

OneContact Reporting

Service Performance Report

Service: GrdRealVillaltalia, HotelRealPalacio, HotelRealOeiras, HotelRealParque, RealResidencia, MaximeHotel

			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
01-12-2018		16	8	🟡	50.0%	5	🔴	31.3%	3	🔴	18.8%	00:00:15	00:00:09	00:15:50	00:06:09	00:00:36	00:00:13
GrdRealVillaltalia		10	5	🟡	50.0%	3	🔴	30.0%	2	🔴	20.0%	00:00:10	00:00:08	00:15:50	00:06:32	00:00:38	00:00:14
	09:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:09	00:00:09	00:06:56	00:06:56	00:00:10	00:00:10
	11:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:08	00:15:50	00:15:50	00:00:26	00:00:26
	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	00:00:41	00:00:00
	15:00:00	5	2	🔴	40.0%	1	🔴	20.0%	2	🔴	40.0%	00:00:10	00:00:07	00:05:51	00:04:42	00:00:27	00:00:09
	16:00:00	2	1	🟡	50.0%	1	🔴	50.0%	0	🟢	0.0%	00:00:10	00:00:07	00:00:33	00:00:33	00:01:23	00:00:17
HotelRealOeiras		2	1	🟡	50.0%	1	🔴	50.0%	0	🟢	0.0%	00:00:15	00:00:14	00:03:35	00:03:35	00:01:04	00:00:13
	15:00:00	1	0	🔴	0.0%	1	🔴	100.0%	0	🟢	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:56	00:00:00
	16:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:13	00:00:13	00:03:35	00:03:35	00:00:13	00:00:13
HotelRealPalacio		2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:11	00:00:10	00:11:03	00:06:28	00:00:10	00:00:10
	14:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:11	00:00:11	00:11:03	00:11:03	00:00:11	00:00:11
	15:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:10	00:01:53	00:01:53	00:00:10	00:00:10
HotelRealParque		1	0	🔴	0.0%	1	🔴	100.0%	0	🟢	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:38	00:00:00
	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	00:00:38	00:00:00
MaximeHotel		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
	15:00:00	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
03-12-2018		96	77	🟡	80.2%	6	🟢	6.3%	13	🟡	13.5%	00:00:15	00:00:09	00:12:46	00:02:45	00:00:27	00:00:19
GrdRealVillaltalia		24	19	🟡	79.2%	1	🟢	4.2%	4	🔴	16.7%	00:00:10	00:00:07	00:10:22	00:03:00	00:00:16	00:00:10
	09:00:00	5	2	🔴	40.0%	1	🔴	20.0%	2	🔴	40.0%	00:00:10	00:00:07	00:10:22	00:06:04	00:00:37	00:00:06
	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	00:00:10	00:00:00
	11:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:06	00:02:58	00:02:11	00:00:06	00:00:06
	12:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:08	00:06:33	00:03:48	00:00:12	00:00:12
	13:00:00	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
	14:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:07	00:03:37	00:01:55	00:00:09	00:00:09
	15:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:07	00:01:07	00:01:07	00:00:16	00:00:16
	16:00:00	5	4	🟡	80.0%	0	🟢	0.0%	1	🔴	20.0%	00:00:10	00:00:08	00:03:51	00:01:53	00:00:14	00:00:17
	17:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:06	00:07:04	00:05:06	00:00:09	00:00:09
HotelRealOeiras		35	30	🟢	85.7%	2	🟢	5.7%	3	🟢	8.6%	00:00:15	00:00:09	00:12:46	00:03:03	00:00:35	00:00:29
	09:00:00	7	4	🟡	57.1%	2	🔴	28.6%	1	🟡	14.3%	00:00:15	00:00:09	00:08:03	00:04:32	00:00:54	00:00:12
	10:00:00	8	6	🟡	75.0%	0	🟢	0.0%	2	🔴	25.0%	00:00:15	00:00:10	00:12:46	00:05:19	00:00:18	00:00:21
	11:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:11	00:03:11	00:02:22	00:00:22	00:00:22
	12:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:06	00:00:04	00:07:00	00:03:33	00:00:04	00:00:04
	13:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:11	00:02:16	00:01:24	00:00:18	00:00:18
	14:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:10	00:01:38	00:01:10	00:00:15	00:00:15
	15:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:11	00:01:30	00:01:12	00:00:17	00:00:17
	16:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:13	00:00:13	00:01:45	00:01:45	00:00:13	00:00:13
	17:00:00	5	5	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:07	00:06:03	00:02:41	00:01:35	00:01:35
	18:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:08	00:00:55	00:00:55	00:00:23	00:00:23
HotelRealPalacio		19	15	🟡	78.9%	1	🟢	5.3%	3	🔴	15.8%	00:00:15	00:00:09	00:11:35	00:02:29	00:00:18	00:00:14
	09:00:00	2	1	🟡	50.0%	0	🟢	0.0%	1	🔴	50.0%	00:00:04	00:00:04	00:01:20	00:01:20	00:00:04	00:00:04

OneContact Reporting

Service Performance Report

	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:00	00:01:18	00:00:08	00:00:08
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:03:19	00:01:21	00:00:06	00:00:06
	13:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:46	00:01:46	00:00:58	00:00:06
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:53	00:01:46	00:00:50	00:00:50
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:11:35	00:04:44	00:00:08	00:00:08
	17:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:15	00:00:10	00:03:40	00:03:40	00:00:12	00:00:22
HotelRealParque		17	12	⚠	70.6%	2	⚠	11.8%	3	✖	17.6%	00:00:15	00:00:08	00:04:55	00:01:48	00:00:35	00:00:15
	09:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:04:57	00:00:00
	10:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:15	00:00:09	00:01:09	00:00:52	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	00:04:55	00:03:05	00:00:07	00:00:07
	12:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:03:13	00:01:42	00:00:07	00:00:07
	14:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:10	00:01:03	00:01:03	00:00:36	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:05	00:01:05	00:01:23	00:01:23
MaximeHotel		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:26	00:04:26	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:26	00:04:26	00:00:08	00:00:08
04-12-2018		58	54	✔	93.1%	1	✔	1.7%	3	✔	5.2%	00:00:15	00:00:09	00:08:22	00:02:34	00:00:20	00:00:21
GrdRealVillaltalia		18	17	✔	94.4%	0	✔	0.0%	1	✔	5.6%	00:00:10	00:00:08	00:08:22	00:02:38	00:00:38	00:00:40
	10:00:00	6	5	⚠	83.3%	0	✔	0.0%	1	✖	16.7%	00:00:10	00:00:06	00:04:03	00:01:51	00:01:27	00:01:43
	11:00:00	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
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:21	00:03:14	00:00:20	00:00:20
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:30	00:00:30	00:00:09	00:00:09
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:05:08	00:02:46	00:00:11	00:00:11
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:08:22	00:08:22	00:00:17	00:00:17
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:01:50	00:01:50	00:00:14	00:00:14
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:04	00:01:04	00:00:09	00:00:09
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:03	00:03:03	00:00:10	00:00:10
HotelRealOeiras		14	13	✔	92.9%	0	✔	0.0%	1	✔	7.1%	00:00:15	00:00:09	00:05:09	00:02:35	00:00:09	00:00:09
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:09	00:04:08	00:03:54	00:00:11	00:00:14
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:02:58	00:01:35	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:03:36	00:02:15	00:00:06	00:00:06
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:04:51	00:03:28	00:00:06	00:00:06
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:22	00:02:22	00:00:13	00:00:13
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:33	00:00:33	00:00:09	00:00:09
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:05:09	00:05:09	00:00:06	00:00:06
HotelRealPalacio		10	9	✔	90.0%	0	✔	0.0%	1	⚠	10.0%	00:00:15	00:00:09	00:03:37	00:02:04	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	00:02:53	00:01:53	00:00:15	00:00:15
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:02:23	00:01:48	00:00:10	00:00:10
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:04	00:01:56	00:00:16	00:00:16
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:44	00:02:44	00:00:10	00:00:10
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:03:37	00:02:20	00:00:06	00:00:06
	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	00:00:07	00:00:00
HotelRealParque		15	14	✔	93.3%	1	✔	6.7%	0	✔	0.0%	00:00:15	00:00:10	00:06:06	00:02:52	00:00:17	00:00:17
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:25	00:00:33	00:00:28	00:00:28
	10:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:27	00:03:27	00:00:20	00:00:26
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:02:32	00:02:32	00:00:15	00:00:15
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:16	00:04:08	00:00:16	00:00:16
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:05:57	00:03:22	00:00:09	00:00:09
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:19	00:02:53	00:00:13	00:00:13

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	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:06	00:06:06	00:00:08	00:00:08
MaximeHotel		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:25	00:01:25	00:00:09	00:00:09
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:25	00:01:25	00:00:09	00:00:09
05-12-2018		82	71	✔	86.6%	4	✔	4.9%	7	✔	8.5%	00:00:16	00:00:09	00:11:48	00:03:23	00:00:21	00:00:18
GrdRealVillaltalia		27	24	✔	88.9%	0	✔	0.0%	3	⚠	11.1%	00:00:10	00:00:08	00:11:33	00:03:14	00:00:17	00:00:18
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:10	00:00:06	00:02:51	00:02:12	00:00:12	00:00:15
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:58	00:01:51	00:00:37	00:00:37
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:07:52	00:02:55	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	00:00:59	00:00:59	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	00:01:16	00:01:16	00:00:05	00:00:05
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:04:14	00:02:52	00:00:18	00:00:18
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:09:17	00:09:17	00:00:05	00:00:05
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:08:46	00:05:14	00:00:36	00:00:36
	17:00:00	6	4	⚠	66.7%	0	✔	0.0%	2	✖	33.3%	00:00:10	00:00:08	00:11:33	00:04:35	00:00:13	00:00:13
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:18	00:01:18	00:00:08	00:00:08
HotelRealOeiras		11	9	⚠	81.8%	0	✔	0.0%	2	✖	18.2%	00:00:15	00:00:09	00:11:48	00:04:45	00:00:11	00:00:11
	10:00:00	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
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:48	00:01:48	00:00:09	00:00:09
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:00:59	00:00:59	00:00:14	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:06:29	00:06:29	00:00:05	00:00:05
	14:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:15	00:00:08	00:01:24	00:01:24	00:00:12	00:00:17
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:11:48	00:08:08	00:00:08	00:00:08
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:07:41	00:07:38	00:00:18	00:00:18
HotelRealPalacio		27	24	✔	88.9%	3	⚠	11.1%	0	✔	0.0%	00:00:15	00:00:10	00:08:55	00:03:24	00:00:35	00:00:22
	10:00:00	5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:51	00:03:33	00:00:52	00:00:34
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:06	00:01:06	00:00:24	00:00:24
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:31	00:00:31	00:00:09	00:00:09
	13:00:00	7	6	✔	85.7%	1	⚠	14.3%	0	✔	0.0%	00:00:15	00:00:09	00:08:55	00:04:40	00:00:33	00:00:38
	14:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:08	00:04:08	00:02:16	00:00:07
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:02:59	00:02:06	00:00:11	00:00:11
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:04:41	00:04:19	00:00:07	00:00:07
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:05:25	00:02:58	00:00:06	00:00:06
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:36	00:02:53	00:00:25	00:00:25
HotelRealParque		11	10	✔	90.9%	0	✔	0.0%	1	✔	9.1%	00:00:16	00:00:10	00:05:25	00:02:51	00:00:15	00:00:16
	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	00:00:05	00:00:00
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:46	00:00:46	00:00:06	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:36	00:01:36	00:00:09	00:00:09
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:05:25	00:03:30	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	00:04:50	00:04:50	00:00:26	00:00:26
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:13	00:03:22	00:02:24	00:00:40	00:00:40
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:04:10	00:04:10	00:00:04	00:00:04
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:04:42	00:02:40	00:00:08	00:00:08
MaximeHotel		4	2	⚠	50.0%	1	✖	25.0%	1	✖	25.0%	00:00:15	00:00:07	00:05:31	00:03:48	00:00:11	00:00:13
	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	00:00:10	00:00:00
	14:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:08	00:02:05	00:02:05	00:00:12	00:00:17
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:04	00:05:31	00:05:31	00:00:09	00:00:09
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:01:37	00:01:26	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:15	00:01:15	00:00:08	00:00:08

