

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 | # | % | # | % | # | % | Max Answer Delay | Avg Answer Delay | Max Talk Time | Avg Talk Time | Avg Queue Time | Avg Handled Queue Time | |
| 01-08-2018 | | 52 | 49 | ✔ 94.2% | 2 | ✔ 3.8% | 1 | ✔ 1.9% | 00:00:15 | 00:00:08 | 00:11:28 | 00:03:13 | 00:00:14 | 00:00:15 | |
| GrdRealVillaltalia | | 15 | 14 | ✔ 93.3% | 1 | ✔ 6.7% | 0 | ✔ 0.0% | 00:00:10 | 00:00:07 | 00:11:28 | 00:03:20 | 00:00:25 | 00:00:26 | |
| | 09:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:05 | 00:00:05 | 00:03:57 | 00:03:57 | 00:00:05 | 00:00:05 | |
| | 10:00:00 | 3 | 3 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:06 | 00:05:47 | 00:02:11 | 00:00:10 | 00:00:10 | |
| | 11:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:04 | 00:00:04 | 00:03:32 | 00:03:32 | 00:00:05 | 00:00:05 | |
| | 12:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:06 | 00:11:28 | 00:07:18 | 00:00:14 | 00:00:14 | |
| | 14:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:08 | 00:00:08 | 00:03:42 | 00:03:42 | 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 | 00:01:35 | 00:01:35 | 00:00:20 | 00:00:20 | |
| | 17:00:00 | 4 | 3 | ⚠ 75.0% | 1 | ✖ 25.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:07 | 00:07:31 | 00:03:29 | 00:00:10 | 00:00:11 | |
| | 18:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:08 | 00:03:03 | 00:02:06 | 00:02:01 | 00:02:01 | |
| HotelRealOeiras | | 16 | 16 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:09 | 00:11:27 | 00:03:44 | 00:00:11 | 00:00:11 | |
| | 09:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:04 | 00:00:04 | 00:03:40 | 00:02:06 | 00:00:04 | 00:00:04 | |
| | 10:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:14 | 00:00:14 | 00:03:32 | 00:03:32 | 00:00:14 | 00:00:14 | |
| | 11:00:00 | 3 | 3 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:07 | 00:09:23 | 00:05:38 | 00:00:07 | 00:00:07 | |
| | 12:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:11 | 00:00:11 | 00:11:27 | 00:06:39 | 00:00:12 | 00:00:12 | |
| | 13:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:09 | 00:00:09 | 00:01:54 | 00:01:54 | 00:00:09 | 00:00:09 | |
| | 15:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:10 | 00:03:41 | 00:02:48 | 00:00:16 | 00:00:16 | |
| | 16:00:00 | 3 | 3 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:09 | 00:01:52 | 00:01:34 | 00:00:13 | 00:00:13 | |
| | 17:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:12 | 00:01:14 | 00:01:14 | 00:00:23 | 00:00:23 | |
| | 18:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:08 | 00:00:08 | 00:08:26 | 00:08:26 | 00:00:08 | 00:00:08 | |
| HotelRealPalacio | | 9 | 7 | ⚠ 77.8% | 1 | ⚠ 11.1% | 1 | ⚠ 11.1% | 00:00:14 | 00:00:07 | 00:04:56 | 00:03:02 | 00:00:07 | 00:00:07 | |
| | 09:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:03 | 00:00:03 | 00:03:11 | 00:03:11 | 00:00:04 | 00:00:04 | |
| | 11:00:00 | 1 | 0 | ✖ 0.0% | 1 | ✖ 100.0% | 0 | ✔ 0.0% | 00:00:11 | 00:00:11 | 00:00:00 | 00:00:00 | 00:00:11 | 00:00:00 | |
| | 12:00:00 | 2 | 1 | ⚠ 50.0% | 0 | ✔ 0.0% | 1 | ✖ 50.0% | 00:00:10 | 00:00:10 | 00:04:25 | 00:04:25 | 00:00:06 | 00:00:10 | |
| | 13:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:05 | 00:00:05 | 00:04:48 | 00:04:48 | 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 | 00:04:56 | 00:04:56 | 00:00:07 | 00:00:07 | |
| | 17:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:05 | 00:00:04 | 00:01:44 | 00:01:09 | 00:00:04 | 00:00:04 | |
| | 18:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:14 | 00:00:14 | 00:01:34 | 00:01:34 | 00:00:14 | 00:00:14 | |
| HotelRealParque | | 10 | 10 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:08 | 00:07:44 | 00:02:29 | 00:00:11 | 00:00:11 | |
| | 09:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:04 | 00:00:04 | 00:01:08 | 00:01:08 | 00:00:04 | 00:00:04 | |
| | 10:00:00 | 3 | 3 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:07 | 00:00:05 | 00:07:44 | 00:03:45 | 00:00:05 | 00:00:05 | |
| | 11:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:10 | 00:01:12 | 00:01:12 | 00:00:21 | 00:00:21 | |
| | 14:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:10 | 00:06:04 | 00:03:59 | 00:00:26 | 00:00:26 | |
| | 16:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:05 | 00:00:05 | 00:01:16 | 00:01:16 | 00:00:05 | 00:00:05 | |
| | 17:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:08 | 00:00:08 | 00:01:14 | 00:01:14 | 00:00:08 | 00:00:08 | |
| | 18:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:04 | 00:00:04 | 00:00:45 | 00:00:45 | 00:00:04 | 00:00:04 | |
| RealResidencia | | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:08 | 00:02:58 | 00:02:34 | 00:00:08 | 00:00:08 | |
| | 10:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:05 | 00:00:05 | 00:02:11 | 00:02:11 | 00:00:05 | 00:00:05 | |
| | 17:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:10 | 00:02:58 | 00:02:58 | 00:00:10 | 00:00:10 | |
| 02-08-2018 | | 45 | 43 | ✔ 95.6% | 0 | ✔ 0.0% | 2 | ✔ 4.4% | 00:00:15 | 00:00:08 | 00:11:45 | 00:03:18 | 00:00:11 | 00:00:11 | |
| GrdRealVillaltalia | | 16 | 16 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:11 | 00:00:07 | 00:09:03 | 00:04:19 | 00:00:15 | 00:00:15 | |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|---|---|-------|---|---|--------|----------|----------|----------|----------|----------|----------|
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:02:39 | 00:02:39 | 00:00:05 | 00:00:05 |
| | 11:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:07 | 00:08:02 | 00:04:41 | 00:00:12 | 00:00:12 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:09:03 | 00:09:03 | 00:00:31 | 00:00:31 |
| | 14:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:04:12 | 00:02:24 | 00:00:24 | 00:00:24 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:05:54 | 00:03:47 | 00:00:18 | 00:00:18 |
| | 16:00:00 | 5 | 5 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:07:41 | 00:04:52 | 00:00:11 | 00:00:11 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:06:18 | 00:06:18 | 00:00:08 | 00:00:08 |
| HotelRealOeiras | | 11 | 9 | ⚠ | 81.8% | 0 | ✔ | 0.0% | 2 | ✖ | 18.2% | 00:00:15 | 00:00:09 | 00:07:50 | 00:02:50 | 00:00:10 | 00:00:11 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:07:50 | 00:04:28 | 00:00:07 | 00:00:07 |
| | 15:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:02:16 | 00:01:34 | 00:00:14 | 00:00:14 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:04:21 | 00:04:21 | 00:00:06 | 00:00:06 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:02:51 | 00:02:51 | 00:00:24 | 00:00:24 |
| | 18:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:03:02 | 00:02:20 | 00:00:08 | 00:00:08 |
| | 19:00:00 | 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 |
| HotelRealPalacio | | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:09 | 00:05:40 | 00:03:11 | 00:00:09 | 00:00:09 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:06 | 00:05:40 | 00:03:17 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:13 | 00:02:59 | 00:02:59 | 00:00:13 | 00:00:13 |
| HotelRealParque | | 13 | 13 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:11:45 | 00:02:27 | 00:00:09 | 00:00:09 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:01:04 | 00:01:04 | 00:00:07 | 00:00:07 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:11:45 | 00:07:01 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:01:31 | 00:01:10 | 00:00:13 | 00:00:13 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:04:32 | 00:02:46 | 00:00:13 | 00:00:13 |
| | 14:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:06 | 00:03:26 | 00:01:50 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:08 | 00:01:29 | 00:01:09 | 00:00:08 | 00:00:08 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:01:05 | 00:01:05 | 00:00:05 | 00:00:05 |
| RealResidencia | | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:03:32 | 00:02:29 | 00:00:06 | 00:00:06 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:01:26 | 00:01:26 | 00:00:03 | 00:00:03 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:03:32 | 00:03:32 | 00:00:08 | 00:00:08 |
| 03-08-2018 | | 56 | 53 | ✔ | 94.6% | 1 | ✔ | 1.8% | 2 | ✔ | 3.6% | 00:00:15 | 00:00:08 | 00:18:26 | 00:04:06 | 00:00:15 | 00:00:16 |
| GrdRealVillaltalia | | 20 | 19 | ✔ | 95.0% | 0 | ✔ | 0.0% | 1 | ✔ | 5.0% | 00:00:10 | 00:00:07 | 00:16:10 | 00:03:57 | 00:00:22 | 00:00:23 |
| | 09:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:00:55 | 00:00:47 | 00:00:07 | 00:00:07 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:06:05 | 00:04:48 | 00:00:10 | 00:00:10 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:06 | 00:16:10 | 00:06:28 | 00:00:12 | 00:00:12 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:04:14 | 00:02:28 | 00:00:15 | 00:00:15 |
| | 13:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:06 | 00:11:08 | 00:03:58 | 00:00:11 | 00:00:11 |
| | 14:00:00 | 5 | 5 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:09:26 | 00:02:45 | 00:00:11 | 00:00:11 |
| | 16:00:00 | 3 | 2 | ⚠ | 66.7% | 0 | ✔ | 0.0% | 1 | ✖ | 33.3% | 00:00:10 | 00:00:08 | 00:13:29 | 00:08:20 | 00:01:23 | 00:02:00 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:01:01 | 00:01:01 | 00:00:18 | 00:00:18 |
| HotelRealOeiras | | 15 | 13 | ✔ | 86.7% | 1 | ✔ | 6.7% | 1 | ✔ | 6.7% | 00:00:15 | 00:00:08 | 00:18:26 | 00:05:19 | 00:00:10 | 00:00:10 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:01:35 | 00:01:18 | 00:00:05 | 00:00:05 |
| | 13:00:00 | 3 | 2 | ⚠ | 66.7% | 0 | ✔ | 0.0% | 1 | ✖ | 33.3% | 00:00:15 | 00:00:08 | 00:04:47 | 00:02:48 | 00:00:10 | 00:00:12 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:05:45 | 00:04:56 | 00:00:13 | 00:00:13 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:06:45 | 00:05:04 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:11 | 00:12:57 | 00:12:57 | 00:00:11 | 00:00:11 |
| | 17:00:00 | 4 | 3 | ⚠ | 75.0% | 1 | ✖ | 25.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:18:26 | 00:08:53 | 00:00:08 | 00:00:07 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:01:15 | 00:01:15 | 00:00:24 | 00:00:24 |
| HotelRealPalacio | | 7 | 7 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:04:54 | 00:02:41 | 00:00:11 | 00:00:11 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:04:54 | 00:04:54 | 00:00:06 | 00:00:06 |

OneContact Reporting

Service Performance Report

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|--------------------|----------|----|----|---------|--------|---|---------|-------|----|---------|--------|----------|----------|----------|----------|----------|----------|
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:01:27 | 00:01:27 | 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 | 00:01:42 | 00:01:42 | 00:00:05 | 00:00:05 |
| | 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 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:04:23 | 00:04:23 | 00:00:20 | 00:00:20 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:02:40 | 00:02:32 | 00:00:18 | 00:00:18 |
| HotelRealParque | | 13 | 13 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:16:27 | 00:03:58 | 00:00:14 | 00:00:14 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:13 | 00:00:56 | 00:00:56 | 00:00:39 | 00:00:39 |
| | 10:00:00 | 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 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:16:27 | 00:09:26 | 00:00:23 | 00:00:23 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:02 | 00:00:02 | 00:04:46 | 00:04:46 | 00:00:03 | 00:00:03 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:10 | 00:02:08 | 00:01:50 | 00:00:10 | 00:00:10 |
| | 14:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:07 | 00:07:48 | 00:04:23 | 00:00:07 | 00:00:07 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:12 | 00:01:08 | 00:01:08 | 00:00:12 | 00:00:12 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:08 | 00:01:45 | 00:01:35 | 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 | 00:05:51 | 00:05:51 | 00:00:23 | 00:00:23 |
