OneContact Reporting

Team Detail Daily Report

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

Team: Algarve

Date / Agent	Handled Interactions	Transfered Interactions	Abandoned Interactions	Rejected Interactions	Talk Time Total	Talk Time Avg	Talk Time Max	Talk Time Min	Ring Time (Handled Interactions) Total	Ring Time Avg	Ring Time Max	Ring Time Min	Wrapup Time Total	Wrapup Time Avg	Wrapup Time Max	Wrapup Time Min	Preview Time Total	Preview Time Avg	Preview Time Max	Preview Time Min
01-12-2018	**8**	**0**	**0**	**5**	**00:42:23**	**00:05:18**	**00:14:26**	**00:01:07**	**00:01:10**	**00:00:09**	**00:00:16**	**00:00:02**	**00:01:08**	**00:00:08**	**00:00:30**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
susana.silva	8	0	0	5	00:42:23	00:05:18	00:14:26	00:01:07	00:01:10	00:00:09	00:00:16	00:00:02	00:01:08	00:00:08	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
03-12-2018	**39**	**1**	**0**	**8**	**02:29:36**	**00:03:44**	**00:14:16**	**00:00:05**	**00:06:02**	**00:00:09**	**00:00:29**	**00:00:02**	**00:10:21**	**00:00:16**	**00:00:31**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
claudia.nunes	19	0	0	2	01:21:09	00:04:16	00:14:16	00:00:05	00:02:55	00:00:09	00:00:29	00:00:02	00:01:01	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	4	0	0	1	00:19:25	00:04:51	00:14:15	00:00:18	00:00:43	00:00:11	00:00:15	00:00:02	00:02:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	16	1	0	5	00:49:02	00:02:53	00:11:29	00:00:39	00:02:24	00:00:09	00:00:14	00:00:02	00:07:20	00:00:26	00:00:31	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00
04-12-2018	**48**	**3**	**0**	**12**	**02:44:30**	**00:03:14**	**00:12:42**	**00:00:14**	**00:07:41**	**00:00:10**	**00:00:19**	**00:00:02**	**00:10:58**	**00:00:13**	**00:00:31**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
claudia.nunes	20	0	0	3	01:13:08	00:03:39	00:08:51	00:00:14	00:03:16	00:00:10	00:00:19	00:00:04	00:00:48	00:00:02	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	0	0	0	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
milena.boto	13	3	0	6	00:36:49	00:02:18	00:06:52	00:00:18	00:01:54	00:00:09	00:00:13	00:00:04	00:06:37	00:00:28	00:00:31	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	15	0	0	2	00:54:33	00:03:38	00:12:42	00:00:19	00:02:31	00:00:10	00:00:13	00:00:02	00:03:33	00:00:14	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
05-12-2018	**38**	**0**	**1**	**8**	**02:39:56**	**00:04:13**	**00:12:04**	**00:00:46**	**00:06:16**	**00:00:10**	**00:00:21**	**00:00:02**	**00:07:42**	**00:00:12**	**00:00:31**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
claudia.nunes	13	0	0	3	01:00:42	00:04:40	00:12:04	00:00:46	00:02:14	00:00:10	00:00:21	00:00:05	00:00:44	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	14	0	0	3	00:46:17	00:03:18	00:07:23	00:00:52	00:02:08	00:00:09	00:00:15	00:00:02	00:04:46	00:00:20	00:00:31	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	11	0	1	2	00:52:57	00:04:49	00:11:40	00:00:48	00:01:54	00:00:10	00:00:13	00:00:05	00:02:12	00:00:12	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
06-12-2018	**26**	**4**	**0**	**4**	**01:38:11**	**00:03:16**	**00:12:27**	**00:00:29**	**00:03:53**	**00:00:09**	**00:00:15**	**00:00:04**	**00:06:50**	**00:00:15**	**00:00:30**	**00:00:01**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
