

OneContact Reporting

Service Performance Report

Service: GrdRealVillaltalia, HotelRealPalacio, HotelRealOeiras, HotelRealParque, RealResidencia

			Total Chamadas Atendidas			Total Chamadas Abandonadas			Total Chamadas Sobrepostas								
Date / Service Name	Start Period	Total Chamadas	#	%		#	%		#	%		Max Answer Delay	Avg Answer Delay	Max Talk Time	Avg Talk Time	Avg Queue Time	Avg Handled Queue Time
02-04-2018		54	48	✔	88,9%	3	✔	5,6%	3	✔	5,6%	00:00:15	00:00:08	00:13:18	00:03:04	00:00:11	00:00:10
GrdRealVillaltalia		16	13	⚠	81,3%	1	✔	6,3%	2	⚠	12,5%	00:00:10	00:00:08	00:13:18	00:03:47	00:00:11	00:00:13
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:13:18	00:06:58	00:00:19	00:00:19
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:06:54	00:03:50	00:00:14	00:00:14
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:02	00:00:02	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:00:20	00:00:20	00:00:14	00:00:14
	15:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:08	00:00:04	00:06:29	00:02:45	00:00:05	00:00:06
	16:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:10	00:00:09	00:05:57	00:05:46	00:00:13	00:00:18
	17:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:10	00:00:10	00:04:02	00:04:02	00:00:06	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:18	00:00:18	00:00:10	00:00:10
HotelRealOeiras		16	15	✔	93,8%	0	✔	0,0%	1	✔	6,3%	00:00:14	00:00:07	00:12:29	00:02:46	00:00:08	00:00:08
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:43	00:01:32	00:00:10	00:00:10
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:51	00:02:35	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:04	00:01:04	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:13	00:02:13	00:00:04	00:00:04
	14:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:08	00:06:56	00:02:29	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:42	00:02:42	00:00:06	00:00:06
	16:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:09	00:00:09	00:01:44	00:01:44	00:00:08	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:12:29	00:06:46	00:00:06	00:00:06
HotelRealPalacio		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:02:38	00:02:14	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:50	00:01:50	00:00:12	00:00:12
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:38	00:02:38	00:00:03	00:00:03
HotelRealParque		19	17	✔	89,5%	2	⚠	10,5%	0	✔	0,0%	00:00:15	00:00:09	00:11:47	00:02:44	00:00:13	00:00:09
	10:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:08	00:00:07	00:04:57	00:02:58	00:00:24	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:47	00:00:47	00:00:08	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:03:30	00:01:54	00:00:06	00:00:06
	14:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:15	00:00:10	00:02:52	00:02:50	00:00:14	00:00:07
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:10	00:03:03	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:13	00:01:13	00:00:12	00:00:12
	17:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:11:47	00:03:51	00:00:12	00:00:12
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:39	00:01:50	00:00:10	00:00:10
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:46	00:04:46	00:00:23	00:00:23
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:46	00:04:46	00:00:23	00:00:23
03-04-2018		80	74	✔	92,5%	2	✔	2,5%	4	✔	5,0%	00:00:15	00:00:09	00:11:14	00:03:05	00:00:18	00:00:17
GrdRealVillaltalia		25	24	✔	96,0%	1	✔	4,0%	0	✔	0,0%	00:00:10	00:00:08	00:10:50	00:03:33	00:00:17	00:00:17
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:12	00:02:12	00:00:37	00:00:37
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:10:50	00:06:28	00:00:11	00:00:11
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:25	00:02:13	00:00:24	00:00:24
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:21	00:00:21	00:00:09	00:00:09
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:25	00:03:10	00:00:17	00:00:17
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:14	00:02:28	00:00:28	00:00:28
	16:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:22	00:03:18	00:00:17	00:00:22
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:06	00:03:22	00:00:14	00:00:14
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:18	00:03:23	00:00:08	00:00:08
HotelRealOeiras		16	13	⚠	81,3%	1	✔	6,3%	2	⚠	12,5%	00:00:15	00:00:11	00:11:14	00:03:07	00:00:23	00:00:19
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:38	00:08:38	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:03	00:00:48	00:00:18	00:00:18
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:17	00:01:56	00:00:08	00:00:08
	16:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:11:14	00:03:22	00:00:12	00:00:12
	17:00:00	4	1	✖	25,0%	1	✖	25,0%	2	✖	50,0%	00:00:15	00:00:13	00:01:52	00:01:52	00:00:54	00:01:38
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:15	00:04:15	00:00:10	00:00:10
HotelRealPalacio		18	17	✔	94,4%	0	✔	0,0%	1	✔	5,6%	00:00:15	00:00:09	00:08:56	00:02:15	00:00:14	00:00:14
	09:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:28	00:01:10	00:00:20	00:00:20
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:02:49	00:01:31	00:00:09	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:20	00:01:28	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:50	00:00:50	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:33	00:02:33	00:00:22	00:00:22
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:31	00:05:30	00:00:07	00:00:07
	15:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:11	00:00:11	00:01:39	00:01:39	00:00:08	00:00:11
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:08:56	00:04:54	00:00:38	00:00:38
HotelRealParque		21	20	✔	95,2%	0	✔	0,0%	1	✔	4,8%	00:00:15	00:00:09	00:11:13	00:03:13	00:00:18	00:00:19
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:52	00:01:20	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:03:24	00:03:24	00:00:11	00:00:11
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:11:13	00:11:13	00:00:07	00:00:07
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:04:03	00:02:26	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:30	00:02:30	00:00:08	00:00:08
