

OneContact Reporting

Service Performance Report

			Chamadas Atendidas		Chamadas Abandonadas		Chamadas Rejeitadas		Chamadas Sobrepostas								
Date / Service Name	Start Period	Offered Interactions	#	%	#	%	#	%	#	%	Max Answer Delay	Avg Answer Delay	Max Talk Time	Avg Talk Time	Avg Queue Time	Avg Handled Queue Time	
01-02-2018		51	44	✔ 86,3%	1	✔ 2,0%	0	✔ 0,0%	6	🟡 11,8%	00:00:15	00:00:08	00:11:45	00:02:21	00:00:12	00:00:11	
GrdRealVillaltalia		13	12	✔ 92,3%	0	✔ 0,0%	0	✔ 0,0%	1	✔ 7,7%	00:00:10	00:00:07	00:10:12	00:03:47	00:00:07	00:00:08	
	09:00:00	4	3	🟡 75,0%	0	✔ 0,0%	0	✔ 0,0%	1	✖ 25,0%	00:00:09	00:00:05	00:03:03	00:02:17	00:00:04	00:00:05	
	10:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:06	00:03:59	00:02:51	00:00:06	00:00:06	
	11:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:08:30	00:08:30	00:00:06	00:00:06	
	12:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:07	00:07:49	00:04:07	00:00:12	00:00:12	
	14:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:00:23	00:00:23	00:00:09	00:00:09	
	16:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:10:12	00:06:24	00:00:09	00:00:09	
HotelRealOeiras		13	11	✔ 84,6%	0	✔ 0,0%	0	✔ 0,0%	2	✖ 15,4%	00:00:15	00:00:08	00:04:25	00:02:01	00:00:13	00:00:12	
	09:00:00	2	1	🟡 50,0%	0	✔ 0,0%	0	✔ 0,0%	1	✖ 50,0%	00:00:05	00:00:05	00:01:10	00:01:10	00:00:16	00:00:05	
	10:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:00:37	00:00:37	00:00:09	00:00:09	
	11:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:02:37	00:02:37	00:00:06	00:00:06	
	12:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:03:07	00:02:16	00:00:14	00:00:14	
	13:00:00	2	1	🟡 50,0%	0	✔ 0,0%	0	✔ 0,0%	1	✖ 50,0%	00:00:07	00:00:07	00:02:37	00:02:37	00:00:08	00:00:07	
	15:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:11	00:01:48	00:01:48	00:00:34	00:00:34	
	16:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:06	00:04:25	00:02:18	00:00:07	00:00:07	
	17:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:00:45	00:00:45	00:00:18	00:00:18	
	18:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:03:12	00:03:12	00:00:06	00:00:06	
HotelRealPalacio		5	3	🟡 60,0%	1	✖ 20,0%	0	✔ 0,0%	1	✖ 20,0%	00:00:15	00:00:10	00:01:15	00:00:54	00:00:16	00:00:08	
	09:00:00	3	1	✖ 33,3%	1	✖ 33,3%	0	✔ 0,0%	1	✖ 33,3%	00:00:15	00:00:10	00:01:15	00:01:15	00:00:21	00:00:06	
	11:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:00:38	00:00:38	00:00:10	00:00:10	
	14:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:00:49	00:00:49	00:00:07	00:00:07	
HotelRealParque		17	15	✔ 88,2%	0	✔ 0,0%	0	✔ 0,0%	2	🟡 11,8%	00:00:15	00:00:10	00:11:45	00:02:00	00:00:13	00:00:14	
	09:00:00	1	0	✖ 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	
	10:00:00	4	3	🟡 75,0%	0	✔ 0,0%	0	✔ 0,0%	1	✖ 25,0%	00:00:15	00:00:11	00:01:39	00:00:41	00:00:15	00:00:19	
	11:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:00:48	00:00:32	00:00:16	00:00:16	
	12:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:11	00:00:38	00:00:38	00:00:11	00:00:11	
	13:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:11	00:02:03	00:01:40	00:00:22	00:00:22	
	15:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:09	00:02:05	00:01:30	00:00:10	00:00:10	
	16:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:04	00:00:04	00:03:06	00:01:59	00:00:04	00:00:04	
	18:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:08	00:11:45	00:07:42	00:00:13	00:00:13	
OutrosAssuntosLisboa		2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:08	00:00:58	00:00:42	00:00:08	00:00:08	
	10:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:08	00:00:58	00:00:42	00:00:08	00:00:08	
RealResidencia		1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:02:29	00:02:29	00:00:11	00:00:11	
	18:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:02:29	00:02:29	00:00:11	00:00:11	
02-02-2018		72	60	✔ 83,3%	4	✔ 5,6%	0	✔ 0,0%	8	🟡 11,1%	00:00:45	00:00:09	00:10:34	00:02:11	00:00:15	00:00:12	
GrdRealVillaltalia		21	18	✔ 85,7%	0	✔ 0,0%	0	✔ 0,0%	3	🟡 14,3%	00:00:10	00:00:07	00:10:34	00:02:33	00:00:11	00:00:12	
	10:00:00	2	0	✖ 0,0%	0	✔ 0,0%	0	✔ 0,0%	2	✖ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00	
	11:00:00	4	4	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:07	00:02:55	00:01:54	00:00:10	00:00:10	
	12:00:00	5	4	✔ 80,0%	0	✔ 0,0%	0	✔ 0,0%	1	✖ 20,0%	00:00:10	00:00:06	00:10:34	00:03:04	00:00:08	00:00:09	
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:06:28	00:06:28	00:00:10	00:00:10	
	14:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:08	00:02:59	00:02:02	00:00:16	00:00:16	
	15:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:08	00:01:13	00:00:58	00:00:18	00:00:18	
	16:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:08	00:05:19	00:03:04	00:00:15	00:00:15	
	18:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:05	00:00:05	00:02:03	00:02:03	00:00:05	00:00:05	

