

# OneContact Reporting

## Service Performance Report

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

Date / Service Name	Start Period	Total Chamadas	Total Chamadas Atendidas		Total Chamadas Abandonadas		Total Chamadas Sobrepostas		Max Answer Delay	Avg Answer Delay	Max Talk Time	Avg Talk Time	Avg Queue Time	Avg Handled Queue Time
			#	%	#	%	#	%						
<b>01-12-2018</b>		<b>16</b>	<b>8</b>	<b>50.0%</b>	<b>5</b>	<b>31.3%</b>	<b>3</b>	<b>18.8%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:15:50</b>	<b>00:06:09</b>	<b>00:00:36</b>	<b>00:00:13</b>
<b>GrdRealVillaltalia</b>		<b>10</b>	<b>5</b>	<b>50.0%</b>	<b>3</b>	<b>30.0%</b>	<b>2</b>	<b>20.0%</b>	<b>00:00:10</b>	<b>00:00:08</b>	<b>00:15:50</b>	<b>00:06:32</b>	<b>00:00:38</b>	<b>00:00:14</b>
	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
<b>HotelRealOeiras</b>		<b>2</b>	<b>1</b>	<b>50.0%</b>	<b>1</b>	<b>50.0%</b>	<b>0</b>	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:14</b>	<b>00:03:35</b>	<b>00:03:35</b>	<b>00:01:04</b>	<b>00:00:13</b>
	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
<b>HotelRealPalacio</b>		<b>2</b>	<b>2</b>	<b>100.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>00:00:11</b>	<b>00:00:10</b>	<b>00:11:03</b>	<b>00:06:28</b>	<b>00:00:10</b>	<b>00:00:10</b>
	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
<b>HotelRealParque</b>		<b>1</b>	<b>0</b>	<b>0.0%</b>	<b>1</b>	<b>100.0%</b>	<b>0</b>	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:15</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:38</b>	<b>00:00:00</b>
	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
<b>MaximeHotel</b>		<b>1</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>1</b>	<b>100.0%</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:07</b>	<b>00:00:00</b>
	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
<b>03-12-2018</b>		<b>96</b>	<b>77</b>	<b>80.2%</b>	<b>6</b>	<b>6.3%</b>	<b>13</b>	<b>13.5%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:12:46</b>	<b>00:02:45</b>	<b>00:00:27</b>	<b>00:00:19</b>
<b>GrdRealVillaltalia</b>		<b>24</b>	<b>19</b>	<b>79.2%</b>	<b>1</b>	<b>4.2%</b>	<b>4</b>	<b>16.7%</b>	<b>00:00:10</b>	<b>00:00:07</b>	<b>00:10:22</b>	<b>00:03:00</b>	<b>00:00:16</b>	<b>00:00:10</b>
	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
<b>HotelRealOeiras</b>		<b>35</b>	<b>30</b>	<b>85.7%</b>	<b>2</b>	<b>5.7%</b>	<b>3</b>	<b>8.6%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:12:46</b>	<b>00:03:03</b>	<b>00:00:35</b>	<b>00:00:29</b>
	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
<b>HotelRealPalacio</b>		<b>19</b>	<b>15</b>	<b>78.9%</b>	<b>1</b>	<b>5.3%</b>	<b>3</b>	<b>15.8%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:11:35</b>	<b>00:02:29</b>	<b>00:00:18</b>	<b>00:00:14</b>
	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

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## 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
<b>HotelRealParque</b>		<b>17</b>	<b>12</b>	⚠	<b>70.6%</b>	<b>2</b>	⚠	<b>11.8%</b>	<b>3</b>	✗	<b>17.6%</b>	<b>00:00:15</b>	<b>00:00:08</b>	<b>00:04:55</b>	<b>00:01:48</b>	<b>00:00:35</b>	<b>00:00:15</b>
	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
<b>MaximeHotel</b>		<b>1</b>	<b>1</b>	✓	<b>100.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:08</b>	<b>00:00:08</b>	<b>00:04:26</b>	<b>00:04:26</b>	<b>00:00:08</b>	<b>00:00:08</b>
	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
<b>04-12-2018</b>		<b>58</b>	<b>54</b>	✓	<b>93.1%</b>	<b>1</b>	✓	<b>1.7%</b>	<b>3</b>	✓	<b>5.2%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:08:22</b>	<b>00:02:34</b>	<b>00:00:20</b>	<b>00:00:21</b>
<b>GrdRealVillaltalia</b>		<b>18</b>	<b>17</b>	✓	<b>94.4%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>1</b>	✓	<b>5.6%</b>	<b>00:00:10</b>	<b>00:00:08</b>	<b>00:08:22</b>	<b>00:02:38</b>	<b>00:00:38</b>	<b>00:00:40</b>
	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
<b>HotelRealOeiras</b>		<b>14</b>	<b>13</b>	✓	<b>92.9%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>1</b>	✓	<b>7.1%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:05:09</b>	<b>00:02:35</b>	<b>00:00:09</b>	<b>00:00:09</b>
	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
<b>HotelRealPalacio</b>		<b>10</b>	<b>9</b>	✓	<b>90.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>1</b>	⚠	<b>10.0%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:03:37</b>	<b>00:02:04</b>	<b>00:00:11</b>	<b>00:00:11</b>
	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
<b>HotelRealParque</b>		<b>15</b>	<b>14</b>	✓	<b>93.3%</b>	<b>1</b>	✓	<b>6.7%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:06:06</b>	<b>00:02:52</b>	<b>00:00:17</b>	<b>00:00:17</b>
	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

# OneContact Reporting

## Service Performance Report

	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
<b>MaximeHotel</b>		<b>1</b>	<b>1</b>	✓	<b>100.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:09</b>	<b>00:00:09</b>	<b>00:01:25</b>	<b>00:01:25</b>	<b>00:00:09</b>	<b>00:00:09</b>
	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
<b>05-12-2018</b>		<b>82</b>	<b>71</b>	✓	<b>86.6%</b>	<b>4</b>	✓	<b>4.9%</b>	<b>7</b>	✓	<b>8.5%</b>	<b>00:00:16</b>	<b>00:00:09</b>	<b>00:11:48</b>	<b>00:03:23</b>	<b>00:00:21</b>	<b>00:00:18</b>
<b>GrdRealVillaltalia</b>		<b>27</b>	<b>24</b>	✓	<b>88.9%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>3</b>	⚠	<b>11.1%</b>	<b>00:00:10</b>	<b>00:00:08</b>	<b>00:11:33</b>	<b>00:03:14</b>	<b>00:00:17</b>	<b>00:00:18</b>
	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
<b>HotelRealOeiras</b>		<b>11</b>	<b>9</b>	⚠	<b>81.8%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>2</b>	✗	<b>18.2%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:11:48</b>	<b>00:04:45</b>	<b>00:00:11</b>	<b>00:00:11</b>
	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
<b>HotelRealPalacio</b>		<b>27</b>	<b>24</b>	✓	<b>88.9%</b>	<b>3</b>	⚠	<b>11.1%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:08:55</b>	<b>00:03:24</b>	<b>00:00:35</b>	<b>00:00:22</b>
	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
<b>HotelRealParque</b>		<b>11</b>	<b>10</b>	✓	<b>90.9%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>1</b>	✓	<b>9.1%</b>	<b>00:00:16</b>	<b>00:00:10</b>	<b>00:05:25</b>	<b>00:02:51</b>	<b>00:00:15</b>	<b>00:00:16</b>
	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
<b>MaximeHotel</b>		<b>4</b>	<b>2</b>	⚠	<b>50.0%</b>	<b>1</b>	✗	<b>25.0%</b>	<b>1</b>	✗	<b>25.0%</b>	<b>00:00:15</b>	<b>00:00:07</b>	<b>00:05:31</b>	<b>00:03:48</b>	<b>00:00:11</b>	<b>00:00:13</b>
	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
<b>RealResidencia</b>		<b>2</b>	<b>2</b>	✓	<b>100.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:11</b>	<b>00:00:10</b>	<b>00:01:37</b>	<b>00:01:26</b>	<b>00:00:10</b>	<b>00:00:10</b>
	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