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	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:37	00:01:37	00:00:11	00:00:11
06-12-2018		63	58	✔	92.1%	3	✔	4.8%	2	✔	3.2%	00:00:15	00:00:10	00:11:24	00:02:43	00:00:21	00:00:19
GrdRealVillaltalia		17	16	✔	94.1%	0	✔	0.0%	1	✔	5.9%	00:00:10	00:00:08	00:11:24	00:03:18	00:00:16	00:00:16
	09:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:29	00:02:02	00:00:22	00:00:22
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:01:24	00:01:24	00:00:03	00:00:03
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:03	00:03:03	00:00:19	00:00:19
	14:00:00	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
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:04:09	00:02:40	00:00:12	00:00:12
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:11:24	00:06:27	00:00:18	00:00:18
	17:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:05	00:00:05	00:02:53	00:02:53	00:00:16	00:00:05
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:47	00:03:29	00:00:19	00:00:19
HotelRealOeiras		19	17	✔	89.5%	1	✔	5.3%	1	✔	5.3%	00:00:15	00:00:09	00:06:36	00:02:37	00:00:20	00:00:18
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:40	00:00:40	00:00:09	00:00:09
	10:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:15	00:00:08	00:03:45	00:02:19	00:00:18	00:00:21
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:06:36	00:03:56	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:05:34	00:03:38	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	00:01:39	00:01:39	00:00:09	00:00:09
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:17	00:01:05	00:00:16	00:00:16
	17:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:12	00:04:48	00:02:42	00:00:55	00:00:53
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:06:04	00:03:55	00:00:11	00:00:11
HotelRealPalacio		14	13	✔	92.9%	1	✔	7.1%	0	✔	0.0%	00:00:15	00:00:11	00:05:20	00:02:50	00:00:25	00:00:25
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:16	00:01:16	00:02:06	00:02:06
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:44	00:02:44	00:00:13	00:00:13
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:20	00:05:20	00:00:24	00:00:24
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:38	00:03:38	00:00:10	00:00:10
	13:00:00	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
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:53	00:02:00	00:00:17	00:00:17
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:05:08	00:04:31	00:00:32	00:00:32
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:27	00:03:07	00:00:08	00:00:08
	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	00:00:18	00:00:00
HotelRealParque		9	8	✔	88.9%	1	⚠	11.1%	0	✔	0.0%	00:00:15	00:00:11	00:03:09	00:01:36	00:00:34	00:00:18
	09:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:41	00:00:00
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:45	00:01:38	00:00:26	00:00:26
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:01:28	00:00:52	00:00:10	00:00:10
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:03:09	00:03:09	00:00:12	00:00:12
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:46	00:02:46	00:00:25	00:00:25
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:58	00:00:58	00:00:23	00:00:23
	18:00:00	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
RealResidencia		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:42	00:02:37	00:00:12	00:00:12
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:42	00:04:42	00:00:07	00:00:07
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:02:46	00:02:46	00:00:28	00:00:28
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:08	00:01:30	00:00:07	00:00:07
07-12-2018		97	52	⚠	53.6%	5	✔	5.2%	40	✖	41.2%	00:00:15	00:00:10	00:14:21	00:02:57	00:00:20	00:00:17
GrdRealVillaltalia		20	9	✖	45.0%	2	⚠	10.0%	9	✖	45.0%	00:00:10	00:00:08	00:08:45	00:03:09	00:00:16	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:24	00:01:24	00:00:15	00:00:15
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:03:36	00:02:44	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	00:08:45	00:04:58	00:00:11	00:00:11
	14:00:00	7	0	✖	0.0%	2	✖	28.6%	5	✖	71.4%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:26	00:00:00

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	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:02:27	00:02:27	00:00:17	00:00:17
	16:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:01:16	00:01:16	00:00:09	00:00:09
	17:00:00	5	1	✖ 20.0%	0	✔ 0.0%	4	✖ 80.0%	00:00:10	00:00:08	00:02:57	00:02:57	00:00:11	00:00:17
HotelRealOeiras		27	17	⚠ 63.0%	1	✔ 3.7%	9	✖ 33.3%	00:00:15	00:00:10	00:03:51	00:01:45	00:00:21	00:00:18
	09:00:00	3	1	✖ 33.3%	0	✔ 0.0%	2	✖ 66.7%	00:00:15	00:00:10	00:01:03	00:01:03	00:00:39	00:01:43
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:03	00:00:03	00:02:05	00:02:05	00:00:03	00:00:03
	11:00:00	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
	12:00:00	5	5	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:08	00:03:51	00:01:45	00:00:17	00:00:17
	13:00:00	6	3	⚠ 50.0%	1	✖ 16.7%	2	✖ 33.3%	00:00:15	00:00:12	00:03:20	00:01:48	00:00:37	00:00:12
	14:00:00	3	2	⚠ 66.7%	0	✔ 0.0%	1	✖ 33.3%	00:00:08	00:00:08	00:03:32	00:02:24	00:00:13	00:00:08
	15:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:09	00:03:39	00:01:49	00:00:10	00:00:10
	16:00:00	5	1	✖ 20.0%	0	✔ 0.0%	4	✖ 80.0%	00:00:15	00:00:10	00:01:27	00:01:27	00:00:12	00:00:21
	17:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:01:37	00:01:37	00:00:08	00:00:08
	18:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:14	00:00:14	00:00:57	00:00:57	00:00:14	00:00:14
HotelRealPalacio		19	9	✖ 47.4%	1	✔ 5.3%	9	✖ 47.4%	00:00:15	00:00:10	00:09:19	00:02:51	00:00:31	00:00:32
	09:00:00	2	1	⚠ 50.0%	1	✖ 50.0%	0	✔ 0.0%	00:00:15	00:00:12	00:03:10	00:03:10	00:02:09	00:00:35
	11:00:00	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
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:09:19	00:09:19	00:00:09	00:00:09
	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	00:00:07	00:00:00
	14:00:00	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
	15:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:09	00:02:21	00:01:34	00:00:14	00:00:14
	16:00:00	7	2	✖ 28.6%	0	✔ 0.0%	5	✖ 71.4%	00:00:15	00:00:08	00:04:49	00:03:22	00:00:11	00:00:13
	17:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:11	00:00:43	00:00:43	00:02:33	00:02:33
	18:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:11	00:01:54	00:01:20	00:00:16	00:00:16
HotelRealParque		21	11	⚠ 52.4%	1	✔ 4.8%	9	✖ 42.9%	00:00:15	00:00:11	00:06:32	00:03:09	00:00:20	00:00:14
	09:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:11	00:00:54	00:00:54	00:00:35	00:00:35
	10:00:00	2	1	⚠ 50.0%	0	✔ 0.0%	1	✖ 50.0%	00:00:11	00:00:11	00:04:50	00:04:50	00:00:10	00:00:11
	11:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:03:10	00:02:34	00:00:17	00:00:17
	12:00:00	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
	13:00:00	2	0	✖ 0.0%	0	✔ 0.0%	2	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	14:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:05	00:00:05	00:03:10	00:03:10	00:00:05	00:00:05
	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:06:13	00:06:13	00:00:09	00:00:09
	16:00:00	5	2	✖ 40.0%	1	✖ 20.0%	2	✖ 40.0%	00:00:15	00:00:14	00:06:32	00:04:22	00:00:38	00:00:12
	17:00:00	4	0	✖ 0.0%	0	✔ 0.0%	4	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:19	00:00:00
	18:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:06	00:01:38	00:01:38	00:00:07	00:00:07
MaximeHotel		8	4	⚠ 50.0%	0	✔ 0.0%	4	✖ 50.0%	00:00:15	00:00:08	00:05:23	00:02:35	00:00:09	00:00:10
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:06	00:05:23	00:05:23	00:00:06	00:00:06
	17:00:00	5	3	⚠ 60.0%	0	✔ 0.0%	2	✖ 40.0%	00:00:15	00:00:08	00:03:12	00:01:39	00:00:10	00:00:12
	18:00:00	2	0	✖ 0.0%	0	✔ 0.0%	2	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
RealResidencia		2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:05	00:00:04	00:14:21	00:12:42	00:00:04	00:00:04
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:03	00:00:03	00:14:21	00:14:21	00:00:03	00:00:03
	14:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:05	00:00:05	00:11:02	00:11:02	00:00:05	00:00:05
08-12-2018		14	8	⚠ 57.1%	1	✔ 7.1%	5	✖ 35.7%	00:00:15	00:00:08	00:04:38	00:02:52	00:00:17	00:00:12
GrdRealVillaltalia		4	4	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:07	00:04:01	00:02:53	00:00:12	00:00:12
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:06	00:04:01	00:04:01	00:00:26	00:00:26
	11:00:00	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
	13:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:03:33	00:03:33	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	00:03:17	00:03:17	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

