

OneContact Reporting

Team Detail Daily Report

Team: Algarve

Date / Agent	Handled Interactions	Transferred Interactions	Abandoned Interactions	Rejected Interactions	Talk Time				Ring Time Interactions)				(Handled
					Total	Avg	Max	Min	Total	Avg	Max	Min	
01-02-2018	64	13	2	6	04:47:08	00:03:44	00:16:03	00:00:05	00:09:15	00:00:09	00:00:25	00:00:02	
claudia.nunes	12	4	1	1	00:51:25	00:03:13	00:08:53	00:00:20	00:01:34	00:00:08	00:00:17	00:00:03	
jorge.coelho	2	0	0	0	00:06:44	00:03:22	00:03:29	00:03:15	00:00:13	00:00:06	00:00:07	00:00:06	
manuela.martins	10	4	1	0	00:37:12	00:02:39	00:12:49	00:00:05	00:01:14	00:00:07	00:00:25	00:00:02	
milena.boto	9	1	0	5	00:51:08	00:05:07	00:16:03	00:00:22	00:01:32	00:00:10	00:00:25	00:00:03	
patricia.farinha	14	3	0	0	00:39:58	00:02:21	00:05:47	00:00:17	00:01:38	00:00:07	00:00:12	00:00:04	
susana.silva	17	1	0	0	01:40:41	00:05:36	00:15:21	00:00:05	00:03:04	00:00:11	00:00:21	00:00:05	
02-02-2018	57	9	1	9	03:46:22	00:03:26	00:17:31	00:00:08	00:08:05	00:00:09	00:00:25	00:00:03	
claudia.nunes	16	4	0	3	01:09:02	00:03:27	00:17:31	00:00:25	00:01:50	00:00:07	00:00:13	00:00:03	
jorge.coelho	3	0	0	0	00:09:02	00:03:01	00:04:26	00:00:40	00:00:36	00:00:12	00:00:21	00:00:05	
manuela.martins	8	0	1	1	00:27:43	00:03:28	00:06:50	00:01:14	00:01:07	00:00:08	00:00:17	00:00:03	
milena.boto	4	1	0	3	00:13:37	00:02:43	00:09:41	00:00:11	00:00:51	00:00:13	00:00:25	00:00:04	
patricia.farinha	8	1	0	0	00:21:41	00:02:25	00:06:40	00:00:15	00:00:51	00:00:06	00:00:13	00:00:04	
susana.silva	18	3	0	2	01:25:17	00:04:04	00:09:57	00:00:08	00:02:50	00:00:09	00:00:13	00:00:05	
03-02-2018	18	0	0	8	01:41:52	00:05:40	00:16:00	00:00:54	00:01:52	00:00:06	00:00:14	00:00:01	
manuela.martins	18	0	0	8	01:41:52	00:05:40	00:16:00	00:00:54	00:01:52	00:00:06	00:00:14	00:00:01	
05-02-2018	79	11	1	7	05:00:25	00:03:20	00:26:49	00:00:05	00:10:23	00:00:08	00:00:14	00:00:01	
claudia.nunes	18	7	0	2	01:53:23	00:04:32	00:26:49	00:00:17	00:02:14	00:00:07	00:00:14	00:00:02	
patricia.farinha	36	2	1	3	01:23:59	00:02:13	00:10:56	00:00:05	00:04:27	00:00:07	00:00:14	00:00:01	
susana.silva	25	2	0	2	01:43:03	00:03:49	00:11:14	00:00:05	00:03:42	00:00:09	00:00:12	00:00:01	
06-02-2018	85	11	3	23	04:49:56	00:03:01	00:15:54	00:00:10	00:10:55	00:00:08	00:00:24	00:00:00	
claudia.nunes	23	1	1	8	01:33:09	00:03:53	00:15:54	00:00:10	00:03:27	00:00:09	00:00:19	00:00:03	
jorge.coelho	1	0	0	0	00:04:40	00:04:40	00:04:40	00:04:40	00:00:04	00:00:04	00:00:04	00:00:04	