	16:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:10	00:03:18	00:03:00	00:00:16	00:00:20
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:23	00:03:38	00:00:36	00:00:36
	18:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:03	00:02:59	00:00:20	00:00:20
04-04-2018		98	66	⚠	67,3%	10	⚠	10,2%	22	✖	22,4%	00:00:17	00:00:09	00:13:53	00:02:05	00:00:36	00:00:26
GrdRealVillaitalia		19	11	⚠	57,9%	3	✖	15,8%	5	✖	26,3%	00:00:10	00:00:07	00:13:53	00:02:57	00:00:24	00:00:14
	09:00:00	4	0	✖	0,0%	1	✖	25,0%	3	✖	75,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	10:00:00	5	2	✖	40,0%	1	✖	20,0%	2	✖	40,0%	00:00:10	00:00:09	00:13:53	00:08:50	00:00:57	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:44	00:01:54	00:00:17	00:00:17
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:18	00:02:18	00:00:07	00:00:07
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:03:55	00:01:38	00:00:17	00:00:17
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:52	00:02:25	00:00:17	00:00:17
	18:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:01	00:00:00
HotelRealOeiras		22	17	⚠	77,3%	3	⚠	13,6%	2	✔	9,1%	00:00:15	00:00:10	00:05:05	00:02:09	00:01:35	00:01:03
	09:00:00	4	1	✖	25,0%	2	✖	50,0%	1	✖	25,0%	00:00:15	00:00:09	00:01:21	00:01:21	00:07:49	00:14:25
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:09	00:02:14	00:00:16	00:00:16
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:02:46	00:01:24	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:18	00:01:18	00:00:18	00:00:18
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:46	00:00:46	00:00:09	00:00:09
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:38	00:03:18	00:00:10	00:00:10
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:33	00:02:22	00:00:16	00:00:16
	16:00:00	4	2	⚠	50,0%	1	✖	25,0%	1	✖	25,0%	00:00:15	00:00:12	00:03:32	00:03:00	00:00:13	00:00:18
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:57	00:01:26	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:05	00:05:05	00:00:07	00:00:07
HotelRealPalacio		20	14	⚠	70,0%	2	⚠	10,0%	4	✖	20,0%	00:00:15	00:00:10	00:05:39	00:01:42	00:00:24	00:00:12
	09:00:00	6	0	✖	0,0%	2	✖	33,3%	4	✖	66,7%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:52	00:00:00
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:07	00:02:24	00:00:24	00:00:24
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:30	00:00:58	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:41	00:00:41	00:00:15	00:00:15
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:35	00:01:42	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:03	00:01:03	00:00:25	00:00:25
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:11	00:02:11	00:00:12	00:00:12
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:55	00:01:55	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:05:39	00:05:39	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

HotelRealParque		33	23	🟡	69,7%	1	✅	3,0%	9	❌	27,3%	00:00:17	00:00:08	00:05:14	00:01:49	00:00:12	00:00:13
	09:00:00	9	0	❌	0,0%	0	✅	0,0%	9	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00
	10:00:00	5	5	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:08	00:03:19	00:02:04	00:00:26	00:00:26
	12:00:00	5	5	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:07	00:01:47	00:01:01	00:00:07	00:00:07
	13:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:02:10	00:01:14	00:00:08	00:00:08
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:17	00:00:14	00:02:25	00:01:53	00:00:28	00:00:28
	16:00:00	7	7	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:08	00:03:55	00:01:54	00:00:08	00:00:08
	17:00:00	3	2	🟡	66,7%	1	❌	33,3%	0	✅	0,0%	00:00:10	00:00:08	00:05:14	00:03:26	00:00:08	00:00:09
RealResidencia		4	1	❌	25,0%	1	❌	25,0%	2	❌	50,0%	00:00:15	00:00:13	00:01:48	00:01:48	00:00:29	00:00:23
	10:00:00	4	1	❌	25,0%	1	❌	25,0%	2	❌	50,0%	00:00:15	00:00:13	00:01:48	00:01:48	00:00:29	00:00:23
05-04-2018		60	56	✅	93,3%	3	✅	5,0%	1	✅	1,7%	00:00:15	00:00:09	00:14:31	00:02:50	00:00:18	00:00:15
GrdRealVillaltalia		19	16	🟡	84,2%	2	🟡	10,5%	1	✅	5,3%	00:00:10	00:00:08	00:14:31	00:03:54	00:00:30	00:00:23
	09:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:01:38	00:01:36	00:01:30	00:01:30
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:09	00:02:59	00:02:59	00:00:09	00:00:09
	11:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:14:31	00:07:46	00:00:08	00:00:08
	12:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:04:06	00:02:40	00:00:07	00:00:07
	13:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:09:39	00:05:00	00:00:34	00:00:34
	14:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:07	00:12:29	00:04:45	00:00:08	00:00:08
	16:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:09	00:04:34	00:02:48	00:00:13	00:00:13
	17:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:00:39	00:00:39	00:00:20	00:00:20
	18:00:00	4	1	❌	25,0%	2	❌	50,0%	1	❌	25,0%	00:00:10	00:00:09	00:04:01	00:04:01	00:00:51	00:00:07
HotelRealOeiras		14	14	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:09	00:09:27	00:02:45	00:00:13	00:00:13
	09:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:06	00:04:33	00:02:34	00:00:12	00:00:12
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:04	00:00:04	00:01:00	00:01:00	00:00:04	00:00:04
	12:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:08	00:02:18	00:01:25	00:00:15	00:00:15
	14:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:03	00:00:03	00:01:41	00:01:41	00:00:03	00:00:03
	15:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:09	00:02:07	00:01:29	00:00:09	00:00:09
	16:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:09:27	00:05:46	00:00:18	00:00:18
	17:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:15	00:01:39	00:01:39	00:00:15	00:00:15
HotelRealPalacio		5	4	🟡	80,0%	1	❌	20,0%	0	✅	0,0%	00:00:15	00:00:09	00:04:57	00:02:10	00:00:13	00:00:12
	09:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:01:01	00:01:01	00:00:08	00:00:08
	15:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:00:33	00:00:33	00:00:10	00:00:10
	16:00:00	3	2	🟡	66,7%	1	❌	33,3%	0	✅	0,0%	00:00:15	00:00:09	00:04:57	00:03:32	00:00:15	00:00:14
HotelRealParque		21	21	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:09	00:06:05	00:01:50	00:00:12	00:00:12
