

# OneContact Reporting

## Team Detail Daily Report

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

Team: Lisboa

Date / Agent	Handled Interactions	Transferred Interactions	Abandoned Interactions	Rejected Interactions	Talk Time				Ring Time (Handled Interactions)				Wrapup Time				Preview Time			
					Total	Avg	Max	Min	Total	Avg	Max	Min	Total	Avg	Max	Min	Total	Avg	Max	Min
01-12-2018	9	1	1	7	00:55:40	00:05:34	00:15:50	00:00:33	00:01:23	00:00:09	00:00:13	00:00:05	00:05:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	9	1	1	7	00:55:40	00:05:34	00:15:50	00:00:33	00:01:23	00:00:09	00:00:13	00:00:05	00:05:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
03-12-2018	74	9	5	29	03:46:20	00:02:44	00:12:46	00:00:09	00:08:19	00:00:07	00:00:13	00:00:02	00:41:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	22	2	0	5	00:56:12	00:02:20	00:12:46	00:00:23	00:02:17	00:00:06	00:00:13	00:00:03	00:12:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	13	3	4	15	01:02:16	00:03:54	00:10:22	00:00:09	00:01:30	00:00:07	00:00:09	00:00:04	00:07:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	21	4	1	5	01:02:11	00:02:29	00:11:35	00:00:13	00:02:05	00:00:06	00:00:12	00:00:03	00:12:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	18	0	0	4	00:45:41	00:02:32	00:04:55	00:00:55	00:02:27	00:00:08	00:00:13	00:00:02	00:09:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
04-12-2018	55	7	1	20	02:38:33	00:02:33	00:08:22	00:00:01	00:06:58	00:00:08	00:00:15	00:00:01	00:31:02	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	9	2	1	6	00:26:14	00:02:23	00:07:36	00:00:01	00:00:40	00:00:04	00:00:07	00:00:01	00:05:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	12	2	0	7	00:25:22	00:01:49	00:06:32	00:00:07	00:01:21	00:00:07	00:00:13	00:00:03	00:07:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	14	1	0	2	00:48:36	00:03:14	00:08:22	00:00:25	00:01:56	00:00:08	00:00:15	00:00:04	00:07:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	8	2	0	4	00:24:08	00:02:25	00:06:06	00:00:33	00:01:18	00:00:10	00:00:12	00:00:08	00:05:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	12	0	0	1	00:34:13	00:02:51	00:04:51	00:01:04	00:01:43	00:00:09	00:00:14	00:00:04	00:06:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
05-12-2018	70	11	2	34	04:22:50	00:03:15	00:11:48	00:00:02	00:08:30	00:00:07	00:00:15	00:00:01	00:40:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	11	5	1	9	00:37:55	00:02:22	00:08:46	00:00:02	00:00:46	00:00:04	00:00:07	00:00:02	00:08:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	14	1	0	12	00:43:10	00:02:53	00:05:51	00:00:19	00:01:36	00:00:07	00:00:15	00:00:02	00:07:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	15	2	0	2	01:26:42	00:05:06	00:11:48	00:00:37	00:01:38	00:00:07	00:00:10	00:00:02	00:08:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	16	1	0	7	00:51:28	00:03:02	00:07:36	00:00:30	00:02:21	00:00:09	00:00:14	00:00:01	00:08:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	14	2	1	4	00:43:35	00:02:43	00:05:57	00:00:47	00:02:09	00:00:09	00:00:12	00:00:02	00:08:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
06-12-2018	56	9	2	36	02:48:34	00:02:36	00:11:24	00:00:13	00:06:56	00:00:07	00:00:19	00:00:02	00:32:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	7	1	0	5	00:15:06	00:01:53	00:03:45	00:00:40	00:00:30	00:00:04	00:00:09	00:00:02	00:04:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	13	1	0	14	00:41:01	00:02:56	00:05:34	00:00:25	00:01:29	00:00:07	00:00:13	00:00:04	00:07:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	13	3	0	4	00:40:09	00:02:31	00:06:36	00:00:18	00:01:30	00:00:07	00:00:09	00:00:05	00:08:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	12	2	1	7	00:36:15	00:02:35	00:05:47	00:00:16	00:01:43	00:00:09	00:00:19	00:00:02	00:07:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	11	2	1	6	00:36:03	00:02:46	00:11:24	00:00:13	00:01:44	00:00:09	00:00:13	00:00:05	00:06:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
07-12-2018	47	11	1	31	02:38:51	00:02:44	00:14:21	00:00:05	00:05:48	00:00:07	00:00:27	00:00:03	00:28:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	4	1	0	3	00:21:03	00:04:13	00:11:02	00:01:24	00:00:20	00:00:05	00:00:06	00:00:04	00:02:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	8	3	1	11	00:26:50	00:02:26	00:05:23	00:00:41	00:00:57	00:00:07	00:00:11	00:00:03	00:05:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	13	4	0	6	00:38:29	00:02:16	00:08:45	00:00:05	00:01:21	00:00:06	00:00:11	00:00:04	00:08:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	8	3	0	6	00:27:33	00:02:30	00:09:19	00:00:43	00:01:07	00:00:08	00:00:14	00:00:05	00:05:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	14	0	0	5	00:44:56	00:03:13	00:14:21	00:00:07	00:02:03	00:00:09	00:00:27	00:00:03	00:07:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
08-12-2018	8	1	0	3	00:26:38	00:02:58	00:04:38	00:00:42	00:00:51	00:00:06	00:00:10	00:00:01	00:04:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	8	1	0	3	00:26:38	00:02:58	00:04:38	00:00:42	00:00:51	00:00:06	00:00:10	00:00:01	00:04:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
10-12-2018	123	7	11	52	05:10:05	00:02:23	00:13:17	00:00:00	00:14:27	00:00:07	00:00:53	00:00:02	00:52:09	00:00:27	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	28	2	1	13	01:09:34	00:02:19	00:08:49	00:00:25	00:02:53	00:00:06	00:00:12	00:00:03	00:14:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
jessica.goncalves	41	0	3	9	01:01:38	00:01:30	00:08:37	00:00:00	00:03:46	00:00:06	00:00:27	00:00:02	00:13:53	00:00:23	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	1	0	0	0	00:00:07	00:00:07	00:00:07	00:00:07	00:00:04	00:00:04	00:00:04	00:00:04	00:00:08	00:00:08	00:00:08	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	29	3	1	14	01:48:38	00:03:24	00:13:17	00:00:02	00:03:54	00:00:08	00:00:18	00:00:02	00:15:02	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00