HotelRealOeiras		2	1	🟡	50.0%	1	🔴	50.0%	0	🟢	0.0%	00:00:15	00:00:11	00:03:31	00:03:31	00:01:06	00:00:26
	11:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:10	00:03:31	00:03:31	00:00:26	00:00:26
	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	00:01:47	00:00:00
HotelRealPalacio		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
	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	00:00:04	00:00:00
HotelRealParque		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
	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	00:00:09	00:00:00
	13:00:00	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
MaximeHotel		2	1	🟡	50.0%	0	🟢	0.0%	1	🔴	50.0%	00:00:05	00:00:05	00:01:11	00:01:11	00:00:07	00:00:05
	11:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:05	00:00:05	00:01:11	00:01:11	00:00:05	00:00:05
	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	00:00:09	00:00:00
RealResidencia		2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:09	00:04:38	00:03:19	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	00:04:38	00:04:38	00:00:08	00:00:08
	13:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:10	00:02:00	00:02:00	00:00:10	00:00:10
10-12-2018		95	64	🟡	67.4%	6	🟢	6.3%	25	🔴	26.3%	00:00:16	00:00:09	00:13:17	00:03:14	00:00:25	00:00:18
GrdRealVillaltalia		31	16	🟡	51.6%	2	🟢	6.5%	13	🔴	41.9%	00:00:10	00:00:07	00:09:36	00:03:42	00:00:24	00:00:19
	09:00:00	3	1	🔴	33.3%	0	🟢	0.0%	2	🔴	66.7%	00:00:10	00:00:06	00:07:02	00:07:02	00:00:09	00:00:17
	10:00:00	6	0	🔴	0.0%	0	🟢	0.0%	6	🔴	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	13:00:00	6	3	🟡	50.0%	1	🔴	16.7%	2	🔴	33.3%	00:00:10	00:00:08	00:08:58	00:04:16	00:00:44	00:00:17
	14:00:00	6	4	🟡	66.7%	0	🟢	0.0%	2	🔴	33.3%	00:00:10	00:00:08	00:06:03	00:03:24	00:00:14	00:00:17
	15:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:06	00:04:42	00:02:04	00:00:28	00:00:28
	16:00:00	4	2	🟡	50.0%	1	🔴	25.0%	1	🔴	25.0%	00:00:10	00:00:08	00:08:49	00:05:25	00:00:46	00:00:15
	17:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:09	00:09:36	00:04:57	00:00:13	00:00:13
HotelRealOeiras		25	19	🟡	76.0%	3	🟡	12.0%	3	🟡	12.0%	00:00:15	00:00:09	00:09:10	00:02:22	00:00:34	00:00:17
	10:00:00	5	3	🟡	60.0%	1	🔴	20.0%	1	🔴	20.0%	00:00:15	00:00:08	00:09:10	00:03:30	00:00:48	00:00:21
	11:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:09	00:05:04	00:02:50	00:00:13	00:00:13
	12:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:03	00:00:03	00:05:40	00:05:40	00:00:03	00:00:03
	13:00:00	4	0	🔴	0.0%	2	🔴	50.0%	2	🔴	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:30	00:00:00
	14:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:04	00:00:04	00:00:50	00:00:50	00:00:04	00:00:04
	15:00:00	6	6	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:09	00:03:59	00:01:34	00:00:26	00:00:26
	16:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:05	00:00:04	00:01:02	00:00:56	00:00:05	00:00:05
	17:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:06	00:04:41	00:02:56	00:00:06	00:00:06
	18:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:14	00:02:12	00:02:12	00:00:27	00:00:27
HotelRealPalacio		21	15	🟡	71.4%	1	🟢	4.8%	5	🔴	23.8%	00:00:15	00:00:09	00:11:24	00:03:13	00:00:20	00:00:14
	10:00:00	7	2	🔴	28.6%	0	🟢	0.0%	5	🔴	71.4%	00:00:10	00:00:09	00:11:24	00:08:08	00:00:23	00:00:42
	13:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:09	00:02:28	00:02:14	00:00:13	00:00:13
	14:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:12	00:00:12	00:06:40	00:06:40	00:00:11	00:00:11
	15:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:10	00:04:23	00:02:22	00:00:14	00:00:14
	16:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:09	00:00:07	00:03:50	00:02:40	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	00:01:24	00:01:24	00:00:07	00:00:07
	18:00:00	5	4	🟡	80.0%	1	🔴	20.0%	0	🟢	0.0%	00:00:15	00:00:08	00:05:51	00:02:03	00:00:33	00:00:07
HotelRealParque		11	8	🟡	72.7%	0	🟢	0.0%	3	🔴	27.3%	00:00:16	00:00:10	00:13:17	00:03:06	00:00:24	00:00:30
	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	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:09	00:13:17	00:04:41	00:00:46	00:00:46
	12:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:16	00:00:12	00:01:40	00:01:40	00:00:25	00:00:25
	13:00:00	3	1	🔴	33.3%	0	🟢	0.0%	2	🔴	66.7%	00:00:15	00:00:10	00:05:21	00:05:21	00:00:13	00:00:21
	14:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:12	00:00:12	00:02:16	00:02:16	00:00:12	00:00:12
	15:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:11	00:00:29	00:00:29	00:00:37	00:00:37

OneContact Reporting

Service Performance Report

	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	00:00:06	00:00:00
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:01:02	00:01:02	00:00:08	00:00:08
MaximeHotel		1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:12	00:00:25	00:00:25	00:00:12	00:00:12
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:12	00:00:25	00:00:25	00:00:12	00:00:12
RealResidencia		6	5	⚠️	83.3%	0	✅	0.0%	1	❌	16.7%	00:00:15	00:00:10	00:07:22	00:05:44	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	00:04:21	00:04:21	00:00:12	00:00:12
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:07:05	00:04:55	00:00:08	00:00:08
	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	00:00:09	00:00:00
	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%	00:00:10	00:00:10	00:07:22	00:07:22	00:00:25	00:00:25
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:07:08	00:07:08	00:00:08	00:00:08
11-12-2018		73	50	⚠️	68.5%	11	❌	15.1%	12	❌	16.4%	00:00:15	00:00:10	00:22:07	00:03:29	00:00:30	00:00:21
GrdRealVillaltalia		23	13	⚠️	56.5%	2	✅	8.7%	8	❌	34.8%	00:00:10	00:00:07	00:06:46	00:02:39	00:00:14	00:00:17
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:01:01	00:01:01	00:00:08	00:00:08
	10:00:00	2	1	⚠️	50.0%	1	❌	50.0%	0	✅	0.0%	00:00:10	00:00:08	00:04:03	00:04:03	00:00:20	00:00:33
	11:00:00	3	2	⚠️	66.7%	1	❌	33.3%	0	✅	0.0%	00:00:09	00:00:07	00:05:33	00:02:22	00:00:08	00:00:08
	13:00:00	4	1	❌	25.0%	0	✅	0.0%	3	❌	75.0%	00:00:07	00:00:07	00:06:46	00:06:46	00:00:11	00:00:07
	14:00:00	6	5	⚠️	83.3%	0	✅	0.0%	1	❌	16.7%	00:00:10	00:00:07	00:04:36	00:02:40	00:00:19	00:00:22
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:02:47	00:01:49	00:00:12	00:00:12
	16:00:00	3	1	❌	33.3%	0	✅	0.0%	2	❌	66.7%	00:00:10	00:00:08	00:01:07	00:01:07	00:00:14	00:00:26
	17:00:00	2	0	❌	0.0%	0	✅	0.0%	2	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
HotelRealOeiras		16	10	⚠️	62.5%	6	❌	37.5%	0	✅	0.0%	00:00:15	00:00:12	00:10:21	00:04:21	00:01:11	00:00:18
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:03:40	00:03:40	00:00:10	00:00:10
	10:00:00	2	1	⚠️	50.0%	1	❌	50.0%	0	✅	0.0%	00:00:15	00:00:14	00:05:34	00:05:34	00:00:26	00:00:12
	12:00:00	2	1	⚠️	50.0%	1	❌	50.0%	0	✅	0.0%	00:00:15	00:00:14	00:06:24	00:06:24	00:00:50	00:00:10
	13:00:00	3	0	❌	0.0%	3	❌	100.0%	0	✅	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:03:54	00:00:00
	14:00:00	6	5	⚠️	83.3%	1	❌	16.7%	0	✅	0.0%	00:00:15	00:00:10	00:10:21	00:03:26	00:00:38	00:00:23
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:01:24	00:01:24	00:00:23	00:00:23
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:12	00:09:14	00:09:14	00:00:12	00:00:12
HotelRealPalacio		18	15	⚠️	83.3%	1	✅	5.6%	2	⚠️	11.1%	00:00:15	00:00:10	00:22:07	00:04:51	00:00:16	00:00:17
	09:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:08:44	00:04:23	00:00:25	00:00:25
	12:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:06:10	00:04:38	00:00:19	00:00:19
	13:00:00	3	1	❌	33.3%	0	✅	0.0%	2	❌	66.7%	00:00:09	00:00:09	00:05:01	00:05:01	00:00:10	00:00:09
	14:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:22:07	00:06:35	00:00:14	00:00:14
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:08	00:01:04	00:00:51	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	00:06:09	00:06:09	00:00:25	00:00:25
	18:00:00	1	0	❌	0.0%	1	❌	100.0%	0	✅	0.0%	00:00:15	00:00:10	00:00:00	00:00:00	00:00:19	00:00:00
HotelRealParque		13	10	⚠️	76.9%	1	✅	7.7%	2	❌	15.4%	00:00:15	00:00:10	00:05:39	00:02:05	00:00:29	00:00:35
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:14	00:03:54	00:03:54	00:00:14	00:00:14
	11:00:00	2	1	⚠️	50.0%	1	❌	50.0%	0	✅	0.0%	00:00:10	00:00:10	00:01:13	00:01:13	00:00:10	00:00:10
	12:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:05:39	00:03:37	00:00:18	00:00:18
	13:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:06	00:02:10	00:01:52	00:00:06	00:00:06
	14:00:00	2	0	❌	0.0%	0	✅	0.0%	2	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	16:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:00:45	00:00:21	00:01:27	00:01:27
MaximeHotel		1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:14	00:00:14	00:00:14	00:00:28	00:00:28
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:14	00:00:14	00:00:14	00:00:28	00:00:28
RealResidencia		2	1	⚠️	50.0%	1	❌	50.0%	0	✅	0.0%	00:00:15	00:00:12	00:04:34	00:04:34	00:00:30	00:00:23
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:04:34	00:04:34	00:00:23	00:00:23

