

# 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: Lisboa

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	53	6	2	17	02:59:41	00:03:03	00:11:28	00:00:21	00:06:18	00:00:07	00:00:21	00:00:01	00:18:01	00:00:19	00:00:33	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	6	2	1	1	00:15:16	00:01:54	00:03:32	00:00:35	00:00:34	00:00:06	00:00:14	00:00:03	00:00:09	00:00:01	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	13	1	0	3	00:42:52	00:03:04	00:11:28	00:00:34	00:01:32	00:00:07	00:00:21	00:00:03	00:01:08	00:00:05	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	4	0	0	1	00:06:01	00:01:30	00:03:57	00:00:23	00:00:37	00:00:09	00:00:18	00:00:05	00:01:02	00:00:16	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	11	2	1	2	00:31:49	00:02:27	00:06:04	00:00:21	00:01:10	00:00:06	00:00:14	00:00:04	00:06:03	00:00:30	00:00:33	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	11	0	0	5	00:52:44	00:04:48	00:11:27	00:01:09	00:01:22	00:00:07	00:00:12	00:00:01	00:05:08	00:00:28	00:00:30	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	8	1	0	5	00:30:59	00:03:27	00:06:30	00:00:52	00:01:03	00:00:08	00:00:11	00:00:05	00:04:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
02-08-2018	48	5	1	22	02:46:27	00:03:08	00:11:45	00:00:32	00:05:07	00:00:06	00:00:13	00:00:01	00:17:19	00:00:20	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	6	1	0	10	00:25:02	00:03:35	00:08:02	00:01:04	00:00:26	00:00:04	00:00:06	00:00:02	00:00:40	00:00:06	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	18	1	1	3	00:44:00	00:02:19	00:05:29	00:00:39	00:01:36	00:00:05	00:00:11	00:00:01	00:03:38	00:00:11	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	12	1	0	2	00:34:48	00:02:41	00:07:50	00:00:48	00:01:21	00:00:07	00:00:11	00:00:04	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.oliveira	3	0	0	1	00:10:48	00:03:36	00:06:18	00:01:39	00:00:24	00:00:08	00:00:09	00:00:07	00:01:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	9	2	0	6	00:51:49	00:04:43	00:11:45	00:00:32	00:01:20	00:00:09	00:00:13	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
03-08-2018	65	2	3	21	03:59:15	00:03:34	00:18:26	00:00:21	00:07:29	00:00:07	00:00:17	00:00:01	00:18:30	00:00:17	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	17	1	0	4	00:40:15	00:02:14	00:05:45	00:00:21	00:01:22	00:00:05	00:00:08	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
carina.diogo	15	0	1	6	00:45:09	00:03:01	00:13:29	00:00:46	00:01:35	00:00:06	00:00:13	00:00:02	00:01:13	00:00:05	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	2	0	0	1	00:01:34	00:00:47	00:00:55	00:00:39	00:00:13	00:00:06	00:00:07	00:00:06	00:00:01	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	16	0	2	1	01:02:32	00:03:54	00:16:10	00:00:45	00:02:05	00:00:08	00:00:17	00:00:03	00:08:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	3	0	0	1	00:22:52	00:07:37	00:18:26	00:01:15	00:00:23	00:00:08	00:00:09	00:00:06	00:01:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	12	1	0	8	01:06:53	00:05:09	00:16:27	00:00:38	00:01:51	00:00:09	00:00:17	00:00:03	00:06:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
04-08-2018	18	2	0	2	01:20:22	00:04:01	00:11:15	00:00:03	00:02:03	00:00:07	00:00:25	00:00:02	00:10:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	18	2	0	2	01:20:22	00:04:01	00:11:15	00:00:03	00:02:03	00:00:07	00:00:25	00:00:02	00:10:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
06-08-2018	56	5	1	19	03:57:48	00:03:54	00:17:45	00:00:13	00:06:21	00:00:07	00:00:18	00:00:01	00:13:24	00:00:13	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	3	0	0	0	00:17:17	00:05:46	00:13:45	00:01:14	00:00:21	00:00:07	00:00:13	00:00:04	00:00:43	00:00:14	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	14	0	0	8	00:43:37	00:03:07	00:07:35	00:00:13	00:01:09	00:00:05	00:00:09	00:00:02	00:00:13	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	21	4	0	2	01:13:49	00:02:57	00:05:37	00:00:40	00:02:07	00:00:06	00:00:13	00:00:01	00:02:58	00:00:07	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	7	1	1	4	00:54:05	00:06:46	00:17:45	00:00:36	00:01:09	00:00:10	00:00:18	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
tania.liberato	11	0	0	3	00:49:00	00:04:27	00:12:37	00:00:32	00:01:35	00:00:09	00:00:13	00:00:05	00:05:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	0	0	0	2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
07-08-2018	51	7	6	14	02:20:48	00:02:26	00:13:50	00:00:07	00:05:15	00:00:06	00:00:25	00:00:02	00:12:39	00:00:13	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	15	1	4	5	00:57:29	00:03:36	00:13:50	00:00:07	00:01:46	00:00:07	00:00:25	00:00:02	00:00:53	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	18	3	0	2	00:46:23	00:02:13	00:06:03	00:00:24	00:01:39	00:00:06	00:00:10	00:00:02	00:01:45	00:00:05	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	16	2	2	2	00:35:14	00:01:57	00:06:26	00:00:10	00:01:34	00:00:06	00:00:10	00:00:04	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.oliveira	0	1	0	5	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	2	0	0	0	00:01:12	00:00:36	00:00:56	00:00:16	00:00:16	00:00:08	00:00:11	00:00:05	00:01:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
08-08-2018	66	9	0	16	03:41:49	00:02:57	00:13:32	00:00:03	00:06:41	00:00:06	00:00:18	00:00:02	00:20:35	00:00:17	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	17	3	0	5	00:47:57	00:02:24	00:08:55	00:00:03	00:01:54	00:00:07	00:00:12	00:00:02	00:02:09	00:00:07	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	21	3	0	3	01:21:42	00:03:24	00:07:14	00:00:29	00:01:55	00:00:05	00:00:18	00:00:02	00:03:20	00:00:08	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