claudia.nunes	8	2	0	0	00:24:33	00:02:27	00:04:13	00:00:29	00:01:18	00:00:10	00:00:15	00:00:04	00:00:11	00:00:01	00:00:02	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	7	0	0	1	00:19:54	00:02:51	00:07:59	00:00:33	00:00:41	00:00:06	00:00:09	00:00:04	00:03:06	00:00:27	00:00:30	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	5	1	0	1	00:11:59	00:02:00	00:04:47	00:00:43	00:00:45	00:00:09	00:00:14	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
susana.silva	6	1	0	2	00:41:45	00:05:58	00:12:27	00:01:54	00:01:09	00:00:12	00:00:14	00:00:10	00:01:03	00:00:10	00:00:30	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00
07-12-2018	**40**	**7**	**0**	**15**	**02:13:27**	**00:02:50**	**00:10:44**	**00:00:15**	**00:05:36**	**00:00:08**	**00:00:14**	**00:00:01**	**00:13:34**	**00:00:19**	**00:00:31**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
claudia.nunes	14	1	0	2	00:43:59	00:02:56	00:10:44	00:00:15	00:02:01	00:00:09	00:00:14	00:00:03	00:01:22	00:00:06	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	7	4	0	1	00:19:49	00:01:48	00:06:41	00:00:21	00:01:03	00:00:09	00:00:11	00:00:07	00:04:52	00:00:29	00:00:31	00:00:21	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	12	1	0	5	00:41:34	00:03:12	00:09:11	00:00:23	00:01:20	00:00:07	00:00:13	00:00:01	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.silva	7	1	0	7	00:28:05	00:03:31	00:09:22	00:00:17	00:01:12	00:00:10	00:00:13	00:00:07	00:01:20	00:00:11	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
08-12-2018	**7**	**1**	**1**	**2**	**01:01:48**	**00:07:44**	**00:16:55**	**00:00:42**	**00:01:36**	**00:00:14**	**00:00:27**	**00:00:05**	**00:00:10**	**00:00:01**	**00:00:05**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
claudia.nunes	7	1	1	2	01:01:48	00:07:44	00:16:55	00:00:42	00:01:36	00:00:14	00:00:27	00:00:05	00:00:10	00:00:01	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10-12-2018	**69**	**5**	**5**	**36**	**03:18:35**	**00:02:41**	**00:13:42**	**00:00:06**	**00:10:37**	**00:00:09**	**00:00:25**	**00:00:01**	**00:22:20**	**00:00:20**	**00:00:30**	**00:00:01**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
jorge.coelho	5	1	0	1	00:01:43	00:00:17	00:00:31	00:00:06	00:00:29	00:00:06	00:00:11	00:00:02	00:01:19	00:00:20	00:00:30	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	26	0	1	26	00:58:46	00:02:16	00:12:28	00:00:06	00:04:44	00:00:11	00:00:25	00:00:01	00:08:00	00:00:20	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	21	2	3	3	00:57:53	00:02:31	00:07:26	00:00:09	00:02:40	00:00:08	00:00:13	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
susana.silva	17	2	1	6	01:20:13	00:04:13	00:13:42	00:00:33	00:02:44	00:00:10	00:00:15	00:00:01	00:02:31	00:00:08	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
11-12-2018	**48**	**6**	**4**	**20**	**02:22:47**	**00:02:39**	**00:08:37**	**00:00:01**	**00:07:14**	**00:00:09**	**00:00:29**	**00:00:00**	**00:15:55**	**00:00:18**	**00:00:31**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
