18   | 00:05:24 | 00:15:00 | 00:00:00 | 26,14 |
| manuela.martins  | 09:46:24 | 19:00:13 | 02:31:55   | 3  | 01:18:00   | 00:07:48 | 00:15:00 | 00:00:09 | 01:13:54 | 00:06:43 | 00:15:00 | 00:00:02 | 00:56:56   | 00:04:04 | 00:15:00 | 00:00:00 | 27,01 |
| milena.boto      | 08:57:28 | 18:30:16 | 09:19:31   | 2  | 07:32:29   | 00:11:19 | 00:15:00 | 00:00:01 | 01:47:02 | 00:06:41 | 00:15:00 | 00:00:02 | 06:14:03   | 00:06:02 | 00:15:00 | 00:00:00 | 17,33 |
| patricia.farinha | 08:58:46 | 18:00:40 | 09:01:54   | 1  | 08:00:44   | 00:13:21 | 00:15:00 | 00:00:34 | 01:01:04 | 00:08:43 | 00:15:00 | 00:00:05 | 06:34:14   | 00:07:02 | 00:15:00 | 00:00:00 | 17,99 |
| susana.silva     | 09:00:06 | 17:18:01 | 08:17:55   | 1  | 07:01:31   | 00:13:10 | 00:15:00 | 00:03:01 | 01:16:24 | 00:06:57 | 00:15:00 | 00:00:09 | 05:17:00   | 00:05:22 | 00:15:00 | 00:00:00 | 24,8  |
| 19-04-2018       | 09:01:59 | 19:03:27 | 1.10:41:23 | 6  | 1.06:03:33 | 00:12:26 | 00:15:00 | 00:00:04 | 04:37:50 | 00:06:02 | 00:15:00 | 00:00:01 | 1.02:19:42 | 00:06:32 | 00:15:00 | 00:00:00 | 12,41 |
| claudia.nunes    | 09:03:22 | 17:01:45 | 07:58:23   | 1  | 06:35:12   | 00:11:37 | 00:15:00 | 00:00:11 | 01:23:11 | 00:07:34 | 00:15:00 | 00:00:01 | 05:36:03   | 00:04:44 | 00:15:00 | 00:00:00 | 14,97 |
| milena.boto      | 09:53:52 | 19:03:27 | 09:09:35   | 1  | 08:02:34   | 00:12:22 | 00:15:00 | 00:00:52 | 01:07:01 | 00:05:35 | 00:15:00 | 00:00:04 | 07:09:26   | 00:06:43 | 00:15:00 | 00:00:00 | 11,01 |
| patricia.farinha | 09:01:59 | 18:00:53 | 08:37:52   | 2  | 07:45:21   | 00:12:56 | 00:15:00 | 00:00:04 | 00:52:31 | 00:06:34 | 00:15:00 | 00:00:03 | 07:02:01   | 00:07:09 | 00:15:00 | 00:00:00 | 9,31  |
| susana.silva     | 09:16:56 | 18:17:20 | 08:55:33   | 2  | 07:40:26   | 00:12:47 | 00:15:00 | 00:00:29 | 01:15:07 | 00:05:00 | 00:15:00 | 00:00:03 | 06:32:12   | 00:08:10 | 00:15:00 | 00:00:00 | 14,82 |
| 20-04-2018       | 08:56:10 | 19:02:49 | 1.14:14:28 | 7  | 22:45:00   | 00:11:34 | 00:15:00 | 00:00:04 | 15:29:27 | 00:09:53 | 00:15:00 | 00:00:02 | 17:16:17   | 00:04:29 | 00:15:00 | 00:00:00 | 24,08 |
| agente.test      | 16:30:15 | 18:58:36 | 10:15:49   | 1  | 00:00:00   | 00:00:00 | 00:00:00 | 00:00:00 | 10:15:49 | 00:14:40 | 00:15:00 | 00:05:35 | 00:00:00   | 00:00:00 | 00:00:00 | 00:00:00 | 0     |
| claudia.nunes    | 09:55:40 | 19:02:49 | 09:07:09   | 1  | 06:54:02   | 00:11:50 | 00:15:00 | 00:00:21 | 02:13:07 | 00:07:00 | 00:15:00 | 00:00:02 | 05:10:45   | 00:03:56 | 00:15:00 | 00:00:00 | 24,95 |
| manuela.martins  | 13:17:49 | 14:22:49 | 01:04:20   | 2  | 01:04:08   | 00:12:50 | 00:15:00 | 00:07:01 | 00:00:12 | 00:00:06 | 00:00:08 | 00:00:04 | 00:54:00   | 00:04:55 | 00:13:56 | 00:00:00 | 15,8  |