| RealResidencia | | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:02:52 | 00:02:52 | 00:00:05 | 00:00:05 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:02:52 | 00:02:52 | 00:00:05 | 00:00:05 |
| 04-08-2018 | | 47 | 18 | ✖ | 38.3% | 2 | ✔ | 4.3% | 27 | ✖ | 57.4% | 00:00:15 | 00:00:07 | 00:11:15 | 00:04:27 | 00:00:16 | 00:00:06 |
| GrdRealVillaltalia | | 13 | 2 | ✖ | 15.4% | 1 | ✔ | 7.7% | 10 | ✖ | 76.9% | 00:00:10 | 00:00:08 | 00:05:30 | 00:03:12 | 00:00:19 | 00:00:07 |
| | 10:00:00 | 4 | 1 | ✖ | 25.0% | 0 | ✔ | 0.0% | 3 | ✖ | 75.0% | 00:00:05 | 00:00:05 | 00:05:30 | 00:05:30 | 00:00:14 | 00:00:05 |
| | 13:00:00 | 3 | 0 | ✖ | 0.0% | 1 | ✖ | 33.3% | 2 | ✖ | 66.7% | 00:00:10 | 00:00:10 | 00:00:00 | 00:00:00 | 00:00:38 | 00:00:00 |
| | 14:00:00 | 5 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 5 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:13 | 00:00:00 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:00:53 | 00:00:53 | 00:00:09 | 00:00:09 |
| HotelRealOeiras | | 20 | 11 | ⚠ | 55.0% | 1 | ✔ | 5.0% | 8 | ✖ | 40.0% | 00:00:15 | 00:00:07 | 00:11:15 | 00:05:32 | 00:00:18 | 00:00:06 |
| | 10:00:00 | 6 | 2 | ✖ | 33.3% | 0 | ✔ | 0.0% | 4 | ✖ | 66.7% | 00:00:05 | 00:00:04 | 00:05:57 | 00:05:44 | 00:00:20 | 00:00:04 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:11:15 | 00:11:15 | 00:00:04 | 00:00:04 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:05 | 00:08:42 | 00:06:24 | 00:00:05 | 00:00:05 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:05 | 00:07:55 | 00:06:10 | 00:00:05 | 00:00:05 |
| | 14:00:00 | 6 | 1 | ✖ | 16.7% | 1 | ✖ | 16.7% | 4 | ✖ | 66.7% | 00:00:15 | 00:00:12 | 00:02:31 | 00:02:31 | 00:00:33 | 00:00:08 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:00:35 | 00:00:35 | 00:00:09 | 00:00:09 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:03:23 | 00:03:23 | 00:00:10 | 00:00:10 |
| HotelRealPalacio | | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:01:50 | 00:01:42 | 00:00:06 | 00:00:06 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:01:50 | 00:01:42 | 00:00:06 | 00:00:06 |
| HotelRealParque | | 8 | 2 | ✖ | 25.0% | 0 | ✔ | 0.0% | 6 | ✖ | 75.0% | 00:00:10 | 00:00:07 | 00:03:23 | 00:03:21 | 00:00:12 | 00:00:07 |
| | 10:00:00 | 7 | 1 | ✖ | 14.3% | 0 | ✔ | 0.0% | 6 | ✖ | 85.7% | 00:00:04 | 00:00:04 | 00:03:23 | 00:03:23 | 00:00:12 | 00:00:04 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:03:19 | 00:03:19 | 00:00:10 | 00:00:10 |
| RealResidencia | | 4 | 1 | ✖ | 25.0% | 0 | ✔ | 0.0% | 3 | ✖ | 75.0% | 00:00:04 | 00:00:04 | 00:02:44 | 00:02:44 | 00:00:13 | 00:00:04 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:02:44 | 00:02:44 | 00:00:04 | 00:00:04 |
| | 11:00:00 | 3 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 3 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:16 | 00:00:00 |
| 06-08-2018 | | 57 | 55 | ✔ | 96.5% | 1 | ✔ | 1.8% | 1 | ✔ | 1.8% | 00:00:15 | 00:00:08 | 00:17:45 | 00:04:02 | 00:00:14 | 00:00:12 |
| GrdRealVillaltalia | | 16 | 15 | ✔ | 93.8% | 0 | ✔ | 0.0% | 1 | ✔ | 6.3% | 00:00:10 | 00:00:07 | 00:07:44 | 00:04:19 | 00:00:10 | 00:00:09 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:07:35 | 00:07:35 | 00:00:09 | 00:00:09 |
| | 10:00:00 | 1 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 1 | ✖ | 100.0% | 00:00:10 | 00:00:10 | 00:00:00 | 00:00:00 | 00:00:11 | 00:00:00 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:05:05 | 00:05:05 | 00:00:18 | 00:00:18 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:06 | 00:04:02 | 00:03:27 | 00:00:11 | 00:00:11 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:07:44 | 00:05:32 | 00:00:12 | 00:00:12 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:04:00 | 00:04:00 | 00:00:07 | 00:00:07 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:04:26 | 00:03:42 | 00:00:06 | 00:00:06 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|---|---|--------|---|---|--------|----------|----------|----------|----------|----------|----------|
| | 16:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:06:47 | 00:04:16 | 00:00:09 | 00:00:09 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:02:01 | 00:02:01 | 00:00:04 | 00:00:04 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:04:32 | 00:04:32 | 00:00:08 | 00:00:08 |
| HotelRealOeiras | | 23 | 22 | ✔ | 95.7% | 1 | ✔ | 4.3% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:13:45 | 00:04:21 | 00:00:19 | 00:00:15 |
| | 09:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:13:45 | 00:05:54 | 00:00:09 | 00:00:09 |
| | 10:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:03:01 | 00:01:51 | 00:00:10 | 00:00:10 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:06:11 | 00:06:11 | 00:00:23 | 00:00:23 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:03:59 | 00:03:19 | 00:00:24 | 00:00:24 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:08:45 | 00:07:32 | 00:00:17 | 00:00:17 |
| | 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 | 00:01:45 | 00:00:00 |
| | 15:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:05 | 00:04:21 | 00:02:28 | 00:00:05 | 00:00:05 |
| | 17:00:00 | 6 | 6 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:05:37 | 00:03:45 | 00:00:22 | 00:00:22 |
| | 19:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:12:37 | 00:12:37 | 00:00:08 | 00:00:08 |
| HotelRealPalacio | | 11 | 11 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:17:45 | 00:04:12 | 00:00:11 | 00:00:11 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:04:17 | 00:03:36 | 00:00:20 | 00:00:20 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:06:54 | 00:06:54 | 00:00:09 | 00:00:09 |
| | 14:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:17:45 | 00:04:36 | 00:00:12 | 00:00:12 |
| | 17:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:05 | 00:03:17 | 00:02:37 | 00:00:05 | 00:00:05 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:05:29 | 00:05:29 | 00:00:08 | 00:00:08 |
| HotelRealParque | | 7 | 7 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:05:34 | 00:02:11 | 00:00:15 | 00:00:15 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:00:45 | 00:00:45 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:00:50 | 00:00:43 | 00:00:28 | 00:00:28 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:02:47 | 00:02:47 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:05:34 | 00:05:34 | 00:00:05 | 00:00:05 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:02:41 | 00:02:41 | 00:00:23 | 00:00:23 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:02:05 | 00:02:05 | 00:00:08 | 00:00:08 |
| 07-08-2018 | | 54 | 50 | ✔ | 92.6% | 1 | ✔ | 1.9% | 3 | ✔ | 5.6% | 00:00:15 | 00:00:07 | 00:13:50 | 00:02:39 | 00:00:10 | 00:00:10 |
| GrdRealVillaltalia | | 19 | 17 | ✔ | 89.5% | 0 | ✔ | 0.0% | 2 | ⚠ | 10.5% | 00:00:10 | 00:00:06 | 00:13:50 | 00:03:37 | 00:00:08 | 00:00:08 |
| | 09:00:00 | 2 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 2 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:11 | 00:00:00 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:01:44 | 00:01:44 | 00:00:09 | 00:00:09 |
| | 11:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:05 | 00:07:59 | 00:04:39 | 00:00:05 | 00:00:05 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:00:27 | 00:00:27 | 00:00:04 | 00:00:04 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:04:22 | 00:04:22 | 00:00:24 | 00:00:24 |
| | 14:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:08:52 | 00:03:18 | 00:00:12 | 00:00:12 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:04 | 00:03:27 | 00:03:10 | 00:00:04 | 00:00:04 |
| | 16:00:00 | 5 | 5 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:07 | 00:13:50 | 00:04:01 | 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 | 00:04:34 | 00:04:34 | 00:00:06 | 00:00:06 |
| HotelRealOeiras | | 16 | 15 | ✔ | 93.8% | 1 | ✔ | 6.3% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:06:26 | 00:02:13 | 00:00:12 | 00:00:12 |
| | 09:00:00 | 2 | 1 | ⚠ | 50.0% | 1 | ✖ | 50.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:06 | 00:05:36 | 00:05:36 | 00:00:10 | 00:00:18 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:00:50 | 00:00:40 | 00:00:22 | 00:00:22 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:03:19 | 00:01:54 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:01:15 | 00:00:58 | 00:00:10 | 00:00:10 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:07 | 00:02:41 | 00:01:48 | 00:00:07 | 00:00:07 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:01:47 | 00:01:47 | 00:00:23 | 00:00:23 |
| | 18:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:06:26 | 00:03:32 | 00:00:12 | 00:00:12 |
| HotelRealPalacio | | 7 | 7 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:02:46 | 00:02:02 | 00:00:13 | 00:00:13 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:02:46 | 00:02:46 | 00:00:38 | 00:00:38 |
| | 11:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:01:48 | 00:01:26 | 00:00:12 | 00:00:12 |

OneContact Reporting

Service Performance Report

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|--------------------|----------|----|----|---|--------|---|---|-------|---|---|--------|----------|----------|----------|----------|----------|----------|
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:02:27 | 00:02:15 | 00:00:05 | 00:00:05 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:02:38 | 00:02:38 | 00:00:08 | 00:00:08 |
| HotelRealParque | | 11 | 10 | ✔ | 90.9% | 0 | ✔ | 0.0% | 1 | ✔ | 9.1% | 00:00:15 | 00:00:07 | 00:03:55 | 00:01:44 | 00:00:08 | 00:00:08 |
| | 11:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:03:55 | 00:02:04 | 00:00:05 | 00:00:05 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:00:42 | 00:00:32 | 00:00:06 | 00:00:06 |
| | 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 | 00:00:08 | 00:00:00 |
| | 15:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:02:55 | 00:02:22 | 00:00:09 | 00:00:09 |
| | 17:00:00 | 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 |
| RealResidencia | | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:06:03 | 00:06:03 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:06:03 | 00:06:03 | 00:00:06 | 00:00:06 |
| 08-08-2018 | | 72 | 62 | ✔ | 86.1% | 4 | ✔ | 5.6% | 6 | ✔ | 8.3% | 00:00:16 | 00:00:07 | 00:13:32 | 00:03:02 | 00:00:13 | 00:00:09 |
| GrdRealVillaltalia | | 24 | 20 | ⚠ | 83.3% | 2 | ✔ | 8.3% | 2 | ✔ | 8.3% | 00:00:10 | 00:00:06 | 00:07:14 | 00:02:44 | 00:00:15 | 00:00:09 |
| | 09:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:03:51 | 00:02:26 | 00:00:13 | 00:00:13 |
| | 10:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:02:54 | 00:02:10 | 00:00:07 | 00:00:07 |
| | 11:00:00 | 3 | 2 | ⚠ | 66.7% | 0 | ✔ | 0.0% | 1 | ✖ | 33.3% | 00:00:10 | 00:00:07 | 00:02:27 | 00:01:48 | 00:00:10 | 00:00:14 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:02:57 | 00:02:57 | 00:00:03 | 00:00:03 |
| | 14:00:00 | 8 | 5 | ⚠ | 62.5% | 2 | ✖ | 25.0% | 1 | ⚠ | 12.5% | 00:00:10 | 00:00:07 | 00:07:14 | 00:03:03 | 00:00:28 | 00:00:09 |
| | 15:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:06 | 00:04:04 | 00:02:14 | 00:00:05 | 00:00:05 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:04:58 | 00:04:08 | 00:00:04 | 00:00:04 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:03:48 | 00:03:48 | 00:00:07 | 00:00:07 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:03:17 | 00:03:17 | 00:00:27 | 00:00:27 |
| HotelRealOeiras | | 30 | 27 | ✔ | 90.0% | 1 | ✔ | 3.3% | 2 | ✔ | 6.7% | 00:00:16 | 00:00:07 | 00:08:55 | 00:03:02 | 00:00:10 | 00:00:09 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:08:55 | 00:08:55 | 00:00:10 | 00:00:10 |
| | 10:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:11 | 00:07:12 | 00:03:45 | 00:00:11 | 00:00:11 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:05 | 00:05:03 | 00:03:44 | 00:00:05 | 00:00:05 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:06:56 | 00:02:55 | 00:00:11 | 00:00:11 |