claudia.nunes	11	1	2	5	00:31:54	00:02:40	00:08:37	00:00:28	00:01:33	00:00:08	00:00:15	00:00:00	00:00:10	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	2	0	0	0	00:02:01	00:01:00	00:01:10	00:00:51	00:00:02	00:00:01	00:00:01	00:00:01	00:01:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	17	2	1	3	00:43:54	00:02:19	00:07:12	00:00:04	00:02:56	00:00:10	00:00:29	00:00:05	00:08:28	00:00:28	00:00:31	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	9	1	0	5	00:32:08	00:03:13	00:06:34	00:00:01	00:01:11	00:00:08	00:00:11	00:00:06	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	9	2	1	7	00:32:50	00:02:59	00:06:54	00:00:20	00:01:32	00:00:10	00:00:14	00:00:02	00:01:17	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

Date / Agent																					
12-12-2018	**50**	**6**	**2**	**16**	**02:35:23**	**00:02:46**	**00:11:39**	**00:00:20**	**00:06:11**	**00:00:07**	**00:00:20**	**00:00:02**	**00:12:31**	**00:00:18**	**00:00:31**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
claudia.nunes	11	3	0	3	00:34:44	00:02:29	00:06:42	00:00:20	00:01:20	00:00:07	00:00:20	00:00:02	00:00:43	00:00:04	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	5	1	1	2	00:06:29	00:01:05	00:02:29	00:00:20	00:00:25	00:00:05	00:00:08	00:00:03	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
milena.boto	16	0	0	4	01:09:48	00:04:22	00:11:39	00:00:30	00:02:09	00:00:08	00:00:13	00:00:04	00:05:40	00:00:23	00:00:30	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	15	1	1	5	00:31:55	00:02:00	00:04:29	00:00:25	00:01:43	00:00:07	00:00:12	00:00:03	00:06:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	3	1	0	2	00:12:27	00:03:07	00:08:52	00:00:45	00:00:34	00:00:11	00:00:12	00:00:10	00:00:07	00:00:02	00:00:02	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
13-12-2018	**35**	**3**	**2**	**4**	**01:23:28**	**00:02:12**	**00:09:01**	**00:00:05**	**00:05:06**	**00:00:09**	**00:00:30**	**00:00:02**	**00:10:22**	**00:00:20**	**00:00:30**	**00:00:01**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
claudia.nunes	8	1	0	1	00:24:50	00:02:46	00:06:05	00:00:07	00:01:37	00:00:12	00:00:30	00:00:04	00:00:13	00:00:02	00:00:05	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	4	0	0	0	00:00:49	00:00:12	00:00:18	00:00:06	00:00:14	00:00:04	00:00:06	00:00:02	00:00:32	00:00:16	00:00:30	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	11	1	1	2	00:25:08	00:02:06	00:05:25	00:00:05	00:01:50	00:00:10	00:00:15	00:00:04	00:04:37	00:00:25	00:00:30	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	12	1	1	1	00:32:41	00:02:31	00:09:01	00:00:14	00:01:25	00:00:07	00:00:11	00:00:02	00:05:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
14-12-2018	**77**	**4**	**0**	**26**	**02:01:34**	**00:01:30**	**00:19:57**	**00:00:07**	**00:08:10**	**00:00:06**	**00:00:13**	**00:00:01**	**00:16:49**	**00:00:21**	**00:00:31**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
agente.test	3	0	0	0	00:01:12	00:00:24	00:00:50	00:00:10	00:00:17	00:00:06	00:00:06	00:00:05	00:00:31	00:00:16	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
claudia.nunes	27	1	0	7	00:30:04	00:01:04	00:07:17	00:00:07	00:02:45	00:00:06	00:00:12	00:00:02	00:02:09	00:00:08	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jorge.coelho	6	0	0	5	00:07:30	00:01:15	00:06:13	00:00:10	00:00:29	00:00:05	00:00:11	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	00:00:00
manuela.martins	4	0	0	9	00:00:44	00:00:11	00:00:15	00:00:08	00:00:15	00:00:04	00:00:05	00:00:02	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
