

# OneContact Reporting

## Team Detail Daily Report

Show / Hide Columns			
Handled Interactions	Abandoned Interactions	Ring Time	Rejected Interactions
Transferred Interactions	Talk Time	Wrapup Time	Preview time

Team: Algarve

Date / Agent	Handled Interactions	Transferred Interactions	Abandoned Interactions	Rejected Interactions	Talk Time				Ring Time (Handled Interactions)				Wrapup Time				Preview Time			
					Total	Avg	Max	Min	Total	Avg	Max	Min	Total	Avg	Max	Min	Total	Avg	Max	Min
01-08-2018	95	6	5	11	06:23:05	00:03:48	00:27:48	00:00:02	00:14:33	00:00:09	00:00:41	00:00:02	00:33:52	00:00:21	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	15	0	0	0	00:54:45	00:03:39	00:09:53	00:00:49	00:02:13	00:00:09	00:00:14	00:00:04	00:01:43	00:00:07	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	1	0	0	0	00:10:41	00:10:41	00:10:41	00:10:41	00:00:24	00:00:24	00:00:24	00:00:24	00:00:12	00:00:12	00:00:12	00:00:12	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	24	1	3	1	01:20:24	00:03:13	00:12:00	00:00:02	00:03:57	00:00:10	00:00:41	00:00:02	00:12:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	22	2	1	3	01:07:30	00:02:49	00:23:53	00:00:08	00:02:50	00:00:08	00:00:13	00:00:02	00:09:41	00:00:26	00:00:30	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	16	2	1	1	00:58:15	00:03:14	00:08:31	00:00:10	00:02:14	00:00:08	00:00:14	00:00:02	00:08:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	17	1	0	6	01:51:30	00:06:12	00:27:48	00:00:08	00:02:55	00:00:10	00:00:28	00:00:02	00:01:15	00:00:05	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
02-08-2018	99	7	5	21	08:21:37	00:04:44	00:22:59	00:00:02	00:16:14	00:00:10	00:00:30	00:00:02	00:36:35	00:00:22	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	18	2	4	7	01:47:43	00:05:23	00:14:28	00:00:11	00:02:51	00:00:10	00:00:20	00:00:04	00:02:19	00:00:07	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	2	0	0	0	00:02:24	00:01:12	00:02:22	00:00:02	00:00:19	00:00:10	00:00:13	00:00:06	00:01:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	24	0	1	4	01:24:16	00:03:31	00:22:59	00:00:52	00:03:33	00:00:09	00:00:30	00:00:02	00:12:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	21	2	0	4	01:57:20	00:05:06	00:17:44	00:00:50	00:03:29	00:00:10	00:00:15	00:00:02	00:09:44	00:00:27	00:00:31	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	17	3	0	1	00:55:16	00:02:46	00:15:26	00:00:21	00:02:33	00:00:09	00:00:15	00:00:05	00:09:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	17	0	0	5	02:14:38	00:07:55	00:19:40	00:00:42	00:03:29	00:00:12	00:00:26	00:00:04	00:02:31	00:00:09	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
03-08-2018	62	10	2	15	04:46:38	00:03:59	00:25:40	00:00:06	00:09:14	00:00:09	00:00:44	00:00:01	00:19:34	00:00:17	00:00:35	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	18	2	1	2	01:27:42	00:04:23	00:10:23	00:00:45	00:02:49	00:00:09	00:00:44	00:00:02	00:01:50	00:00:06	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	14	2	0	4	00:55:58	00:03:30	00:12:00	00:00:43	00:02:05	00:00:09	00:00:14	00:00:05	00:07:41	00:00:29	00:00:35	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	16	2	1	6	01:01:40	00:03:26	00:25:40	00:00:06	00:02:11	00:00:08	00:00:23	00:00:01	00:08:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	14	4	0	3	01:21:18	00:04:31	00:12:39	00:01:05	00:02:09	00:00:09	00:00:17	00:00:01	00:01:33	00:00:06	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
