

OneContact Reporting

Service Performance Report

			Chamadas Atendidas		Chamadas Abandonadas		Chamadas Rejeitadas		Chamadas Sobrepostas							
Date / Service Name	Start Period	Total Chamadas Recebidas	#	%	#	%	#	%	#	%	Max Answer Delay	Avg Answer Delay	Max Talk Time	Avg Talk Time	Avg Queue Time	Avg Handled Queue Time
01-02-2018		59	57	✓ 96,6%	2	✓ 3%	0	✓ 0,0%	0	✓ 0,0%	00:00:25	00:00:09	00:16:03	00:03:49	00:00:09	00:00:09
GrdRealSantaEulalia		29	28	✓ 96,6%	1	✓ 3%	0	✓ 0,0%	0	✓ 0,0%	00:00:25	00:00:09	00:16:03	00:04:04	00:00:10	00:00:10
	09:00:00	1	1	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:15	00:00:12	00:05:06	00:05:06	00:00:25	00:00:25
	10:00:00	7	6	✓ 85,7%	1	⚠ 14%	0	✓ 0,0%	0	✓ 0,0%	00:00:15	00:00:10	00:07:44	00:03:12	00:00:13	00:00:12
	11:00:00	2	2	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:15	00:00:11	00:16:03	00:06:00	00:00:16	00:00:16
	12:00:00	1	1	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:09	00:00:09	00:05:10	00:05:10	00:00:10	00:00:10
	13:00:00	3	3	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:10	00:00:07	00:06:12	00:04:21	00:00:07	00:00:07
	14:00:00	2	2	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:08	00:00:06	00:09:48	00:06:12	00:00:06	00:00:06
	15:00:00	4	4	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:11	00:00:06	00:07:08	00:03:18	00:00:07	00:00:07
	16:00:00	2	2	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:09	00:00:08	00:07:24	00:03:56	00:00:08	00:00:08
	17:00:00	6	6	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:25	00:00:12	00:12:49	00:03:56	00:00:10	00:00:10
	18:00:00	1	1	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:05	00:00:05	00:00:43	00:00:43	00:00:05	00:00:05
OutrosAssuntosAlgarv		3	3	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:15	00:00:08	00:08:53	00:04:38	00:00:10	00:00:10
	15:00:00	1	1	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:15	00:00:10	00:04:56	00:02:40	00:00:15	00:00:15
	17:00:00	2	2	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:09	00:00:06	00:08:53	00:06:34	00:00:07	00:00:07
RealBellavistaHotel		6	6	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:08	00:00:06	00:04:00	00:01:30	00:00:06	00:00:06
	09:00:00	2	2	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:08	00:00:07	00:01:21	00:01:15	00:00:07	00:00:07
	10:00:00	1	1	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:03	00:00:03	00:01:11	00:01:11	00:00:03	00:00:03
	11:00:00	1	1	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:07	00:00:07	00:00:27	00:00:27	00:00:07	00:00:07
	14:00:00	1	1	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:07	00:00:07	00:00:54	00:00:54	00:00:07	00:00:07
	15:00:00	1	1	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:06	00:00:06	00:04:00	00:04:00	00:00:06	00:00:06
RealMarinaHotel/Resi		21	20	✓ 95,2%	1	✓ 5%	0	✓ 0,0%	0	✓ 0,0%	00:00:15	00:00:08	00:15:21	00:03:53	00:00:09	00:00:10
	09:00:00	2	2	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:11	00:00:10	00:12:23	00:08:06	00:00:10	00:00:10
	10:00:00	1	1	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:05	00:00:04	00:02:58	00:01:45	00:00:04	00:00:04
	11:00:00	1	1	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:12	00:00:12	00:15:21	00:15:21	00:00:12	00:00:12
	12:00:00	4	4	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:15	00:00:07	00:04:27	00:01:58	00:00:10	00:00:10
	13:00:00	1	1	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:07	00:00:06	00:03:15	00:02:14	00:00:05	00:00:05
	14:00:00	2	2	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:09	00:00:08	00:04:10	00:03:00	00:00:08	00:00:08
	15:00:00	3	3	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:14	00:00:11	00:03:57	00:03:20	00:00:11	00:00:11
	16:00:00	2	1	⚠ 50,0%	1	✗ 50%	0	✓ 0,0%	0	✓ 0,0%	00:00:15	00:00:08	00:08:18	00:08:18	00:00:12	00:00:24
	17:00:00	3	3	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:11	00:00:10	00:02:51	00:01:46	00:00:10	00:00:10
	18:00:00	2	2	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:13	00:00:08	00:07:07	00:04:08	00:00:08	00:00:08
02-02-2018		73	53	⚠ 72,6%	2	✓ 3%	0	✓ 0,0%	18	✗ 24,7%	00:00:45	00:00:09	00:17:31	00:03:28	00:00:12	00:00:10
GrdRealSantaEulalia		40	25	⚠ 62,5%	1	✓ 3%	0	✓ 0,0%	14	✗ 35,0%	00:00:15	00:00:08	00:17:31	00:04:39	00:00:09	00:00:10
	09:00:00	1	1	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:10	00:00:10	00:06:37	00:06:37	00:00:10	00:00:10
	10:00:00	2	2	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:09	00:00:08	00:03:08	00:02:58	00:00:08	00:00:08
	11:00:00	4	4	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:12	00:00:07	00:09:57	00:04:15	00:00:06	00:00:06
	12:00:00	2	2	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:12	00:00:12	00:09:41	00:05:03	00:00:12	00:00:12
	13:00:00	2	2	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:06	00:00:04	00:05:59	00:04:04	00:00:04	00:00:04
	14:00:00	2	1	⚠ 50,0%	1	✗ 50%	0	✓ 0,0%	0	✓ 0,0%	00:00:15	00:00:08	00:06:40	00:03:41	00:00:08	00:00:13
	15:00:00	2	2	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:15	00:00:12	00:05:30	00:04:39	00:00:16	00:00:16
	16:00:00	19	5	✗ 26,3%	0	✓ 0%	0	✓ 0,0%	14	✗ 73,7%	00:00:10	00:00:07	00:05:47	00:04:22	00:00:09	00:00:11
	17:00:00	5	5	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:15	00:00:09	00:17:31	00:05:51	00:00:11	00:00:11
	18:00:00	1	1	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:12	00:00:12	00:05:33	00:05:33	00:00:12	00:00:12
OutrosAssuntosAlgarv		5	4	✓ 80,0%	0	✓ 0%	0	✓ 0,0%	1	✗ 20,0%	00:00:45	00:00:14	00:04:04	00:02:09	00:00:16	00:00:18
	11:00:00	1	1	✓ 100,0%	0	✓ 0%	0	✓ 0,0%	0	✓ 0,0%	00:00:45	00:00:24	00:00:30	00:00:30	00:00:50	00:00:50