# OneContact Reporting

## Team Detail Daily Report

raquel.barroyer	18	3	0	4	01:02:46	00:02:59	00:13:32	00:00:22	00:01:36	00:00:05	00:00:13	00:00:03	00:10:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	10	0	0	4	00:29:24	00:02:56	00:07:12	00:00:56	00:01:16	00:00:08	00:00:14	00:00:02	00:04:36	00:00:28	00:00:30	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00
09-08-2018	49	10	6	23	02:36:59	00:02:40	00:14:53	00:00:12	00:04:34	00:00:06	00:00:13	00:00:01	00:13:09	00:00:14	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	9	1	1	6	00:30:33	00:03:03	00:14:53	00:00:31	00:00:59	00:00:07	00:00:10	00:00:03	00:01:09	00:00:08	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	14	4	0	10	00:41:45	00:02:19	00:09:38	00:00:17	00:01:05	00:00:05	00:00:11	00:00:01	00:01:24	00:00:05	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	12	2	0	4	00:34:27	00:02:28	00:11:15	00:00:24	00:01:03	00:00:05	00:00:09	00:00:01	00:02:36	00:00:12	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	11	3	1	2	00:41:46	00:02:59	00:07:20	00:00:20	00:01:03	00:00:06	00:00:13	00:00:03	00:06:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	1	0	4	0	00:02:39	00:02:39	00:02:39	00:02:39	00:00:11	00:00:11	00:00:11	00:00:11	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	2	0	0	1	00:05:49	00:02:54	00:05:37	00:00:12	00:00:13	00:00:06	00:00:11	00:00:02	00:01:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
10-08-2018	36	4	0	7	02:14:06	00:03:21	00:23:02	00:00:42	00:03:24	00:00:06	00:00:15	00:00:03	00:08:16	00:00:12	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	5	1	0	2	00:37:45	00:06:18	00:23:02	00:00:58	00:00:23	00:00:05	00:00:06	00:00:04	00:01:43	00:00:17	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	11	0	0	0	00:34:08	00:03:06	00:06:49	00:01:34	00:01:18	00:00:07	00:00:15	00:00:03	00:00:18	00:00:02	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	10	2	0	2	00:40:04	00:03:20	00:10:11	00:00:42	00:00:49	00:00:05	00:00:12	00:00:03	00:00:45	00:00:04	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	9	1	0	3	00:20:10	00:02:01	00:03:13	00:01:09	00:00:48	00:00:05	00:00:06	00:00:04	00:05:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	1	0	0	0	00:01:59	00:01:59	00:01:59	00:01:59	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
11-08-2018	11	2	0	2	00:42:02	00:03:14	00:07:54	00:00:13	00:00:56	00:00:05	00:00:13	00:00:01	00:00:40	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	11	2	0	2	00:42:02	00:03:14	00:07:54	00:00:13	00:00:56	00:00:05	00:00:13	00:00:01	00:00:40	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
13-08-2018	61	6	2	14	03:14:33	00:02:54	00:10:39	00:00:01	00:06:53	00:00:07	00:00:19	00:00:02	00:22:56	00:00:22	00:00:31	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	5	1	0	1	00:22:08	00:03:41	00:10:39	00:00:53	00:00:28	00:00:06	00:00:08	00:00:04	00:00:37	00:00:06	00:00:27	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	17	0	1	1	01:01:54	00:03:38	00:09:12	00:00:15	00:01:17	00:00:05	00:00:09	00:00:02	00:01:48	00:00:06	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	20	0	0	4	00:41:55	00:02:06	00:05:43	00:00:01	00:02:12	00:00:07	00:00:19	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
susana.oliveira	11	2	0	3	00:36:08	00:02:47	00:09:32	00:00:24	00:01:40	00:00:09	00:00:14	00:00:04	00:05:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	8	3	1	5	00:32:28	00:02:57	00:08:33	00:00:30	00:01:16	00:00:10	00:00:16	00:00:07	00:05:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