OneContact Reporting

Service Performance Report

HotelRealOeiras		14	13	🟢	92,9%	0	🟢	0,0%	0	🟢	0,0%	1	🟢	7,1%	00:00:15	00:00:09	00:05:19	00:01:46	00:00:18	00:00:20
	10:00:00	3	2	🟡	66,7%	0	🟢	0,0%	0	🟢	0,0%	1	🔴	33,3%	00:00:07	00:00:06	00:03:02	00:02:24	00:00:05	00:00:06
	11:00:00	3	3	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:15	00:00:10	00:01:20	00:01:17	00:00:17	00:00:17
	12:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:15	00:00:10	00:05:19	00:04:08	00:00:52	00:00:52
	14:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:15	00:00:10	00:00:55	00:00:55	00:00:19	00:00:19
	15:00:00	3	3	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:15	00:00:09	00:01:14	00:00:52	00:00:16	00:00:16
	17:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:11	00:00:09	00:02:11	00:01:20	00:00:09	00:00:09
HotelRealPalacio		8	5	🟡	62,5%	1	🟡	12,5%	0	🟢	0,0%	2	🔴	25,0%	00:00:15	00:00:11	00:06:19	00:03:54	00:00:24	00:00:12
	10:00:00	2	0	🔴	0,0%	1	🔴	50,0%	0	🟢	0,0%	1	🔴	50,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:04	00:00:00
	11:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:14	00:00:09	00:02:24	00:02:17	00:00:09	00:00:09
	12:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:11	00:00:10	00:05:17	00:04:18	00:00:10	00:00:10
	14:00:00	2	1	🟡	50,0%	0	🟢	0,0%	0	🟢	0,0%	1	🔴	50,0%	00:00:15	00:00:11	00:06:19	00:06:19	00:00:16	00:00:23
HotelRealParque		21	18	🟢	85,7%	2	🟢	9,5%	0	🟢	0,0%	1	🟢	4,8%	00:00:15	00:00:07	00:06:08	00:01:39	00:00:08	00:00:08
	09:00:00	3	2	🟡	66,7%	1	🔴	33,3%	0	🟢	0,0%	0	🟢	0,0%	00:00:10	00:00:04	00:01:20	00:00:56	00:00:05	00:00:07
	11:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:06	00:00:06	00:01:36	00:01:36	00:00:06	00:00:06
	12:00:00	6	5	🟢	83,3%	0	🟢	0,0%	0	🟢	0,0%	1	🔴	16,7%	00:00:15	00:00:08	00:06:08	00:02:33	00:00:09	00:00:10
	13:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:08	00:00:08	00:02:02	00:02:02	00:00:09	00:00:09
	14:00:00	1	0	🔴	0,0%	1	🔴	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:08	00:00:08	00:00:00	00:00:00	00:00:08	00:00:00
	15:00:00	3	3	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:07	00:00:05	00:01:25	00:01:10	00:00:05	00:00:05
	16:00:00	3	3	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:15	00:00:08	00:01:39	00:01:24	00:00:11	00:00:11
	17:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:08	00:00:08	00:01:24	00:01:24	00:00:08	00:00:08
	18:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:12	00:00:08	00:01:25	00:01:08	00:00:08	00:00:08
OutrosAssuntosLisboa		7	5	🟡	71,4%	1	🟡	14,3%	0	🟢	0,0%	1	🟡	14,3%	00:00:45	00:00:15	00:03:34	00:02:04	00:00:27	00:00:09
	12:00:00	3	2	🟡	66,7%	0	🟢	0,0%	0	🟢	0,0%	1	🔴	33,3%	00:00:03	00:00:03	00:00:05	00:00:04	00:00:07	00:00:04
	13:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:24	00:00:16	00:03:34	00:03:21	00:00:16	00:00:16
	14:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:07	00:00:07	00:03:31	00:03:31	00:00:07	00:00:07
	18:00:00	1	0	🔴	0,0%	1	🔴	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:45	00:00:45	00:00:00	00:00:00	00:02:09	00:00:00
RealResidencia		1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:13	00:00:13	00:01:19	00:01:19	00:00:14	00:00:14
	11:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:13	00:00:13	00:01:19	00:01:19	00:00:14	00:00:14
03-02-2018		14	12	🟢	85,7%	2	🟡	14,3%	0	🟢	0,0%	0	🟢	0,0%	00:00:10	00:00:07	00:13:51	00:04:36	00:00:21	00:00:13
GrdRealVillaltalia		11	9	🟢	81,8%	2	🔴	18,2%	0	🟢	0,0%	0	🟢	0,0%	00:00:10	00:00:07	00:13:51	00:04:29	00:00:25	00:00:14
	10:00:00	2	1	🟡	50,0%	1	🔴	50,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:10	00:00:04	00:01:55	00:01:55	00:00:07	00:00:13
	11:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:10	00:00:07	00:13:51	00:10:16	00:00:16	00:00:16
	12:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:10	00:00:07	00:01:09	00:01:09	00:00:38	00:00:38
	13:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:10	00:00:07	00:00:16	00:00:16	00:00:17	00:00:17
	14:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:07	00:00:07	00:11:05	00:05:52	00:00:07	00:00:07
	16:00:00	3	2	🟡	66,7%	1	🔴	33,3%	0	🟢	0,0%	0	🟢	0,0%	00:00:10	00:00:08	00:04:02	00:02:22	00:00:54	00:00:08
HotelRealPalacio		2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:08	00:00:08	00:03:11	00:01:55	00:00:08	00:00:08
	11:00:00	1	1	🟢	100,0%	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	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:07	00:00:07	00:00:39	00:00:39	00:00:07	00:00:07
HotelRealParque		1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:10	00:00:10	00:10:57	00:10:57	00:00:10	00:00:10
	14:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:10	00:00:10	00:10:57	00:10:57	00:00:10	00:00:10
05-02-2018		99	78	🟡	78,8%	1	🟢	1,0%	0	🟢	0,0%	20	🔴	20,2%	00:00:19	00:00:08	00:12:21	00:03:03	00:00:13	00:00:14
GrdRealVillaltalia		25	20	🟢	80,0%	0	🟢	0,0%	0	🟢	0,0%	5	🔴	20,0%	00:00:10	00:00:07	00:12:21	00:04:12	00:00:10	00:00:11
	09:00:00	4	4	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:10	00:00:07	00:03:00	00:01:58	00:00:09	00:00:09
	10:00:00	3	3	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:07	00:00:06	00:12:21	00:07:19	00:00:06	00:00:06
	11:00:00	4	4	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:10	00:00:07	00:02:20	00:01:43	00:00:11	00:00:11
	12:00:00	6	2	🔴	33,3%	0	🟢	0,0%	0	🟢	0,0%	4	🔴	66,7%	00:00:05	00:00:04	00:11:10	00:06:22	00:00:06	00:00:04
	13:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:07	00:00:06	00:08:23	00:06:02	00:00:06	00:00:06
	15:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:06	00:00:06	00:10:44	00:10:44	00:00:07	00:00:07
	16:00:00	3	3	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:10	00:00:08	00:05:20	00:03:23	00:00:29	00:00:29
02-03-2018 14:32:31	17:00:00	2	1	🟡	50,0%	0	🟢	0,0%	0	🟢	0,0%	1	🔴	50,0%	00:00:04	00:00:04	00:01:37	00:01:37	00:00:04	00:00:04

OneContact Reporting

Service Performance Report

HotelRealOeiras		24	17	70,8%	1	4,2%	0	0,0%	6	25,0%	00:00:15	00:00:07	00:09:12	00:02:50	00:00:14	00:00:14
	10:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:12	00:00:08	00:06:14	00:03:03	00:00:08	00:00:08
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:06	00:00:06	00:03:35	00:02:40	00:00:06	00:00:06
	12:00:00	6	3	50,0%	1	16,7%	0	0,0%	2	33,3%	00:00:11	00:00:08	00:03:36	00:01:52	00:00:09	00:00:08
	13:00:00	1	0	0,0%	0	0,0%	0	0,0%	1	100,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:04	00:00:00
	14:00:00	4	4	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:06	00:09:12	00:03:42	00:00:35	00:00:35
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:06	00:00:06	00:01:22	00:01:22	00:00:06	00:00:06
	16:00:00	6	3	50,0%	0	0,0%	0	0,0%	3	50,0%	00:00:15	00:00:07	00:04:25	00:02:51	00:00:14	00:00:09
	17:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:04	00:00:04	00:03:15	00:03:15	00:00:05	00:00:05
HotelRealPalacio		20	13	65,0%	0	0,0%	0	0,0%	7	35,0%	00:00:15	00:00:08	00:12:07	00:03:59	00:00:22	00:00:29
	09:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:04:24	00:02:28	00:00:12	00:00:12
	10:00:00	5	2	40,0%	0	0,0%	0	0,0%	3	60,0%	00:00:07	00:00:07	00:03:31	00:03:06	00:00:08	00:00:07
	12:00:00	6	4	66,7%	0	0,0%	0	0,0%	2	33,3%	00:00:15	00:00:09	00:12:07	00:06:10	00:00:29	00:00:41
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:09	00:08:16	00:08:16	00:02:24	00:02:24
	15:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:08	00:01:31	00:01:26	00:00:08	00:00:08
	16:00:00	1	0	0,0%	0	0,0%	0	0,0%	1	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	17:00:00	2	1	50,0%	0	0,0%	0	0,0%	1	50,0%	00:00:06	00:00:06	00:02:25	00:02:25	00:00:16	00:00:06
HotelRealParque		27	25	92,6%	0	0,0%	0	0,0%	2	7,4%	00:00:15	00:00:08	00:04:09	00:01:57	00:00:10	00:00:10
	09:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:06	00:00:06	00:01:58	00:01:22	00:00:06	00:00:06
	10:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:08	00:00:07	00:03:36	00:02:40	00:00:08	00:00:08
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:02:16	00:01:20	00:00:10	00:00:10
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:07	00:00:06	00:03:38	00:03:31	00:00:06	00:00:06
	13:00:00	4	3	75,0%	0	0,0%	0	0,0%	1	25,0%	00:00:15	00:00:09	00:04:09	00:01:43	00:00:12	00:00:13
	14:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:08	00:00:06	00:02:29	00:01:19	00:00:06	00:00:06
	15:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:02:57	00:02:10	00:00:16	00:00:16
	16:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:03:18	00:03:15	00:00:08	00:00:08
	17:00:00	4	3	75,0%	0	0,0%	0	0,0%	1	25,0%	00:00:15	00:00:08	00:01:42	00:01:22	00:00:09	00:00:11
	18:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:08	00:01:04	00:01:01	00:00:12	00:00:12
OutrosAssuntosLisboa		1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:19	00:00:19	00:01:31	00:01:31	00:00:19	00:00:19
	16:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:19	00:00:19	00:01:31	00:01:31	00:00:19	00:00:19
RealResidencia		2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:07	00:00:06	00:02:07	00:01:52	00:00:06	00:00:06
	11:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:06	00:00:06	00:01:36	00:01:36	00:00:06	00:00:06
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:07	00:00:07	00:02:07	00:02:07	00:00:07	00:00:07
06-02-2018		52	52	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:08	00:13:08	00:03:01	00:00:10	00:00:10
GrdRealVillaltalia		21	21	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:11	00:00:08	00:13:08	00:04:00	00:00:13	00:00:13
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:05	00:00:05	00:03:17	00:03:17	00:00:06	00:00:06
	10:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:03:21	00:03:08	00:00:10	00:00:10
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:06	00:04:56	00:02:26	00:00:18	00:00:18
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:06	00:00:06	00:09:10	00:06:05	00:00:06	00:00:06
	13:00:00	4	4	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:12:47	00:04:14	00:00:14	00:00:14
	14:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:07	00:01:16	00:00:58	00:00:12	00:00:12
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:09	00:01:11	00:01:11	00:00:39	00:00:39
	16:00:00	6	6	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:11	00:00:08	00:13:08	00:06:55	00:00:12	00:00:12
	17:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:09	00:01:47	00:01:47	00:00:09	00:00:09
HotelRealOeiras		14	14	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:13	00:00:07	00:04:33	00:02:06	00:00:08	00:00:08
	09:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:07	00:00:06	00:02:47	00:02:02	00:00:06	00:00:06
	10:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:07	00:00:06	00:02:40	00:01:31	00:00:06	00:00:06
	11:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:08	00:00:07	00:03:44	00:02:03	00:00:08	00:00:08
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:08	00:00:06	00:04:33	00:02:34	00:00:06	00:00:06
	13:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:13	00:00:10	00:02:58	00:02:56	00:00:11	00:00:11
	14:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:09	00:00:57	00:00:57	00:00:09	00:00:09
02-03-2018 14:32:31	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:09	00:02:35	00:02:35	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