OneContact Reporting

Service Performance Report

	14:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:52	00:01:52	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:09	00:02:09	00:00:04	00:00:04
	16:00:00	1	0	✘	0,0%	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
	18:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:04:04	00:04:04	00:00:12	00:00:12
RealBellavistaHotel		10	8	✔	80,0%	0	✔	0%	0	✔	0,0%	2	✘	20,0%	00:00:15	00:00:08	00:03:58	00:01:38	00:00:08	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:00:59	00:00:50	00:00:12	00:00:12
	10:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:45	00:02:45	00:00:04	00:00:04
	11:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:14	00:01:06	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:03:58	00:03:58	00:00:12	00:00:12
	17:00:00	4	2	⚠	50,0%	0	✔	0%	0	✔	0,0%	2	✘	50,0%	00:00:08	00:00:08	00:01:21	00:01:12	00:00:08	00:00:08
RealMarinaHotel/Resi		18	16	✔	88,9%	1	✔	6%	0	✔	0,0%	1	✔	5,6%	00:00:15	00:00:08	00:06:50	00:02:46	00:00:17	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:34	00:00:24	00:00:16	00:00:16
	10:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:06:50	00:06:06	00:00:08	00:00:08
	11:00:00	5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:45	00:01:27	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	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
	15:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:05:25	00:02:18	00:00:06	00:00:06
	16:00:00	4	2	⚠	50,0%	1	✘	25%	0	✔	0,0%	1	✘	25,0%	00:00:15	00:00:09	00:05:53	00:05:21	00:00:43	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:18	00:03:18	00:00:07	00:00:07
03-02-2018		41	18	✘	43,9%	2	✔	5%	0	✔	0,0%	21	✘	51,2%	00:00:15	00:00:09	00:16:00	00:05:40	00:00:15	00:00:15
GrdRealSantaEulalia		17	6	✘	35,3%	2	⚠	12%	0	✔	0,0%	9	✘	52,9%	00:00:15	00:00:09	00:10:52	00:05:38	00:00:18	00:00:12
	11:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:11	00:03:11	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:06:22	00:05:55	00:00:06	00:00:06
	13:00:00	1	0	✘	0,0%	1	✘	100%	0	✔	0,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:01	00:00:00
	14:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:49	00:03:49	00:00:22	00:00:22
	15:00:00	5	0	✘	0,0%	0	✔	0%	0	✔	0,0%	5	✘	100,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:08	00:00:00
	16:00:00	6	2	✘	33,3%	0	✔	0%	0	✔	0,0%	4	✘	66,7%	00:00:15	00:00:08	00:10:52	00:07:28	00:00:12	00:00:16
	17:00:00	1	0	✘	0,0%	1	✘	100%	0	✔	0,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:02:37	00:00:00
OutrosAssuntosAlgarv		1	0	✘	0,0%	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
	16:00:00	1	0	✘	0,0%	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
RealBellavistaHotel		10	6	⚠	60,0%	0	✔	0%	0	✔	0,0%	4	✘	40,0%	00:00:15	00:00:10	00:08:19	00:04:57	00:00:10	00:00:14
	09:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:18	00:02:18	00:00:18	00:00:18
	11:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:05:17	00:05:17	00:00:14	00:00:14
	13:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:08:19	00:08:19	00:00:13	00:00:13
	14:00:00	4	2	⚠	50,0%	0	✔	0%	0	✔	0,0%	2	✘	50,0%	00:00:15	00:00:09	00:03:17	00:02:48	00:00:12	00:00:16
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:10	00:08:10	00:00:07	00:00:07
	16:00:00	1	0	✘	0,0%	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
	17:00:00	1	0	✘	0,0%	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
RealMarinaHotel/Resi		13	6	✘	46,2%	0	✔	0%	0	✔	0,0%	7	✘	53,8%	00:00:15	00:00:09	00:16:00	00:06:24	00:00:14	00:00:19
	11:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:25	00:01:25	00:00:12	00:00:12
	12:00:00	3	1	✘	33,3%	0	✔	0%	0	✔	0,0%	2	✘	66,7%	00:00:15	00:00:08	00:00:54	00:00:54	00:00:16	00:00:18
	13:00:00	1	0	✘	0,0%	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
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:10:20	00:10:20	00:00:10	00:00:10
	16:00:00	7	3	✘	42,9%	0	✔	0%	0	✔	0,0%	4	✘	57,1%	00:00:15	00:00:08	00:16:00	00:08:35	00:00:15	00:00:25
05-02-2018		79	74	✔	93,7%	0	✔	0%	0	✔	0,0%	5	✔	6,3%	00:00:15	00:00:08	00:26:49	00:03:30	00:00:09	00:00:09
GrdRealSantaEulalia		47	42	✔	89,4%	0	✔	0%	0	✔	0,0%	5	⚠	10,6%	00:00:15	00:00:08	00:26:49	00:04:19	00:00:09	00:00:08
	09:00:00	6	3	⚠	50,0%	0	✔	0%	0	✔	0,0%	3	✘	50,0%	00:00:06	00:00:06	00:08:24	00:04:41	00:00:08	00:00:06
	10:00:00	10	9	✔	90,0%	0	✔	0%	0	✔	0,0%	1	⚠	10,0%	00:00:14	00:00:08	00:26:49	00:08:55	00:00:09	00:00:09
	11:00:00	6	5	✔	83,3%	0	✔	0%	0	✔	0,0%	1	✘	16,7%	00:00:08	00:00:07	00:10:02	00:03:36	00:00:08	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:26	00:03:26	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:10	00:01:10	00:00:04	00:00:04
	14:00:00	5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:16	00:02:28	00:00:13	00:00:13
02-03-2018 15:00:00	14:33:11	8	8	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:02:20	00:00:53	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	16:00:00	7	7	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:16:27	00:05:41	00:00:09	00:00:09
	17:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:07:30	00:02:50	00:00:06	00:00:06
OutrosAssuntosAlgarv		7	7	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:06:28	00:02:54	00:00:09	00:00:09
	09:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:06:28	00:02:46	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:06	00:01:27	00:01:14	00:00:11	00:00:11
	13:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:07	00:06:07	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:38	00:03:38	00:00:08	00:00:08
RealBellavistaHotel		9	9	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:05:07	00:01:59	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:03	00:01:03	00:00:06	00:00:06
	11:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:12	00:03:12	00:03:04	00:00:12	00:00:12
	12:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:07	00:05:07	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:53	00:00:53	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:36	00:00:36	00:00:09	00:00:09
	17:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:01:59	00:01:20	00:00:10	00:00:10
RealMarinaHotel/Resi		16	16	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:06	00:02:29	00:00:11	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:04:36	00:03:00	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:08	00:01:08	00:00:05	00:00:05
	11:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:05:06	00:03:51	00:00:11	00:00:11
	12:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:11	00:02:54	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:48	00:01:48	00:00:24	00:00:24
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:32	00:00:54	00:00:09	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:45	00:00:45	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:58	00:01:56	00:00:16	00:00:16
06-02-2018		88	74	✔	84,1%	3	✔	3%	0	✔	0,0%	11	⚠	12,5%	00:00:15	00:00:08	00:13:52	00:02:50	00:00:12	00:00:11
GrdRealSantaEulalia		39	32	✔	82,1%	1	✔	3%	0	✔	0,0%	6	✖	15,4%	00:00:15	00:00:08	00:13:52	00:03:00	00:00:10	00:00:10
	09:00:00	3	2	⚠	66,7%	1	✖	33%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:59	00:02:13	00:00:12	00:00:15
	10:00:00	8	8	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:05:05	00:02:25	00:00:06	00:00:06
	11:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:13:52	00:05:57	00:00:16	00:00:16
	12:00:00	7	4	⚠	57,1%	0	✔	0%	0	✔	0,0%	3	✖	42,9%	00:00:15	00:00:07	00:06:57	00:03:08	00:00:10	00:00:12
	13:00:00	5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:52	00:02:36	00:00:08	00:00:08
	15:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:33	00:01:01	00:00:10	00:00:10
	16:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:10:08	00:05:41	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:51	00:00:51	00:00:10	00:00:10
	18:00:00	4	1	✖	25,0%	0	✔	0%	0	✔	0,0%	3	✖	75,0%	00:00:15	00:00:10	00:01:46	00:01:46	00:00:14	00:00:20
	19:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:49	00:06:49	00:00:06	00:00:06
OutrosAssuntosAlgarv		6	5	✔	83,3%	1	✖	17%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:08:17	00:03:58	00:00:07	00:00:08
	11:00:00	2	1	⚠	50,0%	1	✖	50%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:04	00:00:52	00:00:52	00:00:04	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:04:34	00:04:34	00:00:03	00:00:03
	13:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:08:17	00:05:12	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:58	00:03:58	00:00:07	00:00:07
RealBellavistaHotel		21	19	✔	90,5%	0	✔	0%	0	✔	0,0%	2	✔	9,5%	00:00:15	00:00:09	00:06:47	00:02:23	00:00:12	00:00:13
	09:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:06:10	00:03:23	00:00:10	00:00:10
	10:00:00	5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:11	00:03:04	00:00:15	00:00:15
	11:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:02	00:00:57	00:00:54	00:00:02	00:00:02
	12:00:00	3	2	⚠	66,7%	0	✔	0%	0	✔	0,0%	1	✖	33,3%	00:00:07	00:00:06	00:03:32	00:02:39	00:00:05	00:00:07
	15:00:00	5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:47	00:01:44	00:00:18	00:00:18
	16:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:14	00:01:07	00:00:12	00:00:12
	18:00:00	2	1	⚠	50,0%	0	✔	0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:08	00:06:28	00:06:28	00:00:13	00:00:20
RealMarinaHotel/Resi		22	18	✔	81,8%	1	✔	5%	0	✔	0,0%	3	⚠	13,6%	00:00:15	00:00:09	00:11:24	00:02:44	00:00:17	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	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
	10:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:11:24	00:05:57	00:00:10	00:00:10
02-03-2018 14:33:11	11:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:20	00:03:05	00:00:20	00:00:20

