

OneContact Reporting

Team Detail Daily Report

Team: Lisboa

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	44	7	0	14	01:55:10	00:02:15	00:11:45	00:00:02	00:05:46	00:00:08	00:00:52	00:00:03	
agente.test	0	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
ana.garcia	5	4	0	3	00:16:56	00:01:53	00:04:25	00:00:25	00:00:40	00:00:08	00:00:10	00:00:06	
carina.diogo	13	2	0	1	00:38:34	00:02:34	00:11:45	00:00:12	00:01:26	00:00:07	00:00:13	00:00:03	
liliana.manalvo	18	0	0	4	00:40:48	00:02:16	00:08:30	00:00:02	00:02:29	00:00:08	00:00:52	00:00:03	
susana.oliveira	8	1	0	5	00:18:52	00:02:06	00:10:12	00:00:09	00:01:11	00:00:09	00:00:11	00:00:06	
02-02-2018	62	6	2	21	02:23:38	00:02:07	00:10:34	00:00:04	00:07:10	00:00:07	00:00:23	00:00:01	
ana.garcia	16	1	1	5	00:43:53	00:02:35	00:06:28	00:00:44	00:02:28	00:00:09	00:00:23	00:00:06	
carina.diogo	15	2	0	4	00:43:01	00:02:32	00:10:34	00:00:26	00:01:27	00:00:06	00:00:13	00:00:01	
hugo.teles	13	3	0	5	00:29:54	00:01:52	00:05:19	00:00:04	00:01:37	00:00:07	00:00:14	00:00:03	
liliana.manalvo	16	0	1	5	00:23:54	00:01:30	00:03:31	00:00:05	00:01:14	00:00:05	00:00:08	00:00:02	
susana.oliveira	2	0	0	2	00:02:56	00:01:28	00:02:24	00:00:32	00:00:24	00:00:12	00:00:14	00:00:10	
03-02-2018	9	3	1	5	00:55:06	00:04:36	00:13:51	00:00:16	00:00:56	00:00:06	00:00:10	00:00:02	
maria.veloso	9	3	1	5	00:55:06	00:04:36	00:13:51	00:00:16	00:00:56	00:00:06	00:00:10	00:00:02	
05-02-2018	80	9	0	16	04:19:31	00:02:55	00:12:21	00:00:12	00:08:14	00:00:06	00:00:12	00:00:01	
agente.test	1	0	0	0	00:00:12	00:00:12	00:00:12	00:00:12	00:00:08	00:00:08	00:00:08	00:00:08	
ana.garcia	17	1	0	6	01:04:15	00:03:34	00:12:21	00:00:47	00:01:45	00:00:06	00:00:12	00:00:02	
hugo.teles	20	2	0	1	00:51:39	00:02:21	00:05:30	00:00:32	00:02:23	00:00:07	00:00:11	00:00:05	
liliana.manalvo	26	4	0	2	01:28:58	00:02:58	00:12:07	00:00:14	00:02:13	00:00:05	00:00:10	00:00:01	
susana.oliveira	16	2	0	7	00:54:27	00:03:02	00:11:10	00:00:23	00:01:45	00:00:07	00:00:11	00:00:03	
06-02-2018	52	10	0	16	03:00:53	00:02:55	00:13:08	00:00:24	00:06:15	00:00:07	00:00:19	00:00:02	
agente.test	0	0	0	2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
ana.garcia	16	2	0	2	01:00:23	00:03:21	00:09:50	00:00:50	00:01:55	00:00:07	00:00:10	00:00:04	
hugo.teles	14	1	0	3	00:38:49	00:02:35	00:09:10	00:00:42	00:01:48	00:00:08	00:00:13	00:00:05	
liliana.manalvo	5	5	0	3	00:15:16	00:01:32	00:04:58	00:00:24	00:00:23	00:00:05	00:00:08	00:00:03	