# OneContact Reporting

## Service Performance Report

	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
<b>06-12-2018</b>		<b>63</b>	<b>58</b>	✓	<b>92.1%</b>	<b>3</b>	✓	<b>4.8%</b>	<b>2</b>	✓	<b>3.2%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:11:24</b>	<b>00:02:43</b>	<b>00:00:21</b>	<b>00:00:19</b>
<b>GrdRealVillaltalia</b>		<b>17</b>	<b>16</b>	✓	<b>94.1%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>1</b>	✓	<b>5.9%</b>	<b>00:00:10</b>	<b>00:00:08</b>	<b>00:11:24</b>	<b>00:03:18</b>	<b>00:00:16</b>	<b>00:00:16</b>
	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
<b>HotelRealOeiras</b>		<b>19</b>	<b>17</b>	✓	<b>89.5%</b>	<b>1</b>	✓	<b>5.3%</b>	<b>1</b>	✓	<b>5.3%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:06:36</b>	<b>00:02:37</b>	<b>00:00:20</b>	<b>00:00:18</b>
	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
<b>HotelRealPalacio</b>		<b>14</b>	<b>13</b>	✓	<b>92.9%</b>	<b>1</b>	✓	<b>7.1%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:05:20</b>	<b>00:02:50</b>	<b>00:00:25</b>	<b>00:00:25</b>
	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
<b>HotelRealParque</b>		<b>9</b>	<b>8</b>	✓	<b>88.9%</b>	<b>1</b>	⚠	<b>11.1%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:03:09</b>	<b>00:01:36</b>	<b>00:00:34</b>	<b>00:00:18</b>
	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
<b>RealResidencia</b>		<b>4</b>	<b>4</b>	✓	<b>100.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:04:42</b>	<b>00:02:37</b>	<b>00:00:12</b>	<b>00:00:12</b>
	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
<b>07-12-2018</b>		<b>97</b>	<b>52</b>	⚠	<b>53.6%</b>	<b>5</b>	✓	<b>5.2%</b>	<b>40</b>	✗	<b>41.2%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:14:21</b>	<b>00:02:57</b>	<b>00:00:20</b>	<b>00:00:17</b>
<b>GrdRealVillaltalia</b>		<b>20</b>	<b>9</b>	✗	<b>45.0%</b>	<b>2</b>	⚠	<b>10.0%</b>	<b>9</b>	✗	<b>45.0%</b>	<b>00:00:10</b>	<b>00:00:08</b>	<b>00:08:45</b>	<b>00:03:09</b>	<b>00:00:16</b>	<b>00:00:11</b>
	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

# OneContact Reporting

## Service Performance Report

	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
<b>HotelRealOeiras</b>		<b>27</b>	<b>17</b>	⚠	<b>63.0%</b>	<b>1</b>	✓	<b>3.7%</b>	<b>9</b>	✗	<b>33.3%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:03:51</b>	<b>00:01:45</b>	<b>00:00:21</b>	<b>00:00:18</b>
	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!	#DIV/0!	0	#DIV/0!	#DIV/0!	0	#DIV/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
<b>HotelRealPalacio</b>		<b>19</b>	<b>9</b>	✗	<b>47.4%</b>	<b>1</b>	✓	<b>5.3%</b>	<b>9</b>	✗	<b>47.4%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:09:19</b>	<b>00:02:51</b>	<b>00:00:31</b>	<b>00:00:32</b>
	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
<b>HotelRealParque</b>		<b>21</b>	<b>11</b>	⚠	<b>52.4%</b>	<b>1</b>	✓	<b>4.8%</b>	<b>9</b>	✗	<b>42.9%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:06:32</b>	<b>00:03:09</b>	<b>00:00:20</b>	<b>00:00:14</b>
	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
<b>MaximeHotel</b>		<b>8</b>	<b>4</b>	⚠	<b>50.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>4</b>	✗	<b>50.0%</b>	<b>00:00:15</b>	<b>00:00:08</b>	<b>00:05:23</b>	<b>00:02:35</b>	<b>00:00:09</b>	<b>00:00:10</b>
	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
<b>RealResidencia</b>		<b>2</b>	<b>2</b>	✓	<b>100.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:05</b>	<b>00:00:04</b>	<b>00:14:21</b>	<b>00:12:42</b>	<b>00:00:04</b>	<b>00:00:04</b>
	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
<b>08-12-2018</b>		<b>14</b>	<b>8</b>	⚠	<b>57.1%</b>	<b>1</b>	✓	<b>7.1%</b>	<b>5</b>	✗	<b>35.7%</b>	<b>00:00:15</b>	<b>00:00:08</b>	<b>00:04:38</b>	<b>00:02:52</b>	<b>00:00:17</b>	<b>00:00:12</b>
<b>GrdRealVillaltalia</b>		<b>4</b>	<b>4</b>	✓	<b>100.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:10</b>	<b>00:00:07</b>	<b>00:04:01</b>	<b>00:02:53</b>	<b>00:00:12</b>	<b>00:00:12</b>
	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