HotelRealPalacio		7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:27	00:02:18	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:00	00:02:00	00:00:08	00:00:08
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:27	00:02:51	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:15	00:01:15	00:00:07	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:16	00:03:16	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:05	00:01:05	00:00:20	00:00:20
HotelRealParque		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:06:47	00:02:27	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:47	00:06:47	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:34	00:01:08	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:00:25	00:00:25	00:00:18	00:00:18
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:36	00:01:51	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:04:58	00:03:32	00:00:07	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:04	00:03:04	00:00:23	00:00:23
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:33	00:02:33	00:00:08	00:00:08
07-02-2018		70	60	✔	85,7%	2	✔	2,9%	0	✔	0,0%	8	⚠	11,4%	00:00:45	00:00:09	00:20:59	00:02:43	00:00:16	00:00:14
GrdRealVillaltalia		22	18	✔	81,8%	0	✔	0,0%	0	✔	0,0%	4	✖	18,2%	00:00:10	00:00:07	00:12:01	00:02:38	00:00:12	00:00:12
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:02:29	00:02:12	00:00:05	00:00:05
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:22	00:00:48	00:00:11	00:00:11
	11:00:00	3	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	2	✖	66,7%	00:00:03	00:00:03	00:00:30	00:00:30	00:00:13	00:00:03
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:12:01	00:12:01	00:00:19	00:00:19
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:39	00:01:31	00:00:07	00:00:07
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:08	00:02:01	00:00:20	00:00:20
	16:00:00	5	3	⚠	60,0%	0	✔	0,0%	0	✔	0,0%	2	✖	40,0%	00:00:10	00:00:08	00:03:44	00:03:00	00:00:12	00:00:14
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:12	00:02:48	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:45	00:03:45	00:00:28	00:00:28
HotelRealOeiras		21	16	⚠	76,2%	1	✔	4,8%	0	✔	0,0%	4	✖	19,0%	00:00:15	00:00:09	00:20:59	00:03:34	00:00:16	00:00:19
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:06:04	00:04:14	00:00:06	00:00:06
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:34	00:02:36	00:00:22	00:00:22
	11:00:00	10	6	⚠	60,0%	1	⚠	10,0%	0	✔	0,0%	3	✖	30,0%	00:00:15	00:00:09	00:20:59	00:04:08	00:00:11	00:00:12
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:37	00:00:37	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:25	00:07:25	00:00:18	00:00:18
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:37	00:02:24	00:00:14	00:00:14
	18:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:05	00:00:05	00:03:02	00:03:02	00:00:52	00:01:39
HotelRealPalacio		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:13:55	00:09:04	00:00:15	00:00:15
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:13:55	00:13:55	00:00:22	00:00:22
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:14	00:04:14	00:00:08	00:00:08
HotelRealParque		16	15	✔	93,8%	1	✔	6,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:49	00:01:51	00:00:20	00:00:12
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:11	00:02:00	00:00:16	00:00:16
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:07	00:06:49	00:02:53	00:00:10	00:00:10
	11:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:30	00:01:30	00:01:22	00:00:20
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:52	00:01:46	00:00:15	00:00:15
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:34	00:02:34	00:00:11	00:00:11
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:49	00:01:11	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:52	00:02:24	00:00:16	00:00:16
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:33	00:00:33	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:24	00:00:24	00:00:07	00:00:07
OutrosAssuntosLisboa		5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:17	00:02:34	00:01:26	00:00:24	00:00:24
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:34	00:02:34	00:00:03	00:00:03
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:26	00:00:36	00:00:36	00:00:51	00:00:51
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:07	00:02:07	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:26	00:00:57	00:00:57	00:00:51	00:00:51
02-03-2018 14:32:31	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:56	00:00:56	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