maria.veloso	8	1	0	2	00:32:37	00:03:37	00:13:08	00:00:31	00:01:04	00:00:08	00:00:10	00:00:06	
susana.oliveira	9	1	0	4	00:33:48	00:03:23	00:12:47	00:00:44	00:01:05	00:00:07	00:00:19	00:00:02	
07-02-2018	51	14	0	24	02:48:48	00:02:36	00:20:59	00:00:12	00:05:27	00:00:06	00:00:13	00:00:02	
carina.diogo	10	4	0	6	00:30:52	00:02:12	00:07:25	00:00:16	00:00:51	00:00:05	00:00:13	00:00:02	
hugo.teles	9	2	0	3	00:25:30	00:02:19	00:06:04	00:00:29	00:01:06	00:00:07	00:00:11	00:00:03	
liliana.manalvo	12	4	0	6	00:26:58	00:01:41	00:03:37	00:00:14	00:01:06	00:00:06	00:00:09	00:00:03	
maria.veloso	17	2	0	3	01:18:02	00:04:06	00:20:59	00:00:12	00:02:00	00:00:07	00:00:10	00:00:04	
susana.oliveira	3	2	0	6	00:07:26	00:01:29	00:04:14	00:00:24	00:00:24	00:00:08	00:00:08	00:00:08	
08-02-2018	61	12	3	19	03:58:13	00:03:16	00:16:40	00:00:06	00:06:51	00:00:07	00:00:21	00:00:02	
agente.test	0	0	0	3	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
ana.garcia	3	0	0	1	00:05:40	00:01:53	00:03:08	00:00:48	00:00:27	00:00:09	00:00:13	00:00:07	
carina.diogo	11	1	0	2	00:28:35	00:02:23	00:04:57	00:00:06	00:00:45	00:00:04	00:00:06	00:00:02	
hugo.teles	16	0	0	2	01:15:49	00:04:44	00:16:40	00:00:15	00:02:01	00:00:08	00:00:13	00:00:04	
liliana.manalvo	14	8	3	2	00:56:30	00:02:34	00:08:07	00:00:20	00:01:36	00:00:07	00:00:21	00:00:03	
maria.veloso	11	2	0	6	00:49:22	00:03:48	00:15:20	00:00:18	00:01:15	00:00:07	00:00:09	00:00:03	
susana.oliveira	5	1	0	3	00:17:51	00:02:58	00:08:53	00:00:24	00:00:43	00:00:09	00:00:13	00:00:06	
tania.sobral	1	0	0	0	00:04:26	00:04:26	00:04:26	00:04:26	00:00:04	00:00:04	00:00:04	00:00:04	
09-02-2018	57	16	3	15	02:44:34	00:02:15	00:14:05	00:00:15	00:07:07	00:00:07	00:00:33	00:00:02	
agente.test	0	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
carina.diogo	14	3	3	6	01:00:56	00:03:35	00:14:05	00:00:16	00:02:03	00:00:09	00:00:33	00:00:02	
hugo.teles	10	2	0	4	00:20:50	00:01:44	00:03:58	00:00:54	00:01:20	00:00:08	00:00:23	00:00:02	
liliana.manalvo	18	5	0	0	00:45:41	00:01:59	00:07:16	00:00:15	00:01:35	00:00:05	00:00:09	00:00:02	
maria.veloso	11	3	0	2	00:27:23	00:01:57	00:04:34	00:00:18	00:01:34	00:00:09	00:00:14	00:00:06	
susana.oliveira	4	3	0	2	00:09:44	00:01:23	00:05:03	00:00:18	00:00:35	00:00:09	00:00:11	00:00:07	
10-02-2018	12	2	0	0	00:44:26	00:03:10	00:08:42	00:00:30	00:00:48	00:00:04	00:00:06	00:00:03	
liliana.manalvo	12	2	0	0	00:44:26	00:03:10	00:08:42	00:00:30	00:00:48	00:00:04	00:00:06	00:00:03	