milena.boto	21	3	0	1	01:01:20	00:02:33	00:19:57	00:00:09	00:02:30	00:00:07	00:00:13	00:00:01	00:08:09	00:00:27	00:00:31	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	15	0	0	4	00:20:34	00:01:22	00:03:05	00:00:07	00:01:49	00:00:07	00:00:12	00:00:02	00:05:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	1	0	0	0	00:00:10	00:00:10	00:00:10	00:00:10	00:00:05	00:00:05	00:00:05	00:00:05	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
15-12-2018	**8**	**1**	**1**	**5**	**00:32:59**	**00:03:40**	**00:10:33**	**00:00:16**	**00:01:16**	**00:00:10**	**00:00:14**	**00:00:03**	**00:04:30**	**00:00:30**	**00:00:30**	**00:00:30**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
patricia.farinha	8	1	1	5	00:32:59	00:03:40	00:10:33	00:00:16	00:01:16	00:00:10	00:00:14	00:00:03	00:04:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
17-12-2018	**61**	**5**	**1**	**22**	**02:59:33**	**00:02:43**	**00:11:25**	**00:00:03**	**00:09:58**	**00:00:10**	**00:00:41**	**00:00:01**	**00:23:50**	**00:00:22**	**00:00:34**	**00:00:01**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
jorge.coelho	4	1	0	1	00:18:03	00:03:37	00:06:12	00:01:42	00:00:29	00:00:07	00:00:10	00:00:04	00:02:09	00:00:26	00:00:30	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	12	1	1	3	00:38:08	00:02:56	00:08:08	00:00:03	00:01:08	00:00:06	00:00:10	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	00:00:00
patricia.farinha	26	2	0	10	01:18:56	00:02:49	00:11:25	00:00:13	00:03:51	00:00:09	00:00:20	00:00:01	00:12:49	00:00:28	00:00:34	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	19	1	0	8	00:44:26	00:02:13	00:04:17	00:00:03	00:04:30	00:00:14	00:00:41	00:00:06	00:02:22	00:00:07	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
18-12-2018	**47**	**10**	**2**	**10**	**02:28:32**	**00:02:36**	**00:16:04**	**00:00:02**	**00:08:37**	**00:00:11**	**00:00:32**	**00:00:00**	**00:18:46**	**00:00:23**	**00:00:35**	**00:00:01**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
jorge.coelho	5	0	0	1	00:18:59	00:03:48	00:08:31	00:01:29	00:00:31	00:00:06	00:00:12	00:00:01	00:01:30	00:00:18	00:00:30	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	13	0	0	6	00:33:26	00:02:34	00:10:01	00:00:03	00:02:12	00:00:10	00:00:32	00:00:04	00:05:43	00:00:26	00:00:31	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	18	5	1	0	00:26:55	00:01:10	00:09:12	00:00:02	00:03:54	00:00:13	00:00:32	00:00:03	00:10:05	00:00:30	00:00:35	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	11	5	1	3	01:09:12	00:04:20	00:16:04	00:00:19	00:02:00	00:00:11	00:00:20	00:00:00	00:01:28	00:00:07	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
19-12-2018	**42**	**4**	**0**	**10**	**02:26:56**	**00:03:12**	**00:10:49**	**00:00:25**	**00:07:28**	**00:00:11**	**00:00:31**	**00:00:03**	**00:18:04**	**00:00:25**	**00:00:31**	**00:00:01**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
jorge.coelho	1	0	0	1	00:04:38	00:04:38	00:04:38	00:04:38	00:00:31	00:00:31	00:00:31	00:00:31	00:00:07	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	14	1	0	1	00:51:45	00:03:27	00:10:49	00:00:32	00:02:51	00:00:12	00:00:26	00:00:05	00:07:32	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	12	2	0	2	00:47:16	00:03:23	00:07:04	00:00:36	00:01:33	00:00:08	00:00:12	00:00:05	00:05:32	00:00:28	00:00:30	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	7	0	0	4	00:26:09	00:03:44	00:07:52	00:01:51	00:00:51	00:00:07	00:00:13	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	00:00:00