<b>HotelRealOeiras</b>	<b>2</b>	<b>1</b>	<b>50.0%</b>	<b>1</b>	<b>50.0%</b>	<b>0</b>	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:03:31</b>	<b>00:03:31</b>	<b>00:01:06</b>	<b>00:00:26</b>
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
<b>HotelRealPalacio</b>	<b>1</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>1</b>	<b>100.0%</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:04</b>	<b>00:00:00</b>
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
<b>HotelRealParque</b>	<b>3</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>3</b>	<b>100.0%</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:06</b>	<b>00:00:00</b>
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
<b>MaximeHotel</b>	<b>2</b>	<b>1</b>	<b>50.0%</b>	<b>0</b>	<b>0.0%</b>	<b>1</b>	<b>50.0%</b>	<b>00:00:05</b>	<b>00:00:05</b>	<b>00:01:11</b>	<b>00:01:11</b>	<b>00:00:07</b>	<b>00:00:05</b>
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
<b>RealResidencia</b>	<b>2</b>	<b>2</b>	<b>100.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>00:00:10</b>	<b>00:00:09</b>	<b>00:04:38</b>	<b>00:03:19</b>	<b>00:00:09</b>	<b>00:00:09</b>
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
<b>10-12-2018</b>	<b>95</b>	<b>64</b>	<b>67.4%</b>	<b>6</b>	<b>6.3%</b>	<b>25</b>	<b>26.3%</b>	<b>00:00:16</b>	<b>00:00:09</b>	<b>00:13:17</b>	<b>00:03:14</b>	<b>00:00:25</b>	<b>00:00:18</b>
<b>GrdRealVillaltalia</b>	<b>31</b>	<b>16</b>	<b>51.6%</b>	<b>2</b>	<b>6.5%</b>	<b>13</b>	<b>41.9%</b>	<b>00:00:10</b>	<b>00:00:07</b>	<b>00:09:36</b>	<b>00:03:42</b>	<b>00:00:24</b>	<b>00:00:19</b>
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
<b>HotelRealOeiras</b>	<b>25</b>	<b>19</b>	<b>76.0%</b>	<b>3</b>	<b>12.0%</b>	<b>3</b>	<b>12.0%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:09:10</b>	<b>00:02:22</b>	<b>00:00:34</b>	<b>00:00:17</b>
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
<b>HotelRealPalacio</b>	<b>21</b>	<b>15</b>	<b>71.4%</b>	<b>1</b>	<b>4.8%</b>	<b>5</b>	<b>23.8%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:11:24</b>	<b>00:03:13</b>	<b>00:00:20</b>	<b>00:00:14</b>
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
<b>HotelRealParque</b>	<b>11</b>	<b>8</b>	<b>72.7%</b>	<b>0</b>	<b>0.0%</b>	<b>3</b>	<b>27.3%</b>	<b>00:00:16</b>	<b>00:00:10</b>	<b>00:13:17</b>	<b>00:03:06</b>	<b>00:00:24</b>	<b>00:00:30</b>
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
<b>MaximeHotel</b>		<b>1</b>	<b>1</b>	✅	<b>100.0%</b>	<b>0</b>	✅	<b>0.0%</b>	<b>0</b>	✅	<b>0.0%</b>	<b>00:00:12</b>	<b>00:00:12</b>	<b>00:00:25</b>	<b>00:00:25</b>	<b>00:00:12</b>	<b>00:00:12</b>
	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
<b>RealResidencia</b>		<b>6</b>	<b>5</b>	⚠️	<b>83.3%</b>	<b>0</b>	✅	<b>0.0%</b>	<b>1</b>	❌	<b>16.7%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:07:22</b>	<b>00:05:44</b>	<b>00:00:12</b>	<b>00:00:12</b>
	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!	#DIV/0!	0	#DIV/0!	#DIV/0!	0	#DIV/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
<b>11-12-2018</b>		<b>73</b>	<b>50</b>	⚠️	<b>68.5%</b>	<b>11</b>	❌	<b>15.1%</b>	<b>12</b>	❌	<b>16.4%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:22:07</b>	<b>00:03:29</b>	<b>00:00:30</b>	<b>00:00:21</b>
<b>GrdRealVillaltalia</b>		<b>23</b>	<b>13</b>	⚠️	<b>56.5%</b>	<b>2</b>	✅	<b>8.7%</b>	<b>8</b>	❌	<b>34.8%</b>	<b>00:00:10</b>	<b>00:00:07</b>	<b>00:06:46</b>	<b>00:02:39</b>	<b>00:00:14</b>	<b>00:00:17</b>
	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
<b>HotelRealOeiras</b>		<b>16</b>	<b>10</b>	⚠️	<b>62.5%</b>	<b>6</b>	❌	<b>37.5%</b>	<b>0</b>	✅	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:12</b>	<b>00:10:21</b>	<b>00:04:21</b>	<b>00:01:11</b>	<b>00:00:18</b>
	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
<b>HotelRealPalacio</b>		<b>18</b>	<b>15</b>	⚠️	<b>83.3%</b>	<b>1</b>	✅	<b>5.6%</b>	<b>2</b>	⚠️	<b>11.1%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:22:07</b>	<b>00:04:51</b>	<b>00:00:16</b>	<b>00:00:17</b>
	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
<b>HotelRealParque</b>		<b>13</b>	<b>10</b>	⚠️	<b>76.9%</b>	<b>1</b>	✅	<b>7.7%</b>	<b>2</b>	❌	<b>15.4%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:05:39</b>	<b>00:02:05</b>	<b>00:00:29</b>	<b>00:00:35</b>
	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
<b>MaximeHotel</b>		<b>1</b>	<b>1</b>	✅	<b>100.0%</b>	<b>0</b>	✅	<b>0.0%</b>	<b>0</b>	✅	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:14</b>	<b>00:00:14</b>	<b>00:00:14</b>	<b>00:00:28</b>	<b>00:00:28</b>
	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
<b>RealResidencia</b>		<b>2</b>	<b>1</b>	⚠️	<b>50.0%</b>	<b>1</b>	❌	<b>50.0%</b>	<b>0</b>	✅	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:12</b>	<b>00:04:34</b>	<b>00:04:34</b>	<b>00:00:30</b>	<b>00:00:23</b>
	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
<b>12-12-2018</b>		<b>96</b>	<b>73</b>	⚠️	<b>76.0%</b>	<b>9</b>	✅	<b>9.4%</b>	<b>14</b>	⚠️	<b>14.6%</b>	<b>00:00:16</b>	<b>00:00:10</b>	<b>00:36:14</b>	<b>00:03:59</b>	<b>00:00:27</b>	<b>00:00:23</b>
<b>GrdRealVillaltalia</b>		<b>13</b>	<b>12</b>	✅	<b>92.3%</b>	<b>0</b>	✅	<b>0.0%</b>	<b>1</b>	✅	<b>7.7%</b>	<b>00:00:10</b>	<b>00:00:09</b>	<b>00:36:14</b>	<b>00:06:35</b>	<b>00:00:22</b>	<b>00:00:24</b>
	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
<b>HotelRealOeiras</b>		<b>36</b>	<b>26</b>	⚠️	<b>72.2%</b>	<b>3</b>	✅	<b>8.3%</b>	<b>7</b>	❌	<b>19.4%</b>	<b>00:00:16</b>	<b>00:00:11</b>	<b>00:10:51</b>	<b>00:03:04</b>	<b>00:00:25</b>	<b>00:00:22</b>
	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
<b>HotelRealPalacio</b>		<b>17</b>	<b>11</b>	⚠️	<b>64.7%</b>	<b>4</b>	❌	<b>23.5%</b>	<b>2</b>	⚠️	<b>11.8%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:10:54</b>	<b>00:04:24</b>	<b>00:00:29</b>	<b>00:00:20</b>
	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
<b>HotelRealParque</b>		<b>18</b>	<b>16</b>	✅	<b>88.9%</b>	<b>1</b>	✅	<b>5.6%</b>	<b>1</b>	✅	<b>5.6%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:23:12</b>	<b>00:03:47</b>	<b>00:00:22</b>	<b>00:00:20</b>
	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
<b>MaximeHotel</b>		<b>9</b>	<b>5</b>	⚠️	<b>55.6%</b>	<b>1</b>	⚠️	<b>11.1%</b>	<b>3</b>	❌	<b>33.3%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:02:55</b>	<b>00:02:03</b>	<b>00:00:46</b>	<b>00:00:36</b>
	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!	#DIV/0!	0	#DIV/0!	#DIV/0!	0	#DIV/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
<b>RealResidencia</b>		<b>3</b>	<b>3</b>	✅	<b>100.0%</b>	<b>0</b>	✅	<b>0.0%</b>	<b>0</b>	✅	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:12</b>	<b>00:05:59</b>	<b>00:04:00</b>	<b>00:00:25</b>	<b>00:00:25</b>
	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