# OneContact Reporting

## Team Detail Daily Report

susana.oliveira	19	2	1	14	00:50:43	00:02:25	00:09:36	00:00:07	00:03:16	00:00:10	00:00:53	00:00:03	00:07:05	00:00:27	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	5	0	5	2	00:19:25	00:03:53	00:11:24	00:00:07	00:00:34	00:00:07	00:00:09	00:00:04	00:01:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
11-12-2018	65	4	8	35	03:44:57	00:03:16	00:22:07	00:00:05	00:08:51	00:00:08	00:00:17	00:00:02	00:34:33	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	13	0	0	2	00:32:44	00:02:31	00:05:51	00:00:10	00:01:28	00:00:07	00:00:16	00:00:02	00:06:32	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
jessica.goncalves	11	0	2	5	00:58:23	00:05:18	00:22:07	00:00:05	00:01:44	00:00:09	00:00:17	00:00:04	00:05:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	9	2	1	7	00:34:33	00:03:08	00:09:14	00:00:13	00:01:01	00:00:07	00:00:12	00:00:03	00:05:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	18	1	1	9	01:07:35	00:03:33	00:10:21	00:00:24	00:02:37	00:00:09	00:00:13	00:00:02	00:09:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	14	1	4	12	00:31:42	00:02:07	00:06:10	00:00:05	00:02:01	00:00:09	00:00:15	00:00:02	00:07:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
12-12-2018	70	10	4	56	05:03:09	00:03:47	00:36:14	00:00:11	00:09:29	00:00:08	00:00:15	00:00:00	00:38:36	00:00:30	00:00:31	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	18	2	1	12	00:52:03	00:02:36	00:07:37	00:00:38	00:01:55	00:00:06	00:00:13	00:00:02	00:09:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
jessica.goncalves	19	1	0	7	02:19:45	00:06:59	00:36:14	00:00:39	00:02:48	00:00:09	00:00:15	00:00:02	00:09:34	00:00:29	00:00:31	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	8	2	2	20	00:25:25	00:02:32	00:05:59	00:00:11	00:00:52	00:00:06	00:00:10	00:00:01	00:05:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	12	4	0	8	00:28:55	00:01:48	00:05:00	00:00:11	00:01:46	00:00:09	00:00:12	00:00:00	00:07:32	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	12	1	1	8	00:56:47	00:04:22	00:15:18	00:00:51	00:01:55	00:00:10	00:00:15	00:00:07	00:06:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	1	0	0	1	00:00:14	00:00:14	00:00:14	00:00:14	00:00:13	00:00:13	00:00:13	00:00:13	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
13-12-2018	54	8	2	38	03:45:13	00:03:38	00:26:16	00:00:27	00:07:49	00:00:09	00:00:27	00:00:03	00:30:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	9	3	0	6	00:33:55	00:02:50	00:08:10	00:00:35	00:00:36	00:00:04	00:00:05	00:00:03	00:05:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
jessica.goncalves	12	2	1	3	01:03:10	00:04:31	00:20:30	00:01:03	00:02:01	00:00:10	00:00:20	00:00:07	00:07:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	12	1	0	12	00:29:38	00:02:17	00:05:02	00:00:29	00:01:42	00:00:08	00:00:12	00:00:05	00:06:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	13	1	0	6	01:09:36	00:04:58	00:26:16	00:00:27	00:01:48	00:00:08	00:00:13	00:00:03	00:06:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	8	1	1	11	00:28:54	00:03:13	00:07:20	00:00:31	00:01:42	00:00:13	00:00:27	00:00:08	00:04:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
14-12-2018	80	7	2	41	03:43:35	00:02:34	00:36:02	00:00:05	00:09:39	00:00:07	00:00:34	00:00:01	00:37:02	00:00:30	00:00:31	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
agente.test	3	0	0	0	00:01:12	00:00:24	00:00:50	00:00:10	00:00:17	00:00:06	00:00:06	00:00:05	00:00:31	00:00:16	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	18	2	0	8	00:28:50	00:01:26	00:03:33	00:00:08	00:01:36	00:00:05	00:00:10	00:00:02	00:09:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