04-08-2018	22	1	0	10	02:24:27	00:06:17	00:25:46	00:01:00	00:03:32	00:00:10	00:00:31	00:00:02	00:02:41	00:00:07	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	22	1	0	10	02:24:27	00:06:17	00:25:46	00:01:00	00:03:32	00:00:10	00:00:31	00:00:02	00:02:41	00:00:07	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
06-08-2018	77	8	1	14	04:33:40	00:03:13	00:17:43	00:00:06	00:11:36	00:00:09	00:00:21	00:00:03	00:33:49	00:00:25	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	17	2	0	4	01:31:58	00:04:50	00:14:15	00:00:22	00:02:25	00:00:09	00:00:14	00:00:03	00:02:38	00:00:09	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	18	3	1	3	00:44:18	00:02:07	00:06:07	00:00:42	00:02:41	00:00:09	00:00:21	00:00:03	00:10:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	27	0	0	6	01:26:10	00:03:11	00:17:43	00:00:38	00:04:22	00:00:10	00:00:15	00:00:04	00:12:40	00:00:28	00:00:31	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	15	3	0	1	00:51:14	00:02:51	00:11:46	00:00:06	00:02:08	00:00:09	00:00:13	00:00:04	00:08:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
07-08-2018	94	10	1	15	06:02:25	00:03:29	00:17:22	00:00:02	00:13:46	00:00:09	00:00:28	00:00:01	00:31:52	00:00:21	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	20	2	0	2	01:17:44	00:03:32	00:15:47	00:00:02	00:02:36	00:00:08	00:00:15	00:00:03	00:01:26	00:00:04	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	2	0	0	0	00:03:16	00:01:38	00:02:10	00:01:06	00:00:07	00:00:04	00:00:04	00:00:03	00:00:41	00:00:20	00:00:30	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	23	2	1	4	01:03:27	00:02:32	00:07:27	00:00:07	00:02:59	00:00:08	00:00:19	00:00:01	00:11:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	17	5	0	2	01:25:13	00:03:52	00:10:40	00:00:21	00:02:51	00:00:10	00:00:20	00:00:06	00:09:03	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	13	1	0	5	00:52:48	00:03:46	00:11:41	00:00:41	00:02:00	00:00:09	00:00:15	00:00:02	00:06:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	19	0	0	2	01:19:57	00:04:12	00:17:22	00:00:05	00:03:13	00:00:10	00:00:28	00:00:01	00:03:10	00:00:11	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
08-08-2018	59	8	1	7	03:24:21	00:03:03	00:12:44	00:00:15	00:08:32	00:00:09	00:00:22	00:00:02	00:19:46	00:00:19	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	16	0	0	1	00:56:43	00:03:33	00:09:12	00:00:25	00:02:24	00:00:09	00:00:13	00:00:04	00:00:50	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	1	0	0	0	00:03:11	00:03:11	00:03:11	00:03:11	00:00:04	00:00:04	00:00:04	00:00:04	00:00:23	00:00:23	00:00:23	00:00:23	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	17	1	0	2	00:59:39	00:03:19	00:12:44	00:00:38	00:02:29	00:00:09	00:00:22	00:00:02	00:08:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	11	3	0	3	00:33:04	00:02:22	00:05:28	00:00:42	00:01:27	00:00:08	00:00:12	00:00:05	00:04:58	00:00:23	00:00:30	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00