OneContact Reporting

Service Performance Report

	18:00:00	1	0	✖ 0.0%	1	✖ 100.0%	0	✔ 0.0%	00:00:15	00:00:12	00:00:00	00:00:00	00:00:36	00:00:00
12-12-2018		96	73	⚠ 76.0%	9	✔ 9.4%	14	⚠ 14.6%	00:00:16	00:00:10	00:36:14	00:03:59	00:00:27	00:00:23
GrdRealVillaltalia		13	12	✔ 92.3%	0	✔ 0.0%	1	✔ 7.7%	00:00:10	00:00:09	00:36:14	00:06:35	00:00:22	00:00:24
	10:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:05:00	00:04:06	00:00:28	00:00:28
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:10	00:02:31	00:02:31	00:00:19	00:00:19
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:04:01	00:04:01	00:00:08	00:00:08
	14:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:10	00:01:53	00:01:52	00:00:14	00:00:14
	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:10	00:01:42	00:01:42	00:00:20	00:00:20
	16:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:36:14	00:17:27	00:00:58	00:00:58
	17:00:00	2	1	⚠ 50.0%	0	✔ 0.0%	1	✖ 50.0%	00:00:04	00:00:04	00:06:43	00:06:43	00:00:13	00:00:17
	18:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:09	00:05:28	00:03:09	00:00:09	00:00:09
HotelRealOeiras		36	26	⚠ 72.2%	3	✔ 8.3%	7	✖ 19.4%	00:00:16	00:00:11	00:10:51	00:03:04	00:00:25	00:00:22
	09:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:11	00:02:05	00:02:05	00:00:11	00:00:11
	10:00:00	5	3	⚠ 60.0%	1	✖ 20.0%	1	✖ 20.0%	00:00:16	00:00:11	00:03:39	00:02:18	00:01:24	00:00:59
	11:00:00	6	6	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:05:23	00:02:09	00:00:18	00:00:18
	13:00:00	3	2	⚠ 66.7%	0	✔ 0.0%	1	✖ 33.3%	00:00:15	00:00:09	00:02:53	00:02:22	00:00:21	00:00:23
	14:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:10	00:01:48	00:01:14	00:00:09	00:00:09
	15:00:00	4	4	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:12	00:04:26	00:02:14	00:00:14	00:00:14
	16:00:00	6	4	⚠ 66.7%	0	✔ 0.0%	2	✖ 33.3%	00:00:15	00:00:11	00:03:37	00:02:59	00:00:20	00:00:27
	17:00:00	6	4	⚠ 66.7%	0	✔ 0.0%	2	✖ 33.3%	00:00:13	00:00:10	00:10:51	00:07:14	00:00:09	00:00:10
	18:00:00	4	1	✖ 25.0%	2	✖ 50.0%	1	✖ 25.0%	00:00:15	00:00:10	00:03:40	00:03:40	00:00:17	00:00:21
HotelRealPalacio		17	11	⚠ 64.7%	4	✖ 23.5%	2	⚠ 11.8%	00:00:15	00:00:11	00:10:54	00:04:24	00:00:29	00:00:20
	10:00:00	2	0	✖ 0.0%	1	✖ 50.0%	1	✖ 50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:38	00:00:00
	11:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:09	00:07:37	00:04:12	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	00:02:18	00:02:18	00:00:09	00:00:09
	13:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:13	00:10:54	00:06:35	00:01:02	00:01:02
	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	00:01:13	00:00:00
	16:00:00	2	1	⚠ 50.0%	1	✖ 50.0%	0	✔ 0.0%	00:00:08	00:00:06	00:00:47	00:00:47	00:00:06	00:00:04
	17:00:00	5	3	⚠ 60.0%	1	✖ 20.0%	1	✖ 20.0%	00:00:13	00:00:12	00:05:29	00:03:28	00:00:32	00:00:12
	18:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:09:10	00:09:10	00:00:08	00:00:08
HotelRealParque		18	16	✔ 88.9%	1	✔ 5.6%	1	✔ 5.6%	00:00:15	00:00:11	00:23:12	00:03:47	00:00:22	00:00:20
	09:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:11	00:01:19	00:01:18	00:00:26	00:00:26
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:03:36	00:03:36	00:00:08	00:00:08
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:23:12	00:23:12	00:01:09	00:01:09
	12:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:12	00:10:26	00:04:04	00:00:20	00:00:20
	14:00:00	3	2	⚠ 66.7%	1	✖ 33.3%	0	✔ 0.0%	00:00:15	00:00:12	00:01:07	00:00:39	00:00:24	00:00:06
	15:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:14	00:00:10	00:01:23	00:01:07	00:00:11	00:00:11
	16:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:02:59	00:02:10	00:00:22	00:00:22
	17:00:00	3	2	⚠ 66.7%	0	✔ 0.0%	1	✖ 33.3%	00:00:15	00:00:10	00:05:07	00:03:20	00:00:17	00:00:24
	18:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:04:18	00:04:18	00:00:09	00:00:09
MaximeHotel		9	5	⚠ 55.6%	1	⚠ 11.1%	3	✖ 33.3%	00:00:15	00:00:11	00:02:55	00:02:03	00:00:46	00:00:36
	11:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:09	00:01:51	00:01:42	00:00:10	00:00:10
	16:00:00	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
	17:00:00	6	2	✖ 33.3%	1	✖ 16.7%	3	✖ 50.0%	00:00:15	00:00:11	00:02:55	00:02:02	00:00:49	00:00:32
	18:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:06	00:02:47	00:02:47	00:01:38	00:01:38
RealResidencia		3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:12	00:05:59	00:04:00	00:00:25	00:00:25
	14:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:06	00:02:09	00:02:09	00:00:07	00:00:07
	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:05:59	00:05:59	00:00:08	00:00:08