manuela.martins	28	2	0	5	01:33:05	00:03:06	00:06:57	00:00:40	00:02:58	00:00:06	00:00:15	00:00:00	
patricia.farinha	20	5	2	4	00:51:57	00:02:05	00:10:08	00:00:15	00:02:25	00:00:07	00:00:15	00:00:03	
susana.silva	13	3	0	6	00:47:05	00:02:57	00:13:52	00:00:24	00:02:01	00:00:09	00:00:24	00:00:03	
07-02-2018	62	9	1	8	03:55:24	00:03:19	00:20:34	00:00:05	00:09:18	00:00:09	00:00:30	00:00:02	
claudia.nunes	15	2	1	3	00:53:21	00:03:08	00:09:23	00:00:05	00:02:26	00:00:10	00:00:21	00:00:04	
jorge.coelho	1	0	0	0	00:00:41	00:00:41	00:00:41	00:00:41	00:00:02	00:00:02	00:00:02	00:00:02	
manuela.martins	14	0	0	1	01:02:50	00:04:29	00:12:27	00:00:43	00:02:19	00:00:10	00:00:30	00:00:05	
patricia.farinha	18	5	0	4	00:43:47	00:01:54	00:06:02	00:00:17	00:02:18	00:00:08	00:00:15	00:00:03	
susana.silva	14	2	0	0	01:14:45	00:04:40	00:20:34	00:00:24	00:02:13	00:00:10	00:00:13	00:00:07	
08-02-2018	71	6	2	6	04:44:56	00:03:42	00:15:39	00:00:09	00:10:28	00:00:09	00:00:35	00:00:02	
claudia.nunes	17	1	2	3	01:25:57	00:04:46	00:11:21	00:00:17	00:02:36	00:00:09	00:00:15	00:00:04	
manuela.martins	14	2	0	2	00:55:21	00:03:28	00:15:39	00:00:23	00:02:09	00:00:09	00:00:35	00:00:03	
patricia.farinha	23	2	0	1	01:07:58	00:02:43	00:10:31	00:00:18	00:03:03	00:00:08	00:00:16	00:00:03	
susana.silva	17	1	0	0	01:15:40	00:04:12	00:14:35	00:00:09	00:02:40	00:00:09	00:00:11	00:00:02	
09-02-2018	66	10	8	9	04:43:56	00:03:44	00:16:41	00:00:04	00:09:26	00:00:09	00:00:22	00:00:02	
claudia.nunes	15	6	1	2	00:49:49	00:02:22	00:08:04	00:00:21	00:02:06	00:00:08	00:00:20	00:00:02	
jorge.coelho	1	0	0	0	00:01:03	00:01:03	00:01:03	00:01:03	00:00:07	00:00:07	00:00:07	00:00:07	
manuela.martins	18	2	0	2	01:25:04	00:04:15	00:16:41	00:00:29	00:02:42	00:00:09	00:00:22	00:00:04	
patricia.farinha	14	0	5	3	00:38:57	00:02:47	00:09:51	00:00:44	00:01:39	00:00:07	00:00:16	00:00:02	
susana.silva	18	2	2	2	01:49:03	00:05:27	00:14:45	00:00:04	00:02:52	00:00:10	00:00:15	00:00:04	
10-02-2018	19	0	1	7	02:35:54	00:08:12	00:38:04	00:01:15	00:03:21	00:00:11	00:00:15	00:00:03	
susana.silva	19	0	1	7	02:35:54	00:08:12	00:38:04	00:01:15	00:03:21	00:00:11	00:00:15	00:00:03	
12-02-2018	68	6	4	7	04:47:49	00:03:53	00:15:34	00:00:03	00:09:58	00:00:09	00:00:38	00:00:01	
claudia.nunes	22	1	4	1	01:54:36	00:04:59	00:15:24	00:01:10	00:03:24	00:00:09	00:00:19	00:00:02	
jorge.coelho	8	0	0	1	00:41:02	00:05:08	00:10:21	00:01:16	00:01:41	00:00:13	00:00:38	00:00:02	
manuela.martins	24	1	0	2	01:20:48	00:03:14	00:15:34	00:00:11	00:03:20	00:00:08	00:00:21	00:00:01	