| | 13:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:05 | 00:02:52 | 00:02:07 | 00:00:05 | 00:00:05 |
| | 14:00:00 | 9 | 7 | ⚠ | 77.8% | 0 | ✔ | 0.0% | 2 | ✖ | 22.2% | 00:00:16 | 00:00:08 | 00:07:44 | 00:02:10 | 00:00:12 | 00:00:12 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:11 | 00:01:00 | 00:01:00 | 00:00:11 | 00:00:11 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:03:52 | 00:02:38 | 00:00:12 | 00:00:12 |
| | 17:00:00 | 3 | 2 | ⚠ | 66.7% | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:06:20 | 00:04:40 | 00:00:17 | 00:00:06 |
| | 18:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:05 | 00:05:39 | 00:03:05 | 00:00:06 | 00:00:06 |
| HotelRealPalacio | | 8 | 6 | ⚠ | 75.0% | 0 | ✔ | 0.0% | 2 | ✖ | 25.0% | 00:00:08 | 00:00:06 | 00:03:50 | 00:02:16 | 00:00:06 | 00:00:06 |
| | 09:00:00 | 3 | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 2 | ✖ | 66.7% | 00:00:06 | 00:00:06 | 00:03:00 | 00:03:00 | 00:00:06 | 00:00:06 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:03:50 | 00:02:40 | 00:00:04 | 00:00:04 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:02:21 | 00:02:21 | 00:00:08 | 00:00:08 |
| | 14:00:00 | 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 |
| | 17:00:00 | 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 |
| HotelRealParque | | 10 | 9 | ✔ | 90.0% | 1 | ⚠ | 10.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:13:32 | 00:04:14 | 00:00:24 | 00:00:09 |
| | 09:00:00 | 3 | 2 | ⚠ | 66.7% | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:02:05 | 00:02:03 | 00:01:00 | 00:00:12 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:13:32 | 00:13:32 | 00:00:05 | 00:00:05 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:04 | 00:02:09 | 00:01:40 | 00:00:05 | 00:00:05 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:03:16 | 00:02:43 | 00:00:12 | 00:00:12 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:07 | 00:07:05 | 00:05:50 | 00:00:07 | 00:00:07 |
| 09-08-2018 | | 58 | 53 | ✔ | 91.4% | 2 | ✔ | 3.4% | 3 | ✔ | 5.2% | 00:00:15 | 00:00:07 | 00:14:53 | 00:02:45 | 00:00:17 | 00:00:16 |
| GrdRealVillaltalia | | 18 | 17 | ✔ | 94.4% | 0 | ✔ | 0.0% | 1 | ✔ | 5.6% | 00:00:10 | 00:00:07 | 00:05:53 | 00:02:54 | 00:00:14 | 00:00:15 |
| | 09:00:00 | 5 | 4 | ⚠ | 80.0% | 0 | ✔ | 0.0% | 1 | ✖ | 20.0% | 00:00:10 | 00:00:07 | 00:02:56 | 00:02:17 | 00:00:24 | 00:00:28 |
| | 10:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:05:11 | 00:02:58 | 00:00:14 | 00:00:14 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|---|---|--------|---|---|-------|----------|----------|----------|----------|----------|----------|
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:05 | 00:05:24 | 00:02:59 | 00:00:06 | 00:00:06 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:03:38 | 00:02:24 | 00:00:12 | 00:00:12 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:05:53 | 00:04:15 | 00:00:12 | 00:00:12 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:04:10 | 00:04:10 | 00:00:04 | 00:00:04 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:03:32 | 00:03:32 | 00:00:23 | 00:00:23 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:01:25 | 00:01:25 | 00:00:03 | 00:00:03 |
| HotelRealOeiras | | 19 | 19 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:11:15 | 00:03:00 | 00:00:11 | 00:00:11 |
| | 09:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:08 | 00:01:15 | 00:00:44 | 00:00:08 | 00:00:08 |
| | 10:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:03:20 | 00:01:30 | 00:00:09 | 00:00:09 |
| | 11:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:09:38 | 00:05:32 | 00:00:16 | 00:00:16 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:04:42 | 00:02:51 | 00:00:19 | 00:00:19 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:00:57 | 00:00:57 | 00:00:10 | 00:00:10 |
| | 15:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:04 | 00:05:37 | 00:02:24 | 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 | 00:01:47 | 00:01:44 | 00:00:06 | 00:00:06 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:11:15 | 00:11:15 | 00:00:23 | 00:00:23 |
| HotelRealPalacio | | 10 | 7 | ⚠ | 70.0% | 1 | ⚠ | 10.0% | 2 | ✖ | 20.0% | 00:00:15 | 00:00:07 | 00:05:50 | 00:01:37 | 00:00:12 | 00:00:16 |
| | 09:00:00 | 4 | 2 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 2 | ✖ | 50.0% | 00:00:15 | 00:00:11 | 00:00:45 | 00:00:31 | 00:00:14 | 00:00:23 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:00:20 | 00:00:20 | 00:00:03 | 00:00:03 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:02:27 | 00:02:27 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:00:40 | 00:00:40 | 00:00:44 | 00:00:44 |
| | 16:00:00 | 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 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:05:50 | 00:03:25 | 00:00:06 | 00:00:06 |
| HotelRealParque | | 8 | 7 | ✔ | 87.5% | 1 | ⚠ | 12.5% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:02:39 | 00:01:21 | 00:00:42 | 00:00:30 |
| | 10:00:00 | 2 | 1 | ⚠ | 50.0% | 1 | ✖ | 50.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:02:01 | 00:02:01 | 00:01:04 | 00:00:03 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:01:15 | 00:01:15 | 00:00:49 | 00:00:49 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:01:28 | 00:01:02 | 00:01:05 | 00:01:05 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:00:54 | 00:00:54 | 00:00:08 | 00:00:08 |
| | 18:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:07 | 00:02:39 | 00:01:30 | 00:00:10 | 00:00:10 |
| RealResidencia | | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:14:53 | 00:06:29 | 00:00:17 | 00:00:17 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:14:53 | 00:07:44 | 00:00:22 | 00:00:22 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:03:57 | 00:03:57 | 00:00:08 | 00:00:08 |
| 10-08-2018 | | 35 | 34 | ✔ | 97.1% | 1 | ✔ | 2.9% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:23:02 | 00:03:32 | 00:00:12 | 00:00:08 |
| GrdRealVillaltalia | | 10 | 10 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:05 | 00:10:11 | 00:03:33 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:06 | 00:03:13 | 00:02:00 | 00:00:10 | 00:00:10 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:01:25 | 00:01:12 | 00:00:05 | 00:00:05 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:06:22 | 00:06:22 | 00:00:14 | 00:00:14 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:04:31 | 00:04:31 | 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 | 00:10:11 | 00:10:11 | 00:00:04 | 00:00:04 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:04 | 00:05:52 | 00:03:30 | 00:00:04 | 00:00:04 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:01:03 | 00:01:03 | 00:00:04 | 00:00:04 |
| HotelRealOeiras | | 12 | 11 | ✔ | 91.7% | 1 | ✔ | 8.3% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:06 | 00:23:02 | 00:05:16 | 00:00:19 | 00:00:06 |
| | 09:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:07:06 | 00:03:42 | 00:00:06 | 00:00:06 |
| | 10:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:05 | 00:23:02 | 00:10:28 | 00:00:05 | 00:00:05 |
| | 11:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:05 | 00:06:23 | 00:03:47 | 00:00:05 | 00:00:05 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:02:47 | 00:02:04 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 1 | 0 | ✖ | 0.0% | 1 | ✖ | 100.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:02:43 | 00:00:00 |
| HotelRealPalacio | | 7 | 7 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:02:58 | 00:02:04 | 00:00:16 | 00:00:16 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:02:44 | 00:02:44 | 00:00:07 | 00:00:07 |

OneContact Reporting

Service Performance Report

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|--------------------|----------|----|----|---------|--------|---|---------|--------|---|---------|--------|----------|----------|----------|----------|----------|----------|
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:01:07 | 00:01:07 | 00:00:05 | 00:00:05 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:02:58 | 00:02:36 | 00:00:22 | 00:00:22 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:01:06 | 00:01:06 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:15 | 00:02:35 | 00:02:35 | 00:00:15 | 00:00:15 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:01:46 | 00:01:46 | 00:00:34 | 00:00:34 |
| HotelRealParque | | 5 | 5 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:05 | 00:03:13 | 00:02:09 | 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 | 00:02:20 | 00:02:20 | 00:00:05 | 00:00:05 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:03:13 | 00:03:13 | 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 | 00:02:05 | 00:02:05 | 00:00:06 | 00:00:06 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:00:42 | 00:00:42 | 00:00:03 | 00:00:03 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:02:25 | 00:02:25 | 00:00:06 | 00:00:06 |
| RealResidencia | | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:01:43 | 00:01:43 | 00:00:04 | 00:00:04 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:01:43 | 00:01:43 | 00:00:04 | 00:00:04 |
| 11-08-2018 | | 17 | 13 | ⚠ | 76.5% | 1 | ✔ | 5.9% | 3 | ✖ | 17.6% | 00:00:13 | 00:00:06 | 00:07:54 | 00:03:14 | 00:00:09 | 00:00:06 |
| GrdRealVillaltalia | | 12 | 9 | ⚠ | 75.0% | 1 | ✔ | 8.3% | 2 | ✖ | 16.7% | 00:00:10 | 00:00:05 | 00:07:54 | 00:03:10 | 00:00:10 | 00:00:05 |
| | 09:00:00 | 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 |
| | 10:00:00 | 3 | 2 | ⚠ | 66.7% | 0 | ✔ | 0.0% | 1 | ✖ | 33.3% | 00:00:06 | 00:00:04 | 00:07:35 | 00:06:51 | 00:00:17 | 00:00:10 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:03:16 | 00:01:44 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 1 | 0 | ✖ | 0.0% | 1 | ✖ | 100.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:00:00 | 00:00:00 | 00:00:34 | 00:00:00 |
| | 13:00:00 | 2 | 1 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 1 | ✖ | 50.0% | 00:00:04 | 00:00:04 | 00:01:57 | 00:01:57 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:07:54 | 00:02:22 | 00:00:04 | 00:00:04 |
| HotelRealOeiras | | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:09 | 00:05:00 | 00:02:56 | 00:00:09 | 00:00:09 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:05:00 | 00:05:00 | 00:00:05 | 00:00:05 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:13 | 00:00:52 | 00:00:52 | 00:00:13 | 00:00:13 |
| HotelRealPalacio | | 3 | 2 | ⚠ | 66.7% | 0 | ✔ | 0.0% | 1 | ✖ | 33.3% | 00:00:06 | 00:00:06 | 00:07:07 | 00:03:48 | 00:00:05 | 00:00:06 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:07:07 | 00:07:07 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:00:29 | 00:00:29 | 00:00:06 | 00:00:06 |
| | 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 | 00:00:04 | 00:00:00 |
| 13-08-2018 | | 59 | 54 | ✔ | 91.5% | 3 | ✔ | 5.1% | 2 | ✔ | 3.4% | 00:00:15 | 00:00:08 | 00:10:39 | 00:03:09 | 00:00:11 | 00:00:09 |
| GrdRealVillaltalia | | 11 | 11 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:07:01 | 00:02:33 | 00:00:09 | 00:00:09 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:00:55 | 00:00:55 | 00:00:10 | 00:00:10 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:01:26 | 00:01:26 | 00:00:16 | 00:00:16 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:06 | 00:07:01 | 00:03:57 | 00:00:10 | 00:00:10 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:07 | 00:01:35 | 00:01:08 | 00:00:09 | 00:00:09 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:04:11 | 00:04:01 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:03:04 | 00:01:34 | 00:00:10 | 00:00:10 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:05:22 | 00:05:22 | 00:00:06 | 00:00:06 |
| HotelRealOeiras | | 23 | 21 | ✔ | 91.3% | 2 | ✔ | 8.7% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:09:12 | 00:03:06 | 00:00:10 | 00:00:10 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:08:32 | 00:08:32 | 00:00:03 | 00:00:03 |