jessica.goncalves	16	0	2	7	01:42:37	00:06:25	00:36:02	00:00:16	00:02:37	00:00:10	00:00:34	00:00:01	00:07:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	10	2	0	13	00:28:21	00:02:22	00:05:39	00:00:05	00:01:21	00:00:08	00:00:15	00:00:03	00:06:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	1	0	0	0	00:00:08	00:00:08	00:00:08	00:00:08	00:00:03	00:00:03	00:00:03	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	15	1	0	8	00:38:25	00:02:24	00:18:54	00:00:08	00:01:53	00:00:08	00:00:11	00:00:05	00:07:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	9	2	0	3	00:20:02	00:01:49	00:06:22	00:00:08	00:01:07	00:00:07	00:00:14	00:00:01	00:04:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	8	0	0	2	00:04:00	00:00:30	00:01:30	00:00:05	00:00:45	00:00:06	00:00:14	00:00:02	00:02:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
15-12-2018	18	1	1	8	00:51:26	00:02:42	00:09:22	00:00:15	00:02:49	00:00:09	00:00:21	00:00:05	00:09:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
jessica.goncalves	11	1	0	1	00:38:27	00:03:12	00:09:22	00:00:37	00:01:43	00:00:09	00:00:16	00:00:05	00:06:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	7	0	1	7	00:12:59	00:01:51	00:07:47	00:00:15	00:01:06	00:00:09	00:00:21	00:00:05	00:03:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
17-12-2018	66	9	1	27	03:12:21	00:02:34	00:13:47	00:00:00	00:09:17	00:00:08	00:00:15	00:00:01	00:35:06	00:00:30	00:00:31	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	2	0	0	1	00:02:30	00:01:15	00:01:31	00:00:59	00:00:08	00:00:04	00:00:07	00:00:01	00:01:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	14	3	0	9	00:37:17	00:02:12	00:06:14	00:00:09	00:01:25	00:00:06	00:00:10	00:00:03	00:07:34	00:00:28	00:00:30	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	13	3	0	4	00:37:50	00:02:22	00:11:47	00:00:19	00:02:08	00:00:10	00:00:15	00:00:07	00:06:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	13	0	0	8	00:30:16	00:02:20	00:09:39	00:00:07	00:02:09	00:00:10	00:00:15	00:00:04	00:06:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	24	3	1	5	01:24:28	00:03:08	00:13:47	00:00:00	00:03:27	00:00:09	00:00:13	00:00:02	00:13:32	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
18-12-2018	67	5	4	34	03:16:43	00:02:44	00:10:36	00:00:08	00:10:33	00:00:09	00:00:32	00:00:01	00:33:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
jessica.goncalves	11	1	0	4	00:55:41	00:04:38	00:10:36	00:00:35	00:01:47	00:00:10	00:00:13	00:00:07	00:05:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	11	0	1	9	00:29:42	00:02:42	00:09:43	00:00:30	00:01:30	00:00:08	00:00:19	00:00:03	00:05:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	13	2	1	7	00:33:47	00:02:15	00:06:46	00:00:11	00:01:53	00:00:09	00:00:10	00:00:07	00:06:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	16	2	0	7	00:39:38	00:02:12	00:06:15	00:00:08	00:02:44	00:00:10	00:00:19	00:00:01	00:08:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	15	0	2	6	00:37:47	00:02:31	00:04:28	00:00:39	00:02:28	00:00:10	00:00:32	00:00:01	00:07:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	1	0	0	1	00:00:08	00:00:08	00:00:08	00:00:08	00:00:11	00:00:11	00:00:11	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
19-12-2018	41	10	1	33	02:37:37	00:03:05	00:14:41	00:00:23	00:05:47	00:00:08	00:00:15	00:00:02	00:24:32	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	7	6	0	11	00:25:06	00:01:56	00:06:25	00:00:23	00:00:52	00:00:07	00:00:12	00:00:03	00:05:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00