OneContact Reporting

Service Performance Report

	12:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:03	00:00:03	00:01:09	00:01:09	00:00:04	00:00:04
	13:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:05	00:04:02	00:02:32	00:00:06	00:00:06
	14:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:14	00:05:08	00:04:18	00:00:20	00:00:20
	15:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:01:49	00:01:04	00:00:10	00:00:10
	16:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:06	00:02:26	00:01:34	00:00:15	00:00:15
	17:00:00	3	3	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:05:34	00:02:07	00:00:13	00:00:13
	18:00:00	4	0	✖0,0%	1	✖25%	0	✔0,0%	3	✖75,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:38	00:00:00
07-02-2018		68	62	✔91,2%	2	✔3%	0	✔0,0%	4	✔5,9%	00:00:30	00:00:09	00:20:34	00:03:19	00:00:12	00:00:10
GrdRealSantaEulalia		31	27	✔87,1%	2	✔6%	0	✔0,0%	2	✔6,5%	00:00:15	00:00:08	00:09:23	00:03:31	00:00:13	00:00:08
	09:00:00	0	0	#DIV/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	5	5	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:13	00:00:09	00:05:00	00:02:42	00:00:12	00:00:12
	11:00:00	6	6	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:08	00:03:36	00:02:37	00:00:08	00:00:08
	12:00:00	8	4	🟡50,0%	2	✖25%	0	✔0,0%	2	✖25,0%	00:00:15	00:00:10	00:06:34	00:03:56	00:00:28	00:00:09
	13:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:11	00:09:23	00:09:23	00:00:11	00:00:11
	14:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:06:40	00:06:40	00:00:09	00:00:09
	15:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:07	00:03:50	00:02:10	00:00:07	00:00:07
	16:00:00	5	5	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:07	00:05:02	00:02:55	00:00:07	00:00:07
	17:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:06	00:06:02	00:05:56	00:00:06	00:00:06
	18:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:06	00:00:06	00:03:19	00:03:19	00:00:06	00:00:06
OutrosAssuntosAlgarv		4	4	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:14	00:00:09	00:02:37	00:01:32	00:00:10	00:00:10
	10:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:14	00:00:08	00:00:41	00:00:36	00:00:14	00:00:14
	11:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:12	00:01:34	00:01:34	00:00:12	00:00:12
	12:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:02:37	00:02:37	00:00:07	00:00:07
	16:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:02:14	00:02:14	00:00:08	00:00:08
RealBellavistaHotel		13	13	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:09	00:20:34	00:03:46	00:00:10	00:00:10
	09:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:08	00:01:43	00:01:13	00:00:08	00:00:08
	10:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:10	00:03:34	00:03:34	00:00:11	00:00:11
	11:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:11	00:00:53	00:00:53	00:00:11	00:00:11
	12:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:06	00:00:58	00:00:53	00:00:06	00:00:06
	13:00:00	3	3	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:08:51	00:03:38	00:00:13	00:00:13
	15:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:07	00:03:18	00:03:02	00:00:07	00:00:07
	17:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:13	00:00:12	00:20:34	00:11:44	00:00:12	00:00:12
RealMarinaHotel/Resi		20	18	✔90,0%	0	✔0%	0	✔0,0%	2	🟡10,0%	00:00:30	00:00:11	00:16:38	00:03:12	00:00:12	00:00:12
	10:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:01:51	00:01:35	00:00:08	00:00:08
	11:00:00	4	4	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:14	00:00:10	00:16:38	00:04:45	00:00:10	00:00:10
	12:00:00	5	3	🟡60,0%	0	✔0%	0	✔0,0%	2	✖40,0%	00:00:12	00:00:10	00:02:52	00:01:46	00:00:11	00:00:11
	13:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:04:00	00:02:40	00:00:15	00:00:15
	14:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:13	00:00:10	00:12:27	00:04:51	00:00:12	00:00:12
	15:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:30	00:00:17	00:06:07	00:02:55	00:00:10	00:00:10
	16:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:06	00:00:06	00:03:33	00:03:33	00:00:06	00:00:06
	17:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:13	00:00:13	00:01:43	00:01:43	00:00:13	00:00:13
	18:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:09	00:01:15	00:01:15	00:00:40	00:00:40
08-02-2018		68	66	✔97,1%	0	✔0%	0	✔0,0%	2	✔2,9%	00:00:15	00:00:09	00:15:39	00:03:51	00:00:10	00:00:10
GrdRealSantaEulalia		38	38	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:09	00:15:39	00:04:11	00:00:10	00:00:10
	09:00:00	4	4	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:06	00:10:35	00:06:16	00:00:06	00:00:06
	10:00:00	6	6	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:10:24	00:02:00	00:00:12	00:00:12
	11:00:00	4	4	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:07	00:05:44	00:03:05	00:00:08	00:00:08
	13:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:14:35	00:10:15	00:00:08	00:00:08
	14:00:00	4	4	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:09	00:05:31	00:02:13	00:00:13	00:00:13
	15:00:00	5	5	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:15:39	00:04:28	00:00:08	00:00:08
	16:00:00	9	9	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:10	00:08:23	00:03:35	00:00:10	00:00:10
02-03-2018 14:33:11	17:00:00	3	3	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:11	00:10:31	00:07:24	00:00:15	00:00:15

OneContact Reporting

Service Performance Report

	18:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:09:20	00:09:20	00:00:11	00:00:11
OutrosAssuntosAlgarv		2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:58	00:01:30	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:03	00:01:03	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:58	00:01:58	00:00:10	00:00:10
RealBellavistaHotel		6	6	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:11:21	00:04:04	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:46	00:00:46	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:03:30	00:02:13	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:07:14	00:07:14	00:00:05	00:00:05
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:11:21	00:11:21	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:37	00:00:37	00:00:13	00:00:13
RealMarinaHotel/Resi		22	20	✔	90,9%	0	✔	0%	0	✔	0,0%	2	✔	9,1%	00:00:15	00:00:09	00:13:20	00:03:21	00:00:10	00:00:10
	09:00:00	5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:03:08	00:02:02	00:00:09	00:00:09
	10:00:00	5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:45	00:03:42	00:00:13	00:00:13
	12:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:41	00:01:41	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:02:51	00:02:06	00:00:10	00:00:10
	14:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:13:20	00:05:20	00:00:09	00:00:09
	15:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:05:45	00:03:12	00:00:06	00:00:06
	16:00:00	2	1	⚠	50,0%	0	✔	0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:15	00:07:05	00:07:05	00:00:16	00:00:15
	18:00:00	1	0	✖	0,0%	0	✔	0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
09-02-2018		69	56	✔	81,2%	3	✔	4%	0	✔	0,0%	10	⚠	14,5%	00:00:16	00:00:09	00:16:41	00:03:45	00:00:13	00:00:10
GrdRealSantaEulalia		33	27	✔	81,8%	0	✔	0%	0	✔	0,0%	6	✖	18,2%	00:00:15	00:00:09	00:16:41	00:03:55	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:03:20	00:01:59	00:00:12	00:00:12
	10:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:08	00:03:58	00:00:09	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:09:11	00:02:49	00:00:15	00:00:15
	12:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:07:51	00:05:05	00:00:09	00:00:09
	13:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:55	00:02:35	00:00:10	00:00:10
	14:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:16:41	00:06:03	00:00:08	00:00:08
	15:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:04	00:04:15	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:04:10	00:02:34	00:00:08	00:00:08
	17:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:10:30	00:05:20	00:00:08	00:00:08
	18:00:00	6	0	✖	0,0%	0	✔	0%	0	✔	0,0%	6	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00
OutrosAssuntosAlgarv		2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:22	00:01:02	00:00:12	00:00:12
	11:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:43	00:00:43	00:00:11	00:00:11
	14:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:22	00:01:22	00:00:12	00:00:12
RealBellavistaHotel		12	8	⚠	66,7%	2	✖	17%	0	✔	0,0%	2	✖	16,7%	00:00:15	00:00:10	00:08:04	00:02:17	00:00:25	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:43	00:01:43	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:08:04	00:08:04	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:10	00:01:10	00:00:11	00:00:11
	12:00:00	3	0	✖	0,0%	2	✖	67%	0	✔	0,0%	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	✔	0,0%	00:00:11	00:00:06	00:02:51	00:02:09	00:00:11	00:00:11
	15:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:01:56	00:01:12	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:55	00:01:27	00:00:16	00:00:16
	18:00:00	1	0	✖	0,0%	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
RealMarinaHotel/Resi		22	19	✔	86,4%	1	✔	5%	0	✔	0,0%	2	✔	9,1%	00:00:16	00:00:09	00:13:32	00:04:23	00:00:10	00:00:10
	09:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:02	00:01:59	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:07:24	00:07:24	00:00:07	00:00:07
	11:00:00	0	0	#DIV/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	✔	0,0%	00:00:08	00:00:06	00:03:12	00:03:06	00:00:14	00:00:14
	13:00:00	1	1	✔	100,0%	0	✔	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
	14:00:00	6	5	✔	83,3%	1	✖	17%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:10	00:09:51	00:04:20	00:00:14	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:11:48	00:11:48	00:00:11	00:00:11
02-03-2018 16:00:00	16:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:09:16	00:04:47	00:00:12	00:00:12