	09:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:02:49	00:01:40	00:00:13	00:00:13
	10:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:00:51	00:00:37	00:00:24	00:00:24
	11:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:12	00:04:49	00:03:00	00:00:24	00:00:24
	12:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:09	00:01:31	00:01:14	00:00:09	00:00:09
	13:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:07	00:04:02	00:02:33	00:00:08	00:00:08
	14:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:13	00:00:08	00:01:27	00:01:20	00:00:08	00:00:08
	15:00:00	5	5	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:05	00:03:15	00:01:17	00:00:06	00:00:06
	16:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:08	00:06:05	00:04:39	00:00:08	00:00:08
RealResidencia		1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:15	00:12:41	00:12:41	00:00:30	00:00:30
	16:00:00	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
	17:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:15	00:12:41	00:12:41	00:00:30	00:00:30
06-04-2018		94	77	🟡	81,9%	1	✅	1,1%	16	❌	17,0%	00:00:16	00:00:09	00:14:02	00:02:59	00:00:16	00:00:16
GrdRealVillaltalia		40	30	🟡	75,0%	1	✅	2,5%	9	❌	22,5%	00:00:10	00:00:08	00:14:02	00:04:18	00:00:21	00:00:21
	09:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:06	00:00:06	00:04:29	00:04:29	00:00:06	00:00:06
	10:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:09	00:05:35	00:03:40	00:00:28	00:00:28
	11:00:00	7	7	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:14:02	00:05:20	00:00:16	00:00:16
	12:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:09	00:02:18	00:01:12	00:00:14	00:00:14
	13:00:00	9	2	❌	22,2%	0	✅	0,0%	7	❌	77,8%	00:00:10	00:00:08	00:09:36	00:04:33	00:00:09	00:00:13
	14:00:00	4	3	🟡	75,0%	0	✅	0,0%	1	❌	25,0%	00:00:10	00:00:09	00:11:52	00:05:02	00:00:21	00:00:24

OneContact Reporting

Service Performance Report

	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:07:59	00:04:42	00:00:16	00:00:16
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:11	00:03:57	00:00:11	00:00:11
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:05:57	00:03:18	00:00:07	00:00:07
	18:00:00	4	2	⚠	50,0%	1	✖	25,0%	1	✖	25,0%	00:00:10	00:00:08	00:12:55	00:05:31	00:01:24	00:01:34
HotelRealOeiras		16	13	⚠	81,3%	0	✔	0,0%	3	✖	18,8%	00:00:15	00:00:08	00:07:52	00:02:57	00:00:09	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:04:16	00:03:50	00:00:05	00:00:05
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:30	00:01:30	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:00:50	00:00:42	00:00:08	00:00:08
	13:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:06	00:00:06	00:03:55	00:03:55	00:00:06	00:00:06
	14:00:00	4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:07	00:00:06	00:01:15	00:00:58	00:00:08	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:52	00:07:52	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:19	00:02:06	00:00:16	00:00:16
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:06	00:06:06	00:00:11	00:00:11
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:46	00:03:46	00:00:23	00:00:23
HotelRealPalacio		12	10	⚠	83,3%	0	✔	0,0%	2	✖	16,7%	00:00:15	00:00:10	00:07:45	00:01:45	00:00:12	00:00:13
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:07	00:01:07	00:00:08	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:07:45	00:02:53	00:00:09	00:00:09
	13:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:15	00:00:12	00:01:13	00:01:13	00:00:15	00:00:24
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:25	00:02:25	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:57	00:01:28	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:21	00:00:54	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:05	00:01:05	00:00:37	00:00:37
HotelRealParque		23	23	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:11	00:05:41	00:01:45	00:00:15	00:00:15
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:11	00:01:11	00:00:14	00:00:14
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:14	00:01:34	00:01:08	00:00:34	00:00:34
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:52	00:00:52	00:00:23	00:00:23
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:41	00:01:48	00:00:13	00:00:13
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:41	00:01:58	00:00:21	00:00:21
	15:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:42	00:01:31	00:00:11	00:00:11
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:53	00:00:53	00:00:18	00:00:18
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:05:41	00:03:34	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:33	00:01:33	00:00:10	00:00:10
RealResidencia		3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:10	00:00:10	00:03:37	00:03:37	00:00:06	00:00:10
	13:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:10	00:00:10	00:03:37	00:03:37	00:00:06	00:00:10
07-04-2018		50	19	✖	38,0%	5	⚠	10,0%	26	✖	52,0%	00:00:15	00:00:08	00:08:33	00:03:07	00:00:21	00:00:13
GrdRealVillaltalia		13	8	⚠	61,5%	0	✔	0,0%	5	✖	38,5%	00:00:10	00:00:06	00:06:24	00:03:36	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:05	00:03:15	00:03:14	00:00:10	00:00:10
	13:00:00	5	2	✖	40,0%	0	✔	0,0%	3	✖	60,0%	00:00:08	00:00:06	00:04:37	00:03:52	00:00:07	00:00:06
	14:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:07	00:00:07	00:04:45	00:04:45	00:00:08	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:07	00:03:07	00:00:04	00:00:04
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:06:24	00:03:22	00:00:06	00:00:06
HotelRealOeiras		21	5	✖	23,8%	3	⚠	14,3%	13	✖	61,9%	00:00:15	00:00:10	00:06:21	00:02:18	00:00:22	00:00:22
	10:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:13	00:00:09	00:00:55	00:00:46	00:00:09	00:00:11
	11:00:00	10	0	✖	0,0%	1	⚠	10,0%	9	✖	90,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:19	00:00:00
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:21	00:06:21	00:00:07	00:00:07
	13:00:00	5	1	✖	20,0%	1	✖	20,0%	3	✖	60,0%	00:00:15	00:00:12	00:01:51	00:01:51	00:00:43	00:01:12
	16:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:09	00:00:09	00:01:44	00:01:44	00:00:10	00:00:09
HotelRealPalacio		9	2	✖	22,2%	2	✖	22,2%	5	✖	55,6%	00:00:15	00:00:11	00:00:29	00:00:24	00:00:50	00:00:28