| milena.boto      | 08:56:10 | 18:02:41 | 09:06:31   | 1  | 07:35:45   | 00:11:07 | 00:15:00 | 00:00:15 | 01:30:46 | 00:05:03 | 00:15:00 | 00:00:07 | 06:01:50   | 00:04:31 | 00:15:00 | 00:00:00 | 20,61 |
| patricia.farinha | 09:00:46 | 09:06:10 | 00:05:24   | 1  | 00:03:54   | 00:03:54 | 00:03:54 | 00:03:54 | 00:01:29 | 00:01:29 | 00:01:29 | 00:01:29 | 00:03:54   | 00:03:54 | 00:03:54 | 00:03:54 | 0     |
| susana.silva     | 09:26:49 | 18:02:04 | 08:35:15   | 1  | 07:07:11   | 00:11:52 | 00:15:00 | 00:00:04 | 01:28:04 | 00:07:20 | 00:15:00 | 00:00:03 | 05:05:48   | 00:05:06 | 00:15:00 | 00:00:00 | 28,41 |
| 03-05-2018       | 09:31:45 |          |            |    |            |          |          |          |          |          |          |          |            |          |          |          |       |

OneContact Reporting

Team Summary Daily Report

|                 |          |          |             |     |             |          |          |          |            |          |          |          |             |          |          |          |       |
|-----------------|----------|----------|-------------|-----|-------------|----------|----------|----------|------------|----------|----------|----------|-------------|----------|----------|----------|-------|
| 21-04-2018      | 08:35:24 | 17:01:05 | 08:25:37    | 2   | 06:37:53    | 00:11:03 | 00:15:00 | 00:00:12 | 01:47:44   | 00:06:20 | 00:15:00 | 00:00:03 | 04:45:29    | 00:03:55 | 00:15:00 | 00:00:00 | 28,25 |
| milena.boto     | 08:35:24 | 17:01:05 | 08:25:37    | 2   | 06:37:53    | 00:11:03 | 00:15:00 | 00:00:12 | 01:47:44   | 00:06:20 | 00:15:00 | 00:00:03 | 04:45:29    | 00:03:55 | 00:15:00 | 00:00:00 | 28,25 |
| 23-04-2018      | 08:18:43 | 19:01:30 | 1.04:56:38  | 6   | 22:25:44    | 00:10:56 | 00:15:00 | 00:00:01 | 06:30:51   | 00:05:30 | 00:15:00 | 00:00:01 | 15:28:08    | 00:04:01 | 00:15:00 | 00:00:00 | 31,03 |
| claudia.nunes   | 08:52:10 | 18:05:13 | 09:07:49    | 2   | 07:18:52    | 00:11:52 | 00:15:00 | 00:00:01 | 01:48:57   | 00:05:44 | 00:15:00 | 00:00:01 | 04:53:03    | 00:04:08 | 00:15:00 | 00:00:00 | 33,23 |
| jorge.coelho    | 13:08:01 | 14:10:46 | 01:02:45    | 1   | 00:57:58    | 00:09:40 | 00:15:00 | 00:05:19 | 00:04:46   | 00:01:12 | 00:03:11 | 00:00:09 | 00:31:20    | 00:03:08 | 00:08:38 | 00:00:10 | 45,95 |
| manuela.martins | 10:03:27 | 19:01:30 | 08:57:45    | 2   | 07:11:00    | 00:10:16 | 00:15:00 | 00:00:46 | 01:46:43   | 00:04:27 | 00:15:00 | 00:00:01 | 05:19:19    | 00:04:22 | 00:15:00 | 00:00:00 | 25,91 |
| susana.silva    | 08:18:43 | 18:07:02 | 09:48:19    | 1   | 06:57:54    | 00:11:00 | 00:15:00 | 00:00:16 | 02:50:25   | 00:07:06 | 00:15:00 | 00:00:03 | 04:44:26    | 00:03:42 | 00:15:00 | 00:00:00 | 31,94 |