OneContact Reporting

Service Performance Report

	17:00:00	3	3	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:10	00:05:26	00:02:44	00:00:10	00:00:10
	18:00:00	3	1	✖ 33,3%	0	✔ 0%	0	✔ 0,0%	2	✖ 66,7%	00:00:10	00:00:10	00:13:32	00:13:32	00:00:07	00:00:10
10-02-2018		61	17	✖ 27,9%	4	✔ 7%	1	✔ 1,6%	39	✖ 63,9%	00:00:15	00:00:11	00:38:04	00:08:21	00:00:18	00:00:15
GrdRealSantaEulalia		39	10	✖ 25,6%	1	✔ 3%	0	✔ 0,0%	28	✖ 71,8%	00:00:15	00:00:10	00:38:04	00:10:28	00:00:12	00:00:16
	09:00:00	1	0	✖ 0,0%	1	✖ 100%	0	✔ 0,0%	0	✔ 0,0%	00:00:01	00:00:01	00:00:00	00:00:00	00:00:01	00:00:00
	10:00:00	7	4	⚠ 57,1%	0	✔ 0%	0	✔ 0,0%	3	✖ 42,9%	00:00:15	00:00:14	00:06:37	00:03:58	00:00:10	00:00:14
	11:00:00	10	0	✖ 0,0%	0	✔ 0%	0	✔ 0,0%	10	✖ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
	12:00:00	1	1	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:13	00:12:17	00:12:17	00:00:13	00:00:13
	13:00:00	7	1	✖ 14,3%	0	✔ 0%	0	✔ 0,0%	6	✖ 85,7%	00:00:08	00:00:08	00:38:04	00:38:04	00:00:11	00:00:08
	14:00:00	2	1	⚠ 50,0%	0	✔ 0%	0	✔ 0,0%	1	✖ 50,0%	00:00:15	00:00:12	00:23:25	00:23:25	00:00:10	00:00:09
	15:00:00	10	2	✖ 20,0%	0	✔ 0%	0	✔ 0,0%	8	✖ 80,0%	00:00:08	00:00:06	00:11:31	00:06:54	00:00:15	00:00:31
	16:00:00	1	1	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:13	00:01:15	00:01:15	00:00:13	00:00:13
OutrosAssuntosAlgarv		1	0	✖ 0,0%	0	✔ 0%	0	✔ 0,0%	1	✖ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	15:00:00	1	0	✖ 0,0%	0	✔ 0%	0	✔ 0,0%	1	✖ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
RealBellavistaHotel		13	3	✖ 23,1%	2	✖ 15%	1	✖ 7,7%	7	✖ 53,8%	00:00:15	00:00:13	00:07:05	00:04:45	00:00:28	00:00:18
	09:00:00	1	0	✖ 0,0%	1	✖ 100%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:00	00:00:00
	12:00:00	2	2	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:12	00:03:38	00:03:36	00:00:20	00:00:20
	13:00:00	6	0	✖ 0,0%	1	✖ 17%	0	✔ 0,0%	5	✖ 83,3%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:22	00:00:00
	14:00:00	1	1	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:13	00:07:05	00:07:05	00:00:13	00:00:13
	15:00:00	3	0	✖ 0,0%	0	✔ 0%	1	✖ 33,3%	2	✖ 66,7%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:19	00:00:00
RealMarinaHotel/Resi		8	4	⚠ 50,0%	1	⚠ 13%	0	✔ 0,0%	3	✖ 37,5%	00:00:15	00:00:11	00:10:46	00:05:46	00:00:28	00:00:10
	11:00:00	2	2	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:10:46	00:08:28	00:00:08	00:00:08
	12:00:00	2	1	⚠ 50,0%	0	✔ 0%	0	✔ 0,0%	1	✖ 50,0%	00:00:09	00:00:09	00:02:42	00:02:42	00:00:09	00:00:09
	15:00:00	3	0	✖ 0,0%	1	✖ 33%	0	✔ 0,0%	2	✖ 66,7%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:59	00:00:00
	16:00:00	1	1	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:15	00:03:27	00:03:27	00:00:15	00:00:15
12-02-2018		73	65	✔ 89,0%	0	✔ 0%	0	✔ 0,0%	8	⚠ 11,0%	00:00:15	00:00:08	00:15:34	00:03:58	00:00:10	00:00:10
GrdRealSantaEulalia		27	25	✔ 92,6%	0	✔ 0%	0	✔ 0,0%	2	✔ 7,4%	00:00:15	00:00:08	00:08:27	00:03:29	00:00:09	00:00:09
	09:00:00	8	6	⚠ 75,0%	0	✔ 0%	0	✔ 0,0%	2	✖ 25,0%	00:00:15	00:00:08	00:04:50	00:02:16	00:00:13	00:00:13
	10:00:00	1	1	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:02:15	00:02:15	00:00:08	00:00:08
	11:00:00	2	2	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:08	00:01:31	00:01:12	00:00:09	00:00:09
	12:00:00	4	4	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:08	00:06:56	00:03:42	00:00:08	00:00:08
	13:00:00	1	1	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:06:17	00:06:17	00:00:06	00:00:06
	14:00:00	3	3	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:07	00:08:27	00:05:30	00:00:07	00:00:07
	15:00:00	3	3	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:04	00:00:03	00:06:01	00:04:59	00:00:03	00:00:03
	16:00:00	1	1	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:01:09	00:01:09	00:00:08	00:00:08
	17:00:00	3	3	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:08	00:06:32	00:03:00	00:00:08	00:00:08
	18:00:00	1	1	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:14	00:00:14	00:06:15	00:06:15	00:00:14	00:00:14
OutrosAssuntosAlgarv		3	3	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:07	00:06:21	00:04:24	00:00:07	00:00:07
	10:00:00	1	1	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:05	00:00:05	00:02:55	00:02:55	00:00:05	00:00:05
	14:00:00	1	1	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:06:21	00:06:21	00:00:07	00:00:07
	15:00:00	1	1	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:03:55	00:03:55	00:00:09	00:00:09
RealBellavistaHotel		20	17	✔ 85,0%	0	✔ 0%	0	✔ 0,0%	3	✖ 15,0%	00:00:15	00:00:08	00:10:21	00:03:26	00:00:10	00:00:11
	09:00:00	7	6	✔ 85,7%	0	✔ 0%	0	✔ 0,0%	1	⚠ 14,3%	00:00:15	00:00:07	00:08:36	00:04:28	00:00:10	00:00:11
	10:00:00	2	2	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:08	00:01:34	00:01:05	00:00:08	00:00:08
	11:00:00	1	1	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:07:17	00:07:17	00:00:08	00:00:08
	12:00:00	5	3	⚠ 60,0%	0	✔ 0%	0	✔ 0,0%	2	✖ 40,0%	00:00:14	00:00:10	00:05:23	00:02:54	00:00:11	00:00:10
	13:00:00	1	1	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:06	00:00:04	00:05:28	00:03:04	00:00:06	00:00:06
	15:00:00	1	1	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:12	00:00:12	00:00:45	00:00:45	00:00:12	00:00:12
	16:00:00	1	1	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:12	00:01:22	00:01:22	00:00:23	00:00:23
	17:00:00	1	1	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:11	00:00:34	00:00:34	00:00:11	00:00:11
	18:00:00	1	1	✔ 100,0%	0	✔ 0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:10:21	00:10:21	00:00:09	00:00:09
RealMarinaHotel/Resi		23	20	✔ 87,0%	0	✔ 0%	0	✔ 0,0%	3	⚠ 13,0%	00:00:15	00:00:10	00:15:34	00:04:59	00:00:11	00:00:11