RealResidencia		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:02:10	00:01:42	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:54	00:01:54	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:48	00:01:48	00:00:05	00:00:05
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:10	00:01:33	00:00:06	00:00:06
08-02-2018		63	61	✔	96,8%	0	✔	0,0%	0	✔	0,0%	2	✔	3,2%	00:00:45	00:00:08	00:16:40	00:03:25	00:00:11	00:00:11
GrdRealVillaltalia		23	22	✔	95,7%	0	✔	0,0%	0	✔	0,0%	1	✔	4,3%	00:00:10	00:00:07	00:16:40	00:03:42	00:00:09	00:00:09
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:05	00:16:40	00:07:17	00:00:06	00:00:06
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:05:37	00:02:57	00:00:05	00:00:05
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:46	00:03:46	00:00:20	00:00:20
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:08:53	00:03:59	00:00:05	00:00:05
	13:00:00	4	3	🟡	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:07	00:00:06	00:04:50	00:03:01	00:00:07	00:00:07
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:01:39	00:00:48	00:00:09	00:00:09
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:01	00:01:32	00:00:14	00:00:14
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:07	00:02:05	00:00:13	00:00:13
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:35	00:06:20	00:00:12	00:00:12
HotelRealOeiras		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:15:20	00:04:15	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:42	00:04:42	00:00:05	00:00:05
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:13:39	00:13:39	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:33	00:02:28	00:00:15	00:00:15
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:10	00:05:10	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:45	00:01:45	00:00:11	00:00:11
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:26	00:01:15	00:00:13	00:00:13
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:24	00:02:00	00:00:17	00:00:17
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:15:20	00:15:20	00:00:07	00:00:07
HotelRealPalacio		12	11	✔	91,7%	0	✔	0,0%	0	✔	0,0%	1	✔	8,3%	00:00:15	00:00:07	00:08:21	00:03:25	00:00:08	00:00:08
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:03:54	00:02:07	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:03	00:08:03	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:16	00:03:16	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:57	00:04:57	00:00:04	00:00:04
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:05	00:02:32	00:01:23	00:00:03	00:00:03
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:21	00:08:21	00:00:07	00:00:07
	18:00:00	2	1	🟡	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:11	00:06:34	00:06:34	00:00:14	00:00:23
HotelRealParque		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:08:07	00:02:55	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:29	00:03:29	00:00:23	00:00:23
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:01	00:01:01	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:30	00:04:30	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	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
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:26	00:02:32	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:01:44	00:01:04	00:00:10	00:00:10
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:08:07	00:04:33	00:00:12	00:00:12
OutrosAssuntosLisboa		5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:18	00:03:34	00:01:07	00:00:26	00:00:26
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:34	00:03:34	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:24	00:00:55	00:00:55	00:00:48	00:00:48
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:21	00:00:20	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:26	00:00:28	00:00:28	00:00:54	00:00:54
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:58	00:02:58	00:00:04	00:00:04
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:58	00:02:58	00:00:04	00:00:04
09-02-2018		62	59	✔	95,2%	0	✔	0,0%	0	✔	0,0%	3	✔	4,8%	00:00:45	00:00:09	00:14:05	00:02:18	00:00:12	00:00:11
GrdRealVillaltalia		18	18	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:14:05	00:02:52	00:00:08	00:00:08
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:34	00:03:14	00:00:08	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:06	00:00:46	00:00:09	00:00:09
02-03-2018	14:32:31	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:02:43	00:01:17	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:57	00:01:39	00:00:06	00:00:06
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:14:05	00:06:54	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:44	00:04:34	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:34	00:02:34	00:00:08	00:00:08
HotelRealOeiras		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:07:16	00:02:19	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:30	00:01:30	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:22	00:01:22	00:00:04	00:00:04
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:07:16	00:07:16	00:00:34	00:00:34
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:36	00:03:36	00:00:19	00:00:19
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:02:35	00:01:25	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:10	00:01:58	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	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
HotelRealPalacio		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:13	00:02:19	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:09	00:03:09	00:00:24	00:00:24
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:06:13	00:02:39	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:16	00:02:16	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:03:01	00:01:54	00:00:10	00:00:10
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:34	00:02:01	00:00:08	00:00:08
HotelRealParque		20	17	✔	85,0%	0	✔	0,0%	0	✔	0,0%	3	✖	15,0%	00:00:15	00:00:08	00:09:55	00:02:02	00:00:13	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:29	00:02:08	00:00:06	00:00:06
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:54	00:00:48	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:09:55	00:09:55	00:00:07	00:00:07
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:17	00:00:37	00:00:10	00:00:10
	13:00:00	2	1	🟡	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:11	00:00:51	00:00:51	00:00:40	00:00:23
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:34	00:02:34	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:00	00:01:00	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:03	00:01:03	00:00:05	00:00:05
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:36	00:00:36	00:00:07	00:00:07
	18:00:00	2	1	🟡	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:11	00:00:11	00:05:03	00:05:03	00:00:19	00:00:11
	19:00:00	1	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00
OutrosAssuntosLisboa		6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:20	00:01:53	00:01:12	00:00:26	00:00:26
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:24	00:01:53	00:01:52	00:00:36	00:00:36
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:18	00:00:18	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:23	00:00:23	00:00:56	00:00:56	00:00:23	00:00:23
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:18	00:01:48	00:01:05	00:00:26	00:00:26
10-02-2018		19	14	🟡	73,7%	0	✔	0,0%	0	✔	0,0%	5	✖	26,3%	00:00:06	00:00:04	00:08:42	00:03:10	00:00:05	00:00:04
GrdRealVillaltalia		6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:08:42	00:04:17	00:00:04	00:00:04
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:08:27	00:08:27	00:00:04	00:00:04
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:50	00:00:50	00:00:03	00:00:03
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:47	00:03:47	00:00:03	00:00:03
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:08:42	00:05:16	00:00:04	00:00:04
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:06	00:02:06	00:00:06	00:00:06
HotelRealOeiras		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:04:36	00:02:08	00:00:04	00:00:04
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:12	00:02:12	00:00:03	00:00:03
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:16	00:00:53	00:00:04	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:36	00:04:36	00:00:05	00:00:05
HotelRealPalacio		6	2	✖	33,3%	0	✔	0,0%	0	✔	0,0%	4	✖	66,7%	00:00:05	00:00:04	00:02:24	00:01:48	00:00:06	00:00:04
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:24	00:02:24	00:00:05	00:00:05
	13:00:00	3	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	3	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:11	00:01:11	00:00:04	00:00:04
	15:00:00	1	0	✖	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
RealResidencia		3	2	🟡	66,7%	0	✔	0,0%	0	✔	0,0%	1	✖	33,3%	00:00:04	00:00:04	00:04:02	00:03:17	00:00:05	00:00:04