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:08	00:00:29	00:00:29	00:00:24	00:00:45
	11:00:00	2	0	✖	0,0%	1	✖	50,0%	1	✖	50,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:54	00:00:00
	14:00:00	4	0	✖	0,0%	1	✖	25,0%	3	✖	75,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:10	00:00:00
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:20	00:00:20	00:00:10	00:00:10
HotelRealParque		6	3	⚠	50,0%	0	✔	0,0%	3	✖	50,0%	00:00:08	00:00:08	00:08:33	00:05:56	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:33	00:08:33	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:41	00:06:41	00:00:08	00:00:08
	14:00:00	3	0	✖	0,0%	0	✔	0,0%	3	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:34	00:02:34	00:00:08	00:00:08
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:11	00:00:11	00:00:04	00:00:04
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:11	00:00:11	00:00:04	00:00:04
09-04-2018		135	120	✔	88,9%	2	✔	1,5%	13	✔	9,6%	00:00:16	00:00:08	00:11:12	00:02:35	00:00:12	00:00:12
GrdRealVillaltalia		46	36	⚠	78,3%	2	✔	4,3%	8	✖	17,4%	00:00:10	00:00:08	00:11:00	00:03:10	00:00:11	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:00:48	00:00:48	00:00:21	00:00:21
	10:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:08	00:00:08	00:04:36	00:04:36	00:00:08	00:00:08
	11:00:00	8	4	⚠	50,0%	1	⚠	12,5%	3	✖	37,5%	00:00:10	00:00:08	00:04:49	00:02:17	00:00:15	00:00:08
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:07:09	00:04:41	00:00:11	00:00:11
	13:00:00	11	6	⚠	54,5%	1	✔	9,1%	4	✖	36,4%	00:00:10	00:00:08	00:08:37	00:03:05	00:00:11	00:00:12
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:48	00:02:12	00:00:12	00:00:12
	15:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:07:16	00:03:53	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:21	00:01:09	00:00:13	00:00:13
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:37	00:01:14	00:00:06	00:00:06
	18:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:11:00	00:04:50	00:00:08	00:00:08
HotelRealOeiras		33	32	✔	97,0%	0	✔	0,0%	1	✔	3,0%	00:00:15	00:00:08	00:10:02	00:02:20	00:00:12	00:00:12
	09:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:37	00:00:52	00:00:20	00:00:20
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:33	00:01:51	00:00:12	00:00:12
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:22	00:01:29	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:59	00:01:56	00:00:10	00:00:10
	13:00:00	5	4	⚠	80,0%	0	✔	0,0%	1	✖	20,0%	00:00:15	00:00:09	00:04:14	00:03:01	00:00:12	00:00:14
	14:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:21	00:01:54	00:00:10	00:00:10
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:02:47	00:02:42	00:00:05	00:00:05
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:01	00:04:21	00:00:13	00:00:13
	17:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:10:02	00:03:37	00:00:13	00:00:13
HotelRealPalacio		25	23	✔	92,0%	0	✔	0,0%	2	✔	8,0%	00:00:16	00:00:08	00:07:29	00:02:37	00:00:11	00:00:09
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:07:01	00:04:38	00:00:08	00:00:08
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:07:29	00:03:17	00:00:10	00:00:10
	11:00:00	7	5	⚠	71,4%	0	✔	0,0%	2	✖	28,6%	00:00:16	00:00:09	00:03:24	00:01:48	00:00:18	00:00:13
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:24	00:02:17	00:00:09	00:00:09
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:02:33	00:01:45	00:00:06	00:00:06
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:05:01	00:03:02	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:45	00:00:40	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:27	00:04:27	00:00:07	00:00:07
HotelRealParque		29	27	✔	93,1%	0	✔	0,0%	2	✔	6,9%	00:00:15	00:00:09	00:11:12	00:01:48	00:00:15	00:00:15
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:01:57	00:01:10	00:00:10	00:00:10
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:11:12	00:03:37	00:00:14	00:00:14
	11:00:00	6	5	⚠	83,3%	0	✔	0,0%	1	✖	16,7%	00:00:15	00:00:10	00:04:36	00:02:15	00:00:15	00:00:14
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:25	00:01:03	00:00:26	00:00:26
	13:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:08	00:00:07	00:01:55	00:01:00	00:00:07	00:00:07
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:17	00:01:24	00:00:23	00:00:23
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:25	00:01:59	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:22	00:01:22	00:00:04	00:00:04
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:55	00:00:55	00:00:07	00:00:07
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:05	00:06:30	00:00:14	00:00:14
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:54	00:05:54	00:00:19	00:00:19
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:07:05	00:07:05	00:00:10	00:00:10
10-04-2018		65	64	✔	98,5%	1	✔	1,5%	0	✔	0,0%	00:00:15	00:00:07	00:10:26	00:02:29	00:00:09	00:00:10
GrdRealVillaltalia		16	16	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:04	00:02:53	00:00:15	00:00:15
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:00:28	00:00:28	00:00:54	00:00:54

OneContact Reporting

Service Performance Report

	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:04	00:02:55	00:00:10	00:00:10
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:05:30	00:04:07	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:36	00:03:36	00:00:04	00:00:04
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:25	00:01:06	00:00:22	00:00:22
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:09	00:03:16	00:00:11	00:00:11
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:00	00:02:55	00:00:20	00:00:20
HotelRealOeiras		20	20	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:06:09	00:02:09	00:00:08	00:00:08
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:30	00:02:54	00:00:10	00:00:10
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:06:09	00:03:18	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:43	00:02:43	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:43	00:01:12	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:18	00:01:18	00:00:07	00:00:07
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:39	00:02:02	00:00:07	00:00:07