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Service Performance Report

	18:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:15	00:03:52	00:03:52	00:01:00	00:01:00
13-12-2018		78	53	⚠ 67.9%	12	✖ 15.4%	13	✖ 16.7%	00:00:15	00:00:09	00:26:16	00:03:53	00:00:21	00:00:13
GrdRealVillaltalia		31	17	⚠ 54.8%	6	✖ 19.4%	8	✖ 25.8%	00:00:10	00:00:08	00:26:16	00:05:55	00:00:18	00:00:13
	09:00:00	4	1	✖ 25.0%	0	✔ 0.0%	3	✖ 75.0%	00:00:07	00:00:07	00:26:16	00:26:16	00:00:12	00:00:08
	10:00:00	9	4	✖ 44.4%	3	✖ 33.3%	2	✖ 22.2%	00:00:10	00:00:09	00:04:10	00:03:18	00:00:22	00:00:11
	12:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:01:05	00:00:57	00:00:12	00:00:12
	13:00:00	4	3	⚠ 75.0%	1	✖ 25.0%	0	✔ 0.0%	00:00:10	00:00:09	00:03:52	00:02:58	00:00:25	00:00:26
	14:00:00	3	2	⚠ 66.7%	1	✖ 33.3%	0	✔ 0.0%	00:00:10	00:00:08	00:06:56	00:02:54	00:00:20	00:00:11
	15:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:07	00:14:37	00:06:19	00:00:06	00:00:06
	16:00:00	4	0	✖ 0.0%	1	✖ 25.0%	3	✖ 75.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:19	00:00:00
	17:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:07	00:20:30	00:14:20	00:00:12	00:00:12
HotelRealOeiras		28	20	⚠ 71.4%	3	⚠ 10.7%	5	✖ 17.9%	00:00:15	00:00:10	00:07:20	00:03:18	00:00:17	00:00:11
	09:00:00	6	1	✖ 16.7%	2	✖ 33.3%	3	✖ 50.0%	00:00:15	00:00:12	00:07:20	00:07:20	00:00:42	00:00:15
	10:00:00	3	2	⚠ 66.7%	1	✖ 33.3%	0	✔ 0.0%	00:00:10	00:00:09	00:03:27	00:02:32	00:00:08	00:00:09
	11:00:00	6	6	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:05:44	00:02:58	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	00:03:59	00:03:59	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	00:01:51	00:01:51	00:00:14	00:00:07
	14:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:12	00:04:37	00:03:42	00:00:19	00:00:19
	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:05:42	00:05:42	00:00:09	00:00:09
	16:00:00	5	4	⚠ 80.0%	0	✔ 0.0%	1	✖ 20.0%	00:00:12	00:00:07	00:05:18	00:03:02	00:00:06	00:00:07
	17:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:07	00:00:07	00:03:22	00:03:22	00:00:07	00:00:07
	18:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:04	00:00:04	00:01:18	00:01:18	00:00:04	00:00:04
HotelRealPalacio		10	9	✔ 90.0%	1	⚠ 10.0%	0	✔ 0.0%	00:00:15	00:00:09	00:07:04	00:02:26	00:00:29	00:00:12
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:14	00:01:06	00:01:06	00:00:28	00:00:28
	11:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:12	00:03:31	00:01:40	00:00:16	00:00:16
	12:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:10	00:04:21	00:02:56	00:00:10	00:00:10
	14:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:11	00:01:05	00:01:05	00:00:11	00:00:11
	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:07	00:00:07	00:01:46	00:01:46	00:00:08	00:00:08
	17:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:06	00:07:04	00:04:45	00:00:06	00:00:06
	18:00:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:15	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00
	19:00:00	1	0	✖ 0.0%	1	✖ 100.0%	0	✔ 0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:02:55	00:00:00
HotelRealParque		6	5	⚠ 83.3%	1	✖ 16.7%	0	✔ 0.0%	00:00:15	00:00:12	00:05:02	00:02:57	00:00:26	00:00:19
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:14	00:02:34	00:02:34	00:00:57	00:00:57
	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:07	00:00:07	00:02:31	00:02:31	00:00:07	00:00:07
	16:00:00	3	2	⚠ 66.7%	1	✖ 33.3%	0	✔ 0.0%	00:00:11	00:00:11	00:05:02	00:03:48	00:00:27	00:00:11
	17:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:07	00:00:07	00:02:05	00:02:05	00:00:07	00:00:07
MaximeHotel		3	2	⚠ 66.7%	1	✖ 33.3%	0	✔ 0.0%	00:00:15	00:00:10	00:01:10	00:00:50	00:00:52	00:00:16
	16:00:00	3	2	⚠ 66.7%	1	✖ 33.3%	0	✔ 0.0%	00:00:15	00:00:10	00:01:10	00:00:50	00:00:52	00:00:16
14-12-2018		59	56	✔ 94.9%	1	✔ 1.7%	2	✔ 3.4%	00:00:16	00:00:10	00:36:02	00:03:30	00:00:18	00:00:18
GrdRealVillaltalia		17	17	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:36:02	00:04:46	00:00:13	00:00:13
	11:00:00	5	5	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:03:33	00:02:23	00:00:12	00:00:12
	12:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:02:42	00:01:59	00:00:10	00:00:10
	15:00:00	4	4	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:03:25	00:02:15	00:00:16	00:00:16
	16:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:07	00:00:07	00:05:47	00:05:47	00:00:07	00:00:07
	17:00:00	4	4	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:36:02	00:12:06	00:00:15	00:00:15
HotelRealOeiras		14	12	✔ 85.7%	1	✔ 7.1%	1	✔ 7.1%	00:00:16	00:00:11	00:18:54	00:03:34	00:00:20	00:00:19
	09:00:00	2	1	⚠ 50.0%	0	✔ 0.0%	1	✖ 50.0%	00:00:15	00:00:08	00:02:10	00:02:10	00:00:12	00:00:17
	10:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:03:17	00:03:08	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	11:00:00	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
	12:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:08	00:18:54	00:09:44	00:00:16	00:00:16
	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:16	00:00:13	00:00:52	00:00:52	00:00:52	00:00:52
	16:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:11	00:03:17	00:01:43	00:00:12	00:00:12
	17:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:06:37	00:02:57	00:00:24	00:00:24
	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	00:00:41	00:00:00
HotelRealPalacio	13	12	✔ 92.3%	0	✔ 0.0%	1	✔ 7.7%	00:00:15	00:00:11	00:06:22	00:02:10	00:00:19	00:00:20	
	09:00:00	4	3	⚠ 75.0%	0	✔ 0.0%	1	✖ 25.0%	00:00:15	00:00:10	00:01:14	00:00:33	00:00:11	00:00:13
	10:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:12	00:06:22	00:02:48	00:00:28	00:00:28
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:14	00:01:00	00:01:00	00:00:29	00:00:29
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:12	00:00:12	00:04:15	00:04:15	00:00:12	00:00:12
	13:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:01:02	00:01:02	00:00:08	00:00:08
	16:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:14	00:05:10	00:05:10	00:00:42	00:00:42
	17:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:09	00:03:33	00:02:13	00:00:14	00:00:14
HotelRealParque	13	13	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:11	00:10:45	00:02:55	00:00:23	00:00:23	
	11:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:11	00:10:45	00:04:21	00:00:26	00:00:26
	13:00:00	4	4	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:12	00:03:50	00:02:13	00:00:35	00:00:35
	14:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:12	00:09:28	00:09:28	00:00:23	00:00:23
	16:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:00:37	00:00:37	00:00:21	00:00:21
	17:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:06	00:01:43	00:01:06	00:00:06	00:00:06
	18:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:02:38	00:01:48	00:00:15	00:00:15
MaximeHotel	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:13	00:00:13	00:06:59	00:06:59	00:00:13	00:00:13	
	18:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:13	00:00:13	00:06:59	00:06:59	00:00:13	00:00:13
RealResidencia	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:04	00:00:04	00:00:59	00:00:59	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	00:00:59	00:00:59	00:00:04	00:00:04
15-12-2018	38	13	✖ 34.2%	7	✖ 18.4%	18	✖ 47.4%	00:00:15	00:00:08	00:04:27	00:01:48	00:00:59	00:00:17	
GrdRealVillaltalia	11	7	⚠ 63.6%	2	✖ 18.2%	2	✖ 18.2%	00:00:10	00:00:08	00:02:51	00:01:18	00:00:35	00:00:21	
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:02:51	00:02:51	00:00:09	00:00:09
	11:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:09	00:01:57	00:01:21	00:00:09	00:00:09
	12:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:01:00	00:00:44	00:00:37	00:00:37
	15:00:00	4	0	✖ 0.0%	2	✖ 50.0%	2	✖ 50.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:00	00:00:00
HotelRealOeiras	12	3	✖ 25.0%	2	✖ 16.7%	7	✖ 58.3%	00:00:15	00:00:09	00:04:27	00:03:11	00:01:18	00:00:15	
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:12	00:02:57	00:02:57	00:00:23	00:00:23
	13:00:00	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
	14:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:12	00:00:07	00:04:27	00:03:18	00:00:11	00:00:11
	15:00:00	5	0	✖ 0.0%	2	✖ 40.0%	3	✖ 60.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:02:55	00:00:00
	16:00:00	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	10	2	✖ 20.0%	2	✖ 20.0%	6	✖ 60.0%	00:00:10	00:00:05	00:02:24	00:01:32	00:01:09	00:00:08	
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:10	00:02:24	00:02:24	00:00:10	00:00:10
	12:00:00	3	1	✖ 33.3%	1	✖ 33.3%	1	✖ 33.3%	00:00:05	00:00:03	00:00:40	00:00:40	00:00:15	00:00:05
	13:00:00	4	0	✖ 0.0%	1	✖ 25.0%	3	✖ 75.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:02:32	00:00:00
	15:00:00	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
	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	00:00:25	00:00:00
HotelRealParque	4	0	✖ 0.0%	1	✖ 25.0%	3	✖ 75.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:54	00:00:00	
	13:00:00	4	0	✖ 0.0%	1	✖ 25.0%	3	✖ 75.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:54	00:00:00
MaximeHotel	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:01:44	00:01:44	00:00:10	00:00:10	
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:01:44	00:01:44	00:00:10	00:00:10
17-12-2018	63	57	✔ 90.5%	3	✔ 4.8%	3	✔ 4.8%	00:00:16	00:00:10	00:13:47	00:02:54	00:00:20	00:00:17	