susana.silva	8	1	0	2	00:17:08	00:01:54	00:05:21	00:00:25	00:01:42	00:00:13	00:00:24	00:00:04	00:01:23	00:00:10	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
20-12-2018	**48**	**5**	**1**	**9**	**03:42:48**	**00:04:12**	**00:39:39**	**00:00:00**	**00:09:20**	**00:00:12**	**00:00:51**	**00:00:02**	**00:20:07**	**00:00:25**	**00:00:31**	**00:00:01**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
jorge.coelho	1	0	0	0	00:06:19	00:06:19	00:06:19	00:06:19	00:00:38	00:00:38	00:00:38	00:00:38	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	17	1	1	3	01:03:43	00:03:32	00:09:45	00:00:02	00:04:18	00:00:15	00:00:51	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	00:00:00
milena.boto	10	2	0	2	00:42:55	00:03:35	00:08:48	00:01:05	00:01:31	00:00:09	00:00:25	00:00:04	00:03:48	00:00:23	00:00:30	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	14	0	0	2	01:17:02	00:05:30	00:39:39	00:00:18	00:01:45	00:00:08	00:00:13	00:00:02	00:07:02	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	6	2	0	2	00:32:49	00:04:06	00:14:34	00:00:00	00:01:08	00:00:11	00:00:13	00:00:09	00:00:16	00:00:02	00:00:04	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
21-12-2018	**42**	**2**	**3**	**16**	**02:32:25**	**00:03:28**	**00:12:44**	**00:00:00**	**00:06:29**	**00:00:09**	**00:00:39**	**00:00:01**	**00:16:08**	**00:00:23**	**00:00:30**	**00:00:01**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
jorge.coelho	4	0	0	1	00:16:53	00:04:13	00:05:04	00:02:53	00:00:40	00:00:10	00:00:14	00:00:02	00:01:11	00:00:18	00:00:30	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	13	1	2	8	00:34:47	00:02:29	00:06:20	00:00:02	00:02:01	00:00:09	00:00:39	00:00:01	00:07:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	17	0	1	2	00:54:35	00:03:13	00:09:06	00:00:00	00:02:19	00:00:08	00:00:30	00:00:03	00:06:44	00:00:24	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	8	1	0	5	00:46:10	00:05:08	00:12:44	00:00:37	00:01:29	00:00:11	00:00:19	00:00:08	00:01:13	00:00:09	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

OneContact Reporting

Team Detail Daily Report

22-12-2018	**11**	**1**	**5**	**3**	**00:48:42**	**00:04:04**	**00:09:24**	**00:00:36**	**00:01:42**	**00:00:09**	**00:00:16**	**00:00:02**	**00:05:35**	**00:00:28**	**00:00:30**	**00:00:05**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
manuela.martins	11	1	5	3	00:48:42	00:04:04	00:09:24	00:00:36	00:01:42	00:00:09	00:00:16	00:00:02	00:05:35	00:00:28	00:00:30	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00
24-12-2018	**6**	**0**	**0**	**6**	**00:25:33**	**00:04:16**	**00:10:31**	**00:01:07**	**00:00:51**	**00:00:08**	**00:00:18**	**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**
milena.boto	6	0	0	6	00:25:33	00:04:16	00:10:31	00:01:07	00:00:51	00:00:08	00:00:18	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
26-12-2018	**71**	**6**	**4**	**32**	**03:37:04**	**00:02:49**	**00:07:58**	**00:00:09**	**00:10:43**	**00:00:09**	**00:00:26**	**00:00:01**	**00:25:54**	**00:00:22**	**00:00:31**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
jorge.coelho	3	0	0	2	00:10:21	00:03:27	00:06:06	00:01:52	00:00:32	00:00:11	00:00:17	00:00:03	00:01:08	00:00:23	00:00:31	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	23	2	1	7	01:13:35	00:02:57	00:07:58	00:00:09	00:03:35	00:00:09	00:00:22	00:00:03	00:09:43	00:00:25	00:00:31	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	26	1	2	13	01:05:37	00:02:26	00:07:26	00:00:28	00:02:55	00:00:07	00:00:14	00:00:01	00:13:02	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	19	3	1	10	01:07:31	00:03:04	00:07:25	00:00:21	00:03:41	00:00:12	00:00:26	00:00:06	00:02:01	00:00:06	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