14-08-2018	46	9	1	16	02:49:02	00:03:04	00:16:32	00:00:14	00:04:58	00:00:06	00:00:13	00:00:02	00:17:27	00:00:19	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	13	2	0	7	00:43:03	00:02:52	00:11:10	00:00:14	00:01:12	00:00:06	00:00:12	00:00:02	00:01:41	00:00:07	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	6	6	0	3	00:19:53	00:01:39	00:05:57	00:00:16	00:00:23	00:00:04	00:00:05	00:00:03	00:02:14	00:00:11	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	14	0	0	1	00:52:54	00:03:47	00:16:32	00:00:23	00:01:27	00:00:06	00:00:13	00:00:03	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.oliveira	0	1	0	2	00:00:36	00:00:36	00:00:36	00:00:36	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	13	0	1	3	00:52:36	00:04:03	00:12:06	00:00:23	00:01:56	00:00:09	00:00:12	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
15-08-2018	19	1	0	4	01:03:26	00:03:10	00:06:55	00:00:24	00:02:13	00:00:07	00:00:11	00:00:03	00:10:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	11	1	0	2	00:32:07	00:02:41	00:06:05	00:00:24	00:01:14	00:00:07	00:00:09	00:00:04	00:06:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	8	0	0	2	00:31:19	00:03:55	00:06:55	00:01:38	00:00:59	00:00:07	00:00:11	00:00:03	00:04:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
16-08-2018	83	12	5	21	04:29:55	00:02:50	00:20:15	00:00:01	00:09:34	00:00:07	00:00:15	00:00:01	00:32:22	00:00:23	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	23	2	0	3	01:31:04	00:03:39	00:20:15	00:00:22	00:02:11	00:00:06	00:00:08	00:00:03	00:01:39	00:00:04	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	5	1	0	7	00:16:04	00:02:41	00:05:54	00:00:08	00:00:52	00:00:10	00:00:14	00:00:05	00:02:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	23	4	0	1	01:03:35	00:02:21	00:07:59	00:00:06	00:02:25	00:00:06	00:00:11	00:00:03	00:12:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	7	0	0	2	00:16:00	00:02:17	00:08:21	00:00:08	00:00:46	00:00:07	00:00:10	00:00:01	00:03:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	24	5	5	8	01:20:04	00:02:46	00:10:27	00:00:01	00:03:17	00:00:08	00:00:15	00:00:04	00:12:41	00:00:29	00:00:30	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	1	0	0	0	00:03:08	00:03:08	00:03:08	00:03:08	00:00:03	00:00:03	00:00:03	00:00:03	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
17-08-2018	41	5	1	17	02:19:29	00:03:02	00:10:19	00:00:05	00:05:24	00:00:08	00:00:15	00:00:02	00:16:13	00:00:22	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	12	3	0	2	00:27:57	00:01:52	00:06:06	00:00:12	00:01:05	00:00:05	00:00:12	00:00:02	00:00:51	00:00:04	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	7	0	0	1	00:31:00	00:04:26	00:08:09	00:02:01	00:01:18	00:00:11	00:00:15	00:00:05	00:03:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
maria.veloso	3	1	0	0	00:06:25	00:01:36	00:03:10	00:00:24	00:00:26	00:00:09	00:00:10	00:00:08	00:01:50	00:00:28	00:00:30	00:00:20	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	10	1	0	5	00:38:59	00:03:33	00:10:19	00:00:19	00:01:17	00:00:08	00:00:11	00:00:04	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.oliveira	1	0	0	6	00:02:00	00:02:00	00:02:00	00:02:00	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
tania.liberato	8	0	1	3	00:33:08	00:04:08	00:08:40	00:00:05	00:01:12	00:00:09	00:00:12	00:00:08	00:04:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
18-08-2018	11	0	0	3	00:38:18	00:03:29	00:06:00	00:00:32	00:02:08	00:00:12	00:00:32	00:00:04	00:05:11	00:00:28	00:00:30	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	11	0	0	3	00:38:18	00:03:29	00:06:00	00:00:32	00:02:08	00:00:12	00:00:32	00:00:04	00:05:11	00:00:28	00:00:30	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00