# OneContact Reporting

## Team Detail Daily Report

patricia.farinha	8	2	0	0	00:21:00	00:02:06	00:05:04	00:00:15	00:01:10	00:00:09	00:00:14	00:00:06	00:04:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	6	2	1	1	00:30:44	00:03:50	00:06:50	00:01:18	00:00:58	00:00:10	00:00:11	00:00:08	00:01:05	00:00:09	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
09-08-2018	60	4	0	11	04:25:21	00:04:09	00:44:21	00:00:21	00:08:58	00:00:09	00:00:26	00:00:01	00:19:30	00:00:19	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	15	0	0	2	01:25:18	00:05:41	00:44:21	00:00:21	00:01:42	00:00:07	00:00:13	00:00:03	00:01:18	00:00:05	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	1	0	0	0	00:10:13	00:10:13	00:10:13	00:10:13	00:00:04	00:00:04	00:00:04	00:00:04	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	8	0	0	1	00:25:02	00:03:08	00:05:44	00:01:36	00:01:27	00:00:11	00:00:14	00:00:04	00:04:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	15	0	0	2	00:57:37	00:03:50	00:11:06	00:00:22	00:02:04	00:00:08	00:00:11	00:00:04	00:06:15	00:00:25	00:00:31	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	11	1	0	3	00:38:15	00:03:11	00:10:21	00:00:47	00:01:45	00:00:10	00:00:26	00:00:01	00:05:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	10	3	0	3	00:48:56	00:03:46	00:09:26	00:00:25	00:01:56	00:00:12	00:00:23	00:00:08	00:01:56	00:00:10	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
10-08-2018	72	8	12	11	04:25:24	00:03:19	00:14:50	00:00:05	00:11:15	00:00:09	00:00:32	00:00:01	00:26:23	00:00:21	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	12	1	2	2	00:36:41	00:02:49	00:09:19	00:00:38	00:01:44	00:00:09	00:00:14	00:00:02	00:01:40	00:00:08	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	19	2	1	4	01:12:25	00:03:27	00:10:54	00:00:21	00:03:20	00:00:11	00:00:32	00:00:01	00:09:06	00:00:29	00:00:31	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	17	1	8	2	00:48:49	00:02:43	00:09:50	00:00:05	00:02:44	00:00:10	00:00:29	00:00:02	00:06:58	00:00:25	00:00:30	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	14	0	1	1	00:47:23	00:03:23	00:08:28	00:00:50	00:01:50	00:00:08	00:00:13	00:00:05	00:07:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	10	4	0	2	01:00:06	00:04:18	00:14:50	00:00:39	00:01:37	00:00:10	00:00:11	00:00:07	00:01:38	00:00:08	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
11-08-2018	19	3	0	7	01:13:20	00:03:20	00:09:03	00:00:41	00:02:10	00:00:07	00:00:17	00:00:01	00:11:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	19	3	0	7	01:13:20	00:03:20	00:09:03	00:00:41	00:02:10	00:00:07	00:00:17	00:00:01	00:11:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
13-08-2018	80	12	3	20	06:15:23	00:04:05	00:27:28	00:00:10	00:12:40	00:00:10	00:00:33	00:00:01	00:21:39	00:00:15	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	26	1	1	3	02:25:06	00:05:22	00:27:28	00:00:12	00:04:07	00:00:10	00:00:26	00:00:04	00:01:35	00:00:04	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	1	0	0	0	00:01:01	00:01:01	00:01:01	00:01:01	00:00:06	00:00:06	00:00:06	00:00:06	00:00:10	00:00:10	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	17	3	0	7	01:06:30	00:03:20	00:11:41	00:00:24	00:02:13	00:00:08	00:00:15	00:00:01	00:07:21	00:00:22	00:00:31	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	17	6	0	4	00:54:13	00:02:21	00:08:24	00:00:10	00:02:31	00:00:09	00:00:14	00:00:04	00:09:38	00:00:29	00:00:31	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	19	2	2	6	01:48:33	00:05:10	00:18:59	00:00:17	00:03:43	00:00:12	00:00:33	00:00:03	00:02:55	00:00:09	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