# OneContact Reporting

## Team Detail Daily Report

ricardo.mendes	16	2	0	7	00:51:29	00:02:52	00:06:49	00:00:49	00:02:27	00:00:09	00:00:15	00:00:03	00:09:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	4	0	0	8	00:14:10	00:03:32	00:08:16	00:01:00	00:00:33	00:00:08	00:00:10	00:00:05	00:02:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	11	2	1	6	01:02:38	00:04:49	00:14:41	00:00:38	00:01:29	00:00:08	00:00:12	00:00:02	00:06:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	3	0	0	1	00:04:14	00:01:25	00:02:40	00:00:33	00:00:26	00:00:09	00:00:09	00:00:08	00:01:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
20-12-2018	49	5	2	26	03:02:23	00:03:23	00:15:41	00:00:23	00:08:03	00:00:10	00:00:50	00:00:02	00:26:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	1	0	0	0	00:02:10	00:02:10	00:02:10	00:02:10	00:00:09	00:00:09	00:00:09	00:00:09	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	5	3	1	5	00:09:35	00:01:12	00:03:03	00:00:33	00:00:39	00:00:08	00:00:10	00:00:06	00:03:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	19	0	1	5	01:05:41	00:03:27	00:12:01	00:00:23	00:02:49	00:00:09	00:00:50	00:00:02	00:09:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	8	2	0	5	00:38:41	00:03:52	00:07:45	00:00:34	00:01:30	00:00:11	00:00:14	00:00:09	00:05:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	5	0	0	8	00:20:57	00:04:11	00:10:02	00:01:36	00:00:40	00:00:08	00:00:11	00:00:05	00:02:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	11	0	0	3	00:45:19	00:04:07	00:15:41	00:00:25	00:02:16	00:00:12	00:00:46	00:00:03	00:05:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
21-12-2018	60	6	0	49	04:02:10	00:03:40	00:21:44	00:00:08	00:07:30	00:00:08	00:00:20	00:00:02	00:30:33	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
jessica.goncalves	13	0	0	11	01:18:10	00:06:01	00:21:44	00:00:18	00:01:41	00:00:08	00:00:10	00:00:02	00:06:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	10	1	0	10	00:22:21	00:02:02	00:05:20	00:00:31	00:01:16	00:00:08	00:00:14	00:00:02	00:05:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	11	3	0	7	00:33:39	00:02:24	00:07:27	00:00:08	00:01:27	00:00:08	00:00:20	00:00:04	00:05:32	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	5	2	0	14	00:29:34	00:04:13	00:08:57	00:00:25	00:00:45	00:00:09	00:00:11	00:00:05	00:02:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	4	0	0	2	00:10:56	00:02:44	00:05:00	00:01:05	00:00:27	00:00:07	00:00:12	00:00:02	00:02:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	14	0	0	5	00:57:21	00:04:06	00:11:02	00:00:26	00:01:40	00:00:07	00:00:14	00:00:02	00:07:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	3	0	0	0	00:10:09	00:03:23	00:05:39	00:00:38	00:00:14	00:00:05	00:00:08	00:00:02	00:01:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
22-12-2018	21	1	1	6	01:47:07	00:04:52	00:20:18	00:00:28	00:02:37	00:00:07	00:00:15	00:00:01	00:11:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	21	1	1	6	01:47:07	00:04:52	00:20:18	00:00:28	00:02:37	00:00:07	00:00:15	00:00:01	00:11:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
24-12-2018	23	2	1	10	00:46:47	00:01:52	00:07:59	00:00:08	00:02:45	00:00:07	00:00:12	00:00:04	00:10:43	00:00:29	00:00:31	00:00:12	00:00:00	00:00:00	00:00:00	00:00:00
jessica.goncalves	8	1	0	1	00:27:47	00:03:05	00:07:59	00:00:08	00:01:07	00:00:08	00:00:12	00:00:07	00:03:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	13	0	0	2	00:09:54	00:00:46	00:03:12	00:00:08	00:01:25	00:00:07	00:00:09	00:00:04	00:05:43	00:00:29	00:00:31	00:00:12	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	2	1	1	7	00:09:06	00:03:02	00:06:31	00:00:55	00:00:13	00:00:06	00:00:07	00:00:06	00:01:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