# OneContact Reporting

## 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
<b>13-12-2018</b>		<b>78</b>	<b>53</b>	⚠	<b>67.9%</b>	<b>12</b>	✗	<b>15.4%</b>	<b>13</b>	✗	<b>16.7%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:26:16</b>	<b>00:03:53</b>	<b>00:00:21</b>	<b>00:00:13</b>
<b>GrdRealVillaltalia</b>		<b>31</b>	<b>17</b>	⚠	<b>54.8%</b>	<b>6</b>	✗	<b>19.4%</b>	<b>8</b>	✗	<b>25.8%</b>	<b>00:00:10</b>	<b>00:00:08</b>	<b>00:26:16</b>	<b>00:05:55</b>	<b>00:00:18</b>	<b>00:00:13</b>
	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
<b>HotelRealOeiras</b>		<b>28</b>	<b>20</b>	⚠	<b>71.4%</b>	<b>3</b>	⚠	<b>10.7%</b>	<b>5</b>	✗	<b>17.9%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:07:20</b>	<b>00:03:18</b>	<b>00:00:17</b>	<b>00:00:11</b>
	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
<b>HotelRealPalacio</b>		<b>10</b>	<b>9</b>	✓	<b>90.0%</b>	<b>1</b>	⚠	<b>10.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:07:04</b>	<b>00:02:26</b>	<b>00:00:29</b>	<b>00:00:12</b>
	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!	#DIV/0!	0	#DIV/0!	#DIV/0!	0	#DIV/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
<b>HotelRealParque</b>		<b>6</b>	<b>5</b>	⚠	<b>83.3%</b>	<b>1</b>	✗	<b>16.7%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:12</b>	<b>00:05:02</b>	<b>00:02:57</b>	<b>00:00:26</b>	<b>00:00:19</b>
	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
<b>MaximeHotel</b>		<b>3</b>	<b>2</b>	⚠	<b>66.7%</b>	<b>1</b>	✗	<b>33.3%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:01:10</b>	<b>00:00:50</b>	<b>00:00:52</b>	<b>00:00:16</b>
	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
<b>14-12-2018</b>		<b>59</b>	<b>56</b>	✓	<b>94.9%</b>	<b>1</b>	✓	<b>1.7%</b>	<b>2</b>	✓	<b>3.4%</b>	<b>00:00:16</b>	<b>00:00:10</b>	<b>00:36:02</b>	<b>00:03:30</b>	<b>00:00:18</b>	<b>00:00:18</b>
<b>GrdRealVillaltalia</b>		<b>17</b>	<b>17</b>	✓	<b>100.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:10</b>	<b>00:00:08</b>	<b>00:36:02</b>	<b>00:04:46</b>	<b>00:00:13</b>	<b>00:00:13</b>
	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
<b>HotelRealOeiras</b>		<b>14</b>	<b>12</b>	✓	<b>85.7%</b>	<b>1</b>	✓	<b>7.1%</b>	<b>1</b>	✓	<b>7.1%</b>	<b>00:00:16</b>	<b>00:00:11</b>	<b>00:18:54</b>	<b>00:03:34</b>	<b>00:00:20</b>	<b>00:00:19</b>
	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
<b>HotelRealPalacio</b>		<b>13</b>	<b>12</b>	<b>✓ 92.3%</b>	<b>0</b>	<b>✓ 0.0%</b>	<b>1</b>	<b>✓ 7.7%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:06:22</b>	<b>00:02:10</b>	<b>00:00:19</b>	<b>00:00:20</b>
	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
<b>HotelRealParque</b>		<b>13</b>	<b>13</b>	<b>✓ 100.0%</b>	<b>0</b>	<b>✓ 0.0%</b>	<b>0</b>	<b>✓ 0.0%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:10:45</b>	<b>00:02:55</b>	<b>00:00:23</b>	<b>00:00:23</b>
	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
<b>MaximeHotel</b>		<b>1</b>	<b>1</b>	<b>✓ 100.0%</b>	<b>0</b>	<b>✓ 0.0%</b>	<b>0</b>	<b>✓ 0.0%</b>	<b>00:00:13</b>	<b>00:00:13</b>	<b>00:06:59</b>	<b>00:06:59</b>	<b>00:00:13</b>	<b>00:00:13</b>
	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
<b>RealResidencia</b>		<b>1</b>	<b>1</b>	<b>✓ 100.0%</b>	<b>0</b>	<b>✓ 0.0%</b>	<b>0</b>	<b>✓ 0.0%</b>	<b>00:00:04</b>	<b>00:00:04</b>	<b>00:00:59</b>	<b>00:00:59</b>	<b>00:00:04</b>	<b>00:00:04</b>
	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
<b>15-12-2018</b>		<b>38</b>	<b>13</b>	<b>✗ 34.2%</b>	<b>7</b>	<b>✗ 18.4%</b>	<b>18</b>	<b>✗ 47.4%</b>	<b>00:00:15</b>	<b>00:00:08</b>	<b>00:04:27</b>	<b>00:01:48</b>	<b>00:00:59</b>	<b>00:00:17</b>
<b>GrdRealVillaltalia</b>		<b>11</b>	<b>7</b>	<b>⚠ 63.6%</b>	<b>2</b>	<b>✗ 18.2%</b>	<b>2</b>	<b>✗ 18.2%</b>	<b>00:00:10</b>	<b>00:00:08</b>	<b>00:02:51</b>	<b>00:01:18</b>	<b>00:00:35</b>	<b>00:00:21</b>
	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
<b>HotelRealOeiras</b>		<b>12</b>	<b>3</b>	<b>✗ 25.0%</b>	<b>2</b>	<b>✗ 16.7%</b>	<b>7</b>	<b>✗ 58.3%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:04:27</b>	<b>00:03:11</b>	<b>00:01:18</b>	<b>00:00:15</b>
	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
<b>HotelRealPalacio</b>		<b>10</b>	<b>2</b>	<b>✗ 20.0%</b>	<b>2</b>	<b>✗ 20.0%</b>	<b>6</b>	<b>✗ 60.0%</b>	<b>00:00:10</b>	<b>00:00:05</b>	<b>00:02:24</b>	<b>00:01:32</b>	<b>00:01:09</b>	<b>00:00:08</b>
	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
<b>HotelRealParque</b>		<b>4</b>	<b>0</b>	<b>✗ 0.0%</b>	<b>1</b>	<b>✗ 25.0%</b>	<b>3</b>	<b>✗ 75.0%</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:54</b>	<b>00:00:00</b>
	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
<b>MaximeHotel</b>		<b>1</b>	<b>1</b>	<b>✓ 100.0%</b>	<b>0</b>	<b>✓ 0.0%</b>	<b>0</b>	<b>✓ 0.0%</b>	<b>00:00:09</b>	<b>00:00:09</b>	<b>00:01:44</b>	<b>00:01:44</b>	<b>00:00:10</b>	<b>00:00:10</b>
	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
<b>17-12-2018</b>		<b>63</b>	<b>57</b>	<b>✓ 90.5%</b>	<b>3</b>	<b>✓ 4.8%</b>	<b>3</b>	<b>✓ 4.8%</b>	<b>00:00:16</b>	<b>00:00:10</b>	<b>00:13:47</b>	<b>00:02:54</b>	<b>00:00:20</b>	<b>00:00:17</b>