| 24-04-2018      | 08:03:14 | 19:00:22 | 1.15:09:08  | 7   | 1.06:14:30  | 00:12:52 | 00:15:00 | 00:00:08 | 08:54:37   | 00:08:46 | 00:15:00 | 00:00:01 | 1.00:29:08  | 00:05:39 | 00:15:00 | 00:00:00 | 19,03 |
| agente.test     | 09:45:53 | 16:02:53 | 02:25:03    | 2   | 00:00:00    | 00:00:00 | 00:00:00 | 00:00:00 | 02:25:03   | 00:12:05 | 00:15:00 | 00:00:50 | 00:00:00    | 00:00:00 | 00:00:00 | 00:00:00 | 0     |
| claudia.nunes   | 08:03:14 | 15:59:24 | 07:56:10    | 1   | 06:07:57    | 00:13:08 | 00:15:00 | 00:00:22 | 01:48:13   | 00:09:01 | 00:15:00 | 00:00:18 | 05:22:00    | 00:05:51 | 00:15:00 | 00:00:00 | 12,49 |
| jorge.coelho    | 11:08:34 | 11:12:23 | 00:03:49    | 1   | 00:00:00    | 00:00:00 | 00:00:00 | 00:00:00 | 00:03:48   | 00:03:48 | 00:03:48 | 00:03:48 | 00:00:00    | 00:00:00 | 00:00:00 | 00:00:00 | 0     |
| manuela.martins | 08:47:10 | 18:03:03 | 09:15:53    | 1   | 08:11:56    | 00:12:18 | 00:15:00 | 00:00:08 | 01:03:57   | 00:05:20 | 00:15:00 | 00:00:02 | 06:59:55    | 00:06:16 | 00:15:00 | 00:00:00 | 14,64 |
| milena.boto     | 08:52:37 | 19:00:22 | 10:07:45    | 1   | 07:56:01    | 00:12:32 | 00:15:00 | 00:00:22 | 02:11:44   | 00:08:47 | 00:15:00 | 00:00:01 | 05:32:36    | 00:05:07 | 00:15:00 | 00:00:00 | 30,13 |
| susana.silva    | 08:42:24 | 18:02:52 | 09:20:28    | 1   | 07:58:36    | 00:13:40 | 00:15:00 | 00:02:52 | 01:21:52   | 00:09:06 | 00:15:00 | 00:00:02 | 06:34:37    | 00:05:24 | 00:15:00 | 00:00:00 | 17,55 |
| 25-04-2018      | 09:02:04 | 18:01:48 | 08:59:44    | 1   | 07:24:44    | 00:11:42 | 00:15:00 | 00:00:09 | 01:35:00   | 00:07:55 | 00:15:00 | 00:00:01 | 05:33:06    | 00:04:54 | 00:15:00 | 00:00:00 | 25,1  |
| manuela.martins | 09:02:04 | 18:01:48 | 08:59:44    | 1   | 07:24:44    | 00:11:42 | 00:15:00 | 00:00:09 | 01:35:00   | 00:07:55 | 00:15:00 | 00:00:01 | 05:33:06    | 00:04:54 | 00:15:00 | 00:00:00 | 25,1  |
| 26-04-2018      | 08:12:24 | 19:00:22 | 1.19:34:32  | 5   | 1.06:32:13  | 00:13:17 | 00:15:00 | 00:00:18 | 13:02:19   | 00:10:18 | 00:15:00 | 00:00:02 | 1.02:11:24  | 00:05:49 | 00:15:00 | 00:00:00 | 14,24 |
| agente.test     | 09:10:29 | 16:21:38 | 07:11:09    | 1   | 00:00:00    | 00:00:00 | 00:00:00 | 00:00:00 | 07:11:09   | 00:14:22 | 00:15:00 | 00:04:31 | 00:00:00    | 00:00:00 | 00:00:00 | 00:00:00 | 0     |
| claudia.nunes   | 10:01:54 | 19:00:22 | 08:58:28    | 1   | 07:55:29    | 00:13:12 | 00:15:00 | 00:00:18 | 01:02:59   | 00:07:00 | 00:15:00 | 00:00:02 | 06:48:40    | 00:05:18 | 00:15:00 | 00:00:00 | 14,05 |
| manuela.martins | 08:41:28 | 18:01:03 | 09:19:35    | 1   | 07:54:41    | 00:13:34 | 00:15:00 | 00:01:03 | 01:24:54   | 00:07:43 | 00:15:00 | 00:01:51 | 06:56:14    | 00:05:16 | 00:15:00 | 00:00:00 | 12,31 |
| milena.boto     | 08:45:39 | 18:01:30 | 09:15:51    | 1   | 07:44:40    | 00:12:34 | 00:15:00 | 00:00:33 | 01:31:11   | 00:06:31 | 00:15:00 | 00:00:02 | 06:41:53    | 00:06:05 | 00:15:00 | 00:00:00 | 13,51 |