02-03-2018 14:33:11

OneContact Reporting

Service Performance Report

	09:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:43	00:04:43	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:03:18	00:03:18	00:00:14	00:00:14
	11:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:10:26	00:07:33	00:00:07	00:00:07
	12:00:00	8	5	🟡	62,5%	0	✔	0%	0	✔	0,0%	3	✖	37,5%	00:00:15	00:00:10	00:15:24	00:06:05	00:00:13	00:00:14
	13:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:15:34	00:15:34	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:02:55	00:01:49	00:00:12	00:00:12
	15:00:00	5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:20	00:02:58	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:05:15	00:04:23	00:00:11	00:00:11
	17:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:57	00:04:04	00:00:10	00:00:10
13-02-2018		37	37	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:09	00:12:12	00:03:00	00:00:11	00:00:11
GrdRealSantaEulalia		19	19	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:12:12	00:03:07	00:00:09	00:00:09
	10:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:12:12	00:05:19	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:20	00:03:10	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:26	00:03:26	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:34	00:01:34	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:59	00:01:59	00:00:09	00:00:09
	15:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:09:28	00:04:59	00:00:12	00:00:12
	16:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:01:36	00:00:54	00:00:12	00:00:12
	17:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:05:45	00:02:59	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:47	00:00:47	00:00:04	00:00:04
OutrosAssuntosAlgarv		2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:20	00:01:16	00:00:39	00:00:30	00:00:30
	15:00:00	1	1	✔	100,0%	0	✔	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	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:25	00:00:02	00:00:02	00:00:51	00:00:51
RealBellavistaHotel		3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:02	00:02:16	00:00:16	00:00:16
	09:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:05:02	00:02:56	00:00:20	00:00:20
	12:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:56	00:00:56	00:00:08	00:00:08
RealMarinaHotel/Resi		13	13	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:11:07	00:03:18	00:00:11	00:00:11
	10:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:11:07	00:03:36	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:03:07	00:02:46	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:59	00:01:59	00:00:04	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:07:26	00:07:26	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:53	00:00:53	00:00:03	00:00:03
	16:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:02	00:03:02	00:00:09	00:00:09
	17:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:02	00:03:53	00:00:16	00:00:16
	18:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:31	00:02:24	00:00:25	00:00:25
14-02-2018		69	69	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:32	00:00:08	00:11:28	00:02:29	00:00:09	00:00:09
GrdRealSantaEulalia		27	27	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:11:28	00:02:31	00:00:10	00:00:10
	09:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:06	00:03:25	00:01:51	00:00:07	00:00:07
	10:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:07:01	00:04:58	00:00:05	00:00:05
	11:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:09	00:00:09	00:00:54	00:00:54	00:00:00	00:00:00
	12:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:05:03	00:05:03	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:03:30	00:02:06	00:00:06	00:00:06
	14:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:53	00:01:35	00:00:11	00:00:11
	15:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:01:38	00:00:58	00:00:11	00:00:11
	16:00:00	6	6	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:52	00:01:50	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:26	00:02:46	00:00:18	00:00:18
	18:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:11:28	00:08:06	00:00:08	00:00:08
OutrosAssuntosAlgarv		3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:32	00:00:13	00:06:54	00:03:06	00:00:16	00:00:16
	15:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:06:54	00:03:48	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:32	00:00:32	00:01:01	00:01:01	00:00:32	00:00:32
RealBellavistaHotel		11	11	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:09:13	00:01:58	00:00:08	00:00:08
02-03-2018 14:33:11	10:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:09:13	00:04:58	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	11:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:00	00:02:00	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:29	00:02:29	00:00:07	00:00:07
	15:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:14	00:00:57	00:00:07	00:00:07
	16:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:03:57	00:01:15	00:00:07	00:00:07
RealMarinaHotel/Resi		28	28	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:19	00:00:07	00:11:28	00:02:34	00:00:07	00:00:07
	09:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:17	00:00:17	00:00:09	00:00:09
	10:00:00	6	6	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:06	00:02:54	00:01:29	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:19	00:00:11	00:04:28	00:03:36	00:00:03	00:00:03
	12:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:11:28	00:05:34	00:00:08	00:00:08
	13:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:05:39	00:02:48	00:00:04	00:00:04
	14:00:00	6	6	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:08:58	00:02:54	00:00:08	00:00:08
	15:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:49	00:01:23	00:00:07	00:00:07
	16:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:57	00:01:32	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:34	00:00:34	00:00:09	00:00:09
15-02-2018		70	66	✔	94,3%	0	✔	0%	0	✔	0,0%	4	✔	5,7%	00:00:15	00:00:08	00:18:57	00:03:21	00:00:09	00:00:09
GrdRealSantaEulalia		32	30	✔	93,8%	0	✔	0%	0	✔	0,0%	2	✔	6,3%	00:00:15	00:00:08	00:18:57	00:03:31	00:00:09	00:00:08
	09:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:02:46	00:02:10	00:00:08	00:00:08
	10:00:00	6	6	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:14:07	00:04:58	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:00:51	00:00:34	00:00:11	00:00:11
	12:00:00	5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:10:05	00:02:58	00:00:08	00:00:08
	13:00:00	4	2	⚠	50,0%	0	✔	0%	0	✔	0,0%	2	✖	50,0%	00:00:15	00:00:09	00:18:57	00:10:10	00:00:15	00:00:14
	14:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:46	00:02:19	00:00:08	00:00:08
	15:00:00	5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:03:15	00:02:32	00:00:07	00:00:07
	16:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:03:48	00:02:41	00:00:05	00:00:05
	17:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:02	00:02:20	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:06:26	00:06:26	00:00:14	00:00:14
OutrosAssuntosAlgarv		2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:01:48	00:01:42	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:36	00:01:36	00:00:11	00:00:11
	17:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:48	00:01:48	00:00:05	00:00:05
RealBellavistaHotel		14	14	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:12:00	00:03:49	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:04:28	00:04:28	00:00:12	00:00:12
	10:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:52	00:04:42	00:00:14	00:00:14
	11:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:11	00:03:40	00:02:40	00:00:11	00:00:11
	12:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:03:54	00:02:44	00:00:06	00:00:06
	13:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:33	00:02:57	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:18	00:01:18	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:12:00	00:12:00	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:59	00:02:59	00:00:11	00:00:11
RealMarinaHotel/Resi		22	20	✔	90,9%	0	✔	0%	0	✔	0,0%	2	✔	9,1%	00:00:15	00:00:07	00:10:24	00:02:57	00:00:08	00:00:08
	09:00:00	2	1	⚠	50,0%	0	✔	0%	0	✔	0,0%	1	✖	50,0%	00:00:13	00:00:12	00:05:34	00:03:08	00:00:12	00:00:13
	10:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:07	00:09:44	00:04:19	00:00:11	00:00:11
	11:00:00	5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:03:46	00:01:55	00:00:05	00:00:05
	12:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:51	00:04:51	00:00:05	00:00:05
	13:00:00	1	0	✖	0,0%	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
	14:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:27	00:01:46	00:00:12	00:00:12
	15:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:03:08	00:01:51	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:55	00:02:20	00:00:06	00:00:06
	18:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:10:24	00:07:28	00:00:06	00:00:06
16-02-2018		72	65	✔	90,3%	2	✔	3%	0	✔	0,0%	5	✔	6,9%	00:00:15	00:00:09	00:16:41	00:03:32	00:00:12	00:00:11
GrdRealSantaEulalia		34	32	✔	94,1%	0	✔	0%	0	✔	0,0%	2	✔	5,9%	00:00:15	00:00:08	00:15:06	00:03:43	00:00:12	00:00:11
	09:00:00	5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:03	00:07:28	00:02:54	00:00:10	00:00:10
02-03-2018 14:33:11	10:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:01:12	00:01:12	00:00:13	00:00:13

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	11:00:00	3	3	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:09	00:07:18	00:05:00	00:00:12	00:00:12
	12:00:00	3	3	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:15:06	00:05:28	00:00:13	00:00:13
	13:00:00	8	6	🟡75,0%	0	✔0%	0	✔0,0%	2	✖25,0%	00:00:14	00:00:09	00:09:10	00:04:02	00:00:11	00:00:09
	14:00:00	4	4	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:06	00:11:55	00:05:25	00:00:07	00:00:07
	15:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:12	00:01:19	00:01:19	00:00:13	00:00:13
	16:00:00	4	4	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:07	00:08:30	00:03:10	00:00:07	00:00:07
	17:00:00	3	3	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:11	00:03:19	00:02:19	00:00:17	00:00:17
	18:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:13	00:00:10	00:02:15	00:01:42	00:00:25	00:00:25
OutrosAssuntosAlgarv		1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:03:36	00:03:36	00:00:09	00:00:09
	16:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:03:36	00:03:36	00:00:09	00:00:09
RealBellavistaHotel		12	7	🟡58,3%	2	✖17%	0	✔0,0%	3	✖25,0%	00:00:15	00:00:11	00:16:41	00:06:43	00:00:17	00:00:13
	09:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:12	00:16:41	00:16:41	00:00:12	00:00:12
	10:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:06	00:00:06	00:01:42	00:01:42	00:00:06	00:00:06
	12:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:11	00:09:06	00:09:06	00:00:11	00:00:11
	13:00:00	1	0	✖0,0%	1	✖100%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:08	00:00:00
	14:00:00	5	1	✖20,0%	1	✖20%	0	✔0,0%	3	✖60,0%	00:00:13	00:00:12	00:10:34	00:10:34	00:00:12	00:00:13
	16:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:12	00:01:39	00:01:39	00:00:36	00:00:36
	18:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:06	00:05:01	00:03:40	00:00:06	00:00:06
RealMarinaHotel/Resi		25	25	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:09	00:08:17	00:02:31	00:00:10	00:00:10
	09:00:00	3	3	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:09	00:03:07	00:02:10	00:00:12	00:00:12
	10:00:00	3	3	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:08	00:02:53	00:01:29	00:00:10	00:00:10
	11:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:01:41	00:01:25	00:00:10	00:00:10
	12:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:08	00:03:14	00:02:30	00:00:09	00:00:09
	13:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:13	00:00:12	00:01:49	00:01:09	00:00:12	00:00:12
	14:00:00	3	3	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:09	00:02:23	00:01:45	00:00:09	00:00:09
	15:00:00	4	4	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:13	00:00:10	00:08:17	00:05:04	00:00:10	00:00:10
	16:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:04	00:00:04	00:05:50	00:05:50	00:00:04	00:00:04
	17:00:00	3	3	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:10	00:05:54	00:03:06	00:00:10	00:00:10
	18:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:07	00:03:41	00:02:12	00:00:08	00:00:08
17-02-2018		22	13	🟡59,1%	0	✔0%	0	✔0,0%	9	✖40,9%	00:00:15	00:00:08	00:07:07	00:03:07	00:00:14	00:00:16
GrdRealSantaEulalia		11	7	🟡63,6%	0	✔0%	0	✔0,0%	4	✖36,4%	00:00:15	00:00:08	00:07:07	00:03:49	00:00:15	00:00:17
	09:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:05	00:00:05	00:00:39	00:00:39	00:00:06	00:00:06
	11:00:00	3	1	✖33,3%	0	✔0%	0	✔0,0%	2	✖66,7%	00:00:11	00:00:11	00:07:07	00:07:07	00:00:08	00:00:11
	12:00:00	2	0	✖0,0%	0	✔0%	0	✔0,0%	2	✖100,0%	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	✔0,0%	00:00:09	00:00:09	00:01:42	00:01:42	00:00:10	00:00:10
	14:00:00	3	3	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:13	00:00:09	00:06:00	00:03:35	00:00:09	00:00:09
	15:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:06:29	00:06:29	00:01:09	00:01:09
RealBellavistaHotel		5	3	🟡60,0%	0	✔0%	0	✔0,0%	2	✖40,0%	00:00:15	00:00:08	00:01:13	00:00:55	00:00:11	00:00:12
	09:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:10	00:00:56	00:00:56	00:00:10	00:00:10
	10:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:01:13	00:01:13	00:00:19	00:00:19
	11:00:00	2	1	🟡50,0%	0	✔0%	0	✔0,0%	1	✖50,0%	00:00:07	00:00:07	00:00:35	00:00:35	00:00:06	00:00:07
	12:00:00	1	0	✖0,0%	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
RealMarinaHotel/Resi		6	3	🟡50,0%	0	✔0%	0	✔0,0%	3	✖50,0%	00:00:15	00:00:08	00:05:20	00:03:42	00:00:14	00:00:18
	10:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:05:20	00:05:08	00:00:22	00:00:22
	11:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:00:49	00:00:49	00:00:08	00:00:08
	12:00:00	2	0	✖0,0%	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	0	✖0,0%	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
19-02-2018		88	67	🟡76,1%	1	✔1%	0	✔0,0%	20	✖22,7%	00:00:16	00:00:09	00:22:22	00:04:15	00:00:09	00:00:10
GrdRealSantaEulalia		28	19	🟡67,9%	1	✔4%	0	✔0,0%	8	✖28,6%	00:00:15	00:00:08	00:22:22	00:04:55	00:00:08	00:00:09
	09:00:00	1	0	✖0,0%	1	✖100%	0	✔0,0%	0	✔0,0%	00:00:04	00:00:04	00:00:00	00:00:00	00:00:04	00:00:00
	10:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:06	00:10:41	00:05:14	00:00:07	00:00:07
	11:00:00	3	3	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:09	00:03:24	00:02:16	00:00:09	00:00:09
02-03-2018 14:33:11																