# OneContact Reporting

## Service Performance Report

<b>GrdRealVillaltalia</b>	<b>11</b>	<b>11</b>		<b>100.0%</b>	<b>0</b>		<b>0.0%</b>	<b>0</b>		<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:08</b>	<b>00:11:47</b>	<b>00:03:32</b>	<b>00:00:28</b>	<b>00:00:28</b>
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
<b>HotelRealOeiras</b>	<b>23</b>	<b>18</b>		<b>78.3%</b>	<b>2</b>		<b>8.7%</b>	<b>3</b>		<b>13.0%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:06:14</b>	<b>00:02:32</b>	<b>00:00:18</b>	<b>00:00:15</b>
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
<b>HotelRealPalacio</b>	<b>16</b>	<b>16</b>		<b>100.0%</b>	<b>0</b>		<b>0.0%</b>	<b>0</b>		<b>0.0%</b>	<b>00:00:16</b>	<b>00:00:10</b>	<b>00:05:14</b>	<b>00:02:08</b>	<b>00:00:15</b>	<b>00:00:15</b>
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
<b>HotelRealParque</b>	<b>11</b>	<b>10</b>		<b>90.9%</b>	<b>1</b>		<b>9.1%</b>	<b>0</b>		<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:13:47</b>	<b>00:03:42</b>	<b>00:00:23</b>	<b>00:00:15</b>
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
<b>MaximeHotel</b>	<b>2</b>	<b>2</b>		<b>100.0%</b>	<b>0</b>		<b>0.0%</b>	<b>0</b>		<b>0.0%</b>	<b>00:00:11</b>	<b>00:00:10</b>	<b>00:05:53</b>	<b>00:05:02</b>	<b>00:00:10</b>	<b>00:00:10</b>
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
<b>18-12-2018</b>	<b>63</b>	<b>50</b>		<b>79.4%</b>	<b>2</b>		<b>3.2%</b>	<b>11</b>		<b>17.5%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:10:36</b>	<b>00:02:43</b>	<b>00:00:19</b>	<b>00:00:16</b>
<b>GrdRealVillaltalia</b>	<b>19</b>	<b>16</b>		<b>84.2%</b>	<b>2</b>		<b>10.5%</b>	<b>1</b>		<b>5.3%</b>	<b>00:00:10</b>	<b>00:00:08</b>	<b>00:05:44</b>	<b>00:02:24</b>	<b>00:00:30</b>	<b>00:00:19</b>
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
<b>HotelRealOeiras</b>	<b>17</b>	<b>15</b>		<b>88.2%</b>	<b>0</b>		<b>0.0%</b>	<b>2</b>		<b>11.8%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:07:44</b>	<b>00:02:57</b>	<b>00:00:14</b>	<b>00:00:15</b>
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
<b>HotelRealPalacio</b>		<b>19</b>	<b>12</b>	⚠	<b>63.2%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>7</b>	✗	<b>36.8%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:06:46</b>	<b>00:02:10</b>	<b>00:00:17</b>	<b>00:00:15</b>
	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
<b>HotelRealParque</b>		<b>6</b>	<b>5</b>	⚠	<b>83.3%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>1</b>	✗	<b>16.7%</b>	<b>00:00:10</b>	<b>00:00:08</b>	<b>00:08:20</b>	<b>00:02:10</b>	<b>00:00:09</b>	<b>00:00:10</b>
	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
<b>MaximeHotel</b>		<b>2</b>	<b>2</b>	✓	<b>100.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:13</b>	<b>00:10:36</b>	<b>00:08:26</b>	<b>00:00:20</b>	<b>00:00:20</b>
	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
<b>19-12-2018</b>		<b>66</b>	<b>43</b>	⚠	<b>65.2%</b>	<b>5</b>	✓	<b>7.6%</b>	<b>18</b>	✗	<b>27.3%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:14:41</b>	<b>00:03:04</b>	<b>00:00:22</b>	<b>00:00:17</b>
<b>GrdRealVillaltalia</b>		<b>17</b>	<b>16</b>	✓	<b>94.1%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>1</b>	✓	<b>5.9%</b>	<b>00:00:11</b>	<b>00:00:09</b>	<b>00:13:03</b>	<b>00:02:45</b>	<b>00:00:15</b>	<b>00:00:16</b>
	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
<b>HotelRealOeiras</b>		<b>16</b>	<b>7</b>	✗	<b>43.8%</b>	<b>1</b>	✓	<b>6.3%</b>	<b>8</b>	✗	<b>50.0%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:08:16</b>	<b>00:04:28</b>	<b>00:00:13</b>	<b>00:00:16</b>
	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
<b>HotelRealPalacio</b>		<b>16</b>	<b>10</b>	⚠	<b>62.5%</b>	<b>1</b>	✓	<b>6.3%</b>	<b>5</b>	✗	<b>31.3%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:04:44</b>	<b>00:02:04</b>	<b>00:00:25</b>	<b>00:00:18</b>
	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
<b>HotelRealParque</b>		<b>15</b>	<b>8</b>	⚠	<b>53.3%</b>	<b>3</b>	✗	<b>20.0%</b>	<b>4</b>	✗	<b>26.7%</b>	<b>00:00:15</b>	<b>00:00:12</b>	<b>00:14:41</b>	<b>00:03:32</b>	<b>00:00:38</b>	<b>00:00:19</b>
	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
<b>MaximeHotel</b>		<b>1</b>	<b>1</b>	<b>✅</b>	<b>100.0%</b>	<b>0</b>	<b>✅</b>	<b>0.0%</b>	<b>0</b>	<b>✅</b>	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:12</b>	<b>00:05:00</b>	<b>00:05:00</b>	<b>00:00:37</b>	<b>00:00:37</b>
	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
<b>RealResidencia</b>		<b>1</b>	<b>1</b>	<b>✅</b>	<b>100.0%</b>	<b>0</b>	<b>✅</b>	<b>0.0%</b>	<b>0</b>	<b>✅</b>	<b>0.0%</b>	<b>00:00:08</b>	<b>00:00:08</b>	<b>00:04:01</b>	<b>00:04:01</b>	<b>00:00:08</b>	<b>00:00:08</b>
	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
<b>20-12-2018</b>		<b>54</b>	<b>44</b>	<b>⚠️</b>	<b>81.5%</b>	<b>5</b>	<b>✅</b>	<b>9.3%</b>	<b>5</b>	<b>✅</b>	<b>9.3%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:15:41</b>	<b>00:03:46</b>	<b>00:00:23</b>	<b>00:00:17</b>
<b>GrdRealVillaltalia</b>		<b>24</b>	<b>19</b>	<b>⚠️</b>	<b>79.2%</b>	<b>2</b>	<b>✅</b>	<b>8.3%</b>	<b>3</b>	<b>⚠️</b>	<b>12.5%</b>	<b>00:00:10</b>	<b>00:00:08</b>	<b>00:12:01</b>	<b>00:03:33</b>	<b>00:00:22</b>	<b>00:00:20</b>
	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
<b>HotelRealOeiras</b>		<b>11</b>	<b>9</b>	<b>⚠️</b>	<b>81.8%</b>	<b>1</b>	<b>✅</b>	<b>9.1%</b>	<b>1</b>	<b>✅</b>	<b>9.1%</b>	<b>00:00:15</b>	<b>00:00:12</b>	<b>00:07:23</b>	<b>00:03:30</b>	<b>00:00:30</b>	<b>00:00:19</b>
	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
<b>HotelRealPalacio</b>		<b>8</b>	<b>6</b>	<b>⚠️</b>	<b>75.0%</b>	<b>2</b>	<b>❌</b>	<b>25.0%</b>	<b>0</b>	<b>✅</b>	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:06:23</b>	<b>00:03:40</b>	<b>00:00:29</b>	<b>00:00:08</b>
	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
<b>HotelRealParque</b>		<b>9</b>	<b>8</b>	<b>✅</b>	<b>88.9%</b>	<b>0</b>	<b>✅</b>	<b>0.0%</b>	<b>1</b>	<b>⚠️</b>	<b>11.1%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:15:41</b>	<b>00:04:15</b>	<b>00:00:13</b>	<b>00:00:11</b>