OneContact Reporting

Service Performance Report

	13:00:00	3	2	66,7%	0	0,0%	0	0,0%	1	33,3%	00:00:04	00:00:04	00:04:02	00:03:17	00:00:05	00:00:04
12-02-2018		67	61	91,0%	2	3,0%	0	0,0%	4	6,0%	00:00:20	00:00:08	00:15:11	00:03:25	00:00:12	00:00:11
GrdRealVillaltalia		32	27	84,4%	1	3,1%	0	0,0%	4	12,5%	00:00:10	00:00:08	00:15:11	00:03:53	00:00:13	00:00:14
	09:00:00	4	2	50,0%	0	0,0%	0	0,0%	2	50,0%	00:00:10	00:00:09	00:02:46	00:02:06	00:00:06	00:00:08
	10:00:00	5	5	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:12:48	00:05:52	00:00:12	00:00:12
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:09	00:15:11	00:08:36	00:00:09	00:00:09
	12:00:00	6	6	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:06	00:10:27	00:02:26	00:00:10	00:00:10
	13:00:00	3	1	33,3%	0	0,0%	0	0,0%	2	66,7%	00:00:10	00:00:08	00:01:44	00:01:44	00:00:08	00:00:17
	14:00:00	5	5	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:08:36	00:04:32	00:00:11	00:00:11
	15:00:00	2	1	50,0%	1	50,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:04:36	00:04:36	00:00:24	00:00:08
	16:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:03	00:00:03	00:00:43	00:00:43	00:00:04	00:00:04
	17:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:11:27	00:06:01	00:00:10	00:00:10
	18:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:03:09	00:02:03	00:00:39	00:00:39
HotelRealOeiras		14	14	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:07	00:06:52	00:03:03	00:00:08	00:00:08
	10:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:12	00:03:06	00:02:10	00:00:18	00:00:18
	11:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:05	00:06:52	00:04:57	00:00:05	00:00:05
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:06	00:00:05	00:06:37	00:04:30	00:00:06	00:00:06
	13:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:07	00:04:53	00:02:46	00:00:07	00:00:07
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:00:58	00:00:58	00:00:08	00:00:08
	16:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:12	00:00:08	00:01:37	00:01:18	00:00:09	00:00:09
	17:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:05	00:00:05	00:02:43	00:02:43	00:00:05	00:00:05
HotelRealPalacio		6	6	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:13	00:00:06	00:03:47	00:01:42	00:00:06	00:00:06
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:07	00:00:06	00:03:47	00:02:48	00:00:06	00:00:06
	12:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:07	00:00:07	00:01:50	00:01:50	00:00:07	00:00:07
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:03	00:00:03	00:01:00	00:01:00	00:00:03	00:00:03
	17:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:13	00:00:08	00:01:17	00:00:54	00:00:08	00:00:08
HotelRealParque		12	11	91,7%	1	8,3%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:14:38	00:03:43	00:00:15	00:00:11
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:02:28	00:02:28	00:00:11	00:00:11
	10:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:01:12	00:01:12	00:00:08	00:00:08
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:11	00:14:38	00:08:27	00:00:11	00:00:11
	12:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:01:38	00:01:38	00:00:10	00:00:10
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:01:09	00:01:09	00:00:10	00:00:10
	14:00:00	2	1	50,0%	1	50,0%	0	0,0%	0	0,0%	00:00:15	00:00:11	00:01:58	00:01:58	00:00:38	00:00:08
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:01:27	00:01:27	00:00:08	00:00:08
	16:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:09	00:06:01	00:03:16	00:00:09	00:00:09
	17:00:00	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
	18:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:06	00:00:06	00:07:40	00:07:40	00:00:21	00:00:21
OutrosAssuntosLisboa		3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:20	00:00:13	00:05:13	00:02:26	00:00:13	00:00:13
	12:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:09	00:01:40	00:01:40	00:00:09	00:00:09
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:00:26	00:00:26	00:00:10	00:00:10
	16:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:20	00:00:20	00:05:13	00:05:13	00:00:20	00:00:20
13-02-2018		52	38	73,1%	4	7,7%	0	0,0%	10	19,2%	00:00:15	00:00:08	00:11:32	00:02:26	00:00:21	00:00:11
GrdRealVillaltalia		21	14	66,7%	1	4,8%	0	0,0%	6	28,6%	00:00:10	00:00:06	00:11:32	00:03:13	00:00:14	00:00:09
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:00:28	00:00:28	00:00:17	00:00:17
	10:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:05	00:00:05	00:01:46	00:01:46	00:00:05	00:00:05
	11:00:00	6	6	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:06	00:11:29	00:03:25	00:00:06	00:00:06
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:06	00:07:09	00:04:33	00:00:14	00:00:14
	15:00:00	3	2	66,7%	0	0,0%	0	0,0%	1	33,3%	00:00:08	00:00:06	00:11:32	00:04:47	00:00:08	00:00:06
	16:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:01:40	00:01:06	00:00:12	00:00:12
	17:00:00	6	0	0,0%	1	16,7%	0	0,0%	5	83,3%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:26	00:00:00
HotelRealOeiras		6	6	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:06	00:06:11	00:02:39	00:00:08	00:00:08
02-03-2018 14:32:31		3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:07	00:00:06	00:06:11	00:03:10	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:04:36	00:02:11	00:00:14	00:00:14
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:00	00:02:00	00:00:06	00:00:06
HotelRealPalacio		7	6	✔	85,7%	0	✔	0,0%	0	✔	0,0%	1	⚠	14,3%	00:00:15	00:00:08	00:03:56	00:02:08	00:00:22	00:00:19
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:47	00:02:47	00:00:05	00:00:05
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:03:56	00:02:43	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:22	00:03:22	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:11	00:01:08	00:00:43	00:00:43
	17:00:00	1	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:41	00:00:00
HotelRealParque		14	9	⚠	64,3%	3	✖	21,4%	0	✔	0,0%	2	⚠	14,3%	00:00:15	00:00:10	00:02:55	00:01:42	00:00:39	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:17	00:02:17	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:49	00:02:49	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:05	00:02:05	00:00:04	00:00:04
	13:00:00	3	0	✖	0,0%	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:40	00:00:00
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:01:30	00:00:56	00:00:04	00:00:04
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:22	00:01:14	00:00:18	00:00:18
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:55	00:01:56	00:00:14	00:00:14
	17:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:40	00:00:00
	18:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:49	00:00:00
OutrosAssuntosLisboa		3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	1	✖	33,3%	00:00:08	00:00:08	00:01:23	00:00:42	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:01	00:00:01	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:23	00:01:23	00:00:08	00:00:08
	17:00:00	1	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:40	00:00:40	00:00:07	00:00:07
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:40	00:00:40	00:00:07	00:00:07
14-02-2018		89	80	✔	89,9%	3	✔	3,4%	0	✔	0,0%	6	✔	6,7%	00:00:15	00:00:08	00:14:25	00:02:39	00:00:28	00:00:10
GrdRealVillaltalia		27	24	✔	88,9%	1	✔	3,7%	0	✔	0,0%	2	✔	7,4%	00:00:10	00:00:07	00:14:25	00:03:30	00:00:13	00:00:10
	10:00:00	6	4	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	2	✖	33,3%	00:00:10	00:00:07	00:05:45	00:02:00	00:00:12	00:00:14
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:07:07	00:03:53	00:00:09	00:00:09
	12:00:00	5	4	✔	80,0%	1	✖	20,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:10:46	00:04:43	00:00:29	00:00:10
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:14:25	00:08:33	00:00:07	00:00:07
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:43	00:01:49	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:46	00:00:58	00:00:09	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:13	00:01:13	00:00:09	00:00:09
HotelRealOeiras		24	22	✔	91,7%	1	✔	4,2%	0	✔	0,0%	1	✔	4,2%	00:00:15	00:00:09	00:10:36	00:02:46	00:00:11	00:00:10
	09:00:00	6	5	✔	83,3%	0	✔	0,0%	0	✔	0,0%	1	✖	16,7%	00:00:15	00:00:09	00:03:37	00:01:59	00:00:10	00:00:11
	10:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:07:27	00:04:05	00:00:20	00:00:10
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:10:36	00:04:14	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:28	00:03:40	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:51	00:05:51	00:00:10	00:00:10
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:02:27	00:01:25	00:00:07	00:00:07
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:22	00:02:49	00:00:12	00:00:12
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:33	00:01:00	00:00:16	00:00:16
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:22	00:02:22	00:00:06	00:00:06
HotelRealPalacio		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:05:52	00:02:24	00:00:08	00:00:08
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:42	00:01:54	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	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	✔	0,0%	00:00:15	00:00:12	00:05:52	00:05:52	00:00:24	00:00:24
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:25	00:05:25	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:42	00:00:42	00:00:03	00:00:03
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:01:42	00:01:06	00:00:08	00:00:08
HotelRealParque		24	20	✔	83,3%	1	✔	4,2%	0	✔	0,0%	3	⚠	12,5%	00:00:15	00:00:09	00:04:59	00:01:48	00:01:15	00:00:10
02-03-2018 09:00:00-14:32:31		2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:07	00:00:07	00:03:00	00:03:00	00:00:06	00:00:07

OneContact Reporting

Service Performance Report

	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:31	00:03:14	00:00:16	00:00:16
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:36	00:02:04	00:00:06	00:00:06
	12:00:00	4	2	🟡	50,0%	0	✔	0,0%	0	✔	0,0%	2	✖	50,0%	00:00:05	00:00:04	00:04:59	00:03:34	00:00:04	00:00:04
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:31	00:01:29	00:00:14	00:00:14
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:21	00:01:01	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:52	00:01:52	00:00:18	00:00:18
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:01:16	00:00:54	00:00:11	00:00:11
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:00:49	00:00:46	00:00:10	00:00:10
	18:00:00	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
	19:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:26:22	00:00:00
OutrosAssuntosLisboa		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:55	00:01:05	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:55	00:01:55	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:49	00:00:49	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:39	00:00:39	00:00:03	00:00:03
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:32	00:01:00	00:00:06	00:00:06
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:52	00:03:52	00:00:06	00:00:06
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:52	00:03:52	00:00:06	00:00:06
15-02-2018		71	68	✔	95,8%	1	✔	1,4%	0	✔	0,0%	2	✔	2,8%	00:00:15	00:00:08	00:10:42	00:02:42	00:00:14	00:00:14
GrdRealVillaltalia		27	24	✔	88,9%	1	✔	3,7%	0	✔	0,0%	2	✔	7,4%	00:00:10	00:00:07	00:10:42	00:03:28	00:00:18	00:00:17
	09:00:00	2	1	🟡	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:08	00:00:08	00:01:06	00:01:06	00:00:06	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:26	00:02:05	00:00:08	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:03:36	00:02:46	00:00:05	00:00:05
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:31	00:01:31	00:00:07	00:00:07
	13:00:00	9	8	✔	88,9%	1	🟡	11,1%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:48	00:01:48	00:00:35	00:00:34
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:29	00:03:29	00:00:15	00:00:15
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:09:09	00:04:45	00:00:12	00:00:12
	16:00:00	2	1	🟡	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:09	00:00:09	00:10:08	00:10:08	00:00:14	00:00:09
	18:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:10:42	00:06:27	00:00:10	00:00:10
HotelRealOeiras		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:23	00:02:45	00:00:13	00:00:13
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:02:35	00:01:36	00:00:20	00:00:20
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:13	00:02:28	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:46	00:02:26	00:00:26	00:00:26
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:04:48	00:02:54	00:00:12	00:00:12
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:05:23	00:04:18	00:00:05	00:00:05
HotelRealPalacio		11	11	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:59	00:01:58	00:00:14	00:00:14
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:27	00:02:33	00:00:20	00:00:20
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:59	00:02:42	00:00:18	00:00:18
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:37	00:01:22	00:00:15	00:00:15
	14:00:00	1	1	✔	100,0%	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
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:40	00:00:40	00:00:09	00:00:09
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:03:16	00:02:00	00:00:04	00:00:04
HotelRealParque		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:08:30	00:02:25	00:00:09	00:00:09
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:25	00:01:06	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:08	00:05:08	00:00:07	00:00:07
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:08:30	00:03:44	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:56	00:02:48	00:00:18	00:00:18
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:18	00:01:14	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:58	00:01:58	00:00:12	00:00:12
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:53	00:01:07	00:00:11	00:00:11
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:02:10	00:02:08	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:05:18	00:05:18	00:00:05	00:00:05
OutrosAssuntosLisboa		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:00:55	00:00:34	00:00:11	00:00:11