OneContact Reporting

Service Performance Report

GrdRealVillaltalia		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:11:47	00:03:32	00:00:28	00:00:28
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:35	00:02:04	00:00:48	00:00:48
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:37	00:03:37	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:00:29	00:00:29	00:00:18	00:00:18
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:30	00:02:04	00:00:15	00:00:15
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:09:39	00:04:35	00:00:45	00:00:45
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:11:47	00:07:54	00:00:09	00:00:09
HotelRealOeiras		23	18	⚠	78.3%	2	✔	8.7%	3	⚠	13.0%	00:00:15	00:00:11	00:06:14	00:02:32	00:00:18	00:00:15
	09:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:59	00:00:59	00:00:54	00:00:07
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:02:16	00:01:36	00:00:10	00:00:10
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:03:40	00:02:19	00:00:10	00:00:10
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:06:14	00:03:48	00:00:16	00:00:16
	14:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:15	00:00:12	00:04:32	00:04:32	00:00:10	00:00:23
	16:00:00	8	7	✔	87.5%	1	⚠	12.5%	0	✔	0.0%	00:00:15	00:00:12	00:05:10	00:02:15	00:00:22	00:00:21
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:03:55	00:02:56	00:00:09	00:00:09
HotelRealPalacio		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:10	00:05:14	00:02:08	00:00:15	00:00:15
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:08	00:00:08	00:00:12	00:00:12
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:05:11	00:03:38	00:00:10	00:00:10
	11:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:37	00:01:31	00:00:16	00:00:16
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:49	00:01:49	00:00:22	00:00:22
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:11	00:02:51	00:02:44	00:00:16	00:00:16
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:14	00:03:24	00:00:14	00:00:14
HotelRealParque		11	10	✔	90.9%	1	✔	9.1%	0	✔	0.0%	00:00:15	00:00:11	00:13:47	00:03:42	00:00:23	00:00:15
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:05:04	00:05:04	00:00:10	00:00:10
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:03:36	00:02:40	00:00:08	00:00:08
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:14	00:03:21	00:00:26	00:00:26
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:13:47	00:07:08	00:00:12	00:00:12
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:49	00:01:49	00:00:25	00:00:25
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:54	00:01:54	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:53	00:01:53	00:00:18	00:00:18
	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	00:01:39	00:00:00
MaximeHotel		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:05:53	00:05:02	00:00:10	00:00:10
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:04:11	00:04:11	00:00:11	00:00:11
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:05:53	00:05:53	00:00:09	00:00:09
18-12-2018		63	50	⚠	79.4%	2	✔	3.2%	11	✖	17.5%	00:00:15	00:00:10	00:10:36	00:02:43	00:00:19	00:00:16
GrdRealVillaltalia		19	16	⚠	84.2%	2	⚠	10.5%	1	✔	5.3%	00:00:10	00:00:08	00:05:44	00:02:24	00:00:30	00:00:19
	09:00:00	4	2	⚠	50.0%	1	✖	25.0%	1	✖	25.0%	00:00:10	00:00:08	00:02:22	00:02:16	00:01:07	00:00:16
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:02:04	00:02:04	00:00:03	00:00:03
	11:00:00	5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:10	00:00:09	00:03:46	00:01:27	00:00:27	00:00:26
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:40	00:03:25	00:00:12	00:00:12
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:03:18	00:02:32	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	00:05:44	00:03:14	00:00:28	00:00:28
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:56	00:02:30	00:00:18	00:00:18
HotelRealOeiras		17	15	✔	88.2%	0	✔	0.0%	2	⚠	11.8%	00:00:15	00:00:11	00:07:44	00:02:57	00:00:14	00:00:15
	09:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:09	00:00:09	00:01:24	00:01:24	00:00:09	00:00:09
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:07:32	00:07:32	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:04:34	00:03:06	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:34	00:03:34	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:01:24	00:01:16	00:00:08	00:00:08
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:07:44	00:04:42	00:00:17	00:00:17
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:28	00:02:49	00:00:22	00:00:22
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:01:25	00:01:25	00:00:15	00:00:15
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:46	00:00:46	00:00:24	00:00:24
HotelRealPalacio		19	12	⚠	63.2%	0	✔	0.0%	7	✖	36.8%	00:00:15	00:00:11	00:06:46	00:02:10	00:00:17	00:00:15
	09:00:00	8	1	✖	12.5%	0	✔	0.0%	7	✖	87.5%	00:00:09	00:00:09	00:01:08	00:01:08	00:00:18	00:00:09
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:03:29	00:02:10	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:12	00:01:47	00:00:31	00:00:31
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:25	00:01:25	00:00:25	00:00:25
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:46	00:00:46	00:00:08	00:00:08
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:00	00:01:52	00:00:08	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:46	00:06:46	00:00:24	00:00:24
HotelRealParque		6	5	⚠	83.3%	0	✔	0.0%	1	✖	16.7%	00:00:10	00:00:08	00:08:20	00:02:10	00:00:09	00:00:10
	09:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:09	00:00:09	00:08:20	00:08:20	00:00:08	00:00:09
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:50	00:01:28	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:50	00:00:50	00:00:11	00:00:11
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:00:30	00:00:27	00:00:10	00:00:10
MaximeHotel		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:10:36	00:08:26	00:00:20	00:00:20
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:06:15	00:06:15	00:00:11	00:00:11
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:10:36	00:10:36	00:00:28	00:00:28
19-12-2018		66	43	⚠	65.2%	5	✔	7.6%	18	✖	27.3%	00:00:15	00:00:10	00:14:41	00:03:04	00:00:22	00:00:17
GrdRealVillaltalia		17	16	✔	94.1%	0	✔	0.0%	1	✔	5.9%	00:00:11	00:00:09	00:13:03	00:02:45	00:00:15	00:00:16
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:06:25	00:02:34	00:00:19	00:00:19
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:13:03	00:03:32	00:00:16	00:00:16
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:34	00:01:46	00:00:13	00:00:13
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:23	00:01:23	00:00:11	00:00:11
	16:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:08	00:00:08	00:01:48	00:01:48	00:00:10	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:03	00:03:03	00:00:10	00:00:10
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:04:47	00:03:20	00:00:19	00:00:19
HotelRealOeiras		16	7	✖	43.8%	1	✔	6.3%	8	✖	50.0%	00:00:15	00:00:10	00:08:16	00:04:28	00:00:13	00:00:16
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:15	00:01:15	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:03:20	00:03:20	00:00:09	00:00:09
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:06:49	00:04:18	00:00:24	00:00:24
	14:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:12	00:00:07	00:03:15	00:03:15	00:00:07	00:00:12
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:08:16	00:08:16	00:00:10	00:00:10
	16:00:00	9	1	✖	11.1%	0	✔	0.0%	8	✖	88.9%	00:00:15	00:00:10	00:06:37	00:06:37	00:00:13	00:00:22
HotelRealPalacio		16	10	⚠	62.5%	1	✔	6.3%	5	✖	31.3%	00:00:15	00:00:11	00:04:44	00:02:04	00:00:25	00:00:18
	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	00:00:20	00:00:00
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:09	00:02:54	00:00:10	00:00:10
	11:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:01:15	00:01:15	00:00:12	00:00:12
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:44	00:02:49	00:00:18	00:00:18
	16:00:00	4	0	✖	0.0%	1	✖	25.0%	3	✖	75.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:49	00:00:00
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:41	00:01:32	00:00:27	00:00:27
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:05	00:01:05	00:00:09	00:00:09
HotelRealParque		15	8	⚠	53.3%	3	✖	20.0%	4	✖	26.7%	00:00:15	00:00:12	00:14:41	00:03:32	00:00:38	00:00:19
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:01	00:01:01	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	11:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:26	00:00:26	00:00:36	00:00:36
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:02:25	00:01:50	00:00:26	00:00:26
	15:00:00	5	3	⚠	60.0%	1	✖	20.0%	1	✖	20.0%	00:00:15	00:00:13	00:14:41	00:06:54	00:00:47	00:00:16
	16:00:00	5	1	✖	20.0%	1	✖	20.0%	3	✖	60.0%	00:00:08	00:00:08	00:02:30	00:02:30	00:00:45	00:00:08
MaximeHotel		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:00	00:05:00	00:00:37	00:00:37
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:00	00:05:00	00:00:37	00:00:37
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:01	00:04:01	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:01	00:04:01	00:00:08	00:00:08
20-12-2018		54	44	⚠	81.5%	5	✔	9.3%	5	✔	9.3%	00:00:15	00:00:10	00:15:41	00:03:46	00:00:23	00:00:17
GrdRealVillaltalia		24	19	⚠	79.2%	2	✔	8.3%	3	⚠	12.5%	00:00:10	00:00:08	00:12:01	00:03:33	00:00:22	00:00:20
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:10	00:00:06	00:12:01	00:06:12	00:00:10	00:00:11
	10:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✖	40.0%	00:00:10	00:00:08	00:05:24	00:03:45	00:00:19	00:00:30
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:07:45	00:02:52	00:00:14	00:00:14
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:03:15	00:02:11	00:00:15	00:00:15
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:27	00:05:27	00:00:16	00:00:16
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:20	00:01:49	00:00:06	00:00:06
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:03:42	00:02:16	00:00:36	00:00:36
	17:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:10	00:00:08	00:10:02	00:05:25	00:00:26	00:00:38
	18:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:02:04	00:00:00
HotelRealOeiras		11	9	⚠	81.8%	1	✔	9.1%	1	✔	9.1%	00:00:15	00:00:12	00:07:23	00:03:30	00:00:30	00:00:19
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:01:36	00:01:36	00:00:26	00:00:26
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:04:13	00:04:13	00:00:10	00:00:10
	13:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:25	00:00:00
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:21	00:02:40	00:00:13	00:00:13
	15:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:15	00:00:12	00:03:52	00:03:27	00:00:21	00:00:25
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:07:23	00:07:23	00:00:26	00:00:26
HotelRealPalacio		8	6	⚠	75.0%	2	✖	25.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:23	00:03:40	00:00:29	00:00:08
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:10	00:02:10	00:00:09	00:00:09
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:01	00:02:01	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:04:54	00:04:54	00:00:10	00:00:10
	14:00:00	2	0	✖	0.0%	2	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:34	00:00:00
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:03:31	00:03:17	00:00:05	00:00:05
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:06:23	00:06:23	00:00:09	00:00:09
HotelRealParque		9	8	✔	88.9%	0	✔	0.0%	1	⚠	11.1%	00:00:15	00:00:09	00:15:41	00:04:15	00:00:13	00:00:11
	10:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:11	00:00:09	00:15:41	00:06:33	00:00:14	00:00:09
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:10	00:02:10	00:00:13	00:00:13
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:34	00:02:34	00:00:25	00:00:25
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:06:04	00:04:07	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	00:01:24	00:01:24	00:00:08	00:00:08
MaximeHotel		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:59	00:06:59	00:00:24	00:00:24
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:59	00:06:59	00:00:24	00:00:24
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:03:51	00:03:51	00:00:13	00:00:13
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:03:51	00:03:51	00:00:13	00:00:13
21-12-2018		69	52	⚠	75.4%	8	⚠	11.6%	9	⚠	13.0%	00:00:15	00:00:09	00:21:44	00:04:02	00:00:25	00:00:20
GrdRealVillaltalia		33	22	⚠	66.7%	5	✖	15.2%	6	✖	18.2%	00:00:10	00:00:09	00:21:44	00:05:23	00:00:26	00:00:23
	09:00:00	8	3	✖	37.5%	1	⚠	12.5%	4	✖	50.0%	00:00:10	00:00:08	00:21:44	00:11:00	00:00:30	00:00:31
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:06:25	00:04:28	00:00:14	00:00:14

OneContact Reporting

Service Performance Report

	11:00:00	4	2	🟡 50.0%	1	🔴 25.0%	1	🔴 25.0%	00:00:10	00:00:09	00:11:06	00:05:46	00:00:16	00:00:18
	12:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:09	00:04:21	00:03:55	00:00:39	00:00:39
	13:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:09	00:03:14	00:02:18	00:00:18	00:00:18
	14:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:08	00:00:08	00:00:18	00:00:18	00:00:08	00:00:08
	15:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:09	00:05:21	00:03:07	00:00:08	00:00:08
	16:00:00	7	5	🟡 71.4%	2	🔴 28.6%	0	✅ 0.0%	00:00:10	00:00:09	00:11:02	00:07:56	00:00:43	00:00:31
	17:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:07	00:05:00	00:02:35	00:00:10	00:00:10
	18:00:00	2	0	🔴 0.0%	1	🔴 50.0%	1	🔴 50.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:24	00:00:00
HotelRealOeiras		14	12	✅ 85.7%	1	✅ 7.1%	1	✅ 7.1%	00:00:15	00:00:10	00:08:57	00:03:15	00:00:21	00:00:13
	09:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:10	00:02:00	00:02:00	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	00:03:46	00:03:46	00:00:08	00:00:08
	12:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:10	00:03:36	00:03:36	00:00:10	00:00:10
	14:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:10	00:05:04	00:03:05	00:00:10	00:00:10
	15:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:11	00:05:58	00:03:25	00:00:18	00:00:18
	16:00:00	6	4	🟡 66.7%	1	🔴 16.7%	1	🔴 16.7%	00:00:15	00:00:11	00:08:57	00:03:46	00:00:34	00:00:17
	17:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:07	00:00:07	00:01:28	00:01:28	00:00:07	00:00:07
HotelRealPalacio		9	7	🟡 77.8%	0	✅ 0.0%	2	🔴 22.2%	00:00:15	00:00:09	00:07:27	00:03:20	00:00:13	00:00:15
	09:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:07	00:00:04	00:05:39	00:03:16	00:00:07	00:00:07
	10:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:11	00:00:11	00:01:59	00:01:59	00:00:11	00:00:11
	12:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:15	00:05:22	00:05:22	00:00:44	00:00:44
	14:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:06	00:00:06	00:07:27	00:07:27	00:00:06	00:00:06
	15:00:00	1	0	🔴 0.0%	0	✅ 0.0%	1	🔴 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	16:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:08	00:01:15	00:01:15	00:00:17	00:00:17
	17:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:08	00:02:42	00:02:05	00:00:12	00:00:12
	18:00:00	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
HotelRealParque		7	5	🟡 71.4%	2	🔴 28.6%	0	✅ 0.0%	00:00:15	00:00:11	00:10:45	00:04:15	00:00:36	00:00:14
	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	1	🟡 50.0%	1	🔴 50.0%	0	✅ 0.0%	00:00:08	00:00:08	00:00:31	00:00:31	00:01:06	00:00:08
	12:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:09	00:00:09	00:10:45	00:10:45	00:00:09	00:00:09
	15:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:08	00:00:08	00:05:20	00:04:01	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	00:01:59	00:01:59	00:00:37	00:00:37
	18:00:00	1	0	🔴 0.0%	1	🔴 100.0%	0	✅ 0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:59	00:00:00
MaximeHotel		1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:08	00:00:08	00:02:12	00:02:12	00:00:08	00:00:08
	11:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:08	00:00:08	00:02:12	00:02:12	00:00:08	00:00:08
RealResidencia		5	5	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:10	00:02:28	00:01:34	00:00:34	00:00:34
	11:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:12	00:02:01	00:02:01	00:00:24	00:00:24
	12:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:09	00:00:06	00:00:38	00:00:38	00:00:09	00:00:09
	15:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:09	00:02:28	00:01:58	00:00:14	00:00:14
	18:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:12	00:02:12	00:02:12	00:01:50	00:01:50
22-12-2018		36	18	🟡 50.0%	7	🔴 19.4%	11	🔴 30.6%	00:00:15	00:00:09	00:20:18	00:05:17	00:00:23	00:00:13
GrdRealVillaltalia		10	7	🟡 70.0%	0	✅ 0.0%	3	🔴 30.0%	00:00:10	00:00:07	00:20:18	00:06:15	00:00:09	00:00:08
	10:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:07	00:00:06	00:09:58	00:05:30	00:00:06	00:00:06
	11:00:00	3	1	🔴 33.3%	0	✅ 0.0%	2	🔴 66.7%	00:00:07	00:00:07	00:20:18	00:20:18	00:00:13	00:00:07
	12:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:05	00:00:05	00:01:29	00:01:29	00:00:05	00:00:05
	14:00:00	4	3	🟡 75.0%	0	✅ 0.0%	1	🔴 25.0%	00:00:10	00:00:07	00:05:23	00:03:40	00:00:08	00:00:10
HotelRealOeiras		11	6	🟡 54.5%	3	🔴 27.3%	2	🔴 18.2%	00:00:15	00:00:10	00:13:38	00:06:20	00:00:28	00:00:19
	09:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:04	00:00:04	00:04:23	00:04:23	00:00:04	00:00:04
	11:00:00	5	1	🔴 20.0%	3	🔴 60.0%	1	🔴 20.0%	00:00:15	00:00:13	00:13:38	00:13:38	00:00:41	00:00:15