	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
<b>MaximeHotel</b>		<b>1</b>	<b>1</b>	<b>✅</b>	<b>100.0%</b>	<b>0</b>	<b>✅</b>	<b>0.0%</b>	<b>0</b>	<b>✅</b>	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:12</b>	<b>00:06:59</b>	<b>00:06:59</b>	<b>00:00:24</b>	<b>00:00:24</b>
	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
<b>RealResidencia</b>		<b>1</b>	<b>1</b>	<b>✅</b>	<b>100.0%</b>	<b>0</b>	<b>✅</b>	<b>0.0%</b>	<b>0</b>	<b>✅</b>	<b>0.0%</b>	<b>00:00:13</b>	<b>00:00:13</b>	<b>00:03:51</b>	<b>00:03:51</b>	<b>00:00:13</b>	<b>00:00:13</b>
	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
<b>21-12-2018</b>		<b>69</b>	<b>52</b>	<b>⚠️</b>	<b>75.4%</b>	<b>8</b>	<b>⚠️</b>	<b>11.6%</b>	<b>9</b>	<b>⚠️</b>	<b>13.0%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:21:44</b>	<b>00:04:02</b>	<b>00:00:25</b>	<b>00:00:20</b>
<b>GrdRealVillaltalia</b>		<b>33</b>	<b>22</b>	<b>⚠️</b>	<b>66.7%</b>	<b>5</b>	<b>❌</b>	<b>15.2%</b>	<b>6</b>	<b>❌</b>	<b>18.2%</b>	<b>00:00:10</b>	<b>00:00:09</b>	<b>00:21:44</b>	<b>00:05:23</b>	<b>00:00:26</b>	<b>00:00:23</b>
	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
<b>HotelRealOeiras</b>		<b>14</b>	<b>12</b>	<b>🟢 85.7%</b>	<b>1</b>	<b>🟢 7.1%</b>	<b>1</b>	<b>🟢 7.1%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:08:57</b>	<b>00:03:15</b>	<b>00:00:21</b>	<b>00:00:13</b>
	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
<b>HotelRealPalacio</b>		<b>9</b>	<b>7</b>	<b>🟡 77.8%</b>	<b>0</b>	<b>🟢 0.0%</b>	<b>2</b>	<b>🔴 22.2%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:07:27</b>	<b>00:03:20</b>	<b>00:00:13</b>	<b>00:00:15</b>
	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
<b>HotelRealParque</b>		<b>7</b>	<b>5</b>	<b>🟡 71.4%</b>	<b>2</b>	<b>🔴 28.6%</b>	<b>0</b>	<b>🟢 0.0%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:10:45</b>	<b>00:04:15</b>	<b>00:00:36</b>	<b>00:00:14</b>
	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
<b>MaximeHotel</b>		<b>1</b>	<b>1</b>	<b>🟢 100.0%</b>	<b>0</b>	<b>🟢 0.0%</b>	<b>0</b>	<b>🟢 0.0%</b>	<b>00:00:08</b>	<b>00:00:08</b>	<b>00:02:12</b>	<b>00:02:12</b>	<b>00:00:08</b>	<b>00:00:08</b>
	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
<b>RealResidencia</b>		<b>5</b>	<b>5</b>	<b>🟢 100.0%</b>	<b>0</b>	<b>🟢 0.0%</b>	<b>0</b>	<b>🟢 0.0%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:02:28</b>	<b>00:01:34</b>	<b>00:00:34</b>	<b>00:00:34</b>
	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
<b>22-12-2018</b>		<b>36</b>	<b>18</b>	<b>🟡 50.0%</b>	<b>7</b>	<b>🔴 19.4%</b>	<b>11</b>	<b>🔴 30.6%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:20:18</b>	<b>00:05:17</b>	<b>00:00:23</b>	<b>00:00:13</b>
<b>GrdRealVillaltalia</b>		<b>10</b>	<b>7</b>	<b>🟡 70.0%</b>	<b>0</b>	<b>🟢 0.0%</b>	<b>3</b>	<b>🔴 30.0%</b>	<b>00:00:10</b>	<b>00:00:07</b>	<b>00:20:18</b>	<b>00:06:15</b>	<b>00:00:09</b>	<b>00:00:08</b>
	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
<b>HotelRealOeiras</b>		<b>11</b>	<b>6</b>	<b>🟡 54.5%</b>	<b>3</b>	<b>🔴 27.3%</b>	<b>2</b>	<b>🔴 18.2%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:13:38</b>	<b>00:06:20</b>	<b>00:00:28</b>	<b>00:00:19</b>
	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
<b>HotelRealPalacio</b>		<b>6</b>	<b>3</b>	⚠	<b>50.0%</b>	<b>1</b>	✗	<b>16.7%</b>	<b>2</b>	✗	<b>33.3%</b>	<b>00:00:15</b>	<b>00:00:08</b>	<b>00:04:22</b>	<b>00:03:31</b>	<b>00:00:17</b>	<b>00:00:11</b>
	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
<b>HotelRealParque</b>		<b>6</b>	<b>2</b>	✗	<b>33.3%</b>	<b>3</b>	✗	<b>50.0%</b>	<b>1</b>	✗	<b>16.7%</b>	<b>00:00:15</b>	<b>00:00:12</b>	<b>00:01:34</b>	<b>00:01:20</b>	<b>00:00:50</b>	<b>00:00:19</b>
	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
<b>MaximeHotel</b>		<b>3</b>	<b>0</b>	✗	<b>0.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>3</b>	✗	<b>100.0%</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:07</b>	<b>00:00:00</b>
	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
<b>24-12-2018</b>		<b>43</b>	<b>19</b>	✗	<b>44.2%</b>	<b>6</b>	⚠	<b>14.0%</b>	<b>18</b>	✗	<b>41.9%</b>	<b>00:00:15</b>	<b>00:00:08</b>	<b>00:07:59</b>	<b>00:02:16</b>	<b>00:00:27</b>	<b>00:00:12</b>
<b>GrdRealVillaltalia</b>		<b>21</b>	<b>12</b>	⚠	<b>57.1%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>9</b>	✗	<b>42.9%</b>	<b>00:00:10</b>	<b>00:00:08</b>	<b>00:05:52</b>	<b>00:01:47</b>	<b>00:00:10</b>	<b>00:00:13</b>
	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
<b>HotelRealOeiras</b>		<b>15</b>	<b>4</b>	✗	<b>26.7%</b>	<b>5</b>	✗	<b>33.3%</b>	<b>6</b>	✗	<b>40.0%</b>	<b>00:00:15</b>	<b>00:00:08</b>	<b>00:07:59</b>	<b>00:03:06</b>	<b>00:00:56</b>	<b>00:00:12</b>
	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
<b>HotelRealPalacio</b>		<b>3</b>	<b>2</b>	⚠	<b>66.7%</b>	<b>1</b>	✗	<b>33.3%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:06</b>	<b>00:00:05</b>	<b>00:06:31</b>	<b>00:03:32</b>	<b>00:00:20</b>	<b>00:00:05</b>
	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
<b>HotelRealParque</b>		<b>2</b>	<b>1</b>	⚠	<b>50.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>1</b>	✗	<b>50.0%</b>	<b>00:00:15</b>	<b>00:00:12</b>	<b>00:02:14</b>	<b>00:02:14</b>	<b>00:00:14</b>	<b>00:00:23</b>
	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
<b>MaximeHotel</b>		<b>2</b>	<b>0</b>	✗	<b>0.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>2</b>	✗	<b>100.0%</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:09</b>	<b>00:00:00</b>
	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
<b>26-12-2018</b>		<b>58</b>	<b>48</b>	⚠	<b>82.8%</b>	<b>6</b>	⚠	<b>10.3%</b>	<b>4</b>	✓	<b>6.9%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:17:10</b>	<b>00:02:44</b>	<b>00:00:23</b>	<b>00:00:17</b>
<b>GrdRealVillaltalia</b>		<b>19</b>	<b>15</b>	⚠	<b>78.9%</b>	<b>2</b>	⚠	<b>10.5%</b>	<b>2</b>	⚠	<b>10.5%</b>	<b>00:00:10</b>	<b>00:00:08</b>	<b>00:08:50</b>	<b>00:02:56</b>	<b>00:00:17</b>	<b>00:00:18</b>
	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