patricia.farinha	14	4	0	3	00:51:23	00:02:51	00:08:27	00:00:03	00:01:33	00:00:07	00:00:12	00:00:01	
13-02-2018	35	7	0	5	02:04:16	00:02:58	00:12:12	00:00:02	00:04:33	00:00:08	00:00:15	00:00:03	
claudia.nunes	7	3	0	0	00:44:02	00:04:24	00:12:12	00:00:21	00:00:58	00:00:08	00:00:10	00:00:04	
manuela.martins	12	2	0	4	00:41:16	00:02:57	00:07:26	00:00:23	00:01:39	00:00:08	00:00:15	00:00:03	
patricia.farinha	16	2	0	1	00:38:58	00:02:10	00:06:02	00:00:02	00:01:56	00:00:07	00:00:13	00:00:03	
14-02-2018	63	22	0	4	03:33:20	00:02:31	00:11:28	00:00:15	00:08:46	00:00:08	00:00:33	00:00:00	
claudia.nunes	18	5	0	1	01:02:02	00:02:42	00:11:28	00:00:19	00:02:12	00:00:07	00:00:14	00:00:03	
jorge.coelho	2	0	0	0	00:09:25	00:04:42	00:05:03	00:04:22	00:00:08	00:00:04	00:00:05	00:00:03	
manuela.martins	12	6	0	2	00:28:57	00:01:36	00:04:28	00:00:15	00:01:37	00:00:08	00:00:19	00:00:03	
patricia.farinha	12	6	0	0	00:32:39	00:01:49	00:05:39	00:00:16	00:01:30	00:00:08	00:00:19	00:00:01	
susana.silva	19	5	0	1	01:20:17	00:03:21	00:11:28	00:00:19	00:03:19	00:00:10	00:00:33	00:00:00	
15-02-2018	76	5	0	4	04:34:22	00:03:23	00:18:57	00:00:04	00:11:03	00:00:09	00:00:50	00:00:01	
claudia.nunes	23	1	0	1	01:25:28	00:03:34	00:12:00	00:00:04	00:03:10	00:00:08	00:00:14	00:00:02	
jorge.coelho	1	0	0	0	00:05:50	00:05:50	00:05:50	00:05:50	00:00:07	00:00:07	00:00:07	00:00:07	
manuela.martins	11	1	0	1	00:30:51	00:02:34	00:05:34	00:00:21	00:01:49	00:00:10	00:00:25	00:00:03	
patricia.farinha	22	3	0	1	00:56:28	00:02:16	00:09:44	00:00:08	00:02:58	00:00:08	00:00:50	00:00:01	
susana.silva	19	0	0	1	01:35:45	00:05:02	00:18:57	00:00:32	00:02:59	00:00:09	00:00:15	00:00:01	
16-02-2018	62	14	1	14	04:20:19	00:03:26	00:16:41	00:00:06	00:09:07	00:00:09	00:00:40	00:00:01	
claudia.nunes	16	2	1	4	00:45:43	00:02:32	00:07:28	00:00:06	00:02:41	00:00:10	00:00:40	00:00:01	
manuela.martins	10	1	0	1	00:29:56	00:02:43	00:09:10	00:00:10	00:01:23	00:00:08	00:00:16	00:00:05	

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patricia.farinha	17	8	0	3	01:18:27	00:03:08	00:11:55	00:00:26	00:01:58	00:00:07	00:00:14	00:00:03
susana.silva	19	3	0	6	01:46:13	00:04:50	00:16:41	00:00:42	00:03:05	00:00:10	00:00:15	00:00:01
17-02-2018	19	2	0	5	01:16:55	00:03:40	00:19:31	00:00:04	00:03:20	00:00:11	00:00:43	00:00:01
claudia.nunes	19	2	0	5	01:16:55	00:03:40	00:19:31	00:00:04	00:03:20	00:00:11	00:00:43	00:00:01
19-02-2018	71	7	4	6	05:30:30	00:04:14	00:22:22	00:00:02	00:10:26	00:00:09	00:00:37	00:00:01
manuela.martins	18	3	1	1	01:07:10	00:03:12	00:12:27	00:00:23	00:02:14	00:00:07	00:00:14	00:00:03