OneContact Reporting

Service Performance Report

	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:06	00:06:20	00:06:20	00:00:06	00:00:06
	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:14	00:00:14	00:04:05	00:04:05	00:00:14	00:00:14
	16:00:00	3	2	⚠ 66.7%	0	✔ 0.0%	1	✖ 33.3%	00:00:10	00:00:09	00:07:45	00:04:47	00:00:27	00:00:38
HotelRealPalacio		6	3	⚠ 50.0%	1	✖ 16.7%	2	✖ 33.3%	00:00:15	00:00:08	00:04:22	00:03:31	00:00:17	00:00:11
	11:00:00	1	0	✖ 0.0%	0	✔ 0.0%	1	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:23	00:00:00
	15:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:07	00:04:22	00:04:18	00:00:07	00:00:07
	16:00:00	3	1	✖ 33.3%	1	✖ 33.3%	1	✖ 33.3%	00:00:15	00:00:08	00:01:56	00:01:56	00:00:21	00:00:19
HotelRealParque		6	2	✖ 33.3%	3	✖ 50.0%	1	✖ 16.7%	00:00:15	00:00:12	00:01:34	00:01:20	00:00:50	00:00:19
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:13	00:00:13	00:01:34	00:01:34	00:00:13	00:00:13
	11:00:00	1	0	✖ 0.0%	1	✖ 100.0%	0	✔ 0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:28	00:00:00
	12:00:00	3	1	✖ 33.3%	1	✖ 33.3%	1	✖ 33.3%	00:00:15	00:00:11	00:01:06	00:01:06	00:00:30	00:00:25
	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	00:02:49	00:00:00
MaximeHotel		3	0	✖ 0.0%	0	✔ 0.0%	3	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	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	00:00:04	00:00:00
	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	00:00:04	00:00:00
	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	00:00:12	00:00:00
24-12-2018		43	19	✖ 44.2%	6	⚠ 14.0%	18	✖ 41.9%	00:00:15	00:00:08	00:07:59	00:02:16	00:00:27	00:00:12
GrdRealVillaltalia		21	12	⚠ 57.1%	0	✔ 0.0%	9	✖ 42.9%	00:00:10	00:00:08	00:05:52	00:01:47	00:00:10	00:00:13
	10:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:03:12	00:02:16	00:00:14	00:00:14
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:01:19	00:01:19	00:00:18	00:00:18
	12:00:00	5	4	⚠ 80.0%	0	✔ 0.0%	1	✖ 20.0%	00:00:10	00:00:08	00:05:16	00:01:32	00:00:11	00:00:13
	13:00:00	6	4	⚠ 66.7%	0	✔ 0.0%	2	✖ 33.3%	00:00:10	00:00:07	00:05:52	00:01:46	00:00:09	00:00:11
	14:00:00	3	0	✖ 0.0%	0	✔ 0.0%	3	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	17:00:00	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
	18:00:00	2	0	✖ 0.0%	0	✔ 0.0%	2	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
HotelRealOeiras		15	4	✖ 26.7%	5	✖ 33.3%	6	✖ 40.0%	00:00:15	00:00:08	00:07:59	00:03:06	00:00:56	00:00:12
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:05	00:00:05	00:01:37	00:01:37	00:00:05	00:00:05
	12:00:00	3	2	⚠ 66.7%	1	✖ 33.3%	0	✔ 0.0%	00:00:12	00:00:10	00:01:40	00:01:24	00:00:48	00:00:10
	13:00:00	1	0	✖ 0.0%	1	✖ 100.0%	0	✔ 0.0%	00:00:03	00:00:03	00:00:00	00:00:00	00:00:03	00:00:00
	14:00:00	3	1	✖ 33.3%	0	✔ 0.0%	2	✖ 66.7%	00:00:15	00:00:12	00:07:59	00:07:59	00:00:13	00:00:23
	15:00:00	2	0	✖ 0.0%	1	✖ 50.0%	1	✖ 50.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:03:18	00:00:00
	16:00:00	4	0	✖ 0.0%	2	✖ 50.0%	2	✖ 50.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:01	00:00:00
	17:00:00	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
HotelRealPalacio		3	2	⚠ 66.7%	1	✖ 33.3%	0	✔ 0.0%	00:00:06	00:00:05	00:06:31	00:03:32	00:00:20	00:00:05
	10:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:05	00:06:31	00:03:32	00:00:05	00:00:05
	18:00:00	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
HotelRealParque		2	1	⚠ 50.0%	0	✔ 0.0%	1	✖ 50.0%	00:00:15	00:00:12	00:02:14	00:02:14	00:00:14	00:00:23
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:12	00:02:14	00:02:14	00:00:23	00:00:23
	18:00:00	1	0	✖ 0.0%	0	✔ 0.0%	1	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
MaximeHotel		2	0	✖ 0.0%	0	✔ 0.0%	2	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	14:00:00	1	0	✖ 0.0%	0	✔ 0.0%	1	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	00:00:00
	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	00:00:03	00:00:00
26-12-2018		58	48	⚠ 82.8%	6	⚠ 10.3%	4	✔ 6.9%	00:00:15	00:00:10	00:17:10	00:02:44	00:00:23	00:00:17
GrdRealVillaltalia		19	15	⚠ 78.9%	2	⚠ 10.5%	2	⚠ 10.5%	00:00:10	00:00:08	00:08:50	00:02:56	00:00:17	00:00:18
	09:00:00	2	1	⚠ 50.0%	0	✔ 0.0%	1	✖ 50.0%	00:00:10	00:00:10	00:00:22	00:00:22	00:00:12	00:00:19
	10:00:00	5	4	⚠ 80.0%	0	✔ 0.0%	1	✖ 20.0%	00:00:10	00:00:08	00:05:23	00:02:59	00:00:14	00:00:17
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:04:17	00:04:17	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	00:08:50	00:03:49	00:00:10	00:00:10

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Service Performance Report

	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:02:54	00:02:44	00:00:20	00:00:20
	16:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:10	00:00:08	00:00:36	00:00:36	00:00:20	00:00:16
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:04	00:01:04	00:00:20	00:00:20
	18:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:10	00:00:08	00:05:36	00:04:26	00:00:27	00:00:37
HotelRealOeiras		11	10	✔	90.9%	1	✔	9.1%	0	✔	0.0%	00:00:15	00:00:11	00:06:37	00:03:32	00:00:21	00:00:19
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:32	00:03:32	00:00:19	00:00:19
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:37	00:03:23	00:00:34	00:00:34
	14:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:12	00:05:17	00:04:10	00:00:19	00:00:08
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:06	00:04:34	00:00:15	00:00:15
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:01:46	00:01:36	00:00:09	00:00:09
HotelRealPalacio		12	10	⚠	83.3%	1	✔	8.3%	1	✔	8.3%	00:00:15	00:00:10	00:04:33	00:01:37	00:00:24	00:00:18
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:49	00:01:49	00:00:06	00:00:06
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:58	00:00:53	00:00:36	00:00:36
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:33	00:02:24	00:00:08	00:00:08
	15:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:15	00:01:42	00:01:42	00:00:48	00:00:30
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:07	00:01:24	00:00:18	00:00:18
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:03:15	00:02:16	00:00:08	00:00:08
	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	00:00:41	00:00:00
HotelRealParque		11	9	⚠	81.8%	1	✔	9.1%	1	✔	9.1%	00:00:15	00:00:09	00:17:10	00:03:33	00:00:32	00:00:10
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:21	00:02:10	00:00:12	00:00:12
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:17:10	00:17:10	00:00:06	00:00:06
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:02:50	00:01:30	00:00:10	00:00:10
	18:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:11	00:00:00
MaximeHotel		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:04	00:02:07	00:00:18	00:00:18
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:04	00:03:04	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:06	00:01:39	00:00:26	00:00:26
RealResidencia		3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:11	00:01:25	00:01:13	00:00:47	00:00:21
	09:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:01	00:01:01	00:01:00	00:00:19
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:25	00:01:25	00:00:23	00:00:23
27-12-2018		59	56	✔	94.9%	2	✔	3.4%	1	✔	1.7%	00:00:15	00:00:08	00:09:59	00:02:23	00:00:13	00:00:12
GrdRealVillaltalia		19	18	✔	94.7%	1	✔	5.3%	0	✔	0.0%	00:00:11	00:00:08	00:05:00	00:01:55	00:00:19	00:00:18
	10:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:11	00:00:09	00:02:54	00:01:37	00:00:34	00:00:32
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:26	00:04:26	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:06	00:02:46	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	00:02:29	00:02:29	00:00:09	00:00:09
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:36	00:01:53	00:00:22	00:00:22
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:00:52	00:00:38	00:00:13	00:00:13
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:00	00:02:28	00:00:20	00:00:20
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:00:34	00:00:34	00:00:26	00:00:26
HotelRealOeiras		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:09:00	00:02:32	00:00:08	00:00:08
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:30	00:01:06	00:00:12	00:00:12
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:30	00:00:30	00:00:06	00:00:06
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:08:27	00:05:08	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:03:31	00:02:13	00:00:04	00:00:04
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:35	00:01:04	00:00:05	00:00:05
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:09:00	00:03:51	00:00:12	00:00:12
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:30	00:01:19	00:00:12	00:00:12
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:04:14	00:02:41	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