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:03:50	00:01:58	00:00:06	00:00:06
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:18	00:02:18	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:01:51	00:01:20	00:00:09	00:00:09
HotelRealPalacio		7	6	✔	85,7%	1	⚠	14,3%	0	✔	0,0%	00:00:10	00:00:06	00:04:25	00:01:48	00:00:06	00:00:07
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:25	00:03:23	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:23	00:00:23	00:00:05	00:00:05
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:11	00:01:11	00:00:06	00:00:06
	13:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:02	00:00:02	00:00:00	00:00:00	00:00:02	00:00:00
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:56	00:00:56	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:35	00:01:35	00:00:06	00:00:06
HotelRealParque		21	21	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:10:26	00:02:42	00:00:08	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:09	00:06:09	00:00:22	00:00:22
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:14	00:06:14	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:35	00:03:35	00:00:06	00:00:06
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:02:33	00:01:58	00:00:05	00:00:05
	14:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:10:26	00:03:07	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:37	00:02:54	00:00:06	00:00:06
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:57	00:01:28	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:55	00:01:19	00:00:07	00:00:07
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:02:17	00:01:40	00:00:08	00:00:08
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:58	00:01:58	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:58	00:01:58	00:00:08	00:00:08
11-04-2018		100	87	✔	87,0%	6	✔	6,0%	7	✔	7,0%	00:00:15	00:00:09	00:13:46	00:02:17	00:00:16	00:00:11
GrdRealVillaltalia		20	17	✔	85,0%	1	✔	5,0%	2	⚠	10,0%	00:00:13	00:00:08	00:13:46	00:03:51	00:00:16	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:13:46	00:13:46	00:00:10	00:00:10
	10:00:00	4	2	⚠	50,0%	1	✖	25,0%	1	✖	25,0%	00:00:10	00:00:08	00:12:34	00:07:16	00:00:39	00:00:13
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:03:42	00:01:32	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:03:21	00:03:00	00:00:08	00:00:08
	13:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:10	00:00:07	00:03:04	00:01:47	00:00:13	00:00:13
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:52	00:02:52	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:50	00:04:50	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:12:43	00:12:43	00:00:18	00:00:18
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:14	00:02:14	00:00:06	00:00:06
HotelRealOeiras		43	35	⚠	81,4%	5	⚠	11,6%	3	✔	7,0%	00:00:15	00:00:09	00:09:54	00:01:58	00:00:21	00:00:11
	09:00:00	5	3	⚠	60,0%	1	✖	20,0%	1	✖	20,0%	00:00:14	00:00:10	00:02:51	00:02:05	00:00:08	00:00:10
	10:00:00	4	1	✖	25,0%	3	✖	75,0%	0	✔	0,0%	00:00:15	00:00:13	00:00:51	00:00:51	00:00:28	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:01:30	00:01:15	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:52	00:01:52	00:00:05	00:00:05
	13:00:00	5	2	✖	40,0%	1	✖	20,0%	2	✖	40,0%	00:00:15	00:00:11	00:02:14	00:01:41	00:01:28	00:00:22
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:09:54	00:04:21	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	15:00:00	9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:48	00:01:47	00:00:12	00:00:12
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:03	00:00:47	00:00:13	00:00:13
	17:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:34	00:02:30	00:00:11	00:00:11
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:00:42	00:00:36	00:00:11	00:00:11
HotelRealPalacio		7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:05:49	00:02:35	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:41	00:00:41	00:00:03	00:00:03
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:49	00:05:49	00:00:09	00:00:09
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:50	00:01:37	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:28	00:02:28	00:00:04	00:00:04
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:23	00:04:23	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:29	00:01:29	00:00:07	00:00:07
HotelRealParque		29	27	✔	93,1%	0	✔	0,0%	2	✔	6,9%	00:00:15	00:00:08	00:06:23	00:01:35	00:00:11	00:00:12
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:23	00:03:29	00:00:12	00:00:12
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:30	00:01:34	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:01:34	00:01:14	00:00:10	00:00:10
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:36	00:00:57	00:00:11	00:00:11
	13:00:00	4	2	🟡	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:10	00:00:07	00:04:40	00:02:46	00:00:07	00:00:07
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:00:40	00:00:34	00:00:10	00:00:10
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:43	00:01:55	00:00:11	00:00:11
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:17	00:01:16	00:00:10	00:00:10
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:08	00:01:39	00:00:27	00:00:27
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:30	00:00:30	00:00:07	00:00:07
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:51	00:00:51	00:00:05	00:00:05
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:51	00:00:51	00:00:05	00:00:05
12-04-2018		89	78	✔	87,6%	6	✔	6,7%	5	✔	5,6%	00:00:15	00:00:08	00:18:55	00:02:18	00:00:12	00:00:11
GrdRealVillaltalia		35	31	✔	88,6%	3	✔	8,6%	1	✔	2,9%	00:00:10	00:00:07	00:18:55	00:02:52	00:00:12	00:00:11
	09:00:00	2	1	🟡	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:09	00:00:06	00:18:55	00:09:56	00:00:08	00:00:09
	10:00:00	6	5	🟡	83,3%	0	✔	0,0%	1	✖	16,7%	00:00:10	00:00:07	00:04:59	00:03:17	00:00:08	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:03:28	00:02:17	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:02:44	00:01:40	00:00:05	00:00:05
	13:00:00	2	1	🟡	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:10	00:00:09	00:08:41	00:08:41	00:00:56	00:00:45