OneContact Reporting

Service Performance Report

	12:00:00	2	1	🟡 50,0%	0	✅ 0%	0	✅ 0,0%	1	❌ 50,0%	00:00:05	00:00:05	00:03:06	00:03:06	00:00:04	00:00:05
	13:00:00	2	2	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:05:27	00:05:06	00:00:08	00:00:08
	14:00:00	3	3	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:06:48	00:02:52	00:00:14	00:00:14
	15:00:00	3	3	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:09:16	00:04:56	00:00:08	00:00:08
	17:00:00	2	2	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:07:19	00:03:18	00:00:06	00:00:06
	18:00:00	10	3	❌ 30,0%	0	✅ 0%	0	✅ 0,0%	7	❌ 70,0%	00:00:15	00:00:06	00:22:22	00:12:05	00:00:07	00:00:11
OutrosAssuntosAlgarv		5	5	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:16	00:00:09	00:12:27	00:04:10	00:00:10	00:00:10
	10:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:01:46	00:01:46	00:00:07	00:00:07
	12:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:13	00:02:23	00:02:23	00:00:14	00:00:14
	16:00:00	3	3	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:16	00:00:09	00:12:27	00:05:33	00:00:09	00:00:09
RealBellavistaHotel		28	20	🟡 71,4%	0	✅ 0%	0	✅ 0,0%	8	❌ 28,6%	00:00:15	00:00:09	00:08:12	00:03:11	00:00:09	00:00:11
	10:00:00	2	2	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:08	00:05:40	00:05:10	00:00:08	00:00:08
	11:00:00	4	4	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:04:48	00:02:36	00:00:16	00:00:16
	12:00:00	3	3	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:08:12	00:05:31	00:00:09	00:00:09
	13:00:00	4	4	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:07:02	00:03:35	00:00:11	00:00:11
	14:00:00	2	2	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:08	00:04:24	00:01:50	00:00:10	00:00:10
	15:00:00	3	3	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:09	00:02:34	00:01:40	00:00:09	00:00:09
	16:00:00	2	2	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:12	00:03:58	00:02:25	00:00:12	00:00:12
	18:00:00	8	0	❌ 0,0%	0	✅ 0%	0	✅ 0,0%	8	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
RealMarinaHotel/Resi		27	23	✅ 85,2%	0	✅ 0%	0	✅ 0,0%	4	🟡 14,8%	00:00:15	00:00:08	00:18:47	00:04:34	00:00:09	00:00:09
	10:00:00	7	7	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:09	00:07:38	00:03:29	00:00:09	00:00:09
	11:00:00	5	5	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:07	00:16:54	00:05:01	00:00:07	00:00:07
	12:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:06:09	00:06:09	00:00:21	00:00:21
	13:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:11	00:03:32	00:03:32	00:00:11	00:00:11
	14:00:00	4	4	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:10	00:18:47	00:05:26	00:00:10	00:00:10
	16:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:06:25	00:06:25	00:00:04	00:00:04
	17:00:00	3	3	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:07	00:10:19	00:03:49	00:00:09	00:00:09
	18:00:00	5	1	❌ 20,0%	0	✅ 0%	0	✅ 0,0%	4	❌ 80,0%	00:00:10	00:00:10	00:06:35	00:06:35	00:00:08	00:00:10
20-02-2018		64	62	✅ 96,9%	1	✅ 2%	0	✅ 0,0%	1	✅ 1,6%	00:00:20	00:00:09	00:20:39	00:04:03	00:00:09	00:00:09
GrdRealSantaEulalia		32	31	✅ 96,9%	1	✅ 3%	0	✅ 0,0%	0	✅ 0,0%	00:00:20	00:00:09	00:20:39	00:04:49	00:00:08	00:00:09
	09:00:00	3	3	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:06	00:15:24	00:07:56	00:00:06	00:00:06
	10:00:00	5	5	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:08	00:18:20	00:05:28	00:00:09	00:00:09
	11:00:00	3	3	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:10	00:07:10	00:04:13	00:00:10	00:00:10
	12:00:00	2	2	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:10	00:03:16	00:02:09	00:00:10	00:00:10
	13:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:10:23	00:10:23	00:00:09	00:00:09
	14:00:00	3	3	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:06	00:18:42	00:06:48	00:00:06	00:00:06
	15:00:00	5	5	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:20	00:00:09	00:07:14	00:02:21	00:00:06	00:00:06
	16:00:00	6	6	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:09	00:09:26	00:03:50	00:00:11	00:00:11
	17:00:00	2	2	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:08	00:04:01	00:02:39	00:00:08	00:00:08
	18:00:00	2	1	🟡 50,0%	1	❌ 50%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:11	00:20:39	00:20:39	00:00:06	00:00:11
OutrosAssuntosAlgarv		3	2	🟡 66,7%	0	✅ 0%	0	✅ 0,0%	1	❌ 33,3%	00:00:18	00:00:09	00:09:58	00:03:27	00:00:09	00:00:05
	09:00:00	1	0	❌ 0,0%	0	✅ 0%	0	✅ 0,0%	1	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	10:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:18	00:00:12	00:09:58	00:05:08	00:00:06	00:00:06
	17:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:00:06	00:00:06	00:00:04	00:00:04
RealBellavistaHotel		16	16	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:08	00:10:18	00:03:03	00:00:10	00:00:10
	09:00:00	3	3	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:08:52	00:04:14	00:00:14	00:00:14
	10:00:00	3	3	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:10	00:03:06	00:01:52	00:00:10	00:00:10
	11:00:00	2	2	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:06	00:02:48	00:01:50	00:00:06	00:00:06
	14:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:00:49	00:00:49	00:00:24	00:00:24
	15:00:00	1	1	✅ 100,0%	0	✅ 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
	16:00:00	4	4	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:07	00:10:18	00:04:18	00:00:08	00:00:08
02-03-2018 14:33:11	17:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:06:14	00:06:14	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	18:00:00	1	1	✔	100,0%	0	✔	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
RealMarinaHotel/Resi		13	13	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:13:30	00:03:26	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:33	00:03:33	00:00:05	00:00:05
	11:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:10:06	00:10:06	00:00:11	00:00:11
	14:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:05:06	00:02:50	00:00:10	00:00:10
	15:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:13:30	00:03:05	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:11	00:05:59	00:03:50	00:00:08	00:00:08
	17:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:08	00:02:20	00:00:10	00:00:10
21-02-2018		69	65	✔	94,2%	0	✔	0%	0	✔	0,0%	4	✔	5,8%	00:00:15	00:00:09	00:18:17	00:03:48	00:00:10	00:00:10
GrdRealSantaEulalia		34	31	✔	91,2%	0	✔	0%	0	✔	0,0%	3	✔	8,8%	00:00:15	00:00:09	00:14:54	00:03:38	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:49	00:01:34	00:00:15	00:00:15
	10:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:06:28	00:02:52	00:00:06	00:00:06
	11:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:07:50	00:05:40	00:00:10	00:00:10
	12:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:07:31	00:03:44	00:00:08	00:00:08
	13:00:00	7	5	🟡	71,4%	0	✔	0%	0	✔	0,0%	2	✖	28,6%	00:00:13	00:00:08	00:06:23	00:02:36	00:00:11	00:00:09
	14:00:00	4	3	🟡	75,0%	0	✔	0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:10	00:00:31	00:00:22	00:00:16	00:00:17
	15:00:00	5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:08:59	00:04:28	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:11	00:05:07	00:04:56	00:00:09	00:00:09
	17:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:17	00:01:11	00:00:10	00:00:10
	19:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:14:54	00:14:54	00:00:09	00:00:09
RealBellavistaHotel		15	15	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:15	00:02:11	00:00:10	00:00:10