12-02-2018	58	10	0	16	03:45:38	00:03:19	00:15:11	00:00:00	00:07:26	00:00:08	00:00:21	00:00:02	
ana.garcia	10	3	0	5	00:50:00	00:03:51	00:15:11	00:00:00	00:01:21	00:00:08	00:00:10	00:00:07	
carina.diogo	17	2	0	1	00:54:08	00:02:51	00:07:40	00:00:21	00:01:23	00:00:05	00:00:12	00:00:02	
hugo.teles	11	2	0	4	00:38:42	00:02:59	00:11:27	00:00:24	00:01:38	00:00:09	00:00:15	00:00:05	
susana.oliveira	15	2	0	5	01:13:22	00:04:19	00:14:38	00:00:39	00:02:32	00:00:10	00:00:21	00:00:06	
tania.sobral	5	1	0	1	00:09:26	00:01:34	00:02:42	00:00:26	00:00:32	00:00:06	00:00:10	00:00:02	
13-02-2018	33	9	0	11	01:41:58	00:02:26	00:11:32	00:00:00	00:03:19	00:00:06	00:00:14	00:00:01	
hugo.teles	8	5	0	3	00:31:51	00:02:27	00:11:32	00:00:01	00:00:50	00:00:06	00:00:14	00:00:04	
liliana.manalvo	13	1	0	3	00:32:29	00:02:19	00:06:11	00:00:21	00:01:03	00:00:05	00:00:10	00:00:01	
susana.oliveira	12	3	0	5	00:37:38	00:02:31	00:11:29	00:00:00	00:01:26	00:00:07	00:00:12	00:00:01	
14-02-2018	73	18	0	21	03:52:20	00:02:33	00:14:25	00:00:10	00:08:58	00:00:07	00:00:36	00:00:01	
ana.garcia	14	7	0	7	00:50:55	00:02:25	00:07:27	00:00:28	00:01:59	00:00:08	00:00:13	00:00:06	
barradas.susana	5	0	0	1	00:09:58	00:02:00	00:03:22	00:00:43	00:00:54	00:00:11	00:00:12	00:00:08	
carina.diogo	17	8	0	2	01:00:51	00:02:26	00:10:46	00:00:23	00:01:46	00:00:06	00:00:36	00:00:03	
hugo.teles	18	3	0	3	01:00:56	00:02:54	00:14:25	00:00:10	00:01:50	00:00:06	00:00:11	00:00:02	
susana.oliveira	15	0	0	5	00:38:58	00:02:36	00:05:56	00:00:18	00:01:57	00:00:08	00:00:15	00:00:01	
tania.sobral	4	0	0	3	00:10:42	00:02:40	00:04:31	00:00:39	00:00:32	00:00:08	00:00:09	00:00:07	
15-02-2018	62	8	0	20	03:08:38	00:02:42	00:10:42	00:00:13	00:07:16	00:00:07	00:00:13	00:00:01	

OneContact Reporting

Team Detail Daily Report

ana.garcia	13	1	0	6	00:44:14	00:03:10	00:08:30	00:00:40	00:01:45	00:00:08	00:00:11	00:00:03
barradas.susana	3	0	0	3	00:08:00	00:02:40	00:03:46	00:01:39	00:00:33	00:00:11	00:00:12	00:00:10
carina.diogo	16	2	0	3	00:39:50	00:02:13	00:09:09	00:00:13	00:01:23	00:00:05	00:00:11	00:00:03
hugo.teles	16	1	0	2	01:01:15	00:03:36	00:10:42	00:00:33	00:01:58	00:00:07	00:00:13	00:00:02
susana.oliveira	12	3	0	4	00:26:08	00:01:45	00:04:48	00:00:14	00:01:19	00:00:07	00:00:10	00:00:01
tania.sobral	2	1	0	2	00:09:11	00:03:04	00:04:56	00:00:48	00:00:18	00:00:09	00:00:11	00:00:07
16-02-2018	47	9	0	20	02:11:34	00:02:21	00:09:52	00:00:15	00:06:02	00:00:08	00:00:23	00:00:03