# OneContact Reporting

## 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
<b>HotelRealOeiras</b>		<b>11</b>	<b>10</b>	✓	<b>90.9%</b>	<b>1</b>	✓	<b>9.1%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:06:37</b>	<b>00:03:32</b>	<b>00:00:21</b>	<b>00:00:19</b>
	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
<b>HotelRealPalacio</b>		<b>12</b>	<b>10</b>	⚠	<b>83.3%</b>	<b>1</b>	✓	<b>8.3%</b>	<b>1</b>	✓	<b>8.3%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:04:33</b>	<b>00:01:37</b>	<b>00:00:24</b>	<b>00:00:18</b>
	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
<b>HotelRealParque</b>		<b>11</b>	<b>9</b>	⚠	<b>81.8%</b>	<b>1</b>	✓	<b>9.1%</b>	<b>1</b>	✓	<b>9.1%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:17:10</b>	<b>00:03:33</b>	<b>00:00:32</b>	<b>00:00:10</b>
	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
<b>MaximeHotel</b>		<b>2</b>	<b>2</b>	✓	<b>100.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:03:04</b>	<b>00:02:07</b>	<b>00:00:18</b>	<b>00:00:18</b>
	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
<b>RealResidencia</b>		<b>3</b>	<b>2</b>	⚠	<b>66.7%</b>	<b>1</b>	✗	<b>33.3%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:11</b>	<b>00:01:25</b>	<b>00:01:13</b>	<b>00:00:47</b>	<b>00:00:21</b>
	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
<b>27-12-2018</b>		<b>59</b>	<b>56</b>	✓	<b>94.9%</b>	<b>2</b>	✓	<b>3.4%</b>	<b>1</b>	✓	<b>1.7%</b>	<b>00:00:15</b>	<b>00:00:08</b>	<b>00:09:59</b>	<b>00:02:23</b>	<b>00:00:13</b>	<b>00:00:12</b>
<b>GrdRealVillaltalia</b>		<b>19</b>	<b>18</b>	✓	<b>94.7%</b>	<b>1</b>	✓	<b>5.3%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:11</b>	<b>00:00:08</b>	<b>00:05:00</b>	<b>00:01:55</b>	<b>00:00:19</b>	<b>00:00:18</b>
	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
<b>HotelRealOeiras</b>		<b>16</b>	<b>16</b>	✓	<b>100.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:07</b>	<b>00:09:00</b>	<b>00:02:32</b>	<b>00:00:08</b>	<b>00:00:08</b>
	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