OneContact Reporting

Service Performance Report

	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:00:55	00:00:34	00:00:11	00:00:11
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:18	00:01:18	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:18	00:01:18	00:00:07	00:00:07
16-02-2018		53	52	✔	98,1%	1	✔	1,9%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:52	00:02:22	00:00:19	00:00:17
GrdRealVillaltalia		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:09	00:02:26	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:51	00:00:51	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:00:35	00:00:35	00:00:18	00:00:18
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:09:09	00:09:09	00:00:05	00:00:05
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:17	00:01:46	00:00:08	00:00:08
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:39	00:02:09	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:53	00:01:53	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:17	00:03:17	00:00:34	00:00:34
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:39	00:01:39	00:00:05	00:00:05
HotelRealOeiras		14	13	✔	92,9%	1	✔	7,1%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:48	00:02:39	00:00:35	00:00:30
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:05	00:02:05	00:00:25	00:00:25
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:12	00:03:12	00:04:17	00:04:17
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:27	00:01:27	00:00:23	00:00:23
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:04	00:07:48	00:04:07	00:00:04	00:00:04
	13:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:41	00:00:00
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:31	00:01:32	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:12	00:01:12	00:00:12	00:00:12
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:05:55	00:02:41	00:00:10	00:00:10
HotelRealPalacio		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:09:52	00:02:21	00:00:16	00:00:16
	09:00:00	1	1	✔	100,0%	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
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:09:52	00:04:42	00:00:16	00:00:16
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:08	00:01:16	00:00:16	00:00:16
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:04	00:03:04	00:00:19	00:00:19
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:42	00:00:42	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:16	00:01:16	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:38	00:01:34	00:00:26	00:00:26
HotelRealParque		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:46	00:02:07	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:04:55	00:04:55	00:00:15	00:00:15
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:09	00:01:09	00:00:10	00:00:10
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:24	00:01:31	00:00:12	00:00:12
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:37	00:01:10	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:00:54	00:00:48	00:00:06	00:00:06
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:09:46	00:03:59	00:00:15	00:00:15
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:26	00:01:08	00:00:20	00:00:20
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:00:50	00:00:38	00:00:08	00:00:08
17-02-2018		31	14	✖	45,2%	2	✔	6,5%	0	✔	0,0%	15	✖	48,4%	00:00:10	00:00:06	00:13:08	00:03:46	00:00:12	00:00:06
GrdRealVillaltalia		9	6	⚠	66,7%	2	✖	22,2%	0	✔	0,0%	1	⚠	11,1%	00:00:10	00:00:06	00:13:08	00:05:18	00:00:26	00:00:06
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:00	00:02:45	00:00:06	00:00:06
	12:00:00	5	3	⚠	60,0%	1	✖	20,0%	0	✔	0,0%	1	✖	20,0%	00:00:09	00:00:06	00:11:01	00:04:23	00:00:06	00:00:07
	13:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:13:08	00:13:08	00:01:38	00:00:03
HotelRealOeiras		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:03	00:05:33	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:03	00:05:33	00:00:06	00:00:06
HotelRealPalacio		14	5	✖	35,7%	0	✔	0,0%	0	✔	0,0%	9	✖	64,3%	00:00:09	00:00:07	00:02:54	00:01:32	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:21	00:00:21	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:32	00:01:32	00:00:09	00:00:09
	12:00:00	1	0	✖	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
	13:00:00	10	3	✖	30,0%	0	✔	0,0%	0	✔	0,0%	7	✖	70,0%	00:00:07	00:00:06	00:02:54	00:01:55	00:00:07	00:00:06
02-03-2018 14:32:31	14:00:00	1	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00

OneContact Reporting

Service Performance Report

HotelRealParque		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:20	00:02:20	00:00:04	00:00:04
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:20	00:02:20	00:00:04	00:00:04
OutrosAssuntosLisboa		5	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	5	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	14:00:00	5	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	5	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
19-02-2018		78	78	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:09	00:07:50	00:02:12	00:00:12	00:00:12
GrdRealVillaltalia		11	11	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:00	00:02:14	00:00:11	00:00:11
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:06	00:01:39	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:13	00:04:13	00:00:16	00:00:16
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:37	00:02:36	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:20	00:01:20	00:00:19	00:00:19
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:00	00:02:21	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:10	00:01:10	00:00:09	00:00:09
HotelRealOeiras		27	27	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:55	00:02:34	00:00:11	00:00:11
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:50	00:03:46	00:00:15	00:00:15
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:54	00:01:54	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:57	00:03:57	00:00:07	00:00:07
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:02:57	00:02:18	00:00:07	00:00:07
	14:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:13	00:01:48	00:00:21	00:00:21
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:06	00:03:09	00:00:11	00:00:11
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:55	00:03:38	00:00:06	00:00:06
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:03:34	00:02:12	00:00:06	00:00:06
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:29	00:02:06	00:00:06	00:00:06
HotelRealPalacio		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:34	00:01:58	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:14	00:02:18	00:00:06	00:00:06
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:34	00:03:20	00:00:14	00:00:14
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:05	00:01:18	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:03	00:02:03	00:00:09	00:00:09
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:08	00:00:53	00:00:07	00:00:07
HotelRealParque		20	20	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:50	00:02:14	00:00:12	00:00:12
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:24	00:01:13	00:00:18	00:00:18
	10:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:26	00:01:47	00:00:13	00:00:13
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:06	00:03:06	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:57	00:02:56	00:00:16	00:00:16
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:33	00:01:24	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:58	00:01:58	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:07:50	00:05:18	00:00:08	00:00:08
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:03:29	00:02:01	00:00:08	00:00:08
OutrosAssuntosLisboa		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:14	00:01:28	00:00:32	00:00:18	00:00:18
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:26	00:00:19	00:00:19	00:00:52	00:00:52
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:28	00:01:28	00:00:08	00:00:08
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:00:12	00:00:12	00:00:06	00:00:06
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:03	00:01:42	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:22	00:01:22	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:03	00:02:03	00:00:18	00:00:18
20-02-2018		63	63	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:10:04	00:02:45	00:00:11	00:00:11
GrdRealVillaltalia		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:08:44	00:02:16	00:00:10	00:00:10
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:02:32	00:01:23	00:00:09	00:00:09
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:08:44	00:04:44	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:43	00:00:43	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:23	00:03:23	00:00:14	00:00:14
HotelRealOeiras		16	16	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:10:04	00:03:26	00:00:12	00:00:12
	02-03-2018 09:00:31	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:10:04	00:05:32	00:00:22	00:00:22

OneContact Reporting

Service Performance Report

	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:21	00:02:48	00:00:13	00:00:13
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:17	00:02:07	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:48	00:00:48	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:05	00:01:05	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:02	00:07:02	00:00:08	00:00:08
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:08:55	00:03:29	00:00:11	00:00:11
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:07:32	00:07:32	00:00:23	00:00:23
HotelRealPalacio		18	18	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:56	00:02:10	00:00:11	00:00:11
	09:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:12	00:01:22	00:00:08	00:00:08
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:19	00:02:09	00:00:14	00:00:14
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:07:56	00:04:18	00:00:11	00:00:11
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:46	00:02:42	00:00:14	00:00:14
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:22	00:00:22	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:01:54	00:01:08	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:50	00:01:50	00:00:04	00:00:04
HotelRealParque		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:30	00:02:22	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:55	00:03:55	00:00:06	00:00:06
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:02:03	00:01:14	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:42	00:01:42	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:48	00:01:48	00:00:03	00:00:03
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:04:38	00:02:43	00:00:32	00:00:32
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:30	00:01:48	00:00:13	00:00:13
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:20	00:01:20	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:07:30	00:05:22	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:24	00:00:24	00:00:07	00:00:07
OutrosAssuntosLisboa		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:04:32	00:03:40	00:00:09	00:00:09
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:32	00:04:32	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	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
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:50	00:02:50	00:00:11	00:00:11
RealResidencia		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:19	00:04:17	00:00:12	00:00:12
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:19	00:06:19	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:45	00:04:45	00:00:24	00:00:24
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:15	00:03:02	00:00:09	00:00:09
21-02-2018		50	47	✔	94,0%	3	✔	6,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:09:54	00:02:34	00:00:12	00:00:08
GrdRealVillaltalia		17	16	✔	94,1%	1	✔	5,9%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:09:22	00:03:27	00:00:07	00:00:07
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:28	00:01:28	00:00:05	00:00:05
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:37	00:01:37	00:00:05	00:00:05
	11:00:00	2	1	🟡	50,0%	1	❌	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:07:23	00:07:23	00:00:12	00:00:09
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:07:38	00:03:43	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:13	00:08:13	00:00:07	00:00:07
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:09:22	00:04:28	00:00:07	00:00:07
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:57	00:01:18	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:03:25	00:02:36	00:00:05	00:00:05
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:27	00:00:27	00:00:04	00:00:04
HotelRealOeiras		13	11	✔	84,6%	2	❌	15,4%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:24	00:02:00	00:00:22	00:00:08
	09:00:00	5	4	✔	80,0%	1	❌	20,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:03:23	00:01:54	00:00:45	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:24	00:00:24	00:00:13	00:00:13
	11:00:00	2	1	🟡	50,0%	1	❌	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:00	00:04:00	00:00:06	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:37	00:00:32	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:01	00:00:01	00:02:23	00:02:23	00:00:10	00:00:10
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:14	00:02:09	00:00:09	00:00:09
02-03-2018 14:32:31	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:24	00:04:24	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