ana.garcia	6	2	0	2	00:16:59	00:02:07	00:04:39	00:00:43	00:01:05	00:00:11	00:00:23	00:00:03
barradas.susana	3	2	0	4	00:07:35	00:01:31	00:02:44	00:00:39	00:00:32	00:00:11	00:00:12	00:00:10
carina.diogo	17	1	0	4	00:55:30	00:03:05	00:09:46	00:00:32	00:01:34	00:00:06	00:00:12	00:00:03
hugo.teles	8	2	0	7	00:27:47	00:02:47	00:09:52	00:00:24	00:01:04	00:00:08	00:00:11	00:00:05
maria.veloso	0	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	12	2	0	1	00:20:00	00:01:26	00:04:55	00:00:15	00:01:35	00:00:08	00:00:15	00:00:06
tania.sobral	1	0	0	1	00:03:43	00:03:43	00:03:43	00:03:43	00:00:12	00:00:12	00:00:12	00:00:12
17-02-2018	12	3	1	1	00:53:35	00:03:34	00:13:08	00:00:21	00:01:10	00:00:06	00:00:10	00:00:03
carina.diogo	12	3	1	1	00:53:35	00:03:34	00:13:08	00:00:21	00:01:10	00:00:06	00:00:10	00:00:03
19-02-2018	72	11	0	22	02:58:21	00:02:09	00:07:50	00:00:01	00:08:17	00:00:07	00:00:12	00:00:00
ana.garcia	13	0	0	4	00:25:42	00:01:59	00:05:06	00:00:09	00:01:39	00:00:08	00:00:12	00:00:04
barradas.susana	10	0	0	4	00:21:59	00:02:12	00:05:50	00:00:32	00:01:19	00:00:08	00:00:11	00:00:00
liliana.manalvo	19	5	0	2	01:03:19	00:02:38	00:06:00	00:00:12	00:01:34	00:00:05	00:00:09	00:00:01
maria.veloso	16	4	0	5	00:45:31	00:02:17	00:07:50	00:00:11	00:02:04	00:00:08	00:00:11	00:00:06
susana.oliveira	12	2	0	6	00:16:23	00:01:10	00:03:03	00:00:01	00:01:24	00:00:07	00:00:09	00:00:04
tania.sobral	2	0	0	1	00:05:27	00:02:44	00:02:59	00:02:28	00:00:17	00:00:08	00:00:09	00:00:08
20-02-2018	60	7	0	19	02:56:31	00:02:38	00:10:04	00:00:03	00:06:59	00:00:07	00:00:13	00:00:02
agente.test	0	0	0	2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	11	2	0	1	00:31:24	00:02:25	00:10:04	00:00:03	00:01:26	00:00:08	00:00:11	00:00:06
barradas.susana	6	0	0	6	00:12:22	00:02:04	00:03:16	00:00:48	00:00:44	00:00:07	00:00:08	00:00:07
carina.diogo	8	0	0	1	00:15:10	00:01:54	00:04:19	00:00:16	00:00:47	00:00:06	00:00:08	00:00:04
liliana.manalvo	14	1	0	1	00:43:54	00:02:56	00:08:55	00:00:38	00:01:12	00:00:05	00:00:10	00:00:03
maria.veloso	10	1	0	2	00:44:39	00:04:04	00:08:44	00:00:22	00:01:17	00:00:08	00:00:11	00:00:06
susana.oliveira	7	2	0	3	00:24:18	00:02:42	00:07:56	00:00:24	00:01:04	00:00:09	00:00:13	00:00:07
tania.sobral	4	1	0	3	00:04:44	00:00:57	00:01:45	00:00:10	00:00:29	00:00:07	00:00:11	00:00:02
21-02-2018	48	11	2	8	02:18:49	00:02:21	00:09:54	00:00:04	00:05:07	00:00:06	00:00:13	00:00:01