<b>HotelRealPalacio</b>		<b>12</b>	<b>10</b>	<b>83.3%</b>	<b>1</b>	<b>8.3%</b>	<b>1</b>	<b>8.3%</b>	<b>00:00:15</b>	<b>00:00:08</b>	<b>00:09:59</b>	<b>00:03:05</b>	<b>00:00:10</b>	<b>00:00:08</b>
	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
<b>HotelRealParque</b>		<b>7</b>	<b>7</b>	<b>100.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:08</b>	<b>00:04:12</b>	<b>00:02:28</b>	<b>00:00:09</b>	<b>00:00:09</b>
	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
<b>MaximeHotel</b>		<b>5</b>	<b>5</b>	<b>100.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:08</b>	<b>00:05:09</b>	<b>00:02:12</b>	<b>00:00:13</b>	<b>00:00:13</b>
	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
<b>28-12-2018</b>		<b>71</b>	<b>64</b>	<b>90.1%</b>	<b>2</b>	<b>2.8%</b>	<b>5</b>	<b>7.0%</b>	<b>00:00:15</b>	<b>00:00:08</b>	<b>00:12:07</b>	<b>00:02:48</b>	<b>00:00:19</b>	<b>00:00:15</b>
<b>GrdRealVillaltalia</b>		<b>37</b>	<b>33</b>	<b>89.2%</b>	<b>1</b>	<b>2.7%</b>	<b>3</b>	<b>8.1%</b>	<b>00:00:10</b>	<b>00:00:07</b>	<b>00:07:06</b>	<b>00:02:34</b>	<b>00:00:21</b>	<b>00:00:20</b>
	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
<b>HotelRealOeiras</b>		<b>14</b>	<b>13</b>	<b>92.9%</b>	<b>0</b>	<b>0.0%</b>	<b>1</b>	<b>7.1%</b>	<b>00:00:15</b>	<b>00:00:08</b>	<b>00:07:29</b>	<b>00:03:32</b>	<b>00:00:10</b>	<b>00:00:10</b>
	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
<b>HotelRealPalacio</b>		<b>12</b>	<b>10</b>	<b>83.3%</b>	<b>1</b>	<b>8.3%</b>	<b>1</b>	<b>8.3%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:12:07</b>	<b>00:02:58</b>	<b>00:00:29</b>	<b>00:00:14</b>
	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
<b>HotelRealParque</b>		<b>5</b>	<b>5</b>	<b>100.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>00:00:06</b>	<b>00:00:05</b>	<b>00:03:34</b>	<b>00:02:05</b>	<b>00:00:06</b>	<b>00:00:06</b>
	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
<b>MaximeHotel</b>		<b>3</b>	<b>3</b>	✓	<b>100.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:04:36</b>	<b>00:02:54</b>	<b>00:00:13</b>	<b>00:00:13</b>
	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
<b>29-12-2018</b>		<b>42</b>	<b>19</b>	✗	<b>45.2%</b>	<b>9</b>	✗	<b>21.4%</b>	<b>14</b>	✗	<b>33.3%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:07:46</b>	<b>00:02:02</b>	<b>00:01:42</b>	<b>00:00:09</b>
<b>GrdRealVillaltalia</b>		<b>24</b>	<b>9</b>	✗	<b>37.5%</b>	<b>6</b>	✗	<b>25.0%</b>	<b>9</b>	✗	<b>37.5%</b>	<b>00:00:10</b>	<b>00:00:07</b>	<b>00:07:46</b>	<b>00:02:48</b>	<b>00:02:40</b>	<b>00:00:06</b>
	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
<b>HotelRealOeiras</b>		<b>5</b>	<b>4</b>	⚠	<b>80.0%</b>	<b>1</b>	✗	<b>20.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:04:01</b>	<b>00:01:42</b>	<b>00:00:23</b>	<b>00:00:08</b>
	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
<b>HotelRealPalacio</b>		<b>2</b>	<b>2</b>	✓	<b>100.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:14</b>	<b>00:00:36</b>	<b>00:00:30</b>	<b>00:00:15</b>	<b>00:00:15</b>
	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
<b>HotelRealParque</b>		<b>2</b>	<b>2</b>	✓	<b>100.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>0</b>	✓	<b>0.0%</b>	<b>00:00:15</b>	<b>00:00:09</b>	<b>00:00:59</b>	<b>00:00:44</b>	<b>00:00:24</b>	<b>00:00:24</b>
	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
<b>MaximeHotel</b>		<b>9</b>	<b>2</b>	✗	<b>22.2%</b>	<b>2</b>	✗	<b>22.2%</b>	<b>5</b>	✗	<b>55.6%</b>	<b>00:00:15</b>	<b>00:00:12</b>	<b>00:03:17</b>	<b>00:02:02</b>	<b>00:00:27</b>	<b>00:00:09</b>
	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
<b>31-12-2018</b>		<b>52</b>	<b>25</b>	✗	<b>48.1%</b>	<b>6</b>	⚠	<b>11.5%</b>	<b>21</b>	✗	<b>40.4%</b>	<b>00:00:15</b>	<b>00:00:08</b>	<b>00:07:20</b>	<b>00:02:38</b>	<b>00:00:18</b>	<b>00:00:12</b>
<b>GrdRealVillaltalia</b>		<b>15</b>	<b>10</b>	⚠	<b>66.7%</b>	<b>1</b>	✓	<b>6.7%</b>	<b>4</b>	✗	<b>26.7%</b>	<b>00:00:10</b>	<b>00:00:07</b>	<b>00:07:20</b>	<b>00:03:01</b>	<b>00:00:22</b>	<b>00:00:18</b>
	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
<b>HotelRealOeiras</b>		<b>8</b>	<b>5</b>	⚠	<b>62.5%</b>	<b>1</b>	⚠	<b>12.5%</b>	<b>2</b>	✗	<b>25.0%</b>	<b>00:00:15</b>	<b>00:00:10</b>	<b>00:05:37</b>	<b>00:02:36</b>	<b>00:00:15</b>	<b>00:00:12</b>
	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
<b>HotelRealPalacio</b>		<b>21</b>	<b>7</b>	✗	<b>33.3%</b>	<b>2</b>	✓	<b>9.5%</b>	<b>12</b>	✗	<b>57.1%</b>	<b>00:00:09</b>	<b>00:00:05</b>	<b>00:04:12</b>	<b>00:02:26</b>	<b>00:00:12</b>	<b>00:00:06</b>
	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
<b>HotelRealParque</b>		<b>3</b>	<b>1</b>	✘	<b>33.3%</b>	<b>0</b>	✔	<b>0.0%</b>	<b>2</b>	✘	<b>66.7%</b>	<b>00:00:04</b>	<b>00:00:04</b>	<b>00:01:20</b>	<b>00:01:20</b>	<b>00:00:15</b>	<b>00:00:04</b>
	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
<b>RealResidencia</b>		<b>5</b>	<b>2</b>	✘	<b>40.0%</b>	<b>2</b>	✘	<b>40.0%</b>	<b>1</b>	✘	<b>20.0%</b>	<b>00:00:15</b>	<b>00:00:13</b>	<b>00:02:34</b>	<b>00:02:09</b>	<b>00:00:45</b>	<b>00:00:12</b>
	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
<b>TOTAL</b>		<b>1541</b>	<b>1132</b>	⚠	<b>73.5%</b>	<b>132</b>	✔	<b>8.6%</b>	<b>277</b>	✘	<b>18.0%</b>	<b>00:00:16</b>	<b>00:00:09</b>	<b>00:36:14</b>	<b>00:03:09</b>	<b>00:00:25</b>	<b>00:00:17</b>