| | 10:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:07 | 00:05:03 | 00:03:12 | 00:00:07 | 00:00:07 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:09:12 | 00:07:12 | 00:00:04 | 00:00:04 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:00:57 | 00:00:57 | 00:00:08 | 00:00:08 |
| | 14:00:00 | 5 | 4 | ⚠ | 80.0% | 1 | ✖ | 20.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:08 | 00:05:18 | 00:02:45 | 00:00:08 | 00:00:08 |
| | 15:00:00 | 7 | 6 | ✔ | 85.7% | 1 | ⚠ | 14.3% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:06:15 | 00:02:41 | 00:00:11 | 00:00:12 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:13 | 00:01:56 | 00:01:47 | 00:00:26 | 00:00:26 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:07 | 00:00:51 | 00:00:38 | 00:00:11 | 00:00:11 |
| HotelRealPalacio | | 12 | 10 | ⚠ | 83.3% | 0 | ✔ | 0.0% | 2 | ✖ | 16.7% | 00:00:15 | 00:00:07 | 00:05:43 | 00:03:12 | 00:00:09 | 00:00:08 |
| | 09:00:00 | 4 | 2 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 2 | ✖ | 50.0% | 00:00:07 | 00:00:06 | 00:02:46 | 00:02:05 | 00:00:11 | 00:00:06 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|---|---|-------|----|---|--------|----------|----------|----------|----------|----------|----------|
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:01:46 | 00:01:46 | 00:00:22 | 00:00:22 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:07 | 00:04:54 | 00:03:11 | 00:00:07 | 00:00:07 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:05:43 | 00:05:43 | 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 | 00:04:27 | 00:04:27 | 00:00:07 | 00:00:07 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:02:44 | 00:02:44 | 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 | 00:03:31 | 00:03:31 | 00:00:07 | 00:00:07 |
| HotelRealParque | | 13 | 12 | ✔ | 92.3% | 1 | ✔ | 7.7% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:10:39 | 00:03:48 | 00:00:15 | 00:00:08 |
| | 09:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:08 | 00:10:39 | 00:06:46 | 00:00:08 | 00:00:08 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:01:17 | 00:01:17 | 00:00:09 | 00:00:09 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:01:10 | 00:01:10 | 00:00:08 | 00:00:08 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:01:18 | 00:01:18 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:09:32 | 00:05:22 | 00:00:10 | 00:00:10 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:06 | 00:02:22 | 00:01:42 | 00:00:06 | 00:00:06 |
| | 18:00:00 | 2 | 1 | ⚠ | 50.0% | 1 | ✖ | 50.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:02:04 | 00:02:04 | 00:00:50 | 00:00:04 |
| 14-08-2018 | | 62 | 46 | ⚠ | 74.2% | 4 | ✔ | 6.5% | 11 | ✖ | 17.7% | 00:00:19 | 00:00:08 | 00:16:32 | 00:03:09 | 00:00:17 | 00:00:15 |
| GrdRealVillaltalia | | 20 | 12 | ⚠ | 60.0% | 3 | ✖ | 15.0% | 5 | ✖ | 25.0% | 00:00:10 | 00:00:06 | 00:03:33 | 00:01:10 | 00:00:17 | 00:00:11 |
| | 11:00:00 | 7 | 4 | ⚠ | 57.1% | 2 | ✖ | 28.6% | 1 | ⚠ | 14.3% | 00:00:10 | 00:00:05 | 00:03:33 | 00:01:24 | 00:00:07 | 00:00:07 |
| | 12:00:00 | 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 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:00:16 | 00:00:16 | 00:00:25 | 00:00:25 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:00:38 | 00:00:38 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:05 | 00:01:55 | 00:01:00 | 00:00:05 | 00:00:05 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:01:23 | 00:01:23 | 00:00:04 | 00:00:04 |
| | 17:00:00 | 6 | 2 | ✖ | 33.3% | 1 | ✖ | 16.7% | 3 | ✖ | 50.0% | 00:00:10 | 00:00:07 | 00:01:30 | 00:01:24 | 00:00:39 | 00:00:27 |
| HotelRealOeiras | | 26 | 20 | ⚠ | 76.9% | 1 | ✔ | 3.8% | 4 | ✖ | 15.4% | 00:00:19 | 00:00:09 | 00:12:06 | 00:04:19 | 00:00:23 | 00:00:20 |
| | 09:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:09 | 00:07:10 | 00:04:52 | 00:00:10 | 00:00:10 |
| | 10:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:07 | 00:11:10 | 00:04:04 | 00:00:08 | 00:00:08 |
| | 11:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:08:59 | 00:06:01 | 00:00:15 | 00:00:15 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:00:57 | 00:00:39 | 00:00:04 | 00:00:04 |
| | 14:00:00 | 2 | 1 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:19 | 00:00:13 | 00:11:44 | 00:11:44 | 00:00:13 | 00:00:07 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:05:31 | 00:04:06 | 00:00:12 | 00:00:12 |
| | 16:00:00 | 5 | 5 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:08 | 00:12:06 | 00:04:01 | 00:00:08 | 00:00:08 |
| | 17:00:00 | 6 | 1 | ✖ | 16.7% | 1 | ✖ | 16.7% | 4 | ✖ | 66.7% | 00:00:15 | 00:00:11 | 00:03:35 | 00:03:35 | 00:01:06 | 00:03:52 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:02:15 | 00:02:15 | 00:00:10 | 00:00:10 |
| HotelRealPalacio | | 10 | 8 | ⚠ | 80.0% | 0 | ✔ | 0.0% | 2 | ✖ | 20.0% | 00:00:15 | 00:00:07 | 00:16:32 | 00:04:26 | 00:00:09 | 00:00:09 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:00:25 | 00:00:25 | 00:00:05 | 00:00:05 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:02:39 | 00:02:39 | 00:00:05 | 00:00:05 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:01:54 | 00:01:54 | 00:00:19 | 00:00:19 |
| | 13:00:00 | 3 | 2 | ⚠ | 66.7% | 0 | ✔ | 0.0% | 1 | ✖ | 33.3% | 00:00:04 | 00:00:04 | 00:16:32 | 00:09:25 | 00:00:06 | 00:00:04 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:03:35 | 00:03:23 | 00:00:15 | 00:00:15 |
| | 17:00:00 | 2 | 1 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 1 | ✖ | 50.0% | 00:00:06 | 00:00:06 | 00:04:55 | 00:04:55 | 00:00:04 | 00:00:06 |
| HotelRealParque | | 6 | 6 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:02:45 | 00:01:24 | 00:00:11 | 00:00:11 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:00:54 | 00:00:42 | 00:00:15 | 00:00:15 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:08 | 00:02:24 | 00:01:50 | 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 | 00:02:45 | 00:02:45 | 00:00:09 | 00:00:09 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:11 | 00:00:38 | 00:00:38 | 00:00:11 | 00:00:11 |
| 15-08-2018 | | 21 | 20 | ✔ | 95.2% | 1 | ✔ | 4.8% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:06:55 | 00:03:10 | 00:00:10 | 00:00:09 |
| GrdRealVillaltalia | | 4 | 3 | ⚠ | 75.0% | 1 | ✖ | 25.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:01:50 | 00:01:19 | 00:00:20 | 00:00:12 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:01:44 | 00:01:44 | 00:00:07 | 00:00:07 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|---|---|-------|---|---|-------|----------|----------|----------|----------|----------|----------|
| | 14:00:00 | 3 | 2 | 🚩 | 66.7% | 1 | ❌ | 33.3% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:08 | 00:01:50 | 00:01:07 | 00:00:24 | 00:00:15 |
| HotelRealOeiras | | 8 | 8 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:06 | 00:06:55 | 00:03:53 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 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 |
| | 12:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:06 | 00:06:05 | 00:04:27 | 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 | 00:02:52 | 00:02:52 | 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 | 00:04:24 | 00:04:24 | 00:00:08 | 00:00:08 |
| | 16:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:07 | 00:06:55 | 00:04:37 | 00:00:07 | 00:00:07 |
| HotelRealPalacio | | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:10 | 00:01:20 | 00:01:20 | 00:00:20 | 00:00:20 |
| | 11:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:10 | 00:01:20 | 00:01:20 | 00:00:20 | 00:00:20 |
| HotelRealParque | | 4 | 4 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:11 | 00:00:09 | 00:06:29 | 00:04:00 | 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 | 00:04:40 | 00:03:49 | 00:00:08 | 00:00:08 |
| | 14:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:11 | 00:00:11 | 00:06:29 | 00:06:29 | 00:00:11 | 00:00:11 |
| | 16:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:09 | 00:01:51 | 00:01:51 | 00:00:09 | 00:00:09 |
| RealResidencia | | 4 | 4 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:08 | 00:04:13 | 00:02:46 | 00:00:08 | 00:00:08 |
| | 10:00:00 | 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 |
| | 11:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:07 | 00:04:13 | 00:04:13 | 00:00:07 | 00:00:07 |
| | 12:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:08 | 00:01:38 | 00:01:38 | 00:00:08 | 00:00:08 |
| | 15:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:09 | 00:02:13 | 00:02:13 | 00:00:09 | 00:00:09 |
| 16-08-2018 | | 79 | 73 | ✅ | 92.4% | 2 | ✅ | 2.5% | 3 | ✅ | 3.8% | 00:00:15 | 00:00:08 | 00:20:15 | 00:03:07 | 00:00:13 | 00:00:11 |
| GrdRealVillaltalia | | 14 | 13 | ✅ | 92.9% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:07 | 00:08:21 | 00:02:20 | 00:00:12 | 00:00:09 |
| | 10:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:06 | 00:07:59 | 00:06:02 | 00:00:07 | 00:00:07 |
| | 11:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:06 | 00:02:07 | 00:01:27 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:04 | 00:08:21 | 00:03:34 | 00:00:08 | 00:00:08 |
| | 13:00:00 | 3 | 2 | 🚩 | 66.7% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:08 | 00:01:25 | 00:01:07 | 00:00:18 | 00:00:06 |
| | 15:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:10 | 00:00:42 | 00:00:42 | 00:00:10 | 00:00:10 |
| | 17:00:00 | 4 | 4 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:07 | 00:02:01 | 00:00:59 | 00:00:13 | 00:00:13 |
| HotelRealOeiras | | 29 | 26 | ✅ | 89.7% | 1 | ✅ | 3.4% | 2 | ✅ | 6.9% | 00:00:15 | 00:00:09 | 00:08:17 | 00:03:23 | 00:00:18 | 00:00:14 |
| | 09:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:05 | 00:00:50 | 00:00:39 | 00:00:05 | 00:00:05 |
| | 10:00:00 | 6 | 4 | 🚩 | 66.7% | 1 | ❌ | 16.7% | 1 | ❌ | 16.7% | 00:00:15 | 00:00:09 | 00:06:06 | 00:02:44 | 00:00:31 | 00:00:08 |
| | 11:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:10 | 00:02:04 | 00:02:04 | 00:00:10 | 00:00:10 |
| | 12:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:10 | 00:06:30 | 00:04:56 | 00:00:14 | 00:00:14 |
| | 13:00:00 | 3 | 2 | 🚩 | 66.7% | 0 | ✅ | 0.0% | 1 | ❌ | 33.3% | 00:00:15 | 00:00:10 | 00:01:58 | 00:01:38 | 00:00:31 | 00:00:44 |
| | 14:00:00 | 5 | 5 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:06:43 | 00:04:04 | 00:00:11 | 00:00:11 |
| | 15:00:00 | 4 | 4 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:10 | 00:08:17 | 00:03:58 | 00:00:15 | 00:00:15 |
| | 16:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:08 | 00:07:43 | 00:05:43 | 00:00:18 | 00:00:18 |
| | 18:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:12 | 00:00:10 | 00:05:24 | 00:03:02 | 00:00:10 | 00:00:10 |
| HotelRealPalacio | | 14 | 13 | ✅ | 92.9% | 1 | ✅ | 7.1% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:07 | 00:15:28 | 00:03:33 | 00:00:07 | 00:00:06 |
| | 09:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:05 | 00:04:45 | 00:04:45 | 00:00:05 | 00:00:05 |
| | 10:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:05 | 00:15:28 | 00:06:25 | 00:00:05 | 00:00:05 |
| | 12:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:05 | 00:03:12 | 00:03:12 | 00:00:05 | 00:00:05 |
| | 13:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:11 | 00:00:09 | 00:06:44 | 00:02:41 | 00:00:09 | 00:00:09 |
| | 14:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:06 | 00:05:01 | 00:03:12 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 4 | 3 | 🚩 | 75.0% | 1 | ❌ | 25.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:08 | 00:03:54 | 00:02:01 | 00:00:09 | 00:00:05 |
| HotelRealParque | | 19 | 18 | ✅ | 94.7% | 0 | ✅ | 0.0% | 1 | ✅ | 5.3% | 00:00:15 | 00:00:08 | 00:20:15 | 00:02:51 | 00:00:09 | 00:00:09 |
| | 09:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:08 | 00:04:20 | 00:03:36 | 00:00:08 | 00:00:08 |