agente.test	0	0	0	3	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	14	2	0	1	00:47:09	00:02:57	00:09:22	00:00:22	00:01:48	00:00:08	00:00:13	00:00:01
barradas.susana	6	3	1	1	00:14:23	00:01:36	00:03:44	00:00:26	00:00:49	00:00:08	00:00:10	00:00:07
carina.diogo	9	0	1	1	00:15:42	00:01:45	00:03:36	00:00:04	00:00:36	00:00:04	00:00:05	00:00:02
liliana.manalvo	12	3	0	1	00:27:42	00:01:51	00:04:26	00:00:04	00:00:56	00:00:05	00:00:07	00:00:03
maria.veloso	6	3	0	1	00:32:01	00:03:33	00:09:54	00:00:28	00:00:52	00:00:09	00:00:11	00:00:07
tania.sobral	1	0	0	0	00:01:52	00:01:52	00:01:52	00:01:52	00:00:06	00:00:06	00:00:06	00:00:06
22-02-2018	51	17	1	18	03:05:54	00:02:44	00:24:41	00:00:14	00:06:06	00:00:07	00:00:13	00:00:02
agente.test	0	0	0	4	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	8	1	0	5	00:20:49	00:02:19	00:06:00	00:00:17	00:01:06	00:00:08	00:00:10	00:00:06
barradas.susana	12	1	0	3	00:33:04	00:02:33	00:07:03	00:00:32	00:01:24	00:00:07	00:00:12	00:00:03
carina.diogo	5	3	0	0	00:13:06	00:01:38	00:08:30	00:00:14	00:00:35	00:00:07	00:00:12	00:00:03
liliana.manalvo	10	5	0	0	00:42:42	00:02:51	00:24:41	00:00:21	00:00:51	00:00:05	00:00:08	00:00:02
maria.veloso	10	4	0	3	00:39:32	00:02:49	00:09:00	00:00:16	00:01:26	00:00:09	00:00:13	00:00:06
susana.oliveira	3	2	0	1	00:12:28	00:02:30	00:05:10	00:00:38	00:00:22	00:00:07	00:00:09	00:00:06
tania.sobral	3	1	1	2	00:24:13	00:06:03	00:11:39	00:00:58	00:00:22	00:00:07	00:00:09	00:00:05
23-02-2018	53	13	3	20	02:16:49	00:02:04	00:09:22	00:00:00	00:06:27	00:00:07	00:00:19	00:00:02
agente.test	0	0	0	2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	4	1	0	4	00:10:55	00:02:11	00:04:30	00:00:18	00:00:33	00:00:08	00:00:10	00:00:07
barradas.susana	8	2	0	5	00:23:46	00:02:23	00:06:02	00:00:21	00:00:51	00:00:06	00:00:09	00:00:02
carina.diogo	10	0	0	0	00:14:22	00:01:26	00:05:42	00:00:03	00:01:02	00:00:06	00:00:19	00:00:02
liliana.manalvo	16	2	3	1	00:41:21	00:02:18	00:09:22	00:00:00	00:01:51	00:00:07	00:00:19	00:00:02
maria.veloso	7	5	0	3	00:26:14	00:02:11	00:05:48	00:00:19	00:01:01	00:00:09	00:00:10	00:00:07
susana.oliveira	7	1	0	2	00:15:12	00:01:54	00:04:49	00:00:35	00:00:54	00:00:08	00:00:09	00:00:07
tania.sobral	1	2	0	3	00:04:59	00:01:40	00:02:40	00:00:39	00:00:15	00:00:15	00:00:15	00:00:15
24-02-2018	15	1	0	3	00:38:29	00:02:24	00:12:36	00:00:00	00:02:16	00:00:09	00:00:22	00:00:04
ana.garcia	15	1	0	3	00:38:29	00:02:24	00:12:36	00:00:00	00:02:16	00:00:09	00:00:22	00:00:04