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:04:57	00:01:50	00:00:06	00:00:06
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:09:58	00:04:19	00:00:12	00:00:12
	17:00:00	9	8	✔	88,9%	1	🟡	11,1%	0	✔	0,0%	00:00:10	00:00:07	00:07:00	00:01:57	00:00:10	00:00:09
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:46	00:01:33	00:00:19	00:00:19
HotelRealOeiras		20	18	✔	90,0%	2	🟡	10,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:42	00:01:29	00:00:13	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:01:40	00:01:14	00:00:08	00:00:08
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:33	00:01:03	00:00:15	00:00:15
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:26	00:01:26	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:35	00:01:35	00:00:03	00:00:03
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:00:38	00:00:33	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:02:16	00:02:10	00:00:05	00:00:05
	17:00:00	8	6	🟡	75,0%	2	✖	25,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:42	00:02:12	00:00:19	00:00:13
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:00:46	00:00:32	00:00:06	00:00:06
HotelRealPalacio		12	10	🟡	83,3%	0	✔	0,0%	2	✖	16,7%	00:00:10	00:00:07	00:05:41	00:02:24	00:00:07	00:00:07
	09:00:00	5	3	🟡	60,0%	0	✔	0,0%	2	✖	40,0%	00:00:07	00:00:07	00:05:41	00:03:50	00:00:08	00:00:07
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:02	00:02:06	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:52	00:01:55	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:03	00:01:03	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:01:58	00:01:45	00:00:06	00:00:06
HotelRealParque		20	17	✔	85,0%	1	✔	5,0%	2	🟡	10,0%	00:00:15	00:00:09	00:05:27	00:02:06	00:00:13	00:00:14
	09:00:00	3	2	🟡	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:15	00:00:11	00:05:27	00:03:10	00:00:38	00:00:48
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:56	00:03:56	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:20	00:01:20	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:02:08	00:02:08	00:00:14	00:00:14
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:52	00:01:52	00:00:19	00:00:19
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:30	00:02:57	00:00:06	00:00:06
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:33	00:01:52	00:00:10	00:00:10
	17:00:00	6	4	🟡	66,7%	0	✔	0,0%	2	✖	33,3%	00:00:15	00:00:08	00:01:13	00:00:46	00:00:09	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:34	00:03:34	00:00:03	00:00:03
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:42	00:01:04	00:00:14	00:00:14
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:42	00:01:42	00:00:19	00:00:19
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:27	00:00:27	00:00:09	00:00:09
13-04-2018		83	81	✔	97,6%	2	✔	2,4%	0	✔	0,0%	00:00:15	00:00:08	00:09:35	00:02:35	00:00:10	00:00:10
GrdRealVillaltalia		29	27	✔	93,1%	2	✔	6,9%	0	✔	0,0%	00:00:10	00:00:07	00:09:35	00:03:31	00:00:11	00:00:11
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:07	00:02:03	00:00:20	00:00:20
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:09:35	00:07:35	00:00:06	00:00:06
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:35	00:02:20	00:00:12	00:00:12
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:11	00:01:28	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:06:10	00:06:10	00:00:18	00:00:18
	14:00:00	3	2	🟡	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:10	00:00:08	00:02:53	00:02:18	00:00:13	00:00:12
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:07	00:03:56	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:28	00:01:24	00:00:10	00:00:10
	17:00:00	4	3	🟡	75,0%	1	✖	25,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:21	00:05:53	00:00:06	00:00:06
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:08:03	00:04:38	00:00:11	00:00:11
HotelRealOeiras		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:07:43	00:02:15	00:00:10	00:00:10
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:36	00:03:08	00:00:13	00:00:13
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:57	00:02:00	00:00:12	00:00:12
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:07:43	00:03:16	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:09	00:01:09	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:53	00:00:53	00:00:05	00:00:05
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:10	00:02:24	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:33	00:01:33	00:00:06	00:00:06
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:46	00:01:34	00:00:12	00:00:12
HotelRealPalacio		20	20	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:06:08	00:01:45	00:00:09	00:00:09
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:02:11	00:01:56	00:00:10	00:00:10
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:12	00:01:28	00:00:06	00:00:06
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:25	00:01:53	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:10	00:02:00	00:00:18	00:00:18
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:47	00:00:47	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:43	00:00:43	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:31	00:01:31	00:00:06	00:00:06
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:06:08	00:03:04	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:29	00:01:10	00:00:13	00:00:13
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:39	00:01:00	00:00:07	00:00:07
HotelRealParque		16	16	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:09:17	00:02:10	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:30	00:00:30	00:00:23	00:00:23
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:37	00:01:37	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:01	00:03:01	00:00:10	00:00:10
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:01:57	00:01:06	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:05:43	00:03:48	00:00:04	00:00:04
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:49	00:00:49	00:00:10	00:00:10
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:17	00:03:40	00:00:17	00:00:17
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:02	00:01:00	00:00:08	00:00:08