	09:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:04:34	00:02:18	00:00:09	00:00:09
	10:00:00	5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:15	00:03:00	00:00:13	00:00:13
	12:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:04:13	00:02:16	00:00:06	00:00:06
	13:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:23	00:02:34	00:00:08	00:00:08
	15:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:07	00:00:07	00:00:16	00:00:16	00:00:00	00:00:00
	16:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:02	00:01:44	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:36	00:01:16	00:00:09	00:00:09
RealMarinaHotel/Resi		20	19	✔	95,0%	0	✔	0%	0	✔	0,0%	1	✔	5,0%	00:00:15	00:00:09	00:18:17	00:05:29	00:00:10	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:15	00:01:44	00:00:19	00:00:19
	10:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:08:14	00:06:03	00:00:10	00:00:10
	11:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:26	00:05:34	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:18:17	00:07:18	00:00:08	00:00:08
	13:00:00	2	1	🟡	50,0%	0	✔	0%	0	✔	0,0%	1	✖	50,0%	00:00:03	00:00:03	00:03:26	00:03:26	00:00:04	00:00:03
	14:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:13:04	00:06:27	00:00:11	00:00:11
	15:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:09:16	00:09:02	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:12	00:00:52	00:00:17	00:00:17
	18:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:13:15	00:08:25	00:00:12	00:00:12
22-02-2018		56	54	✔	96,4%	1	✔	2%	0	✔	0,0%	1	✔	1,8%	00:00:18	00:00:08	00:14:07	00:03:44	00:00:10	00:00:09
GrdRealSantaEulalia		25	24	✔	96,0%	0	✔	0%	0	✔	0,0%	1	✔	4,0%	00:00:18	00:00:09	00:14:07	00:03:47	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:09:24	00:06:06	00:00:12	00:00:12
	10:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:44	00:02:31	00:00:15	00:00:15
	11:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:08:24	00:03:38	00:00:11	00:00:11
	12:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:06:05	00:03:41	00:00:10	00:00:10
	14:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:09:29	00:04:09	00:00:04	00:00:04
	15:00:00	7	7	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:18	00:00:09	00:06:21	00:02:26	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:07:04	00:02:16	00:00:11	00:00:11
	17:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:14:07	00:14:07	00:00:03	00:00:03
	18:00:00	2	1	🟡	50,0%	0	✔	0%	0	✔	0,0%	1	✖	50,0%	00:00:13	00:00:13	00:10:39	00:10:39	00:00:14	00:00:14
OutrosAssuntosAlgarv		1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:46	00:02:46	00:00:11	00:00:11
	12:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:46	00:02:46	00:00:11	00:00:11
RealBellavistaHotel		14	14	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:44	00:02:00	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	09:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:59	00:01:16	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:03:31	00:02:04	00:00:09	00:00:09
	13:00:00	6	6	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:03:42	00:01:59	00:00:07	00:00:07
	14:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:02:37	00:02:02	00:00:05	00:00:05
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:58	00:01:58	00:00:18	00:00:18
	16:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:44	00:02:26	00:00:16	00:00:16
RealMarinaHotel/Resi		16	15	✔	93,8%	1	✔	6%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:12:22	00:05:24	00:00:09	00:00:09
	10:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:10:40	00:07:48	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:01	00:01:01	00:00:06	00:00:06
	14:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:06:25	00:03:18	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:35	00:02:35	00:00:05	00:00:05
	16:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:19	00:02:19	00:00:09	00:00:09
	17:00:00	5	4	✔	80,0%	1	✖	20%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:12:22	00:08:04	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:08:21	00:08:21	00:00:11	00:00:11
23-02-2018		77	74	✔	96,1%	0	✔	0%	0	✔	0,0%	3	✔	3,9%	00:00:16	00:00:09	00:24:41	00:03:37	00:00:10	00:00:10
GrdRealSantaEulalia		38	37	✔	97,4%	0	✔	0%	0	✔	0,0%	1	✔	2,6%	00:00:16	00:00:09	00:13:36	00:03:16	00:00:10	00:00:10
	09:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:43	00:02:54	00:00:11	00:00:11
	11:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:10	00:02:26	00:00:15	00:00:15
	12:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:08:21	00:04:11	00:00:07	00:00:07
	13:00:00	6	6	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:05:04	00:03:34	00:00:08	00:00:08
	14:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:02:59	00:01:47	00:00:07	00:00:07
	15:00:00	7	7	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:40	00:02:51	00:00:11	00:00:11
	16:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:07:09	00:04:20	00:00:10	00:00:10
	17:00:00	7	7	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:09	00:13:36	00:03:44	00:00:12	00:00:12
	18:00:00	1	0	✖	0,0%	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
OutrosAssuntosAlgarv		4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:12:30	00:03:59	00:00:10	00:00:10
	11:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:04:05	00:01:52	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:12:30	00:12:30	00:00:11	00:00:11
RealBellavistaHotel		19	17	✔	89,5%	0	✔	0%	0	✔	0,0%	2	⚠	10,5%	00:00:15	00:00:10	00:11:46	00:02:37	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:25	00:02:25	00:00:11	00:00:11
	11:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:45	00:01:45	00:00:12	00:00:12
	12:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:11	00:02:16	00:00:06	00:00:06
	13:00:00	5	4	✔	80,0%	0	✔	0%	0	✔	0,0%	1	✖	20,0%	00:00:15	00:00:11	00:11:46	00:03:40	00:00:10	00:00:11
	14:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:18	00:02:33	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:38	00:01:38	00:00:12	00:00:12
	16:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:02	00:02:27	00:00:11	00:00:11
	18:00:00	1	0	✖	0,0%	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
RealMarinaHotel/Resi		16	16	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:24:41	00:05:20	00:00:11	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:04:04	00:02:56	00:00:07	00:00:07
	10:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:40	00:03:26	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:30	00:01:09	00:00:18	00:00:18
	12:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:15:23	00:08:46	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:38	00:05:38	00:00:07	00:00:07
	14:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:24:41	00:08:35	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:13:44	00:13:44	00:00:23	00:00:23
	16:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:05:27	00:05:27	00:00:06	00:00:06
	17:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:33	00:03:19	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:02	00:01:02	00:00:25	00:00:25
24-02-2018		33	22	⚠	66,7%	1	✔	3%	0	✔	0,0%	10	✖	30,3%	00:00:18	00:00:09	00:23:43	00:05:27	00:00:16	00:00:11
GrdRealSantaEulalia		16	9	⚠	56,3%	0	✔	0%	0	✔	0,0%	7	✖	43,8%	00:00:15	00:00:08	00:23:43	00:06:45	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:43	00:02:43	00:00:06	00:00:06
02-03-2018 14:33:11	10:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:08:26	00:07:12	00:00:18	00:00:18