HotelRealPalacio		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:43	00:01:27	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:52	00:01:04	00:00:12	00:00:12
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:57	00:00:57	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:43	00:02:43	00:00:08	00:00:08
HotelRealParque		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:30	00:02:07	00:00:08	00:00:08
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:14	00:00:46	00:00:11	00:00:11
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:15	00:01:34	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:04:30	00:04:16	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:44	00:03:40	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:59	00:01:59	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:33	00:01:33	00:00:07	00:00:07
OutrosAssuntosLisboa		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:09:54	00:05:33	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:12	00:01:12	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:09:54	00:09:54	00:00:08	00:00:08
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:48	00:00:48	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:48	00:00:48	00:00:07	00:00:07
22-02-2018		63	62	✔	98,4%	1	✔	1,6%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:08	00:24:41	00:02:49	00:00:10	00:00:11
GrdRealVillaitalia		26	26	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:24:41	00:04:13	00:00:10	00:00:10
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:00	00:02:31	00:00:07	00:00:07
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:08:30	00:03:26	00:00:10	00:00:10
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:07:49	00:05:34	00:00:18	00:00:18
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:05:05	00:03:56	00:00:18	00:00:18
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:06:11	00:02:40	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:11:39	00:11:39	00:00:09	00:00:09
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:08	00:00:54	00:00:11	00:00:11
	16:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:24:41	00:05:13	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:09:00	00:09:00	00:00:07	00:00:07
HotelRealOeiras		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:07:03	00:02:51	00:00:11	00:00:11
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:03	00:04:16	00:00:15	00:00:15
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:56	00:00:56	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:56	00:01:56	00:00:06	00:00:06
HotelRealPalacio		15	14	✔	93,3%	1	✔	6,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:34	00:01:32	00:00:09	00:00:09
	09:00:00	5	4	✔	80,0%	1	✖	20,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:02:27	00:01:21	00:00:08	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:03:59	00:03:59	00:00:12	00:00:12
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:27	00:01:27	00:00:04	00:00:04
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:00:39	00:00:36	00:00:04	00:00:04
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:23	00:00:23	00:00:20	00:00:20
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:01:52	00:01:06	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:58	00:00:58	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:05:34	00:05:34	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:16	00:00:16	00:00:07	00:00:07
HotelRealParque		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:03:40	00:01:19	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:51	00:01:51	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:36	00:00:36	00:00:07	00:00:07
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:06	00:03:40	00:01:53	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:39	00:00:39	00:00:14	00:00:14
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:43	00:00:43	00:00:22	00:00:22
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:39	00:01:15	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:02	00:01:15	00:01:15	00:00:05	00:00:05
OutrosAssuntosLisboa		6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:14	00:05:25	00:02:18	00:00:19	00:00:19
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:58	00:00:58	00:00:08	00:00:08
02-03-2018 14:32:31	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:05:25	00:03:05	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:27	00:04:05	00:02:52	00:01:17	00:01:17
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:26	00:03:26	00:00:05	00:00:05
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:29	00:01:29	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:39	00:00:39	00:00:08	00:00:08
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:21	00:02:20	00:00:06	00:00:06
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:20	00:01:20	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:21	00:03:21	00:00:07	00:00:07
23-02-2018		65	57	✔	87,7%	5	✔	7,7%	0	✔	0,0%	3	✔	4,6%	00:00:15	00:00:08	00:09:22	00:02:12	00:00:22	00:00:18
GrdRealVillaitalia		24	22	✔	91,7%	2	✔	8,3%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:42	00:01:46	00:00:11	00:00:12
	09:00:00	7	5	🟡	71,4%	2	✖	28,6%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:05:42	00:02:34	00:00:08	00:00:08
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:00:20	00:00:18	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:00:20	00:00:20	00:00:18	00:00:18
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:36	00:02:42	00:00:27	00:00:27
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:49	00:01:32	00:00:09	00:00:09
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:52	00:01:57	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:32	00:01:31	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:08	00:02:08	00:00:08	00:00:08
HotelRealOeiras		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:48	00:03:00	00:00:16	00:00:16
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:40	00:01:39	00:00:30	00:00:30
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:26	00:03:48	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:56	00:01:56	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:48	00:05:48	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:42	00:03:42	00:00:08	00:00:08
HotelRealPalacio		13	10	🟡	76,9%	1	✔	7,7%	0	✔	0,0%	2	✖	15,4%	00:00:15	00:00:08	00:09:22	00:02:58	00:00:24	00:00:12
	09:00:00	3	1	✖	33,3%	1	✖	33,3%	0	✔	0,0%	1	✖	33,3%	00:00:15	00:00:09	00:00:14	00:00:14	00:00:47	00:00:03
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:39	00:00:39	00:00:08	00:00:08
	13:00:00	1	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:56	00:00:00
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:32	00:03:05	00:00:21	00:00:21
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:09:22	00:09:22	00:00:05	00:00:05
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:48	00:02:48	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:02	00:02:39	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:03:17	00:02:33	00:00:10	00:00:10
HotelRealParque		18	16	✔	88,9%	2	🟡	11,1%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:02	00:01:44	00:00:40	00:00:32
	10:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:53	00:01:26	00:00:10	00:00:10
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:35	00:02:45	00:02:09	00:02:09
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:12	00:01:00	00:00:06	00:00:06
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:02	00:01:53	00:00:12	00:00:12
	18:00:00	3	1	✖	33,3%	2	✖	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:11	00:01:11	00:01:13	00:00:07
OutrosAssuntosLisboa		2	1	🟡	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:07	00:00:07	00:05:07	00:05:07	00:00:08	00:00:07
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:07	00:05:07	00:00:07	00:00:07
	18:00:00	1	0	✖	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
24-02-2018		17	10	🟡	58,8%	3	✖	17,6%	1	✔	5,9%	3	✖	17,6%	00:00:15	00:00:08	00:04:08	00:02:00	00:00:11	00:00:07
GrdRealVillaitalia		7	2	✖	28,6%	3	✖	42,9%	0	✔	0,0%	2	✖	28,6%	00:00:10	00:00:07	00:00:55	00:00:28	00:00:12	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:55	00:00:55	00:00:04	00:00:04
	13:00:00	5	0	✖	0,0%	3	✖	60,0%	0	✔	0,0%	2	✖	40,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:15	00:00:00
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:00	00:00:00	00:00:07	00:00:07
HotelRealOeiras		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:03	00:02:10	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	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
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:03	00:02:13	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	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
HotelRealPalacio		4	2	🟡	50,0%	0	✔	0,0%	1	✖	25,0%	1	✖	25,0%	00:00:15	00:00:10	00:04:08	00:02:42	00:00:16	00:00:08
02-03-2018	10:00:00-14:32:31	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:41	00:00:00