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:54	00:03:54	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:54	00:03:54	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

14-04-2018		32	20	🟡 62,5%	0	✅ 0,0%	12	❌ 37,5%	00:00:10	00:00:05	00:08:31	00:03:07	00:00:06	00:00:05
GrdRealVillaltalia		6	5	🟡 83,3%	0	✅ 0,0%	1	❌ 16,7%	00:00:07	00:00:05	00:04:06	00:02:03	00:00:05	00:00:05
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:01:11	00:01:11	00:00:07	00:00:07
	14:00:00	4	3	🟡 75,0%	0	✅ 0,0%	1	❌ 25,0%	00:00:05	00:00:04	00:02:04	00:01:39	00:00:05	00:00:04
	16:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:04:06	00:04:06	00:00:04	00:00:04
HotelRealOeiras		17	8	❌ 47,1%	0	✅ 0,0%	9	❌ 52,9%	00:00:10	00:00:06	00:08:31	00:03:47	00:00:07	00:00:06
	10:00:00	4	2	🟡 50,0%	0	✅ 0,0%	2	❌ 50,0%	00:00:04	00:00:04	00:05:53	00:04:20	00:00:08	00:00:04
	12:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:08:31	00:04:33	00:00:10	00:00:10
	13:00:00	9	2	❌ 22,2%	0	✅ 0,0%	7	❌ 77,8%	00:00:05	00:00:04	00:03:23	00:03:09	00:00:06	00:00:04
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:00:23	00:00:23	00:00:06	00:00:06
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:05:48	00:05:48	00:00:08	00:00:08
HotelRealPalacio		5	3	🟡 60,0%	0	✅ 0,0%	2	❌ 40,0%	00:00:06	00:00:05	00:04:36	00:03:37	00:00:05	00:00:05
	10:00:00	2	1	🟡 50,0%	0	✅ 0,0%	1	❌ 50,0%	00:00:06	00:00:06	00:04:13	00:04:13	00:00:06	00:00:06
	11:00:00	2	1	🟡 50,0%	0	✅ 0,0%	1	❌ 50,0%	00:00:04	00:00:04	00:04:36	00:04:36	00:00:04	00:00:04
	12:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:02:02	00:02:02	00:00:04	00:00:04
HotelRealParque		3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:05	00:04:40	00:03:28	00:00:05	00:00:05
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:05	00:00:05	00:04:39	00:04:39	00:00:05	00:00:05
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:04:40	00:04:40	00:00:06	00:00:06
	16:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:01:06	00:01:06	00:00:04	00:00:04
RealResidencia		1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:00:43	00:00:43	00:00:04	00:00:04
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:00:43	00:00:43	00:00:04	00:00:04
16-04-2018		131	119	✅ 90,8%	5	✅ 3,8%	7	✅ 5,3%	00:00:15	00:00:08	00:14:40	00:02:40	00:00:13	00:00:10
GrdRealVillaltalia		30	28	✅ 93,3%	1	✅ 3,3%	1	✅ 3,3%	00:00:10	00:00:07	00:14:40	00:04:23	00:00:13	00:00:12
	09:00:00	7	5	🟡 71,4%	1	🟡 14,3%	1	🟡 14,3%	00:00:10	00:00:06	00:03:36	00:01:42	00:00:15	00:00:08
	10:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:06:01	00:03:54	00:00:08	00:00:08
	11:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:09	00:09:13	00:04:21	00:00:15	00:00:15
	12:00:00	5	5	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:10:06	00:04:52	00:00:09	00:00:09
	13:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:07:43	00:04:44	00:00:08	00:00:08
	14:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:09	00:14:40	00:11:04	00:00:15	00:00:15
	15:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:09	00:09:08	00:05:33	00:00:12	00:00:12
	16:00:00	5	5	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:05:45	00:02:39	00:00:16	00:00:16
HotelRealOeiras		25	23	✅ 92,0%	1	✅ 4,0%	1	✅ 4,0%	00:00:15	00:00:08	00:13:37	00:02:43	00:00:10	00:00:11
	09:00:00	2	1	🟡 50,0%	0	✅ 0,0%	1	❌ 50,0%	00:00:15	00:00:10	00:07:27	00:07:27	00:00:22	00:00:40
	10:00:00	5	4	🟡 80,0%	1	❌ 20,0%	0	✅ 0,0%	00:00:15	00:00:07	00:08:33	00:03:59	00:00:10	00:00:12
	12:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:00:53	00:00:47	00:00:17	00:00:17
	13:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:09	00:02:10	00:01:04	00:00:09	00:00:09
	14:00:00	5	5	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:06	00:04:44	00:01:47	00:00:06	00:00:06
	15:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:06	00:06:54	00:03:18	00:00:07	00:00:07
	16:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:00:40	00:00:36	00:00:08	00:00:08
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:00:54	00:00:54	00:00:08	00:00:08
	18:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:13:37	00:13:37	00:00:06	00:00:06
HotelRealPalacio		37	35	✅ 94,6%	0	✅ 0,0%	2	✅ 5,4%	00:00:15	00:00:08	00:06:14	00:01:56	00:00:10	00:00:10
	09:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:07	00:03:03	00:01:53	00:00:11	00:00:11
	10:00:00	6	4	🟡 66,7%	0	✅ 0,0%	2	❌ 33,3%	00:00:15	00:00:09	00:05:25	00:03:22	00:00:13	00:00:12
	11:00:00	9	9	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:08	00:06:14	00:01:49	00:00:09	00:00:09
	12:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:06	00:02:56	00:01:33	00:00:07	00:00:07
	14:00:00	6	6	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:04:52	00:02:21	00:00:12	00:00:12
	15:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:02:34	00:01:31	00:00:15	00:00:15
	16:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:00:49	00:00:49	00:00:08	00:00:08
	17:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:08	00:01:08	00:01:00	00:00:08	00:00:08
	18:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:08	00:02:20	00:01:36	00:00:08	00:00:08
HotelRealParque		36	30	🟡 83,3%	3	✅ 8,3%	3	✅ 8,3%	00:00:15	00:00:08	00:05:15	00:01:32	00:00:17	00:00:10
	09:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:08	00:02:43	00:01:54	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	10:00:00	5	3	60,0%	1	20,0%	1	20,0%	00:00:15	00:00:07	00:04:05	00:01:28	00:00:17	00:00:07
	11:00:00	5	4	80,0%	0	0,0%	1	20,0%	00:00:10	00:00:06	00:01:50	00:01:07	00:00:07	00:00:07
	12:00:00	4	3	75,0%	0	0,0%	1	25,0%	00:00:07	00:00:07	00:00:46	00:00:35	00:00:06	00:00:07
	13:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:07	00:02:06	00:01:08	00:00:10	00:00:10
	14:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:08	00:04:51	00:02:32	00:00:09	00:00:09
	15:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:06	00:00:43	00:00:38	00:00:06	00:00:06
	16:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:06	00:00:04	00:01:48	00:01:09	00:00:06	00:00:06
	17:00:00	7	6	85,7%	1	14,3%	0	0,0%	00:00:15	00:00:09	00:04:23	00:01:54	00:00:26	00:00:20
	18:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:06	00:05:15	00:02:56	00:00:07	00:00:07