milena.boto	18	0	1	3	02:04:02	00:06:53	00:22:22	00:00:14	00:02:50	00:00:09	00:00:37	00:00:01
patricia.farinha	18	3	0	1	01:00:40	00:02:53	00:10:41	00:00:02	00:02:28	00:00:08	00:00:16	00:00:04
susana.silva	17	1	2	1	01:18:38	00:04:22	00:10:19	00:00:44	00:02:54	00:00:10	00:00:19	00:00:03
20-02-2018	67	18	2	3	05:42:05	00:04:01	00:20:39	00:00:06	00:09:36	00:00:09	00:00:20	00:00:01
claudia.nunes	14	4	1	1	00:58:25	00:03:15	00:18:42	00:00:06	00:02:24	00:00:10	00:00:20	00:00:04
jorge.coelho	4	0	0	0	00:08:31	00:02:08	00:05:52	00:00:38	00:00:16	00:00:04	00:00:05	00:00:03
manuela.martins	12	3	0	0	00:47:00	00:03:08	00:09:58	00:00:19	00:01:41	00:00:08	00:00:18	00:00:01
milena.boto	8	3	0	1	01:17:42	00:07:04	00:18:20	00:00:45	00:00:53	00:00:07	00:00:11	00:00:04
patricia.farinha	14	6	0	0	00:55:16	00:02:46	00:10:06	00:00:16	00:01:49	00:00:08	00:00:12	00:00:05
susana.silva	15	2	1	1	01:35:11	00:05:36	00:20:39	00:00:32	00:02:33	00:00:10	00:00:14	00:00:05
21-02-2018	73	13	0	7	05:18:21	00:03:42	00:18:17	00:00:00	00:11:01	00:00:09	00:00:24	00:00:02
claudia.nunes	16	2	0	3	00:53:52	00:03:00	00:09:16	00:00:12	00:02:04	00:00:08	00:00:13	00:00:02
jorge.coelho	2	0	0	0	00:14:43	00:07:22	00:13:03	00:01:40	00:00:22	00:00:11	00:00:18	00:00:04
manuela.martins	14	0	0	0	00:52:35	00:03:45	00:08:59	00:00:09	00:02:10	00:00:09	00:00:24	00:00:03
milena.boto	14	3	0	1	01:02:16	00:03:40	00:13:04	00:00:00	00:02:11	00:00:09	00:00:15	00:00:06
patricia.farinha	12	5	0	2	00:30:53	00:01:49	00:07:50	00:00:12	00:01:34	00:00:08	00:00:15	00:00:03
susana.silva	15	3	0	1	01:44:02	00:05:47	00:18:17	00:00:17	00:02:40	00:00:11	00:00:19	00:00:07
22-02-2018	57	14	5	9	04:12:00	00:03:33	00:14:07	00:00:03	00:08:18	00:00:09	00:00:33	00:00:00
claudia.nunes	13	4	0	1	01:05:38	00:03:52	00:10:39	00:00:23	00:01:51	00:00:09	00:00:13	00:00:03
jorge.coelho	1	0	3	0	00:03:34	00:03:34	00:03:34	00:03:34	00:00:03	00:00:03	00:00:03	00:00:03
manuela.martins	9	2	0	2	00:23:09	00:02:06	00:05:50	00:00:06	00:01:24	00:00:09	00:00:24	00:00:03
milena.boto	13	0	1	2	01:05:59	00:05:05	00:14:07	00:00:03	00:01:13	00:00:06	00:00:11	00:00:00
patricia.farinha	9	6	0	1	00:22:39	00:01:31	00:06:44	00:00:19	00:01:03	00:00:07	00:00:10	00:00:05
susana.silva	12	2	1	3	01:11:01	00:05:04	00:10:40	00:00:19	00:02:44	00:00:14	00:00:33	00:00:01
23-02-2018	87	12	2	10	06:18:50	00:03:50	00:24:41	00:00:03	00:12:12	00:00:08	00:00:23	00:00:01
claudia.nunes	22	3	1	2	01:46:43	00:04:16	00:23:40	00:00:20	00:03:21	00:00:09	00:00:20	00:00:01