# OneContact Reporting

## Team Detail Daily Report

20-08-2018	56	4	0	21	02:43:06	00:02:43	00:11:17	00:00:12	00:06:36	00:00:07	00:00:15	00:00:03	00:23:33	00:00:24	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	20	0	0	6	01:02:54	00:03:09	00:09:14	00:00:33	00:02:02	00:00:06	00:00:09	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
carina.diogo	13	1	0	4	00:30:02	00:02:09	00:05:13	00:00:12	00:01:15	00:00:06	00:00:10	00:00:03	00:01:03	00:00:04	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	1	0	0	3	00:01:48	00:01:48	00:01:48	00:01:48	00:00:15	00:00:15	00:00:15	00:00:15	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	15	1	0	7	00:52:14	00:03:16	00:11:17	00:00:36	00:02:04	00:00:08	00:00:11	00:00:05	00:08:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	7	2	0	1	00:16:08	00:01:48	00:06:29	00:00:12	00:01:00	00:00:09	00:00:14	00:00:05	00:04:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
21-08-2018	51	6	1	16	02:34:31	00:02:43	00:08:02	00:00:05	00:07:08	00:00:08	00:00:34	00:00:02	00:25:05	00:00:27	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	12	1	0	3	00:29:39	00:02:17	00:05:19	00:00:35	00:01:05	00:00:05	00:00:09	00:00:03	00:06:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	5	0	1	0	00:07:47	00:01:33	00:02:50	00:00:05	00:01:03	00:00:13	00:00:34	00:00:02	00:00:05	00:00:01	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	5	2	0	4	00:16:44	00:02:23	00:05:51	00:00:21	00:00:53	00:00:11	00:00:13	00:00:08	00:02:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	15	1	0	1	00:45:03	00:02:49	00:07:40	00:00:43	00:01:46	00:00:07	00:00:16	00:00:04	00:08:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	6	2	0	3	00:29:38	00:03:42	00:06:37	00:00:20	00:00:53	00:00:09	00:00:12	00:00:07	00:04:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	8	0	0	5	00:25:40	00:03:12	00:08:02	00:00:26	00:01:28	00:00:11	00:00:19	00:00:07	00:04:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
22-08-2018	56	1	2	23	02:52:11	00:03:01	00:10:53	00:00:02	00:06:34	00:00:07	00:00:18	00:00:01	00:27:18	00:00:29	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	14	1	1	5	00:30:39	00:02:03	00:05:16	00:00:06	00:01:08	00:00:05	00:00:07	00:00:01	00:07:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	3	0	0	1	00:06:14	00:02:05	00:03:15	00:00:13	00:00:10	00:00:03	00:00:04	00:00:03	00:00:18	00:00:06	00:00:16	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	4	0	0	4	00:24:06	00:06:02	00:10:01	00:04:09	00:00:40	00:00:10	00:00:14	00:00:07	00:02:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	12	0	1	4	00:31:13	00:02:36	00:06:05	00:00:33	00:01:23	00:00:07	00:00:18	00:00:04	00:06:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	8	0	0	5	00:15:20	00:01:55	00:05:01	00:00:03	00:01:09	00:00:09	00:00:17	00:00:03	00:04:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	15	0	0	4	01:04:39	00:04:19	00:10:53	00:00:02	00:02:04	00:00:08	00:00:14	00:00:02	00:07:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
23-08-2018	49	4	9	22	03:03:16	00:03:27	00:15:16	00:00:04	00:05:24	00:00:07	00:00:12	00:00:02	00:23:08	00:00:27	00:00:31	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	8	0	6	4	00:29:19	00:03:40	00:10:22	00:00:04	00:00:37	00:00:05	00:00:11	00:00:02	00:04:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	5	1	1	3	00:23:21	00:03:54	00:08:48	00:00:38	00:00:33	00:00:07	00:00:09	00:00:05	00:00:07	00:00:01	00:00:02	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	4	0	0	6	00:19:02	00:04:46	00:09:13	00:02:36	00:00:34	00:00:08	00:00:12	00:00:07	00:02:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	14	1	0	2	00:55:17	00:03:41	00:14:37	00:00:27	00:01:15	00:00:05	00:00:09	00:00:03	00:07:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	12	1	1	5	00:27:57	00:02:09	00:04:27	00:00:32	00:01:41	00:00:08	00:00:10	00:00:07	00:06:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	6	1	1	2	00:28:20	00:04:03	00:15:16	00:00:37	00:00:44	00:00:07	00:00:10	00:00:04	00:03:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