| | 10:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:11 | 00:00:11 | 00:01:29 | 00:01:29 | 00:00:11 | 00:00:11 |
| | 11:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:03:08 | 00:02:07 | 00:00:23 | 00:00:23 |
| | 12:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:04 | 00:01:58 | 00:01:50 | 00:00:04 | 00:00:04 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | |
|--------------------|----------|----|----|----------|---|---------|---|---------|----------|----------|----------|----------|----------|----------|
| | 13:00:00 | 2 | 1 | 🟡 50.0% | 0 | ✅ 0.0% | 1 | ❌ 50.0% | 00:00:08 | 00:00:08 | 00:02:31 | 00:02:31 | 00:00:07 | 00:00:08 |
| | 14:00:00 | 3 | 3 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:15 | 00:00:08 | 00:20:15 | 00:08:25 | 00:00:11 | 00:00:11 |
| | 15:00:00 | 3 | 3 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:08 | 00:00:06 | 00:01:13 | 00:00:57 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 5 | 5 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:15 | 00:00:08 | 00:03:02 | 00:01:23 | 00:00:10 | 00:00:10 |
| RealResidencia | | 3 | 3 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:15 | 00:00:10 | 00:05:56 | 00:03:52 | 00:00:13 | 00:00:13 |
| | 12:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:09 | 00:00:09 | 00:04:23 | 00:04:23 | 00:00:09 | 00:00:09 |
| | 13:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:08 | 00:00:08 | 00:05:56 | 00:05:56 | 00:00:08 | 00:00:08 |
| | 14:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:15 | 00:00:11 | 00:01:17 | 00:01:17 | 00:00:22 | 00:00:22 |
| 17-08-2018 | | 43 | 38 | ✅ 88.4% | 2 | ✅ 4.7% | 3 | ✅ 7.0% | 00:00:15 | 00:00:09 | 00:10:19 | 00:03:02 | 00:00:16 | 00:00:13 |
| GrdRealVillaltalia | | 15 | 12 | 🟡 80.0% | 2 | 🟡 13.3% | 1 | ✅ 6.7% | 00:00:10 | 00:00:08 | 00:10:19 | 00:02:52 | 00:00:20 | 00:00:12 |
| | 09:00:00 | 2 | 0 | ❌ 0.0% | 1 | ❌ 50.0% | 1 | ❌ 50.0% | 00:00:10 | 00:00:10 | 00:00:00 | 00:00:00 | 00:01:06 | 00:00:00 |
| | 10:00:00 | 3 | 2 | 🟡 66.7% | 1 | ❌ 33.3% | 0 | ✅ 0.0% | 00:00:10 | 00:00:08 | 00:02:00 | 00:01:39 | 00:00:18 | 00:00:16 |
| | 12:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:08 | 00:00:08 | 00:00:20 | 00:00:20 | 00:00:08 | 00:00:08 |
| | 13:00:00 | 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 |
| | 14:00:00 | 5 | 5 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:10 | 00:00:08 | 00:10:19 | 00:04:22 | 00:00:12 | 00:00:12 |
| | 15:00:00 | 2 | 2 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:10 | 00:00:08 | 00:00:19 | 00:00:12 | 00:00:12 | 00:00:12 |
| | 16:00:00 | 2 | 2 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:10 | 00:00:05 | 00:06:06 | 00:04:17 | 00:00:08 | 00:00:08 |
| HotelRealOeiras | | 12 | 10 | 🟡 83.3% | 0 | ✅ 0.0% | 2 | ❌ 16.7% | 00:00:15 | 00:00:11 | 00:08:09 | 00:04:06 | 00:00:14 | 00:00:14 |
| | 09:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:09 | 00:00:09 | 00:01:33 | 00:01:33 | 00:00:09 | 00:00:09 |
| | 11:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:11 | 00:00:11 | 00:02:27 | 00:02:27 | 00:00:11 | 00:00:11 |
| | 13:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:12 | 00:00:12 | 00:02:01 | 00:02:01 | 00:00:12 | 00:00:12 |
| | 14:00:00 | 2 | 2 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:11 | 00:00:10 | 00:06:50 | 00:05:19 | 00:00:10 | 00:00:10 |
| | 15:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:15 | 00:00:12 | 00:00:43 | 00:00:43 | 00:00:35 | 00:00:35 |
| | 16:00:00 | 5 | 3 | 🟡 60.0% | 0 | ✅ 0.0% | 2 | ❌ 40.0% | 00:00:15 | 00:00:12 | 00:08:09 | 00:06:08 | 00:00:14 | 00:00:12 |
| | 17:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:15 | 00:00:15 | 00:05:17 | 00:05:17 | 00:00:15 | 00:00:15 |
| HotelRealPalacio | | 6 | 6 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:15 | 00:00:10 | 00:04:42 | 00:02:42 | 00:00:14 | 00:00:14 |
| | 11:00:00 | 3 | 3 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:15 | 00:00:11 | 00:03:31 | 00:02:06 | 00:00:18 | 00:00:18 |
| | 12:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:06 | 00:00:06 | 00:01:06 | 00:01:06 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 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 |
| | 16:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:03 | 00:00:03 | 00:04:42 | 00:04:42 | 00:00:19 | 00:00:19 |
| | 17:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:09 | 00:00:09 | 00:04:07 | 00:04:07 | 00:00:09 | 00:00:09 |
| HotelRealParque | | 9 | 9 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:15 | 00:00:10 | 00:08:40 | 00:02:34 | 00:00:14 | 00:00:14 |
| | 11:00:00 | 2 | 2 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:12 | 00:00:08 | 00:01:44 | 00:00:58 | 00:00:08 | 00:00:08 |
| | 12:00:00 | 2 | 2 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:15 | 00:00:07 | 00:00:45 | 00:00:44 | 00:00:10 | 00:00:10 |
| | 13:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:15 | 00:00:10 | 00:01:11 | 00:01:11 | 00:00:20 | 00:00:20 |
| | 16:00:00 | 2 | 2 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:12 | 00:00:10 | 00:08:40 | 00:04:40 | 00:00:11 | 00:00:11 |
| | 17:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:15 | 00:00:11 | 00:02:59 | 00:02:59 | 00:00:22 | 00:00:22 |
| | 18:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:15 | 00:00:12 | 00:06:15 | 00:06:15 | 00:00:24 | 00:00:24 |
| RealResidencia | | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:08 | 00:00:06 | 00:03:01 | 00:01:48 | 00:00:04 | 00:00:04 |
| | 14:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:08 | 00:00:06 | 00:03:01 | 00:01:48 | 00:00:04 | 00:00:04 |
| 18-08-2018 | | 11 | 7 | 🟡 63.6% | 1 | ✅ 9.1% | 3 | ❌ 27.3% | 00:00:15 | 00:00:09 | 00:06:00 | 00:04:45 | 00:00:30 | 00:00:22 |
| GrdRealVillaltalia | | 3 | 3 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:09 | 00:00:07 | 00:05:32 | 00:04:28 | 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 | 00:02:36 | 00:02:36 | 00:00:06 | 00:00:06 |
| | 16:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:07 | 00:00:07 | 00:05:15 | 00:05:15 | 00:00:07 | 00:00:07 |
| | 17:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:09 | 00:00:09 | 00:05:32 | 00:05:32 | 00:00:09 | 00:00:09 |
| HotelRealOeiras | | 6 | 2 | ❌ 33.3% | 1 | ❌ 16.7% | 3 | ❌ 50.0% | 00:00:15 | 00:00:10 | 00:06:00 | 00:05:20 | 00:00:48 | 00:00:58 |
| | 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 | 00:01:10 | 00:00:00 |
| | 13:00:00 | 2 | 1 | 🟡 50.0% | 0 | ✅ 0.0% | 1 | ❌ 50.0% | 00:00:15 | 00:00:10 | 00:04:40 | 00:04:40 | 00:00:58 | 00:01:50 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|---|---|--------|---|---|--------|----------|----------|----------|----------|----------|----------|
| | 16:00:00 | 2 | 1 | 🟡 | 50.0% | 0 | ✅ | 0.0% | 1 | ❌ | 50.0% | 00:00:07 | 00:00:07 | 00:06:00 | 00:06:00 | 00:00:17 | 00:00:07 |
| HotelRealParque | | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:09 | 00:05:46 | 00:05:46 | 00:00:09 | 00:00:09 |
| | 13:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:09 | 00:05:46 | 00:05:46 | 00:00:09 | 00:00:09 |
| RealResidencia | | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:06 | 00:03:28 | 00:03:28 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:06 | 00:03:28 | 00:03:28 | 00:00:06 | 00:00:06 |
| 20-08-2018 | | 65 | 55 | 🟡 | 84.6% | 3 | ✅ | 4.6% | 7 | 🟡 | 10.8% | 00:00:15 | 00:00:09 | 00:11:17 | 00:02:42 | 00:00:16 | 00:00:13 |
| GrdRealVillaltalia | | 14 | 13 | ✅ | 92.9% | 0 | ✅ | 0.0% | 1 | ✅ | 7.1% | 00:00:10 | 00:00:08 | 00:05:13 | 00:02:20 | 00:00:14 | 00:00:15 |
| | 09:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:09 | 00:03:19 | 00:01:53 | 00:00:10 | 00:00:10 |
| | 10:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:08 | 00:05:13 | 00:05:13 | 00:00:08 | 00:00:08 |
| | 11:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:05 | 00:01:15 | 00:01:15 | 00:00:05 | 00:00:05 |
| | 12:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:10 | 00:04:36 | 00:03:40 | 00:00:10 | 00:00:10 |
| | 14:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:07 | 00:02:44 | 00:01:36 | 00:00:14 | 00:00:14 |
| | 15:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:08 | 00:03:00 | 00:02:09 | 00:00:08 | 00:00:08 |
| | 17:00:00 | 3 | 2 | 🟡 | 66.7% | 0 | ✅ | 0.0% | 1 | ❌ | 33.3% | 00:00:10 | 00:00:08 | 00:02:19 | 00:02:16 | 00:00:28 | 00:00:40 |
| | 18:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:08 | 00:00:45 | 00:00:45 | 00:00:17 | 00:00:17 |
| HotelRealOeiras | | 18 | 14 | 🟡 | 77.8% | 1 | ✅ | 5.6% | 3 | ❌ | 16.7% | 00:00:15 | 00:00:10 | 00:05:54 | 00:02:16 | 00:00:17 | 00:00:16 |
| | 09:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:03 | 00:00:03 | 00:04:44 | 00:04:44 | 00:00:04 | 00:00:04 |
| | 10:00:00 | 3 | 2 | 🟡 | 66.7% | 1 | ❌ | 33.3% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:12 | 00:00:47 | 00:00:30 | 00:00:22 | 00:00:14 |
| | 12:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:11 | 00:04:40 | 00:02:22 | 00:00:35 | 00:00:35 |
| | 14:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:02:22 | 00:01:55 | 00:00:09 | 00:00:09 |
| | 16:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:11 | 00:02:56 | 00:02:56 | 00:00:22 | 00:00:22 |
| | 17:00:00 | 6 | 3 | 🟡 | 50.0% | 0 | ✅ | 0.0% | 3 | ❌ | 50.0% | 00:00:09 | 00:00:08 | 00:05:54 | 00:03:09 | 00:00:09 | 00:00:08 |
| | 18:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:10 | 00:00:45 | 00:00:45 | 00:00:20 | 00:00:20 |
| HotelRealPalacio | | 15 | 14 | ✅ | 93.3% | 1 | ✅ | 6.7% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:11:17 | 00:03:55 | 00:00:17 | 00:00:11 |
| | 09:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:11 | 00:06:29 | 00:02:19 | 00:00:14 | 00:00:14 |
| | 12:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:11 | 00:00:10 | 00:04:03 | 00:04:02 | 00:00:10 | 00:00:10 |
| | 13:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:09 | 00:05:11 | 00:05:11 | 00:00:09 | 00:00:09 |
| | 14:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:04 | 00:00:04 | 00:00:40 | 00:00:40 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:10 | 00:02:59 | 00:02:20 | 00:00:20 | 00:00:20 |
| | 17:00:00 | 5 | 4 | 🟡 | 80.0% | 1 | ❌ | 20.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:11:17 | 00:07:00 | 00:00:27 | 00:00:07 |
| | 18:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:04 | 00:00:04 | 00:01:24 | 00:01:24 | 00:00:04 | 00:00:04 |
| HotelRealParque | | 18 | 14 | 🟡 | 77.8% | 1 | ✅ | 5.6% | 3 | ❌ | 16.7% | 00:00:15 | 00:00:09 | 00:09:14 | 00:02:17 | 00:00:15 | 00:00:09 |
| | 10:00:00 | 5 | 3 | 🟡 | 60.0% | 0 | ✅ | 0.0% | 2 | ❌ | 40.0% | 00:00:10 | 00:00:09 | 00:03:00 | 00:01:57 | 00:00:08 | 00:00:09 |
| | 11:00:00 | 5 | 5 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:09:14 | 00:02:59 | 00:00:11 | 00:00:11 |
| | 12:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:06 | 00:02:37 | 00:02:37 | 00:00:07 | 00:00:07 |
| | 15:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:08 | 00:02:11 | 00:01:07 | 00:00:08 | 00:00:08 |
| | 16:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:04 | 00:00:04 | 00:01:08 | 00:01:08 | 00:00:05 | 00:00:05 |
| | 17:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:07 | 00:03:21 | 00:03:21 | 00:00:07 | 00:00:07 |
| | 18:00:00 | 1 | 0 | ❌ | 0.0% | 1 | ❌ | 100.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:01:41 | 00:00:00 |
| | 19:00:00 | 1 | 0 | ❌ | 0.0% | 0 | ✅ | 0.0% | 1 | ❌ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:33 | 00:00:00 |
| 21-08-2018 | | 42 | 41 | ✅ | 97.6% | 1 | ✅ | 2.4% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:08:02 | 00:02:59 | 00:00:12 | 00:00:12 |
| GrdRealVillaltalia | | 7 | 7 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:08 | 00:05:48 | 00:02:47 | 00:00:11 | 00:00:11 |
| | 11:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:06 | 00:01:38 | 00:01:28 | 00:00:06 | 00:00:06 |
| | 13:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:06 | 00:02:43 | 00:02:43 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:09 | 00:02:15 | 00:02:06 | 00:00:22 | 00:00:22 |