27-12-2018	**67**	**9**	**1**	**11**	**04:10:30**	**00:03:18**	**00:20:03**	**00:00:01**	**00:11:53**	**00:00:11**	**00:00:41**	**00:00:01**	**00:25:05**	**00:00:22**	**00:00:31**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
claudia.nunes	9	2	0	2	00:28:52	00:02:37	00:05:25	00:00:24	00:01:33	00:00:10	00:00:13	00:00:06	00:00:08	00:00:01	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	10	2	1	0	00:32:45	00:02:44	00:08:59	00:00:14	00:01:33	00:00:09	00:00:23	00:00:04	00:05:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	12	3	0	3	01:10:55	00:04:44	00:20:03	00:00:25	00:01:33	00:00:08	00:00:12	00:00:04	00:05:39	00:00:24	00:00:30	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	23	1	0	2	00:47:14	00:01:58	00:04:42	00:00:01	00:04:50	00:00:13	00:00:41	00:00:01	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.silva	13	1	0	4	01:10:44	00:05:03	00:09:15	00:00:10	00:02:24	00:00:11	00:00:21	00:00:05	00:02:16	00:00:10	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
28-12-2018	**51**	**5**	**1**	**15**	**03:10:27**	**00:03:24**	**00:17:39**	**00:00:04**	**00:07:42**	**00:00:09**	**00:00:23**	**00:00:01**	**00:16:02**	**00:00:18**	**00:00:31**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
claudia.nunes	10	0	0	3	00:42:55	00:04:18	00:17:39	00:00:30	00:01:37	00:00:10	00:00:15	00:00:01	00:00:37	00:00:04	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
milena.boto	12	2	0	6	00:39:49	00:02:51	00:07:52	00:00:04	00:01:34	00:00:08	00:00:12	00:00:02	00:05:09	00:00:24	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	15	2	1	4	00:51:45	00:03:03	00:06:42	00:00:21	00:01:57	00:00:08	00:00:14	00:00:02	00:08:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.silva	14	1	0	2	00:55:58	00:03:44	00:13:40	00:00:13	00:02:34	00:00:11	00:00:23	00:00:03	00:02:15	00:00:10	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
30-12-2018	**0**	**0**	**0**	**4**	**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**
agente.test	0	0	0	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
jorge.coelho	0	0	0	3	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
31-12-2018	**19**	**4**	**3**	**12**	**01:33:30**	**00:04:04**	**00:12:00**	**00:00:17**	**00:02:51**	**00:00:09**	**00:00:23**	**00:00:01**	**00:06:37**	**00:00:19**	**00:00:30**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
claudia.nunes	7	2	1	5	00:30:48	00:03:25	00:07:07	00:00:17	00:01:24	00:00:12	00:00:23	00:00:08	00:00:07	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
manuela.martins	6	1	1	1	00:30:35	00:04:22	00:10:58	00:00:28	00:00:53	00:00:09	00:00:11	00:00:06	00:03:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
patricia.farinha	6	1	1	6	00:32:07	00:04:35	00:12:00	00:00:24	00:00:34	00:00:06	00:00:12	00:00:01	00:03:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
TOTAL	**958**	**92**	**37**	**311**	**2.05:40:37**	**00:03:04**	**00:39:39**	**00:00:00**	**02:28:22**	**00:00:09**	**00:00:51**	**00:00:00**	**05:12:18**	**00:00:20**	**00:00:35**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**