OneContact Reporting

Service Performance Report

	11:00:00	2	1	🟡 50,0%	0	✅ 0%	0	✅ 0,0%	1	❌ 50,0%	00:00:13	00:00:13	00:02:53	00:02:53	00:00:14	00:00:13
	12:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:02	00:00:02	00:05:45	00:05:45	00:00:02	00:00:02
	14:00:00	3	3	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:08	00:23:43	00:10:20	00:00:08	00:00:08
	15:00:00	7	1	❌ 14,3%	0	✅ 0%	0	✅ 0,0%	6	❌ 85,7%	00:00:15	00:00:08	00:03:57	00:03:57	00:00:12	00:00:18
OutrosAssuntosAlgarv		2	1	🟡 50,0%	0	✅ 0%	0	✅ 0,0%	1	❌ 50,0%	00:00:18	00:00:18	00:00:07	00:00:07	00:00:12	00:00:18
	10:00:00	2	1	🟡 50,0%	0	✅ 0%	0	✅ 0,0%	1	❌ 50,0%	00:00:18	00:00:18	00:00:07	00:00:07	00:00:12	00:00:18
RealBellavistaHotel		6	6	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:08	00:09:29	00:06:20	00:00:08	00:00:08
	09:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:09:29	00:09:29	00:00:07	00:00:07
	11:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:05:46	00:05:46	00:00:04	00:00:04
	14:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:07:22	00:07:22	00:00:10	00:00:10
	15:00:00	2	2	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:07:04	00:06:21	00:00:08	00:00:08
	16:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:14	00:02:39	00:02:39	00:00:14	00:00:14
RealMarinaHotel/Resi		9	6	🟡 66,7%	1	🟡 11%	0	✅ 0,0%	2	❌ 22,2%	00:00:15	00:00:10	00:08:14	00:03:32	00:00:29	00:00:12
	09:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:02:08	00:02:08	00:00:04	00:00:04
	12:00:00	2	1	🟡 50,0%	0	✅ 0%	0	✅ 0,0%	1	❌ 50,0%	00:00:09	00:00:09	00:01:41	00:01:41	00:00:08	00:00:09
	13:00:00	3	2	🟡 66,7%	0	✅ 0%	0	✅ 0,0%	1	❌ 33,3%	00:00:13	00:00:08	00:08:14	00:05:03	00:00:08	00:00:08
	16:00:00	2	2	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:03:56	00:03:37	00:00:20	00:00:20
	17:00:00	1	0	❌ 0,0%	1	❌ 100%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:55	00:00:00
26-02-2018		65	61	✅ 93,8%	0	✅ 0%	0	✅ 0,0%	4	✅ 6,2%	00:00:15	00:00:09	00:21:44	00:03:30	00:00:09	00:00:10
GrdRealSantaEulalia		34	34	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:14:10	00:03:39	00:00:10	00:00:10
	10:00:00	4	4	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:08	00:08:13	00:03:13	00:00:10	00:00:10
	11:00:00	3	3	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:07	00:05:18	00:04:01	00:00:08	00:00:08
	12:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:01:07	00:01:07	00:00:06	00:00:06
	13:00:00	2	2	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:03:59	00:02:16	00:00:10	00:00:10
	14:00:00	6	6	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:09	00:14:10	00:06:49	00:00:09	00:00:09
	15:00:00	5	5	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:08	00:10:21	00:03:22	00:00:08	00:00:08
	16:00:00	4	4	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:03:21	00:01:56	00:00:12	00:00:12
	17:00:00	5	5	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:05:15	00:02:33	00:00:14	00:00:14
	18:00:00	4	4	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:10:06	00:04:40	00:00:09	00:00:09
OutrosAssuntosAlgarv		2	0	❌ 0,0%	0	✅ 0%	0	✅ 0,0%	2	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	18:00:00	2	0	❌ 0,0%	0	✅ 0%	0	✅ 0,0%	2	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
RealBellavistaHotel		11	10	✅ 90,9%	0	✅ 0%	0	✅ 0,0%	1	✅ 9,1%	00:00:15	00:00:08	00:03:12	00:01:39	00:00:09	00:00:09
	09:00:00	2	2	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:02:06	00:01:21	00:00:14	00:00:14
	10:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:05	00:00:05	00:00:47	00:00:47	00:00:05	00:00:05
	11:00:00	2	2	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:05	00:01:53	00:01:28	00:00:06	00:00:06
	12:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:11	00:03:12	00:03:12	00:00:11	00:00:11
	15:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:02:02	00:02:02	00:00:09	00:00:09
	16:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:11	00:02:07	00:02:07	00:00:11	00:00:11
	17:00:00	2	2	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:01:58	00:01:30	00:00:08	00:00:08
	18:00:00	1	0	❌ 0,0%	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
RealMarinaHotel/Resi		18	17	✅ 94,4%	0	✅ 0%	0	✅ 0,0%	1	✅ 5,6%	00:00:13	00:00:09	00:21:44	00:04:15	00:00:09	00:00:09
	09:00:00	2	2	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:10	00:06:34	00:04:24	00:00:10	00:00:10
	10:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:11	00:03:04	00:03:04	00:00:11	00:00:11
	11:00:00	3	3	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:07	00:11:39	00:04:18	00:00:08	00:00:08
	12:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:12	00:03:00	00:03:00	00:00:12	00:00:12
	14:00:00	3	3	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:08	00:09:29	00:04:04	00:00:07	00:00:07
	15:00:00	3	3	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:11	00:00:59	00:00:52	00:00:11	00:00:11
	17:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:00:53	00:00:53	00:00:07	00:00:07
	18:00:00	3	2	🟡 66,7%	0	✅ 0%	0	✅ 0,0%	1	❌ 33,3%	00:00:10	00:00:09	00:06:12	00:03:32	00:00:09	00:00:09
	19:00:00	1	1	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:21:44	00:21:44	00:00:10	00:00:10
27-02-2018		53	53	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:25:48	00:03:30	00:00:10	00:00:10
GrdRealSantaEulalia		19	19	✅ 100,0%	0	✅ 0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:25:48	00:04:56	00:00:11	00:00:11

OneContact Reporting

Service Performance Report

	09:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:07:22	00:05:15	00:00:10	00:00:10
	10:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:06:41	00:03:18	00:00:09	00:00:09
	12:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:24	00:02:38	00:00:18	00:00:18
	13:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:59	00:01:59	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:13:19	00:05:14	00:00:16	00:00:16
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:52	00:00:52	00:00:06	00:00:06
	17:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:25:48	00:13:45	00:00:11	00:00:11
	18:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:09:35	00:05:18	00:00:07	00:00:07
OutrosAssuntosAlgarv		5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:44	00:01:52	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:41	00:02:41	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:36	00:01:36	00:00:11	00:00:11
	11:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:02:44	00:01:54	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:11	00:01:11	00:00:11	00:00:11
RealBellavistaHotel		8	8	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:07:28	00:02:23	00:00:10	00:00:10
	10:00:00	4	4	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:03:51	00:01:47	00:00:10	00:00:10
	11:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:07:28	00:04:08	00:00:11	00:00:11
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:04	00:01:04	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:32	00:02:32	00:00:07	00:00:07
RealMarinaHotel/Resi		21	21	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:08:24	00:03:02	00:00:09	00:00:09
	09:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:38	00:02:52	00:00:13	00:00:13
	10:00:00	6	6	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:08	00:08:24	00:03:27	00:00:08	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:05:51	00:04:22	00:00:05	00:00:05
	13:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:34	00:02:08	00:00:09	00:00:09
	15:00:00	5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:06:18	00:02:44	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:42	00:02:42	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:47	00:00:47	00:00:05	00:00:05
28-02-2018		52	51	✔	98,1%	1	✔	2%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:09	00:18:29	00:04:07	00:00:10	00:00:10
GrdRealSantaEulalia		32	32	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:18:29	00:04:36	00:00:09	00:00:09
	10:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:20	00:01:46	00:00:15	00:00:15
	11:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:18:29	00:09:26	00:00:08	00:00:08
	12:00:00	6	6	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:06:46	00:02:49	00:00:09	00:00:09
	13:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:10:09	00:05:46	00:00:06	00:00:06
	14:00:00	5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:10:41	00:03:08	00:00:06	00:00:06
	15:00:00	6	6	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:15:00	00:06:45	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:02:33	00:01:38	00:00:10	00:00:10
	17:00:00	5	5	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:15:36	00:05:58	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:09:39	00:09:39	00:00:11	00:00:11
OutrosAssuntosAlgarv		2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:20	00:03:46	00:02:56	00:00:30	00:00:30
	15:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:06	00:02:06	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:26	00:03:46	00:03:46	00:00:52	00:00:52
RealBellavistaHotel		11	11	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:09:50	00:02:43	00:00:09	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:01:17	00:00:47	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:03:48	00:03:48	00:00:13	00:00:13
	13:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:12	00:03:36	00:02:31	00:00:12	00:00:12
	14:00:00	2	2	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:02:33	00:01:34	00:00:06	00:00:06
	15:00:00	3	3	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:09:50	00:05:42	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:13	00:01:13	00:00:10	00:00:10
RealMarinaHotel/Resi		7	6	✔	85,7%	1	⚠	14%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:08:44	00:04:16	00:00:13	00:00:14
	09:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:05:42	00:03:10	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:21	00:03:21	00:00:09	00:00:09
	12:00:00	1	1	✔	100,0%	0	✔	0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:59	00:01:59	00:00:10	00:00:10
02-03-2018 14:33:11		1	0	✖	0,0%	1	✖	100%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:00	00:00:00	00:00:05	00:00:00

OneContact Reporting

Service Performance Report

	15:00:00	2	2	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:11	00:06:06	00:04:44	00:00:17	00:00:17
	16:00:00	1	1	✔100,0%	0	✔0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:12	00:08:44	00:08:44	00:00:24	00:00:24
TOTAL		1506	1301	✔86,4%	25	✔2%	1	✔0,1%	179	⚠11,9%	00:00:45	00:00:09	00:38:04	00:03:41	00:00:11	00:00:10