| | 18:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:08 | 00:05:48 | 00:04:48 | 00:00:08 | 00:00:08 |
| HotelRealOeiras | | 16 | 15 | ✅ | 93.8% | 1 | ✅ | 6.3% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:08 | 00:06:37 | 00:03:02 | 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 | 00:01:14 | 00:01:14 | 00:00:05 | 00:00:05 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|---|---|-------|---|---|-------|----------|----------|----------|----------|----------|----------|
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:06:13 | 00:04:16 | 00:00:16 | 00:00:16 |
| | 13:00:00 | 2 | 1 | ⚠ | 50.0% | 1 | ✖ | 50.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:03:41 | 00:03:41 | 00:00:13 | 00:00:23 |
| | 14:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:06:37 | 00:03:14 | 00:00:09 | 00:00:09 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:03:17 | 00:03:17 | 00:00:09 | 00:00:09 |
| | 16:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:05:19 | 00:02:46 | 00:00:15 | 00:00:15 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:01:31 | 00:01:31 | 00:00:06 | 00:00:06 |
| | 18:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:03:56 | 00:03:02 | 00:00:06 | 00:00:06 |
| HotelRealPalacio | | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:07:40 | 00:03:39 | 00:00:15 | 00:00:15 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:14 | 00:02:47 | 00:02:47 | 00:00:28 | 00:00:28 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:07:40 | 00:07:40 | 00:00:19 | 00:00:19 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:01:20 | 00:01:20 | 00:00:06 | 00:00:06 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:02:50 | 00:02:50 | 00:00:07 | 00:00:07 |
| HotelRealParque | | 15 | 15 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:08:02 | 00:02:51 | 00:00:12 | 00:00:12 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:12 | 00:05:51 | 00:05:51 | 00:00:12 | 00:00:12 |
| | 10:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:01:50 | 00:01:20 | 00:00:09 | 00:00:09 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:10 | 00:01:58 | 00:01:40 | 00:00:18 | 00:00:18 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:08:02 | 00:08:02 | 00:00:07 | 00:00:07 |
| | 13:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:08 | 00:05:23 | 00:03:49 | 00:00:07 | 00:00:07 |
| | 15:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:05:23 | 00:02:02 | 00:00:17 | 00:00:17 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:02:32 | 00:02:32 | 00:00:05 | 00:00:05 |
| 22-08-2018 | | 52 | 48 | ✔ | 92.3% | 3 | ✔ | 5.8% | 1 | ✔ | 1.9% | 00:00:15 | 00:00:08 | 00:10:36 | 00:03:07 | 00:00:21 | 00:00:15 |
| GrdRealVillaltalia | | 19 | 17 | ✔ | 89.5% | 1 | ✔ | 5.3% | 1 | ✔ | 5.3% | 00:00:10 | 00:00:08 | 00:10:36 | 00:03:36 | 00:00:23 | 00:00:13 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:00:36 | 00:00:36 | 00:00:09 | 00:00:09 |
| | 10:00:00 | 4 | 2 | ⚠ | 50.0% | 1 | ✖ | 25.0% | 1 | ✖ | 25.0% | 00:00:10 | 00:00:08 | 00:08:02 | 00:06:32 | 00:01:00 | 00:00:14 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:10:36 | 00:10:36 | 00:00:08 | 00:00:08 |
| | 14:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:07:23 | 00:02:42 | 00:00:23 | 00:00:23 |
| | 15:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:08 | 00:07:27 | 00:02:34 | 00:00:08 | 00:00:08 |
| | 16:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:06:05 | 00:03:06 | 00:00:06 | 00:00:06 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:04:38 | 00:03:22 | 00:00:18 | 00:00:18 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:02:22 | 00:02:22 | 00:00:24 | 00:00:24 |
| HotelRealOeiras | | 18 | 17 | ✔ | 94.4% | 1 | ✔ | 5.6% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:10:01 | 00:03:08 | 00:00:20 | 00:00:15 |
| | 10:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:05:29 | 00:03:32 | 00:00:40 | 00:00:40 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:01:35 | 00:01:35 | 00:00:05 | 00:00:05 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:10:01 | 00:10:01 | 00:00:10 | 00:00:10 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:02:46 | 00:02:46 | 00:00:34 | 00:00:34 |
| | 15:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:04:09 | 00:02:28 | 00:00:13 | 00:00:13 |
| | 16:00:00 | 2 | 1 | ⚠ | 50.0% | 1 | ✖ | 50.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:03:23 | 00:03:23 | 00:00:54 | 00:00:06 |
| | 17:00:00 | 5 | 5 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:05 | 00:04:21 | 00:01:57 | 00:00:05 | 00:00:05 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:05:12 | 00:05:12 | 00:00:06 | 00:00:06 |
| HotelRealPalacio | | 6 | 6 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:04:40 | 00:02:50 | 00:00:11 | 00:00:11 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:13 | 00:01:44 | 00:01:44 | 00:00:26 | 00:00:26 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:00:54 | 00:00:54 | 00:00:05 | 00:00:05 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:04:27 | 00:03:16 | 00:00:08 | 00:00:08 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:03:08 | 00:03:08 | 00:00:06 | 00:00:06 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:13 | 00:04:40 | 00:04:40 | 00:00:13 | 00:00:13 |
| HotelRealParque | | 8 | 8 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:05:16 | 00:02:20 | 00:00:23 | 00:00:23 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:00:02 | 00:00:02 | 00:01:36 | 00:01:36 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:02:02 | 00:02:02 | 00:00:20 | 00:00:20 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|---|---|--------|---|---|-------|----------|----------|----------|----------|----------|----------|
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:01:11 | 00:01:11 | 00:00:09 | 00:00:09 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:05:16 | 00:05:16 | 00:00:05 | 00:00:05 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:00:56 | 00:00:40 | 00:00:07 | 00:00:07 |
| | 18:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:05:03 | 00:04:25 | 00:00:20 | 00:00:20 |
| RealResidencia | | 1 | 0 | ✖ | 0.0% | 1 | ✖ | 100.0% | 0 | ✔ | 0.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:49 | 00:00:00 |
| | 16:00:00 | 1 | 0 | ✖ | 0.0% | 1 | ✖ | 100.0% | 0 | ✔ | 0.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:49 | 00:00:00 |
| 23-08-2018 | | 51 | 49 | ✔ | 96.1% | 1 | ✔ | 2.0% | 1 | ✔ | 2.0% | 00:00:15 | 00:00:08 | 00:15:16 | 00:03:34 | 00:00:14 | 00:00:14 |
| GrdRealVillaltalia | | 20 | 19 | ✔ | 95.0% | 0 | ✔ | 0.0% | 1 | ✔ | 5.0% | 00:00:10 | 00:00:07 | 00:15:16 | 00:03:33 | 00:00:12 | 00:00:12 |
| | 09:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:09 | 00:01:55 | 00:01:02 | 00:00:11 | 00:00:11 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:09 | 00:08:48 | 00:06:38 | 00:00:14 | 00:00:14 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:05:04 | 00:04:11 | 00:00:17 | 00:00:17 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:05 | 00:15:16 | 00:07:40 | 00:00:06 | 00:00:06 |
| | 13:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:04:17 | 00:02:12 | 00:00:07 | 00:00:07 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:04:06 | 00:02:20 | 00:00:12 | 00:00:12 |
| | 15:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:05 | 00:08:10 | 00:04:09 | 00:00:25 | 00:00:25 |
| | 16:00:00 | 2 | 1 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 1 | ✖ | 50.0% | 00:00:03 | 00:00:03 | 00:01:36 | 00:01:36 | 00:00:04 | 00:00:03 |
| HotelRealOeiras | | 8 | 8 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:09:13 | 00:02:53 | 00:00:14 | 00:00:14 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:02:27 | 00:02:27 | 00:00:08 | 00:00:08 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:07 | 00:09:13 | 00:05:34 | 00:00:14 | 00:00:14 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:02:20 | 00:02:20 | 00:00:08 | 00:00:08 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:04:15 | 00:03:06 | 00:00:20 | 00:00:20 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:00:27 | 00:00:27 | 00:00:20 | 00:00:20 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:00:33 | 00:00:33 | 00:00:04 | 00:00:04 |
| HotelRealPalacio | | 13 | 12 | ✔ | 92.3% | 1 | ✔ | 7.7% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:14:37 | 00:03:53 | 00:00:16 | 00:00:17 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:03:21 | 00:03:21 | 00:00:07 | 00:00:07 |
| | 10:00:00 | 3 | 2 | ⚠ | 66.7% | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:06:26 | 00:04:39 | 00:00:11 | 00:00:10 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:03:06 | 00:03:06 | 00:00:09 | 00:00:09 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:00:47 | 00:00:47 | 00:01:19 | 00:01:19 |
| | 15:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:03:05 | 00:02:22 | 00:00:20 | 00:00:20 |
| | 16:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:14:37 | 00:05:57 | 00:00:06 | 00:00:06 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:05:00 | 00:05:00 | 00:00:07 | 00:00:07 |
| HotelRealParque | | 10 | 10 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:10:22 | 00:03:45 | 00:00:15 | 00:00:15 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:12 | 00:03:52 | 00:03:52 | 00:00:12 | 00:00:12 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:11 | 00:02:15 | 00:02:15 | 00:00:24 | 00:00:24 |
| | 11:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:09:51 | 00:04:44 | 00:00:06 | 00:00:06 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:03:07 | 00:02:22 | 00:00:14 | 00:00:14 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:02:08 | 00:02:08 | 00:00:22 | 00:00:22 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:03:09 | 00:03:09 | 00:00:36 | 00:00:36 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:10 | 00:10:22 | 00:05:30 | 00:00:08 | 00:00:08 |
| 24-08-2018 | | 43 | 41 | ✔ | 95.3% | 1 | ✔ | 2.3% | 1 | ✔ | 2.3% | 00:00:26 | 00:00:08 | 00:12:24 | 00:03:08 | 00:00:11 | 00:00:10 |
| GrdRealVillaltalia | | 19 | 18 | ✔ | 94.7% | 1 | ✔ | 5.3% | 0 | ✔ | 0.0% | 00:00:26 | 00:00:08 | 00:08:51 | 00:03:03 | 00:00:11 | 00:00:09 |
| | 10:00:00 | 1 | 0 | ✖ | 0.0% | 1 | ✖ | 100.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:00:00 | 00:00:00 | 00:00:38 | 00:00:00 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:26 | 00:00:11 | 00:05:45 | 00:03:02 | 00:00:10 | 00:00:10 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:06:48 | 00:02:47 | 00:00:09 | 00:00:09 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:06:57 | 00:04:37 | 00:00:06 | 00:00:06 |
| | 14:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:03:42 | 00:01:31 | 00:00:14 | 00:00:14 |
| | 15:00:00 | 6 | 6 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:08:51 | 00:03:50 | 00:00:09 | 00:00:09 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:04:28 | 00:04:28 | 00:00:06 | 00:00:06 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|----|---|--------|----|---|--------|----------|----------|----------|----------|----------|----------|
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:02:33 | 00:02:33 | 00:00:14 | 00:00:14 |
| HotelRealOeiras | | 11 | 11 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:12:24 | 00:03:23 | 00:00:08 | 00:00:08 |
| | 09:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:04:25 | 00:02:48 | 00:00:08 | 00:00:08 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:05:11 | 00:03:48 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:01:21 | 00:01:10 | 00:00:04 | 00:00:04 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:08 | 00:12:24 | 00:04:31 | 00:00:10 | 00:00:10 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:01:31 | 00:01:31 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:09:06 | 00:09:06 | 00:00:08 | 00:00:08 |
| | 16:00:00 | 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 |