14-08-2018	74	9	0	19	06:10:11	00:04:28	00:18:54	00:00:01	00:10:18	00:00:08	00:00:16	00:00:02	00:22:15	00:00:17	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	19	2	0	0	01:38:06	00:04:40	00:14:31	00:00:13	00:02:25	00:00:08	00:00:12	00:00:03	00:00:51	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	3	0	0	4	00:12:29	00:04:10	00:07:30	00:02:17	00:00:16	00:00:05	00:00:12	00:00:02	00:01:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	11	1	0	10	00:42:56	00:03:35	00:11:10	00:00:25	00:01:30	00:00:08	00:00:14	00:00:03	00:05:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	17	4	0	4	00:50:20	00:02:24	00:08:43	00:00:01	00:02:26	00:00:09	00:00:15	00:00:05	00:10:02	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	24	2	0	1	02:46:20	00:06:24	00:18:54	00:00:20	00:03:41	00:00:09	00:00:16	00:00:04	00:04:22	00:00:10	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
15-08-2018	18	1	1	6	01:44:23	00:05:30	00:16:00	00:01:25	00:02:22	00:00:08	00:00:18	00:00:02	00:02:07	00:00:07	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	18	1	1	6	01:44:23	00:05:30	00:16:00	00:01:25	00:02:22	00:00:08	00:00:18	00:00:02	00:02:07	00:00:07	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
16-08-2018	69	6	0	12	05:08:39	00:04:07	00:18:42	00:00:28	00:11:10	00:00:10	00:00:44	00:00:01	00:25:30	00:00:21	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	3	0	0	1	00:09:09	00:03:03	00:05:02	00:01:45	00:00:21	00:00:07	00:00:13	00:00:02	00:01:05	00:00:22	00:00:30	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	20	2	0	4	01:21:52	00:03:43	00:15:42	00:00:51	00:03:23	00:00:10	00:00:44	00:00:01	00:10:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	20	2	0	3	01:19:27	00:03:37	00:11:40	00:00:29	00:03:01	00:00:09	00:00:19	00:00:02	00:11:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	26	2	0	4	02:18:11	00:04:56	00:18:42	00:00:28	00:04:25	00:00:10	00:00:14	00:00:02	00:02:55	00:00:06	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
17-08-2018	74	7	1	11	04:53:00	00:03:37	00:12:12	00:00:09	00:12:10	00:00:10	00:00:34	00:00:02	00:29:02	00:00:24	00:00:31	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	1	0	0	0	00:00:59	00:00:59	00:00:59	00:00:59	00:00:06	00:00:06	00:00:06	00:00:06	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	22	1	0	1	01:07:28	00:02:56	00:08:33	00:00:15	00:03:29	00:00:10	00:00:25	00:00:02	00:10:34	00:00:29	00:00:31	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	15	1	0	2	01:09:36	00:04:21	00:11:53	00:00:30	00:01:57	00:00:08	00:00:14	00:00:04	00:06:38	00:00:27	00:00:31	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	20	4	1	5	01:06:27	00:02:46	00:08:56	00:00:19	00:02:42	00:00:08	00:00:21	00:00:04	00:10:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	16	1	0	3	01:28:30	00:05:12	00:12:12	00:00:09	00:03:56	00:00:15	00:00:34	00:00:07	00:01:20	00:00:05	00:00:31	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
18-08-2018	20	0	0	5	01:17:23	00:03:52	00:14:26	00:00:53	00:02:48	00:00:08	00:00:14	00:00:01	00:10:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	20	0	0	5	01:17:23	00:03:52	00:14:26	00:00:53	00:02:48	00:00:08	00:00:14	00:00:01	00:10:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
20-08-2018	40	1	0	15	02:23:10	00:03:30	00:13:52	00:00:28	00:04:23	00:00:07	00:00:13	00:00:01	00:20:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	40	1	0	15	02:23:10	00:03:30	00:13:52	00:00:28	00:04:23	00:00:07	00:00:13	00:00:01	00:20:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
21-08-2018	62	6	1	7	04:38:42	00:04:06	00:16:52	00:00:04	00:10:01	00:00:10	00:00:30	00:00:02	00:20:19	00:00:19	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	19	1	0	2	01:45:36	00:05:17	00:16:52	00:00:16	00:02:19	00:00:07	00:00:11	00:00:02	00:03:15	00:00:10	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