jorge.coelho	1	1	0	0	00:03:15	00:01:38	00:02:35	00:00:40	00:00:10	00:00:10	00:00:10	00:00:10
manuela.martins	26	1	1	1	01:34:30	00:03:30	00:13:36	00:00:41	00:03:33	00:00:08	00:00:15	00:00:03
milena.boto	20	5	0	2	01:44:15	00:04:10	00:24:41	00:00:03	00:02:35	00:00:08	00:00:23	00:00:01
susana.silva	18	2	0	5	01:10:07	00:03:30	00:15:23	00:00:48	00:02:33	00:00:08	00:00:15	00:00:02
24-02-2018	24	0	0	5	02:02:20	00:05:06	00:23:43	00:00:07	00:03:45	00:00:09	00:00:28	00:00:02
manuela.martins	24	0	0	5	02:02:20	00:05:06	00:23:43	00:00:07	00:03:45	00:00:09	00:00:28	00:00:02
26-02-2018	73	12	10	14	04:29:01	00:03:10	00:21:44	00:00:05	00:10:00	00:00:08	00:00:22	00:00:01
claudia.nunes	16	1	7	1	00:53:47	00:03:10	00:10:21	00:00:05	00:02:31	00:00:09	00:00:22	00:00:04
jorge.coelho	3	0	3	0	00:02:36	00:00:52	00:01:52	00:00:05	00:00:18	00:00:06	00:00:09	00:00:03
manuela.martins	4	1	0	0	00:06:45	00:01:21	00:03:04	00:00:30	00:00:32	00:00:08	00:00:13	00:00:03
milena.boto	18	4	0	11	01:47:28	00:04:53	00:21:44	00:00:20	00:02:28	00:00:08	00:00:15	00:00:03
patricia.farinha	17	3	0	2	00:41:26	00:02:04	00:06:34	00:00:15	00:02:16	00:00:08	00:00:18	00:00:02
susana.silva	15	3	0	0	00:56:59	00:03:10	00:14:10	00:00:06	00:01:55	00:00:08	00:00:13	00:00:01
27-02-2018	58	5	1	5	03:25:32	00:03:16	00:25:48	00:00:07	00:08:20	00:00:09	00:00:21	00:00:00
claudia.nunes	15	1	0	0	00:43:14	00:02:42	00:06:41	00:00:10	00:02:09	00:00:09	00:00:14	00:00:04
milena.boto	13	1	1	1	01:17:36	00:05:33	00:25:48	00:00:10	00:01:43	00:00:08	00:00:14	00:00:00
patricia.farinha	18	2	0	2	00:40:29	00:02:01	00:09:35	00:00:07	00:02:44	00:00:09	00:00:21	00:00:05
susana.silva	12	1	0	2	00:44:13	00:03:24	00:07:28	00:00:26	00:01:44	00:00:09	00:00:15	00:00:02
28-02-2018	61	11	3	8	04:17:04	00:03:34	00:18:29	00:00:07	00:08:04	00:00:08	00:00:16	00:00:01
claudia.nunes	13	2	2	3	00:36:30	00:02:26	00:15:36	00:00:12	00:01:59	00:00:09	00:00:13	00:00:03
jorge.coelho	1	0	0	1	00:02:08	00:02:08	00:02:08	00:02:08	00:00:16	00:00:16	00:00:16	00:00:16
manuela.martins	12	1	0	0	00:41:19	00:03:11	00:10:20	00:00:11	00:01:26	00:00:07	00:00:13	00:00:02
milena.boto	12	2	1	2	00:56:35	00:04:02	00:18:29	00:00:07	00:01:21	00:00:07	00:00:14	00:00:03
patricia.farinha	9	4	0	1	00:39:51	00:03:04	00:10:09	00:00:17	00:01:00	00:00:07	00:00:11	00:00:01
susana.silva	14	2	0	1	01:20:41	00:05:03	00:15:00	00:00:07	00:02:02	00:00:09	00:00:11	00:00:06
TOTAL	1415	217	51	189	4.01:58:37	00:03:36	00:38:04	00:00:00	03:21:32	00:00:09	00:00:50	00:00:00