| HotelRealPalacio | | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:08:37 | 00:06:33 | 00:00:20 | 00:00:20 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:08:37 | 00:08:37 | 00:00:38 | 00:00:38 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:06:37 | 00:04:41 | 00:00:16 | 00:00:16 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:08:12 | 00:08:12 | 00:00:09 | 00:00:09 |
| HotelRealParque | | 8 | 7 | ✔ | 87.5% | 0 | ✔ | 0.0% | 1 | ⚠ | 12.5% | 00:00:15 | 00:00:08 | 00:01:41 | 00:01:12 | 00:00:10 | 00:00:10 |
| | 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 | 00:00:09 | 00:00:00 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:00:40 | 00:00:40 | 00:00:08 | 00:00:08 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:01:23 | 00:01:20 | 00:00:08 | 00:00:08 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:01:07 | 00:01:07 | 00:00:20 | 00:00:20 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:00:34 | 00:00:34 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:09 | 00:01:41 | 00:01:40 | 00:00:09 | 00:00:09 |
| RealResidencia | | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:02:19 | 00:02:19 | 00:00:08 | 00:00:08 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:02:19 | 00:02:19 | 00:00:08 | 00:00:08 |
| 25-08-2018 | | 37 | 13 | ✖ | 35.1% | 10 | ✖ | 27.0% | 14 | ✖ | 37.8% | 00:00:15 | 00:00:09 | 00:09:10 | 00:03:00 | 00:00:28 | 00:00:07 |
| GrdRealVillaltalia | | 7 | 3 | ✖ | 42.9% | 2 | ✖ | 28.6% | 2 | ✖ | 28.6% | 00:00:10 | 00:00:06 | 00:04:30 | 00:03:15 | 00:00:41 | 00:00:05 |
| | 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 | 00:00:09 | 00:00:00 |
| | 12:00:00 | 4 | 1 | ✖ | 25.0% | 2 | ✖ | 50.0% | 1 | ✖ | 25.0% | 00:00:10 | 00:00:06 | 00:04:23 | 00:04:23 | 00:01:06 | 00:00:03 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:06 | 00:04:30 | 00:02:41 | 00:00:06 | 00:00:06 |
| HotelRealOeiras | | 21 | 7 | ✖ | 33.3% | 6 | ✖ | 28.6% | 8 | ✖ | 38.1% | 00:00:15 | 00:00:09 | 00:09:10 | 00:03:36 | 00:00:22 | 00:00:08 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:03:35 | 00:03:35 | 00:00:09 | 00:00:09 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:11 | 00:03:37 | 00:03:37 | 00:00:12 | 00:00:12 |
| | 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 | 00:00:03 | 00:00:00 |
| | 15:00:00 | 3 | 1 | ✖ | 33.3% | 1 | ✖ | 33.3% | 1 | ✖ | 33.3% | 00:00:15 | 00:00:10 | 00:02:05 | 00:02:05 | 00:00:39 | 00:00:06 |
| | 16:00:00 | 15 | 4 | ✖ | 26.7% | 5 | ✖ | 33.3% | 6 | ✖ | 40.0% | 00:00:15 | 00:00:08 | 00:09:10 | 00:03:59 | 00:00:21 | 00:00:07 |
| HotelRealPalacio | | 2 | 1 | ⚠ | 50.0% | 1 | ✖ | 50.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:00:48 | 00:00:48 | 00:00:30 | 00:00:08 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:00:48 | 00:00:48 | 00:00:08 | 00:00:08 |
| | 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 | 00:00:52 | 00:00:00 |
| HotelRealParque | | 3 | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 2 | ✖ | 66.7% | 00:00:04 | 00:00:04 | 00:01:01 | 00:01:01 | 00:00:22 | 00:00:05 |
| | 12:00:00 | 2 | 1 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 1 | ✖ | 50.0% | 00:00:04 | 00:00:04 | 00:01:01 | 00:01:01 | 00:00:08 | 00:00:05 |
| | 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 | 00:00:51 | 00:00:00 |
| RealResidencia | | 4 | 1 | ✖ | 25.0% | 1 | ✖ | 25.0% | 2 | ✖ | 50.0% | 00:00:15 | 00:00:10 | 00:02:08 | 00:02:08 | 00:00:44 | 00:00:05 |
| | 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 | 00:00:08 | 00:00:00 |
| | 14:00:00 | 2 | 0 | ✖ | 0.0% | 1 | ✖ | 50.0% | 1 | ✖ | 50.0% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:01:22 | 00:00:00 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:02:08 | 00:02:08 | 00:00:05 | 00:00:05 |
| 27-08-2018 | | 62 | 54 | ✔ | 87.1% | 3 | ✔ | 4.8% | 5 | ✔ | 8.1% | 00:00:15 | 00:00:08 | 00:09:05 | 00:02:35 | 00:00:13 | 00:00:12 |
| GrdRealVillaltalia | | 21 | 18 | ✔ | 85.7% | 1 | ✔ | 4.8% | 2 | ✔ | 9.5% | 00:00:10 | 00:00:07 | 00:08:41 | 00:02:23 | 00:00:14 | 00:00:07 |
| | 09:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:02:13 | 00:01:28 | 00:00:08 | 00:00:08 |
| | 10:00:00 | 5 | 4 | ⚠ | 80.0% | 1 | ✖ | 20.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:04:59 | 00:03:01 | 00:00:23 | 00:00:06 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:08:41 | 00:05:20 | 00:00:04 | 00:00:04 |

OneContact Reporting

Service Performance Report

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|--------------------|----------|----|----|---|--------|---|---|--------|---|---|--------|----------|----------|----------|----------|----------|----------|
| | 12:00:00 | 4 | 3 | 🟡 | 75.0% | 0 | ✅ | 0.0% | 1 | ❌ | 25.0% | 00:00:10 | 00:00:06 | 00:03:27 | 00:02:25 | 00:00:08 | 00:00:08 |
| | 13:00:00 | 2 | 1 | 🟡 | 50.0% | 0 | ✅ | 0.0% | 1 | ❌ | 50.0% | 00:00:07 | 00:00:07 | 00:01:02 | 00:01:02 | 00:00:31 | 00:00:08 |
| | 15:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:07 | 00:00:21 | 00:00:21 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:06 | 00:03:18 | 00:01:51 | 00:00:07 | 00:00:07 |
| | 17:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:08 | 00:02:28 | 00:01:51 | 00:00:11 | 00:00:11 |
| HotelRealOeiras | | 20 | 17 | ✅ | 85.0% | 0 | ✅ | 0.0% | 3 | ❌ | 15.0% | 00:00:15 | 00:00:08 | 00:09:05 | 00:03:08 | 00:00:14 | 00:00:15 |
| | 09:00:00 | 3 | 0 | ❌ | 0.0% | 0 | ✅ | 0.0% | 3 | ❌ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:06 | 00:00:00 |
| | 10:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:04 | 00:00:04 | 00:08:27 | 00:05:02 | 00:00:04 | 00:00:04 |
| | 11:00:00 | 5 | 5 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:08 | 00:09:05 | 00:04:19 | 00:00:13 | 00:00:13 |
| | 12:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:06 | 00:03:26 | 00:01:34 | 00:00:07 | 00:00:07 |
| | 13:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:04 | 00:04:05 | 00:03:36 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:06 | 00:02:58 | 00:02:58 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:07 | 00:01:57 | 00:01:29 | 00:00:19 | 00:00:19 |
| | 17:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:12 | 00:02:09 | 00:01:57 | 00:00:18 | 00:00:18 |
| | 18:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:01:46 | 00:01:46 | 00:01:27 | 00:01:27 |
| HotelRealPalacio | | 5 | 3 | 🟡 | 60.0% | 2 | ❌ | 40.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:06 | 00:04:28 | 00:01:55 | 00:00:08 | 00:00:11 |
| | 09:00:00 | 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 |
| | 10:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:11 | 00:00:23 | 00:00:23 | 00:00:22 | 00:00:22 |
| | 15:00:00 | 2 | 1 | 🟡 | 50.0% | 1 | ❌ | 50.0% | 0 | ✅ | 0.0% | 00:00:04 | 00:00:04 | 00:00:54 | 00:00:54 | 00:00:04 | 00:00:03 |
| | 17:00:00 | 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 |
| HotelRealParque | | 14 | 14 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:08:48 | 00:02:27 | 00:00:15 | 00:00:15 |
| | 09:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:06 | 00:03:32 | 00:02:14 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:10 | 00:04:46 | 00:03:26 | 00:00:13 | 00:00:13 |
| | 14:00:00 | 4 | 4 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:10 | 00:02:41 | 00:01:31 | 00:00:18 | 00:00:18 |
| | 15:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:08:48 | 00:03:30 | 00:00:16 | 00:00:16 |
| | 17:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:11 | 00:01:03 | 00:01:03 | 00:00:22 | 00:00:22 |
| | 18:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:09 | 00:00:49 | 00:00:49 | 00:00:09 | 00:00:09 |
| RealResidencia | | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:05 | 00:03:58 | 00:01:47 | 00:00:08 | 00:00:08 |
| | 14:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:07 | 00:03:58 | 00:03:58 | 00:00:07 | 00:00:07 |
| | 18:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:04 | 00:00:49 | 00:00:42 | 00:00:08 | 00:00:08 |
| 28-08-2018 | | 51 | 46 | ✅ | 90.2% | 2 | ✅ | 3.9% | 3 | ✅ | 5.9% | 00:00:16 | 00:00:08 | 00:13:39 | 00:02:57 | 00:00:19 | 00:00:13 |
| GrdRealVillaltalia | | 16 | 14 | ✅ | 87.5% | 1 | ✅ | 6.3% | 1 | ✅ | 6.3% | 00:00:10 | 00:00:06 | 00:13:39 | 00:03:56 | 00:00:14 | 00:00:08 |
| | 09:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:04 | 00:00:04 | 00:01:17 | 00:01:17 | 00:00:04 | 00:00:04 |
| | 10:00:00 | 2 | 0 | ❌ | 0.0% | 1 | ❌ | 50.0% | 1 | ❌ | 50.0% | 00:00:10 | 00:00:10 | 00:00:00 | 00:00:00 | 00:00:58 | 00:00:00 |
| | 11:00:00 | 4 | 4 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:06 | 00:03:21 | 00:02:11 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 4 | 4 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:07 | 00:12:23 | 00:04:41 | 00:00:09 | 00:00:09 |
| | 14:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:06 | 00:05:32 | 00:04:18 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:06 | 00:01:21 | 00:01:21 | 00:00:14 | 00:00:14 |
| | 16:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:08 | 00:02:43 | 00:02:43 | 00:00:17 | 00:00:17 |
| | 17:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:05 | 00:13:39 | 00:13:39 | 00:00:06 | 00:00:06 |
| HotelRealOeiras | | 10 | 8 | 🟡 | 80.0% | 1 | 🟡 | 10.0% | 1 | 🟡 | 10.0% | 00:00:15 | 00:00:08 | 00:09:42 | 00:03:43 | 00:00:37 | 00:00:16 |
| | 10:00:00 | 2 | 1 | 🟡 | 50.0% | 0 | ✅ | 0.0% | 1 | ❌ | 50.0% | 00:00:04 | 00:00:04 | 00:00:03 | 00:00:03 | 00:00:34 | 00:01:03 |
| | 11:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:12 | 00:00:08 | 00:02:46 | 00:02:08 | 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 | 00:05:53 | 00:05:53 | 00:00:04 | 00:00:04 |
| | 14:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:07 | 00:01:47 | 00:01:47 | 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 | 00:09:42 | 00:09:42 | 00:00:09 | 00:00:09 |
| | 17:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:11 | 00:03:48 | 00:03:48 | 00:00:22 | 00:00:22 |
| | 18:00:00 | 2 | 1 | 🟡 | 50.0% | 1 | ❌ | 50.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:11 | 00:04:16 | 00:04:16 | 00:02:01 | 00:00:07 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|---|---|-------|----|---|--------|----------|----------|----------|----------|----------|----------|
| HotelRealPalacio | | 8 | 8 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:05:55 | 00:02:29 | 00:00:08 | 00:00:08 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:02:25 | 00:02:25 | 00:00:23 | 00:00:23 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:05 | 00:02:51 | 00:02:28 | 00:00:05 | 00:00:05 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:01:32 | 00:01:32 | 00:00:07 | 00:00:07 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:05 | 00:05:55 | 00:03:48 | 00:00:06 | 00:00:06 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:00:58 | 00:00:58 | 00:00:07 | 00:00:07 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:02:23 | 00:02:23 | 00:00:05 | 00:00:05 |
| HotelRealParque | | 14 | 13 | ✔ | 92.9% | 0 | ✔ | 0.0% | 1 | ✔ | 7.1% | 00:00:16 | 00:00:09 | 00:03:14 | 00:01:23 | 00:00:19 | 00:00:17 |
| | 09:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:01:18 | 00:00:48 | 00:00:06 | 00:00:06 |
| | 10:00:00 | 3 | 2 | ⚠ | 66.7% | 0 | ✔ | 0.0% | 1 | ✖ | 33.3% | 00:00:15 | 00:00:09 | 00:02:04 | 00:01:25 | 00:00:41 | 00:00:42 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:03:14 | 00:03:14 | 00:00:08 | 00:00:08 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:01:35 | 00:01:35 | 00:00:21 | 00:00:21 |
| | 13:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:16 | 00:00:11 | 00:02:44 | 00:01:38 | 00:00:22 | 00:00:22 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:01:19 | 00:01:19 | 00:00:20 | 00:00:20 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:00:57 | 00:00:57 | 00:00:04 | 00:00:04 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:00:43 | 00:00:43 | 00:00:08 | 00:00:08 |
| RealResidencia | | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:09:58 | 00:04:19 | 00:00:17 | 00:00:17 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:01:55 | 00:01:29 | 00:00:20 | 00:00:20 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:09:58 | 00:09:58 | 00:00:10 | 00:00:10 |