# OneContact Reporting

## Team Detail Daily Report

manuela.martins	16	1	1	2	00:45:43	00:02:41	00:05:53	00:00:15	00:02:41	00:00:10	00:00:24	00:00:04	00:08:02	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	13	2	0	1	00:43:48	00:02:55	00:08:39	00:00:04	00:02:31	00:00:12	00:00:30	00:00:06	00:07:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	14	2	0	2	01:23:35	00:05:13	00:16:03	00:00:23	00:02:30	00:00:11	00:00:14	00:00:05	00:02:02	00:00:08	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
22-08-2018	73	12	1	12	05:17:02	00:03:44	00:28:28	00:00:05	00:10:46	00:00:09	00:00:52	00:00:01	00:28:52	00:00:22	00:00:34	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	14	2	0	2	00:59:04	00:03:42	00:09:20	00:00:34	00:01:36	00:00:07	00:00:17	00:00:02	00:02:47	00:00:11	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	7	0	0	1	00:40:13	00:05:45	00:28:28	00:00:05	00:00:41	00:00:06	00:00:11	00:00:02	00:01:52	00:00:16	00:00:30	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	16	2	0	1	00:55:28	00:03:05	00:07:48	00:00:05	00:02:43	00:00:10	00:00:52	00:00:01	00:08:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	13	3	0	5	00:42:02	00:02:38	00:06:56	00:00:22	00:01:58	00:00:09	00:00:14	00:00:04	00:07:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	11	3	1	2	00:47:34	00:03:24	00:10:20	00:00:32	00:01:34	00:00:09	00:00:13	00:00:02	00:06:34	00:00:30	00:00:34	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	12	2	0	1	01:12:41	00:05:12	00:19:52	00:00:50	00:02:14	00:00:11	00:00:13	00:00:06	00:02:09	00:00:11	00:00:31	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
23-08-2018	62	9	1	8	03:52:22	00:03:16	00:13:36	00:00:00	00:09:36	00:00:09	00:00:26	00:00:03	00:25:07	00:00:23	00:00:31	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	1	0	0	0	00:00:17	00:00:17	00:00:17	00:00:17	00:00:16	00:00:16	00:00:16	00:00:16	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	18	0	1	1	00:50:37	00:02:49	00:06:53	00:00:38	00:02:58	00:00:10	00:00:26	00:00:03	00:09:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	15	2	0	1	00:45:10	00:02:39	00:06:41	00:00:25	00:02:13	00:00:09	00:00:14	00:00:03	00:06:45	00:00:25	00:00:31	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	13	3	0	2	00:38:31	00:02:24	00:11:57	00:00:00	00:01:36	00:00:07	00:00:13	00:00:05	00:06:53	00:00:30	00:00:30	00:00:23	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	15	4	0	4	01:37:47	00:05:09	00:13:36	00:00:34	00:02:33	00:00:10	00:00:13	00:00:05	00:01:58	00:00:07	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
24-08-2018	64	16	21	13	04:12:14	00:03:09	00:16:53	00:00:00	00:09:55	00:00:09	00:00:36	00:00:01	00:21:44	00:00:19	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	17	2	0	1	01:28:51	00:04:41	00:16:53	00:00:03	00:03:01	00:00:11	00:00:20	00:00:01	00:01:46	00:00:06	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	1	0	0	0	00:01:12	00:01:12	00:01:12	00:01:12	00:00:06	00:00:06	00:00:06	00:00:06	00:00:31	00:00:31	00:00:31	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	11	2	0	1	00:36:40	00:02:49	00:08:50	00:00:22	00:01:23	00:00:08	00:00:14	00:00:04	00:06:02	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	11	5	5	3	00:42:54	00:02:41	00:09:25	00:00:07	00:01:39	00:00:09	00:00:14	00:00:05	00:04:41	00:00:23	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	16	3	12	0	00:32:11	00:01:42	00:07:54	00:00:00	00:02:14	00:00:08	00:00:36	00:00:02	00:07:38	00:00:29	00:00:30	00:00:12	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	8	4	4	8	00:50:26	00:04:12	00:09:32	00:00:18	00:01:32	00:00:12	00:00:17	00:00:05	00:01:06	00:00:06	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
25-08-2018	11	1	0	3	00:46:58	00:03:55	00:24:17	00:00:07	00:02:11	00:00:12	00:00:23	00:00:03	00:01:17	00:00:06	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	11	1	0	3	00:46:58	00:03:55	00:24:17	00:00:07	00:02:11	00:00:12	00:00:23	00:00:03	00:01:17	00:00:06	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