24-08-2018	45	7	0	13	02:35:35	00:03:00	00:12:24	00:00:21	00:05:44	00:00:08	00:00:26	00:00:03	00:23:02	00:00:29	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	15	2	0	2	00:28:03	00:01:39	00:06:37	00:00:21	00:01:45	00:00:07	00:00:22	00:00:03	00:08:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	2	0	0	2	00:06:42	00:03:21	00:05:11	00:01:31	00:00:08	00:00:04	00:00:04	00:00:04	00:00:01	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	5	1	0	2	00:28:29	00:04:45	00:09:06	00:01:17	00:00:39	00:00:08	00:00:09	00:00:06	00:03:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	11	3	0	1	00:49:53	00:03:34	00:08:51	00:00:30	00:01:13	00:00:07	00:00:10	00:00:04	00:06:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	3	0	0	3	00:04:17	00:01:26	00:02:25	00:00:40	00:00:23	00:00:08	00:00:08	00:00:07	00:01:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	9	1	0	3	00:38:11	00:03:49	00:12:24	00:00:26	00:01:36	00:00:11	00:00:26	00:00:05	00:04:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
25-08-2018	15	1	1	5	00:51:00	00:03:11	00:10:06	00:00:42	00:01:32	00:00:06	00:00:12	00:00:03	00:08:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	15	1	1	5	00:51:00	00:03:11	00:10:06	00:00:42	00:01:32	00:00:06	00:00:12	00:00:03	00:08:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
27-08-2018	58	8	4	21	02:46:38	00:02:31	00:09:05	00:00:15	00:05:51	00:00:06	00:00:12	00:00:01	00:23:04	00:00:21	00:00:32	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	19	2	1	4	00:59:04	00:02:49	00:09:05	00:00:21	00:01:44	00:00:05	00:00:12	00:00:01	00:01:15	00:00:04	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	0	0	1	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	16	2	1	4	00:49:48	00:02:46	00:08:48	00:00:15	00:01:21	00:00:05	00:00:08	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
susana.oliveira	9	3	0	7	00:17:19	00:01:27	00:02:28	00:00:35	00:01:06	00:00:07	00:00:12	00:00:03	00:05:45	00:00:29	00:00:30	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	13	1	1	5	00:37:09	00:02:39	00:04:54	00:00:37	00:01:35	00:00:07	00:00:10	00:00:05	00:07:03	00:00:30	00:00:32	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	1	0	0	0	00:03:18	00:03:18	00:03:18	00:03:18	00:00:05	00:00:05	00:00:05	00:00:05	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
28-08-2018	48	3	0	16	02:28:18	00:02:54	00:13:39	00:00:03	00:04:50	00:00:06	00:00:12	00:00:03	00:18:25	00:00:22	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	12	1	0	3	00:30:12	00:02:19	00:05:55	00:00:03	00:01:00	00:00:05	00:00:09	00:00:03	00:06:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	16	1	0	4	00:44:16	00:02:36	00:13:39	00:00:39	00:01:29	00:00:06	00:00:11	00:00:03	00:01:23	00:00:05	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	7	0	0	4	00:14:46	00:02:07	00:05:53	00:00:27	00:00:37	00:00:05	00:00:07	00:00:04	00:03:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	12	1	0	5	00:53:35	00:04:07	00:12:23	00:00:43	00:01:40	00:00:08	00:00:12	00:00:07	00:06:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00