26-02-2018	60	17	3	20	03:03:30	00:02:23	00:12:13	00:00:08	00:06:36	00:00:07	00:00:15	00:00:02
agente.test	0	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	18	4	0	3	00:51:13	00:02:20	00:10:18	00:00:31	00:01:22	00:00:05	00:00:07	00:00:03
hugo.teles	13	6	0	5	00:34:09	00:01:48	00:04:57	00:00:08	00:01:33	00:00:07	00:00:10	00:00:03
liliana.manalvo	8	5	1	2	00:28:20	00:02:11	00:05:53	00:00:27	00:00:53	00:00:07	00:00:15	00:00:03
maria.veloso	12	1	0	7	00:46:12	00:03:33	00:12:13	00:00:32	00:01:31	00:00:08	00:00:10	00:00:03
susana.oliveira	8	1	2	2	00:23:11	00:02:35	00:05:01	00:00:38	00:01:14	00:00:09	00:00:15	00:00:02
tania.sobral	1	0	0	0	00:00:25	00:00:25	00:00:25	00:00:25	00:00:03	00:00:03	00:00:03	00:00:03
27-02-2018	67	8	1	45	04:15:21	00:03:24	00:13:34	00:00:14	00:07:46	00:00:07	00:00:17	00:00:02
agente.test	0	0	0	7	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	16	2	0	9	01:22:34	00:04:35	00:13:34	00:00:21	00:02:03	00:00:08	00:00:12	00:00:06
barradas.susana	1	0	0	1	00:00:43	00:00:43	00:00:43	00:00:43	00:00:17	00:00:17	00:00:17	00:00:17
carina.diogo	20	3	0	5	01:05:24	00:02:51	00:12:37	00:00:19	00:01:33	00:00:05	00:00:08	00:00:02
hugo.teles	8	1	1	6	00:23:00	00:02:33	00:06:01	00:00:26	00:00:59	00:00:07	00:00:11	00:00:04
maria.veloso	12	2	0	14	00:47:26	00:03:23	00:11:18	00:00:14	00:01:36	00:00:08	00:00:11	00:00:02
susana.oliveira	14	0	0	3	00:36:14	00:03:37	00:11:51	00:01:17	00:01:18	00:00:08	00:00:11	00:00:05

OneContact Reporting

Team Detail Daily Report

28-02-2018	47	7	3	27	02:13:14	00:02:28	00:07:25	00:00:10	00:05:23	00:00:07	00:00:14	00:00:02
ana.garcia	8	2	0	5	00:24:34	00:02:27	00:06:14	00:00:37	00:00:54	00:00:07	00:00:08	00:00:06
barradas.susana	1	0	0	0	00:00:27	00:00:27	00:00:27	00:00:27	00:00:09	00:00:09	00:00:09	00:00:09
carina.diogo	10	2	2	1	00:36:29	00:03:02	00:07:01	00:00:40	00:00:43	00:00:04	00:00:07	00:00:02
hugo.teles	10	0	1	6	00:20:04	00:02:00	00:04:47	00:00:10	00:01:18	00:00:08	00:00:11	00:00:05
liliana.manalvo	6	2	0	4	00:21:00	00:02:38	00:06:45	00:00:42	00:00:35	00:00:06	00:00:10	00:00:03
maria.veloso	8	1	0	6	00:19:52	00:02:12	00:06:08	00:00:18	00:01:09	00:00:09	00:00:12	00:00:05
susana.oliveira	3	0	0	5	00:03:23	00:01:08	00:02:09	00:00:17	00:00:33	00:00:11	00:00:14	00:00:09
tania.sobral	1	0	0	0	00:07:25	00:07:25	00:07:25	00:07:25	00:00:02	00:00:02	00:00:02	00:00:02
TOTAL	1186	228	23	401	2.14:11:00	00:02:38	00:24:41	00:00:00	02:17:42	00:00:07	00:00:52	00:00:00