| susana.silva    | 08:12:24 | 17:01:53 | 08:49:29    | 1   | 06:57:23    | 00:13:55 | 00:15:00 | 00:01:13 | 01:52:06   | 00:09:20 | 00:15:00 | 00:00:34 | 05:44:37    | 00:07:11 | 00:15:00 | 00:00:00 | 17,43 |
| 27-04-2018      | 08:44:03 | 19:10:30 | 1.11:58:26  | 5   | 1.06:50:19  | 00:12:15 | 00:15:00 | 00:00:02 | 05:08:07   | 00:05:19 | 00:15:00 | 00:00:02 | 1.02:37:25  | 00:06:07 | 00:15:00 | 00:00:00 | 13,67 |
| claudia.nunes   | 08:44:03 | 18:00:48 | 09:16:45    | 1   | 07:48:14    | 00:11:42 | 00:15:00 | 00:00:02 | 01:28:31   | 00:05:12 | 00:15:00 | 00:00:05 | 06:59:15    | 00:05:22 | 00:15:00 | 00:00:00 | 10,46 |
| manuela.martins | 08:56:31 | 17:38:28 | 08:25:43    | 2   | 07:21:36    | 00:11:37 | 00:15:00 | 00:00:20 | 01:04:07   | 00:04:16 | 00:15:00 | 00:00:02 | 06:48:48    | 00:06:42 | 00:15:00 | 00:00:00 | 7,43  |
| milena.boto     | 08:48:11 | 18:00:39 | 09:12:28    | 1   | 07:49:53    | 00:12:42 | 00:15:00 | 00:00:05 | 01:22:35   | 00:05:54 | 00:15:00 | 00:00:02 | 06:46:10    | 00:06:46 | 00:15:00 | 00:00:00 | 13,56 |
| susana.silva    | 10:07:00 | 19:10:30 | 09:03:30    | 1   | 07:50:36    | 00:13:04 | 00:15:00 | 00:00:39 | 01:12:54   | 00:06:04 | 00:15:00 | 00:00:02 | 06:03:12    | 00:05:51 | 00:15:00 | 00:00:00 | 22,82 |
| 28-04-2018      | 09:21:34 | 17:09:58 | 07:48:24    | 1   | 06:50:40    | 00:11:44 | 00:15:00 | 00:00:07 | 00:57:44   | 00:04:49 | 00:15:00 | 00:00:03 | 04:42:56    | 00:04:38 | 00:15:00 | 00:00:00 | 31,1  |
| susana.silva    | 09:21:34 | 17:09:58 | 07:48:24    | 1   | 06:50:40    | 00:11:44 | 00:15:00 | 00:00:07 | 00:57:44   | 00:04:49 | 00:15:00 | 00:00:03 | 04:42:56    | 00:04:38 | 00:15:00 | 00:00:00 | 31,1  |
| 30-04-2018      | 08:52:28 | 19:00:04 | 1.03:19:36  | 4   | 23:26:41    | 00:11:32 | 00:15:00 | 00:00:04 | 03:52:52   | 00:05:33 | 00:15:00 | 00:00:01 | 18:22:08    | 00:04:18 | 00:15:00 | 00:00:00 | 21,65 |
| claudia.nunes   | 08:52:28 | 18:00:46 | 09:08:18    | 1   | 07:49:21    | 00:12:41 | 00:15:00 | 00:00:38 | 01:18:57   | 00:06:04 | 00:15:00 | 00:00:01 | 06:12:56    | 00:04:54 | 00:15:00 | 00:00:00 | 20,54 |
| manuela.martins | 08:57:06 | 18:01:48 | 09:04:42    | 1   | 07:54:26    | 00:11:02 | 00:15:00 | 00:00:22 | 01:10:13   | 00:05:01 | 00:15:00 | 00:00:03 | 06:09:05    | 00:04:18 | 00:15:00 | 00:00:00 | 22,21 |
| milena.boto     | 09:52:37 | 19:00:04 | 09:06:36    | 2   | 07:42:54    | 00:11:01 | 00:15:00 | 00:00:04 | 01:23:42   | 00:05:35 | 00:15:00 | 00:00:02 | 06:00:07    | 00:03:50 | 00:15:00 | 00:00:00 | 22,2  |
| TOTAL           |          |          | 31.11:49:31 | 137 | 25.14:59:59 | 00:12:14 | 00:15:00 | 00:00:00 | 5.20:48:38 | 00:07:01 | 00:15:00 | 00:00:01 | 20.21:41:24 | 00:05:28 | 00:15:00 | 00:00:00 | 18,42 |