HotelRealPalacio		12	10	🟡 83.3%	1	🟢 8.3%	1	🟢 8.3%	00:00:15	00:00:08	00:09:59	00:03:05	00:00:10	00:00:08
	09:00:00	2	0	🔴 0.0%	1	🔴 50.0%	1	🔴 50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:22	00:00:00
	10:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:06	00:00:05	00:04:27	00:02:45	00:00:05	00:00:05
	11:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:10	00:00:08	00:03:33	00:02:00	00:00:08	00:00:08
	12:00:00	3	3	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:12	00:00:09	00:09:59	00:04:09	00:00:09	00:00:09
	15:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:08	00:00:08	00:04:44	00:04:44	00:00:08	00:00:08
	16:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:07	00:00:07	00:03:00	00:03:00	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	00:01:06	00:01:06	00:00:10	00:00:10
HotelRealParque		7	7	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:08	00:04:12	00:02:28	00:00:09	00:00:09
	09:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:10	00:01:33	00:01:33	00:00:21	00:00:21
	10:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:09	00:00:09	00:00:43	00:00:43	00:00:09	00:00:09
	11:00:00	3	3	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:09	00:00:06	00:04:07	00:02:30	00:00:06	00:00:06
	12:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:09	00:00:09	00:03:15	00:03:15	00:00:09	00:00:09
	17:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:06	00:00:06	00:04:12	00:04:12	00:00:06	00:00:06
MaximeHotel		5	5	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:08	00:05:09	00:02:12	00:00:13	00:00:13
	11:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:05	00:00:05	00:00:55	00:00:55	00:00:05	00:00:05
	13:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:12	00:02:09	00:02:09	00:00:36	00:00:36
	14:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:06	00:00:06	00:01:10	00:00:47	00:00:06	00:00:06
	15:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:12	00:00:12	00:05:09	00:05:09	00:00:12	00:00:12
	17:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:04	00:00:04	00:03:23	00:03:23	00:00:04	00:00:04
28-12-2018		71	64	🟢 90.1%	2	🟢 2.8%	5	🟢 7.0%	00:00:15	00:00:08	00:12:07	00:02:48	00:00:19	00:00:15
GrdRealVillaltalia		37	33	🟢 89.2%	1	🟢 2.7%	3	🟢 8.1%	00:00:10	00:00:07	00:07:06	00:02:34	00:00:21	00:00:20
	09:00:00	3	3	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:07	00:00:05	00:05:10	00:02:17	00:00:05	00:00:05
	10:00:00	4	4	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:09	00:00:06	00:03:16	00:01:53	00:00:08	00:00:08
	11:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:10	00:00:09	00:05:12	00:04:24	00:00:28	00:00:28
	12:00:00	3	3	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:10	00:00:08	00:04:50	00:02:46	00:00:13	00:00:13
	13:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:09	00:00:06	00:02:17	00:01:26	00:00:09	00:00:09
	14:00:00	4	4	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:10	00:00:07	00:05:23	00:02:58	00:00:13	00:00:13
	15:00:00	8	8	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:10	00:00:08	00:07:06	00:02:51	00:00:15	00:00:15
	16:00:00	7	5	🟡 71.4%	0	🟢 0.0%	2	🔴 28.6%	00:00:10	00:00:07	00:04:06	00:01:52	00:00:29	00:00:27
	17:00:00	5	3	🟡 60.0%	1	🔴 20.0%	1	🔴 20.0%	00:00:10	00:00:09	00:05:18	00:03:28	00:00:48	00:01:03
HotelRealOeiras		14	13	🟢 92.9%	0	🟢 0.0%	1	🟢 7.1%	00:00:15	00:00:08	00:07:29	00:03:32	00:00:10	00:00:10
	09:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:06	00:00:06	00:07:20	00:07:20	00:00:06	00:00:06
	10:00:00	3	3	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:07	00:00:07	00:06:07	00:05:27	00:00:07	00:00:07
	11:00:00	3	3	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:08	00:07:29	00:03:58	00:00:10	00:00:10
	15:00:00	4	4	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:10	00:00:07	00:02:50	00:01:57	00:00:07	00:00:07
	17:00:00	3	2	🟡 66.7%	0	🟢 0.0%	1	🔴 33.3%	00:00:15	00:00:13	00:01:35	00:01:18	00:00:18	00:00:20
HotelRealPalacio		12	10	🟡 83.3%	1	🟢 8.3%	1	🟢 8.3%	00:00:15	00:00:10	00:12:07	00:02:58	00:00:29	00:00:14
	11:00:00	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
	12:00:00	4	4	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:10	00:03:48	00:01:32	00:00:20	00:00:20
	14:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:08	00:00:06	00:03:50	00:03:46	00:00:06	00:00:06
	15:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:08	00:02:16	00:01:34	00:00:13	00:00:13
	16:00:00	2	1	🟡 50.0%	0	🟢 0.0%	1	🔴 50.0%	00:00:08	00:00:08	00:12:07	00:12:07	00:00:10	00:00:08
	17:00:00	1	0	🔴 0.0%	1	🔴 100.0%	0	🟢 0.0%	00:00:15	00:00:13	00:00:00	00:00:00	00:03:26	00:00:00
	18:00:00	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
HotelRealParque		5	5	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:06	00:00:05	00:03:34	00:02:05	00:00:06	00:00:06
	11:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:06	00:00:04	00:03:34	00:03:06	00:00:05	00:00:05
	15:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:06	00:00:06	00:00:55	00:00:54	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:25	00:02:25	00:00:06	00:00:06
MaximeHotel		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:36	00:02:54	00:00:13	00:00:13
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:04:36	00:04:36	00:00:04	00:00:04
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:13	00:02:13	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:01:54	00:01:54	00:00:28	00:00:28
29-12-2018		42	19	✘	45.2%	9	✘	21.4%	14	✘	33.3%	00:00:15	00:00:09	00:07:46	00:02:02	00:01:42	00:00:09
GrdRealVillaltalia		24	9	✘	37.5%	6	✘	25.0%	9	✘	37.5%	00:00:10	00:00:07	00:07:46	00:02:48	00:02:40	00:00:06
	10:00:00	6	2	✘	33.3%	2	✘	33.3%	2	✘	33.3%	00:00:10	00:00:08	00:01:48	00:01:30	00:00:32	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:05	00:02:05	00:00:07	00:00:07
	12:00:00	6	0	✘	0.0%	1	✘	16.7%	5	✘	83.3%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:15	00:00:00
	13:00:00	1	0	✘	0.0%	1	✘	100.0%	0	✔	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:48:30	00:00:00
	14:00:00	4	3	⚠	75.0%	1	✘	25.0%	0	✔	0.0%	00:00:10	00:00:07	00:06:34	00:03:23	00:00:32	00:00:05
	15:00:00	5	2	✘	40.0%	1	✘	20.0%	2	✘	40.0%	00:00:10	00:00:06	00:07:46	00:04:38	00:00:29	00:00:04
	16:00:00	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
HotelRealOeiras		5	4	⚠	80.0%	1	✘	20.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:01	00:01:42	00:00:23	00:00:08
	09:00:00	1	0	✘	0.0%	1	✘	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:24	00:00:00
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:23	00:01:23	00:00:04	00:00:04
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:01	00:02:18	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:50	00:00:50	00:00:10	00:00:10
HotelRealPalacio		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:00:36	00:00:30	00:00:15	00:00:15
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:00:36	00:00:36	00:00:15	00:00:15
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:24	00:00:24	00:00:15	00:00:15
HotelRealParque		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:00:59	00:00:44	00:00:24	00:00:24
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:28	00:00:28	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	00:00:59	00:00:59	00:00:39	00:00:39
MaximeHotel		9	2	✘	22.2%	2	✘	22.2%	5	✘	55.6%	00:00:15	00:00:12	00:03:17	00:02:02	00:00:27	00:00:09
	16:00:00	9	2	✘	22.2%	2	✘	22.2%	5	✘	55.6%	00:00:15	00:00:12	00:03:17	00:02:02	00:00:27	00:00:09
31-12-2018		52	25	✘	48.1%	6	⚠	11.5%	21	✘	40.4%	00:00:15	00:00:08	00:07:20	00:02:38	00:00:18	00:00:12
GrdRealVillaltalia		15	10	⚠	66.7%	1	✔	6.7%	4	✘	26.7%	00:00:10	00:00:07	00:07:20	00:03:01	00:00:22	00:00:18
	09:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:05	00:05:05	00:03:18	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	00:07:20	00:03:07	00:00:28	00:00:28
	12:00:00	5	2	✘	40.0%	1	✘	20.0%	2	✘	40.0%	00:00:10	00:00:09	00:04:40	00:03:24	00:00:24	00:00:23
	13:00:00	2	0	✘	0.0%	0	✔	0.0%	2	✘	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:36	00:00:00
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:00:52	00:00:52	00:00:28	00:00:28
HotelRealOeiras		8	5	⚠	62.5%	1	⚠	12.5%	2	✘	25.0%	00:00:15	00:00:10	00:05:37	00:02:36	00:00:15	00:00:12
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:03:35	00:02:29	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:05:37	00:05:37	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	00:00:23	00:00:23	00:00:19	00:00:19
	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	00:00:48	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:01	00:02:01	00:00:14	00:00:14
	15:00:00	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
	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	00:00:09	00:00:00
HotelRealPalacio		21	7	✘	33.3%	2	✔	9.5%	12	✘	57.1%	00:00:09	00:00:05	00:04:12	00:02:26	00:00:12	00:00:06
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:03:53	00:02:32	00:00:07	00:00:07
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:03:26	00:02:11	00:00:04	00:00:04
	13:00:00	11	0	✘	0.0%	0	✔	0.0%	11	✘	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	14:00:00	4	3	⚠	75.0%	1	✘	25.0%	0	✔	0.0%	00:00:09	00:00:06	00:04:12	00:02:38	00:00:06	00:00:06
	15:00:00	1	0	✘	0.0%	1	✘	100.0%	0	✔	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:46	00:00:00

OneContact Reporting

Service Performance Report

	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	00:00:17	00:00:00
HotelRealParque		3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:04	00:00:04	00:01:20	00:01:20	00:00:15	00:00:04
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:20	00:01:20	00:00:04	00:00:04
	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	00:00:05	00:00:00
	17:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:35	00:00:00
RealResidencia		5	2	✖	40.0%	2	✖	40.0%	1	✖	20.0%	00:00:15	00:00:13	00:02:34	00:02:09	00:00:45	00:00:12
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:44	00:01:44	00:00:11	00:00:11
	12:00:00	3	0	✖	0.0%	2	✖	66.7%	1	✖	33.3%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:07	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:02:34	00:02:34	00:00:12	00:00:12
TOTAL		1541	1132	⚠	73.5%	132	✔	8.6%	277	✖	18.0%	00:00:16	00:00:09	00:36:14	00:03:09	00:00:25	00:00:17