OneContact Reporting

Service Performance Report

	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:15	00:01:15	00:00:07	00:00:07
	14:00:00	1	0	✘	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
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:08	00:04:08	00:00:09	00:00:09
HotelRealParque		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:03:39	00:02:30	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:21	00:01:21	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:39	00:03:39	00:00:07	00:00:07
26-02-2018		78	73	✔	93,6%	3	✔	3,8%	0	✔	0,0%	2	✔	2,6%	00:00:15	00:00:08	00:12:13	00:02:26	00:00:10	00:00:11
GrdRealVillaltalia		15	13	✔	86,7%	1	✔	6,7%	0	✔	0,0%	1	✔	6,7%	00:00:10	00:00:07	00:12:13	00:03:47	00:00:10	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:27	00:00:27	00:00:05	00:00:05
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:38	00:03:38	00:00:09	00:00:09
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:49	00:01:17	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:12:13	00:07:34	00:00:12	00:00:12
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:11:25	00:07:01	00:00:14	00:00:14
	15:00:00	2	1	⚠	50,0%	1	✘	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:02	00:01:37	00:01:37	00:00:02	00:00:03
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:13	00:01:27	00:00:12	00:00:12
	17:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✘	50,0%	00:00:10	00:00:08	00:01:47	00:01:47	00:00:12	00:00:15
HotelRealOeiras		21	21	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:10:18	00:02:25	00:00:08	00:00:08
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:01	00:01:58	00:00:08	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:52	00:05:05	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:42	00:01:19	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:47	00:00:47	00:00:10	00:00:10
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:04	00:02:10	00:01:03	00:00:05	00:00:05
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:57	00:01:38	00:00:07	00:00:07
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:12	00:01:53	00:00:12	00:00:12
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:10:18	00:05:51	00:00:06	00:00:06
HotelRealPalacio		13	12	✔	92,3%	1	✔	7,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:14	00:01:37	00:00:14	00:00:15
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:02:12	00:02:12	00:00:30	00:00:30
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:03:14	00:02:16	00:00:10	00:00:10
	13:00:00	1	0	✘	0,0%	1	✘	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:00:00	00:00:00	00:00:02	00:00:00
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:31	00:02:14	00:00:11	00:00:11
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:46	00:01:05	00:00:19	00:00:19
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:14	00:01:14	00:00:04	00:00:04
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:00:20	00:00:20	00:00:14	00:00:14
HotelRealParque		18	17	✔	94,4%	0	✔	0,0%	0	✔	0,0%	1	✔	5,6%	00:00:15	00:00:08	00:06:20	00:02:15	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:11	00:04:11	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:28	00:00:28	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:06:20	00:06:20	00:00:04	00:00:04
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:45	00:01:18	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:43	00:00:43	00:00:03	00:00:03
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:24	00:01:59	00:00:15	00:00:15
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:36	00:04:22	00:00:16	00:00:16
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:53	00:00:53	00:00:06	00:00:06
	17:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	1	✘	33,3%	00:00:09	00:00:06	00:03:38	00:02:23	00:00:08	00:00:06
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:03	00:00:52	00:00:12	00:00:12
OutrosAssuntosLisboa		9	8	✔	88,9%	1	⚠	11,1%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:01	00:02:02	00:00:08	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:47	00:04:47	00:00:05	00:00:05
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:00	00:02:00	00:00:11	00:00:11
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:00:42	00:00:35	00:00:08	00:00:08
	15:00:00	2	1	⚠	50,0%	1	✘	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:05:01	00:05:01	00:00:03	00:00:05
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:45	00:00:48	00:00:12	00:00:12
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:59	00:02:59	00:00:09	00:00:09
RealResidencia	02-03-2018 14:32:31	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:50	00:01:46	00:00:22	00:00:22

OneContact Reporting

Service Performance Report

	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:50	00:01:50	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:43	00:01:43	00:00:36	00:00:36
27-02-2018		74	72	✔	97,3%	2	✔	2,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:13:34	00:03:25	00:00:14	00:00:13
GrdRealVillaltalia		28	27	✔	96,4%	1	✔	3,6%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:13:34	00:04:53	00:00:15	00:00:15
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:19	00:03:58	00:00:18	00:00:18
	10:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:11:51	00:05:10	00:00:12	00:00:12
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:10:54	00:09:22	00:00:10	00:00:10
	12:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:12:37	00:03:37	00:00:16	00:00:16
	13:00:00	1	1	✔	100,0%	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	✔	0,0%	00:00:10	00:00:08	00:00:30	00:00:30	00:00:16	00:00:16
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:13:34	00:05:38	00:00:22	00:00:22
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:16	00:07:38	00:00:20	00:00:20
	17:00:00	4	3	🟡	75,0%	1	❌	25,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:12:29	00:04:38	00:00:13	00:00:16
HotelRealOeiras		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:58	00:01:50	00:00:14	00:00:14
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:58	00:02:50	00:00:13	00:00:13
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:17	00:01:17	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:18	00:01:16	00:00:17	00:00:17
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:29	00:01:29	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:07	00:01:02	00:00:14	00:00:14
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:46	00:02:24	00:00:16	00:00:16
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:28	00:01:51	00:00:16	00:00:16
HotelRealPalacio		12	11	✔	91,7%	1	✔	8,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:49	00:03:28	00:00:17	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:25	00:01:25	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:38	00:04:38	00:00:09	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:09	00:01:45	00:00:12	00:00:12
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:03:38	00:03:38	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:16	00:03:16	00:00:07	00:00:07
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:05:07	00:03:02	00:00:05	00:00:05
	16:00:00	3	2	🟡	66,7%	1	❌	33,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:09:49	00:06:56	00:00:39	00:00:08
HotelRealParque		16	16	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:17	00:02:27	00:00:11	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:07:17	00:04:36	00:00:08	00:00:08
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:03:35	00:01:36	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:01:03	00:00:48	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:18	00:01:18	00:00:21	00:00:21
	15:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:34	00:02:18	00:00:12	00:00:12
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:59	00:06:59	00:00:07	00:00:07
OutrosAssuntosLisboa		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:09	00:01:14	00:00:04	00:00:04
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:19	00:00:19	00:00:04	00:00:04
	17:00:00	1	1	✔	100,0%	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
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:16	00:03:50	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:16	00:03:50	00:00:08	00:00:08
28-02-2018		50	48	✔	96,0%	2	✔	4,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:25	00:02:33	00:00:14	00:00:11
GrdRealVillaltalia		8	7	✔	87,5%	1	🟡	12,5%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:12	00:01:16	00:00:17	00:00:13
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:12	00:02:06	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:41	00:00:41	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:18	00:00:18	00:00:20	00:00:20
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:17	00:00:17	00:00:29	00:00:29
	15:00:00	1	0	❌	0,0%	1	❌	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:00:00	00:00:00	00:00:46	00:00:00
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:16	00:01:16	00:00:17	00:00:17
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:04	00:02:04	00:00:06	00:00:06
HotelRealOeiras		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:47	00:02:24	00:00:08	00:00:08
02-03-2018 14:32:31		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:37	00:00:37	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:11	00:02:11	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:02:45	00:02:45	00:00:04	00:00:04
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:29	00:01:29	00:00:03	00:00:03
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:26	00:02:26	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:13	00:02:13	00:00:04	00:00:04
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:40	00:02:40	00:00:08	00:00:08
	17:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:47	00:02:35	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:42	00:03:42	00:00:05	00:00:05
HotelRealPalacio		6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:07:01	00:02:25	00:00:07	00:00:07
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:26	00:01:26	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:54	00:01:54	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:09	00:02:09	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:00:55	00:00:55	00:00:02	00:00:02
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:07:01	00:04:02	00:00:08	00:00:08
HotelRealParque		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:25	00:02:52	00:00:14	00:00:14
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:06:08	00:06:08	00:00:11	00:00:11
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:54	00:02:50	00:00:15	00:00:15
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:00:53	00:00:48	00:00:07	00:00:07
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:17	00:01:26	00:00:18	00:00:18
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:45	00:06:00	00:00:26	00:00:26
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:07:25	00:03:50	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:34	00:00:34	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:21	00:01:21	00:00:07	00:00:07
RealResidencia		5	4	✔	80,0%	1	✖	20,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:06:14	00:04:03	00:00:37	00:00:14
	14:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:00:00	00:00:00	00:02:11	00:00:00
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:14	00:04:00	00:00:12	00:00:12
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:58	00:05:58	00:00:22	00:00:22
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:13	00:02:13	00:00:08	00:00:08
TOTAL		1403	1263	✔	90,0%	42	✔	3,0%	1	✔	0,1%	97	✔	6,9%	00:00:45	00:00:08	00:24:41	00:02:43	00:00:14	00:00:12