26-12-2018	54	8	2	41	02:35:45	00:02:31	00:17:10	00:00:11	00:07:11	00:00:08	00:00:22	00:00:01	00:28:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	10	0	0	7	00:20:42	00:02:04	00:08:50	00:00:11	00:01:25	00:00:08	00:00:22	00:00:04	00:05:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
jessica.goncalves	12	1	1	10	00:39:54	00:03:04	00:05:36	00:01:04	00:01:49	00:00:09	00:00:14	00:00:02	00:06:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	8	2	1	4	00:32:19	00:03:14	00:17:10	00:00:36	00:00:58	00:00:07	00:00:10	00:00:05	00:04:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	15	3	0	9	00:37:40	00:02:06	00:05:23	00:00:13	00:02:05	00:00:08	00:00:14	00:00:03	00:08:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	9	2	0	11	00:25:10	00:02:17	00:06:06	00:00:20	00:00:54	00:00:06	00:00:09	00:00:01	00:05:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
27-12-2018	58	12	0	34	02:56:17	00:02:31	00:09:59	00:00:24	00:06:33	00:00:07	00:00:15	00:00:02	00:30:12	00:00:27	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	11	4	0	3	00:33:24	00:02:14	00:08:27	00:00:24	00:01:05	00:00:06	00:00:12	00:00:03	00:06:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
jessica.goncalves	10	2	0	6	00:37:16	00:03:06	00:09:59	00:00:43	00:01:24	00:00:08	00:00:10	00:00:06	00:06:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
joana.magalhaes	1	0	0	3	00:00:43	00:00:43	00:00:43	00:00:43	00:00:02	00:00:02	00:00:02	00:00:02	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	12	2	0	5	00:27:56	00:02:00	00:05:09	00:00:30	00:01:20	00:00:07	00:00:12	00:00:03	00:03:12	00:00:14	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	11	4	0	3	00:39:45	00:02:39	00:09:00	00:00:30	00:01:06	00:00:06	00:00:15	00:00:04	00:07:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	8	0	0	10	00:13:06	00:01:38	00:03:13	00:00:28	00:00:56	00:00:07	00:00:10	00:00:05	00:04:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	3	0	0	4	00:15:20	00:05:07	00:09:49	00:01:42	00:00:29	00:00:10	00:00:14	00:00:04	00:01:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	2	0	0	0	00:08:47	00:04:24	00:07:36	00:01:11	00:00:11	00:00:06	00:00:08	00:00:03	00:01:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
28-12-2018	68	9	1	35	03:19:33	00:02:35	00:12:07	00:00:01	00:07:53	00:00:07	00:00:21	00:00:01	00:30:28	00:00:25	00:00:31	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	14	3	1	6	00:30:08	00:01:46	00:05:12	00:00:01	00:02:07	00:00:09	00:00:21	00:00:04	00:07:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
jessica.goncalves	7	1	0	7	00:36:07	00:04:31	00:12:07	00:00:35	00:01:09	00:00:10	00:00:18	00:00:08	00:03:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	17	1	0	3	01:00:52	00:03:23	00:07:29	00:00:52	00:01:15	00:00:04	00:00:07	00:00:01	00:03:27	00:00:12	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	16	3	0	3	00:41:24	00:02:11	00:05:23	00:00:12	00:01:38	00:00:06	00:00:14	00:00:03	00:09:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	10	1	0	14	00:21:25	00:01:57	00:05:34	00:00:03	00:01:17	00:00:08	00:00:21	00:00:01	00:05:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	4	0	0	2	00:09:37	00:02:24	00:03:37	00:01:51	00:00:27	00:00:07	00:00:10	00:00:02	00:02:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
29-12-2018	17	5	0	12	00:51:06	00:02:19	00:10:07	00:00:24	00:02:25	00:00:09	00:00:24	00:00:04	00:11:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00