| 29-08-2018 | | 63 | 49 | ⚠ | 77.8% | 3 | ✔ | 4.8% | 11 | ✖ | 17.5% | 00:00:15 | 00:00:08 | 00:06:46 | 00:02:10 | 00:00:20 | 00:00:20 |
| GrdRealVillaltalia | | 11 | 8 | ⚠ | 72.7% | 2 | ✖ | 18.2% | 1 | ✔ | 9.1% | 00:00:10 | 00:00:06 | 00:06:09 | 00:02:40 | 00:00:18 | 00:00:06 |
| | 10:00:00 | 3 | 1 | ✖ | 33.3% | 1 | ✖ | 33.3% | 1 | ✖ | 33.3% | 00:00:10 | 00:00:08 | 00:03:14 | 00:03:14 | 00:00:47 | 00:00:04 |
| | 11:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:05 | 00:04:08 | 00:02:28 | 00:00:05 | 00:00:05 |
| | 12:00:00 | 2 | 1 | ⚠ | 50.0% | 1 | ✖ | 50.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:06:09 | 00:06:09 | 00:00:14 | 00:00:17 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:05 | 00:01:38 | 00:01:05 | 00:00:05 | 00:00:05 |
| HotelRealOeiras | | 16 | 16 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:05:38 | 00:02:16 | 00:00:13 | 00:00:13 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:02:34 | 00:02:34 | 00:00:07 | 00:00:07 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:01:26 | 00:01:26 | 00:00:09 | 00:00:09 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:05:38 | 00:03:16 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:05:26 | 00:03:17 | 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 | 00:01:23 | 00:01:23 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:04:36 | 00:03:03 | 00:00:32 | 00:00:32 |
| | 16:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:02:34 | 00:01:30 | 00:00:12 | 00:00:12 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:01:33 | 00:01:07 | 00:00:16 | 00:00:16 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:04:46 | 00:04:46 | 00:00:11 | 00:00:11 |
| HotelRealPalacio | | 10 | 8 | ⚠ | 80.0% | 0 | ✔ | 0.0% | 2 | ✖ | 20.0% | 00:00:15 | 00:00:09 | 00:02:50 | 00:01:10 | 00:00:54 | 00:01:03 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:01:11 | 00:01:11 | 00:00:24 | 00:00:24 |
| | 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 | 00:00:07 | 00:00:00 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:01:22 | 00:01:22 | 00:00:20 | 00:00:20 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:01:20 | 00:00:45 | 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 | 00:01:28 | 00:01:04 | 00:00:16 | 00:00:16 |
| | 18:00:00 | 3 | 2 | ⚠ | 66.7% | 0 | ✔ | 0.0% | 1 | ✖ | 33.3% | 00:00:15 | 00:00:09 | 00:02:50 | 00:01:32 | 00:02:29 | 00:03:27 |
| HotelRealParque | | 23 | 14 | ⚠ | 60.9% | 1 | ✔ | 4.3% | 8 | ✖ | 34.8% | 00:00:15 | 00:00:09 | 00:04:49 | 00:01:44 | 00:00:13 | 00:00:14 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:00:56 | 00:00:56 | 00:00:05 | 00:00:05 |
| | 10:00:00 | 6 | 3 | ⚠ | 50.0% | 1 | ✖ | 16.7% | 2 | ✖ | 33.3% | 00:00:15 | 00:00:06 | 00:02:01 | 00:01:36 | 00:00:09 | 00:00:06 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:01:14 | 00:01:06 | 00:00:05 | 00:00:05 |
| | 12:00:00 | 4 | 1 | ✖ | 25.0% | 0 | ✔ | 0.0% | 3 | ✖ | 75.0% | 00:00:15 | 00:00:13 | 00:02:55 | 00:02:55 | 00:00:23 | 00:00:51 |
| | 14:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:01:18 | 00:00:56 | 00:00:11 | 00:00:11 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|---|---|-------|---|---|-------|----------|----------|----------|----------|----------|----------|
| | 15:00:00 | 4 | 2 | 🟡 | 50.0% | 0 | ✅ | 0.0% | 2 | ❌ | 50.0% | 00:00:06 | 00:00:05 | 00:01:53 | 00:01:12 | 00:00:04 | 00:00:05 |
| | 16:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:12 | 00:04:49 | 00:04:49 | 00:00:44 | 00:00:44 |
| | 17:00:00 | 2 | 1 | 🟡 | 50.0% | 0 | ✅ | 0.0% | 1 | ❌ | 50.0% | 00:00:15 | 00:00:11 | 00:03:19 | 00:03:19 | 00:00:22 | 00:00:22 |
| RealResidencia | | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:04 | 00:06:46 | 00:05:04 | 00:00:04 | 00:00:04 |
| | 10:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:03 | 00:00:03 | 00:04:39 | 00:04:39 | 00:00:03 | 00:00:03 |
| | 12:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:05 | 00:06:46 | 00:06:46 | 00:00:05 | 00:00:05 |
| | 14:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:04 | 00:00:04 | 00:03:48 | 00:03:48 | 00:00:04 | 00:00:04 |
| 30-08-2018 | | 56 | 52 | ✅ | 92.9% | 1 | ✅ | 1.8% | 3 | ✅ | 5.4% | 00:00:15 | 00:00:08 | 00:08:30 | 00:02:32 | 00:00:13 | 00:00:10 |
| GrdRealVillaltalia | | 8 | 8 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:07 | 00:08:30 | 00:02:05 | 00:00:10 | 00:00:10 |
| | 10:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:06 | 00:01:39 | 00:01:22 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:08 | 00:01:34 | 00:00:37 | 00:00:14 | 00:00:14 |
| | 13:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:04 | 00:00:04 | 00:00:42 | 00:00:42 | 00:00:04 | 00:00:04 |
| | 14:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:08 | 00:02:50 | 00:02:50 | 00:00:17 | 00:00:17 |
| | 17:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:07 | 00:08:30 | 00:08:30 | 00:00:07 | 00:00:07 |
| HotelRealOeiras | | 21 | 17 | 🟡 | 81.0% | 1 | ✅ | 4.8% | 3 | 🟡 | 14.3% | 00:00:15 | 00:00:08 | 00:05:19 | 00:02:30 | 00:00:19 | 00:00:11 |
| | 09:00:00 | 5 | 5 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:07 | 00:05:04 | 00:02:48 | 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 | 00:02:04 | 00:01:28 | 00:00:26 | 00:00:26 |
| | 12:00:00 | 5 | 2 | ❌ | 40.0% | 0 | ✅ | 0.0% | 3 | ❌ | 60.0% | 00:00:04 | 00:00:03 | 00:04:23 | 00:03:31 | 00:00:12 | 00:00:04 |
| | 14:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:05 | 00:01:55 | 00:01:55 | 00:00:05 | 00:00:05 |
| | 16:00:00 | 5 | 5 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:12 | 00:00:07 | 00:04:13 | 00:02:06 | 00:00:07 | 00:00:07 |
| | 17:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:10 | 00:00:31 | 00:00:31 | 00:00:10 | 00:00:10 |
| | 18:00:00 | 2 | 1 | 🟡 | 50.0% | 1 | ❌ | 50.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:12 | 00:05:19 | 00:05:19 | 00:01:33 | 00:00:21 |
| HotelRealPalacio | | 12 | 12 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:07 | 00:06:17 | 00:02:40 | 00:00:09 | 00:00:09 |
| | 09:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:07 | 00:02:07 | 00:02:07 | 00:00:07 | 00:00:07 |
| | 10:00:00 | 4 | 4 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:08 | 00:05:10 | 00:02:31 | 00:00:10 | 00:00:10 |
| | 11:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:12 | 00:06:17 | 00:06:17 | 00:00:24 | 00:00:24 |
| | 12:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:05 | 00:02:54 | 00:02:15 | 00:00:05 | 00:00:05 |
| | 13:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:10 | 00:00:47 | 00:00:47 | 00:00:10 | 00:00:10 |
| | 15:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:04 | 00:00:04 | 00:02:59 | 00:02:59 | 00:00:05 | 00:00:05 |
| | 16:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:04 | 00:03:21 | 00:02:14 | 00:00:06 | 00:00:06 |
| | 18:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:08 | 00:03:28 | 00:03:28 | 00:00:08 | 00:00:08 |
| HotelRealParque | | 13 | 13 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:05:19 | 00:02:31 | 00:00:11 | 00:00:11 |
| | 09:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:08 | 00:03:21 | 00:02:20 | 00:00:08 | 00:00:08 |
| | 10:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:06 | 00:05:19 | 00:03:46 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:13 | 00:00:09 | 00:01:54 | 00:01:26 | 00:00:09 | 00:00:09 |
| | 13:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:03:47 | 00:02:56 | 00:00:22 | 00:00:22 |
| | 14:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:08 | 00:04:54 | 00:02:48 | 00:00:08 | 00:00:08 |
| | 17:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:11 | 00:02:41 | 00:02:22 | 00:00:16 | 00:00:16 |
| RealResidencia | | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:06 | 00:04:59 | 00:03:42 | 00:00:06 | 00:00:06 |
| | 10:00:00 | 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 |
| | 11:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:05 | 00:02:26 | 00:02:26 | 00:00:05 | 00:00:05 |
| 31-08-2018 | | 48 | 42 | ✅ | 87.5% | 4 | ✅ | 8.3% | 2 | ✅ | 4.2% | 00:00:16 | 00:00:08 | 00:07:51 | 00:02:38 | 00:00:11 | 00:00:11 |
| GrdRealVillaltalia | | 9 | 8 | ✅ | 88.9% | 0 | ✅ | 0.0% | 1 | 🟡 | 11.1% | 00:00:10 | 00:00:07 | 00:06:38 | 00:03:07 | 00:00:09 | 00:00:09 |
| | 09:00:00 | 3 | 2 | 🟡 | 66.7% | 0 | ✅ | 0.0% | 1 | ❌ | 33.3% | 00:00:06 | 00:00:05 | 00:01:54 | 00:01:18 | 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 | 00:03:03 | 00:03:03 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:08 | 00:04:56 | 00:04:56 | 00:00:15 | 00:00:15 |
| | 12:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:07 | 00:01:54 | 00:01:04 | 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 | 00:05:36 | 00:05:36 | 00:00:09 | 00:00:09 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|------------------|----------|------|------|---------|--------|----|---------|--------|-----|---------|-------|----------|----------|----------|----------|----------|----------|
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:06 | 00:06:38 | 00:06:38 | 00:00:13 | 00:00:13 |
| HotelRealOeiras | | 21 | 17 | ⚠ | 81.0% | 3 | ⚠ | 14.3% | 1 | ✔ | 4.8% | 00:00:16 | 00:00:08 | 00:07:51 | 00:03:38 | 00:00:11 | 00:00:13 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:06:50 | 00:06:50 | 00:00:04 | 00:00:04 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:03:28 | 00:03:28 | 00:00:20 | 00:00:20 |
| | 11:00:00 | 1 | 0 | ✖ | 0.0% | 1 | ✖ | 100.0% | 0 | ✔ | 0.0% | 00:00:02 | 00:00:02 | 00:00:00 | 00:00:00 | 00:00:03 | 00:00:00 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:05:20 | 00:05:20 | 00:00:08 | 00:00:08 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:07 | 00:06:19 | 00:04:31 | 00:00:07 | 00:00:07 |
| | 15:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:05 | 00:07:51 | 00:03:07 | 00:00:04 | 00:00:04 |
| | 16:00:00 | 8 | 8 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:16 | 00:00:10 | 00:04:22 | 00:03:10 | 00:00:18 | 00:00:18 |
| | 17:00:00 | 4 | 1 | ✖ | 25.0% | 2 | ✖ | 50.0% | 1 | ✖ | 25.0% | 00:00:08 | 00:00:08 | 00:02:45 | 00:02:45 | 00:00:05 | 00:00:08 |
| HotelRealPalacio | | 7 | 6 | ✔ | 85.7% | 1 | ⚠ | 14.3% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:02:59 | 00:01:35 | 00:00:14 | 00:00:08 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:02:59 | 00:02:59 | 00:00:07 | 00:00:07 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:01:00 | 00:01:00 | 00:00:05 | 00:00:05 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:02:09 | 00:02:09 | 00:00:22 | 00:00:22 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:01:23 | 00:01:23 | 00:00:07 | 00:00:07 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:00:13 | 00:00:13 | 00:00:07 | 00:00:07 |
| | 18:00:00 | 2 | 1 | ⚠ | 50.0% | 1 | ✖ | 50.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:01:44 | 00:01:44 | 00:00:26 | 00:00:03 |
| HotelRealParque | | 11 | 11 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:03:12 | 00:01:13 | 00:00:11 | 00:00:11 |
| | 09:00:00 | 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 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:00:44 | 00:00:44 | 00:00:23 | 00:00:23 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:01:02 | 00:00:48 | 00:00:16 | 00:00:16 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:01:17 | 00:01:17 | 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 | 00:00:23 | 00:00:23 | 00:00:06 | 00:00:06 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:02:00 | 00:02:00 | 00:00:06 | 00:00:06 |
| | 17:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:06 | 00:03:12 | 00:01:42 | 00:00:06 | 00:00:06 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:00:31 | 00:00:31 | 00:00:21 | 00:00:21 |
| TOTAL | | 1338 | 1158 | ✔ | 86.5% | 60 | ✔ | 4.5% | 118 | ✔ | 8.8% | 00:00:26 | 00:00:08 | 00:23:02 | 00:03:06 | 00:00:15 | 00:00:12 |