# OneContact Reporting

## Team Detail Daily Report

tania.sobral	1	0	0	0	00:05:29	00:05:29	00:05:29	00:05:29	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
29-08-2018	51	4	2	23	01:51:59	00:02:02	00:06:46	00:00:00	00:04:56	00:00:06	00:00:15	00:00:01	00:19:11	00:00:22	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	14	0	0	5	00:26:14	00:01:52	00:04:49	00:00:10	00:01:21	00:00:06	00:00:09	00:00:03	00:07:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	16	3	1	8	00:39:27	00:02:05	00:06:46	00:00:14	00:01:18	00:00:05	00:00:10	00:00:01	00:01:58	00:00:07	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:06	00:00:06	00:00:06	00:00:11	00:00:11	00:00:11	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	10	0	1	3	00:19:14	00:01:55	00:04:08	00:00:49	00:00:46	00:00:05	00:00:07	00:00:01	00:05:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	9	1	0	7	00:25:42	00:02:34	00:05:38	00:00:29	00:01:20	00:00:09	00:00:15	00:00:07	00:04:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	1	0	0	0	00:01:22	00:01:22	00:01:22	00:01:22	00:00:05	00:00:05	00:00:05	00:00:05	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
30-08-2018	53	6	0	15	02:33:33	00:02:36	00:11:05	00:00:01	00:06:17	00:00:07	00:00:36	00:00:02	00:19:46	00:00:21	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	7	1	0	5	00:11:48	00:01:28	00:03:19	00:00:25	00:00:48	00:00:07	00:00:10	00:00:03	00:03:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	17	3	0	2	00:52:50	00:02:38	00:08:30	00:00:31	00:01:48	00:00:06	00:00:36	00:00:02	00:01:16	00:00:04	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	13	1	0	2	00:28:17	00:02:01	00:04:59	00:00:01	00:01:30	00:00:07	00:00:10	00:00:03	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.oliveira	4	1	0	4	00:12:58	00:02:36	00:04:13	00:00:30	00:00:35	00:00:09	00:00:13	00:00:06	00:02:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	11	0	0	2	00:36:35	00:03:20	00:06:17	00:01:04	00:01:34	00:00:09	00:00:13	00:00:04	00:05:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	1	0	0	0	00:11:05	00:11:05	00:11:05	00:11:05	00:00:02	00:00:02	00:00:02	00:00:02	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
31-08-2018	47	5	3	15	02:06:20	00:02:26	00:07:51	00:00:09	00:05:20	00:00:07	00:00:19	00:00:02	00:18:45	00:00:22	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	9	3	2	3	00:19:05	00:01:35	00:03:55	00:00:13	00:01:09	00:00:08	00:00:19	00:00:03	00:05:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	16	0	1	1	00:44:05	00:02:45	00:06:38	00:00:13	00:01:29	00:00:06	00:00:16	00:00:02	00:01:14	00:00:05	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	9	1	0	2	00:23:35	00:02:22	00:06:50	00:00:09	00:00:58	00:00:06	00:00:09	00:00:04	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.oliveira	7	0	0	5	00:11:43	00:01:40	00:02:59	00:00:13	00:00:59	00:00:08	00:00:12	00:00:06	00:03:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	5	1	0	3	00:25:09	00:04:12	00:07:51	00:01:02	00:00:37	00:00:07	00:00:09	00:00:05	00:03:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	1	0	0	1	00:02:43	00:02:43	00:02:43	00:02:43	00:00:08	00:00:08	00:00:08	00:00:08	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
TOTAL	1243	134	50	408	2.19:40:27	00:02:57	00:23:02	00:00:00	02:19:30	00:00:07	00:00:36	00:00:01	07:46:00	00:00:21	00:00:33	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00