27-08-2018	74	5	0	7	04:41:14	00:03:34	00:19:34	00:00:19	00:11:22	00:00:09	00:00:20	00:00:02	00:30:25	00:00:24	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	16	2	0	1	00:53:20	00:02:58	00:09:06	00:00:34	00:02:16	00:00:08	00:00:19	00:00:04	00:08:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	21	2	0	5	01:31:16	00:03:58	00:19:34	00:00:19	00:03:07	00:00:09	00:00:14	00:00:02	00:10:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	19	1	0	0	01:00:56	00:03:03	00:06:46	00:01:00	00:02:46	00:00:09	00:00:19	00:00:06	00:10:02	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	18	0	0	1	01:15:42	00:04:12	00:07:43	00:00:24	00:03:13	00:00:11	00:00:20	00:00:04	00:01:23	00:00:05	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
28-08-2018	68	13	3	16	04:32:22	00:03:22	00:26:38	00:00:02	00:11:37	00:00:10	00:00:42	00:00:02	00:23:02	00:00:19	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	16	2	2	4	01:00:33	00:03:22	00:12:15	00:00:17	00:02:44	00:00:10	00:00:18	00:00:06	00:00:59	00:00:04	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	17	1	0	4	00:48:18	00:02:41	00:07:07	00:00:02	00:03:38	00:00:13	00:00:42	00:00:03	00:08:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	11	4	1	5	00:42:01	00:02:48	00:06:39	00:00:35	00:01:49	00:00:10	00:00:13	00:00:07	00:04:36	00:00:25	00:00:30	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	12	3	0	0	00:28:05	00:01:52	00:06:14	00:00:18	00:01:11	00:00:06	00:00:07	00:00:02	00:07:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	12	3	0	3	01:33:25	00:06:14	00:26:38	00:00:25	00:02:15	00:00:11	00:00:14	00:00:04	00:01:56	00:00:08	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
29-08-2018	51	11	0	6	02:39:39	00:02:34	00:08:18	00:00:18	00:07:49	00:00:09	00:00:29	00:00:01	00:17:24	00:00:19	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	13	2	0	0	00:40:00	00:02:40	00:08:18	00:00:18	00:01:47	00:00:08	00:00:12	00:00:01	00:01:45	00:00:08	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	2	0	0	0	00:03:50	00:01:55	00:02:36	00:01:14	00:00:09	00:00:04	00:00:06	00:00:03	00:00:12	00:00:06	00:00:07	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	13	3	0	2	00:42:44	00:02:40	00:08:11	00:00:22	00:02:19	00:00:11	00:00:29	00:00:04	00:07:26	00:00:30	00:00:30	00:00:26	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	13	4	0	2	00:31:59	00:01:53	00:08:13	00:00:20	00:01:29	00:00:07	00:00:14	00:00:02	00:06:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	10	2	0	2	00:41:06	00:03:26	00:07:45	00:00:59	00:02:05	00:00:12	00:00:17	00:00:09	00:01:31	00:00:08	00:00:31	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
30-08-2018	71	10	3	18	06:14:44	00:04:38	00:36:45	00:00:07	00:11:49	00:00:10	00:00:35	00:00:01	00:19:40	00:00:16	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	22	2	1	5	01:48:26	00:04:31	00:13:53	00:00:14	00:04:21	00:00:12	00:00:35	00:00:07	00:01:37	00:00:04	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	1	0	2	0	00:11:39	00:11:39	00:11:39	00:11:39	00:00:23	00:00:23	00:00:23	00:00:23	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	21	3	0	3	01:07:20	00:02:48	00:13:59	00:00:07	00:03:01	00:00:09	00:00:33	00:00:01	00:11:02	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	8	2	0	4	00:22:19	00:02:14	00:05:07	00:00:48	00:00:55	00:00:07	00:00:09	00:00:05	00:05:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	19	3	0	6	02:45:00	00:07:30	00:36:45	00:00:17	00:03:09	00:00:10	00:00:16	00:00:02	00:02:01	00:00:06	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00

# OneContact Reporting

## Team Detail Daily Report

31-08-2018	57	8	3	14	03:23:23	00:03:08	00:10:42	00:00:04	00:08:33	00:00:09	00:00:40	00:00:01	00:14:17	00:00:14	00:00:33	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	21	4	1	4	01:16:00	00:03:02	00:08:22	00:00:09	00:02:53	00:00:08	00:00:16	00:00:02	00:01:41	00:00:04	00:00:33	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	2	1	0	0	00:04:33	00:01:31	00:02:40	00:00:22	00:00:20	00:00:10	00:00:19	00:00:01	00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	19	0	1	4	00:51:41	00:02:43	00:08:13	00:00:04	00:02:43	00:00:09	00:00:40	00:00:01	00:09:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	15	3	1	6	01:11:09	00:03:57	00:10:42	00:00:47	00:02:37	00:00:10	00:00:15	00:00:07	00:03:00	00:00:11	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
TOTAL	1627	192	65	314	4.18:11:07	00:03:46	00:44:21	00:00:00	04:09:20	00:00:09	00:00:52	00:00:01	09:28:13	00:00:20	00:00:35	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00