# OneContact Reporting

## Team Detail Daily Report

barradas.susana	17	5	0	12	00:51:06	00:02:19	00:10:07	00:00:24	00:02:25	00:00:09	00:00:24	00:00:04	00:11:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
30-12-2018	0	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
agente.test	0	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
31-12-2018	26	3	1	9	01:14:01	00:02:33	00:07:20	00:00:23	00:02:49	00:00:06	00:00:14	00:00:03	00:11:38	00:00:25	00:00:31	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	8	1	0	3	00:24:07	00:02:41	00:07:20	00:00:23	00:00:50	00:00:06	00:00:12	00:00:03	00:04:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	9	1	0	2	00:25:12	00:02:31	00:05:37	00:00:38	00:00:42	00:00:05	00:00:07	00:00:03	00:02:07	00:00:14	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
ricardo.mendes	8	1	1	4	00:22:47	00:02:32	00:04:40	00:00:28	00:01:14	00:00:09	00:00:14	00:00:05	00:04:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	1	0	0	0	00:01:55	00:01:55	00:01:55	00:01:55	00:00:03	00:00:03	00:00:03	00:00:03	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
TOTAL	1279	161	54	707	2.21:37:41	00:02:54	00:36:14	00:00:00	02:45:12	00:00:08	00:00:53	00:00:00	11:06:41	00:00:29	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00