	19:00:00	1	0	0,0%	1	100,0%	0	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:56	00:00:00
RealResidencia		3	3	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:06	00:11:36	00:06:47	00:00:06	00:00:06
	11:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:04	00:00:04	00:11:36	00:11:36	00:00:04	00:00:04
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:05	00:00:05	00:02:06	00:02:06	00:00:05	00:00:05
	16:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:09	00:06:38	00:06:38	00:00:09	00:00:09
17-04-2018		96	89	92,7%	5	5,2%	2	2,1%	00:00:15	00:00:08	00:26:58	00:02:37	00:00:13	00:00:10
GrdRealVillaltalia		26	25	96,2%	0	0,0%	1	3,8%	00:00:10	00:00:07	00:10:00	00:02:50	00:00:09	00:00:10
	09:00:00	4	3	75,0%	0	0,0%	1	25,0%	00:00:10	00:00:06	00:10:00	00:04:05	00:00:08	00:00:09
	10:00:00	5	5	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:07	00:01:30	00:01:04	00:00:08	00:00:08
	11:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:03:00	00:03:00	00:00:08	00:00:08
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:05	00:08:15	00:03:52	00:00:06	00:00:06
	14:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:06:24	00:03:47	00:00:14	00:00:14
	15:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:07	00:05:25	00:03:06	00:00:17	00:00:17
	16:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:05	00:09:04	00:03:00	00:00:06	00:00:06
	17:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:07	00:05:11	00:02:01	00:00:09	00:00:09
HotelRealOeiras		21	20	95,2%	1	4,8%	0	0,0%	00:00:15	00:00:08	00:26:58	00:03:32	00:00:11	00:00:10
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:04	00:00:04	00:01:47	00:01:47	00:00:05	00:00:05
	10:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:11	00:00:05	00:00:05	00:00:34	00:00:34
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:11:05	00:06:45	00:00:08	00:00:08
	12:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:07	00:01:02	00:01:02	00:00:07	00:00:07
	13:00:00	1	0	0,0%	1	100,0%	0	0,0%	00:00:15	00:00:12	00:00:00	00:00:00	00:00:35	00:00:00
	14:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:05	00:04:33	00:02:44	00:00:06	00:00:06
	15:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:05	00:00:04	00:01:17	00:00:43	00:00:04	00:00:04
	16:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:26:58	00:14:58	00:00:13	00:00:13
	17:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:12	00:03:34	00:01:51	00:00:14	00:00:14
	18:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:06	00:02:08	00:01:56	00:00:06	00:00:06
HotelRealPalacio		17	15	88,2%	1	5,9%	1	5,9%	00:00:15	00:00:09	00:05:15	00:02:27	00:00:21	00:00:09
	09:00:00	1	0	0,0%	0	0,0%	1	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
	11:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:06	00:03:28	00:02:10	00:00:06	00:00:06
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:06	00:00:06	00:00:51	00:00:32	00:00:06	00:00:06
	13:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:05	00:00:05	00:03:32	00:02:19	00:00:05	00:00:05
	14:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:03:02	00:02:21	00:00:08	00:00:08
	15:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:02:37	00:02:22	00:00:14	00:00:14
	16:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:11	00:04:54	00:04:54	00:00:22	00:00:22
	17:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:12	00:05:15	00:03:08	00:00:12	00:00:12
	18:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:12	00:03:54	00:03:54	00:00:05	00:00:05
	19:00:00	1	0	0,0%	1	100,0%	0	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:03:38	00:00:00
HotelRealParque		31	28	90,3%	3	9,7%	0	0,0%	00:00:15	00:00:08	00:03:53	00:01:47	00:00:14	00:00:10
	09:00:00	4	1	25,0%	3	75,0%	0	0,0%	00:00:15	00:00:12	00:02:02	00:02:02	00:00:42	00:00:10
	10:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:06	00:02:03	00:01:13	00:00:07	00:00:07
	11:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:08	00:03:44	00:02:43	00:00:08	00:00:08
	12:00:00	5	5	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:07	00:03:53	00:01:27	00:00:07	00:00:07
	14:00:00	6	6	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:02:46	00:01:44	00:00:12	00:00:12
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:01:36	00:01:36	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:58	00:01:54	00:00:31	00:00:31
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:03:42	00:01:33	00:00:07	00:00:07
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:03:53	00:02:29	00:00:08	00:00:08
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:05:52	00:03:12	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:05:52	00:03:12	00:00:08	00:00:08
18-04-2018		96	87	✔	90,6%	5	✔	5,2%	4	✔	4,2%	00:00:15	00:00:08	00:09:57	00:02:21	00:00:15	00:00:13
GrdRealVillaltalia		20	20	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:57	00:02:34	00:00:11	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:02	00:01:47	00:00:59	00:00:02	00:00:02
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:25	00:00:53	00:00:45	00:00:45
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:53	00:01:53	00:00:03	00:00:03
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:11	00:01:20	00:00:07	00:00:07
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:56	00:03:45	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:11	00:02:11	00:00:03	00:00:03
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:09:57	00:06:10	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:38	00:03:38	00:00:04	00:00:04
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:07	00:01:57	00:00:06	00:00:06
HotelRealOeiras		25	22	✔	88,0%	2	✔	8,0%	1	✔	4,0%	00:00:15	00:00:09	00:06:25	00:02:34	00:00:11	00:00:12
	09:00:00	5	3	⚠	60,0%	1	✖	20,0%	1	✖	20,0%	00:00:15	00:00:11	00:06:25	00:03:52	00:00:13	00:00:18
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:02:12	00:02:12	00:00:13	00:00:13
	11:00:00	5	4	⚠	80,0%	1	✖	20,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:10	00:01:53	00:00:10	00:00:12
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:05:21	00:02:19	00:00:06	00:00:06
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:43	00:01:23	00:00:15	00:00:15
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:53	00:03:01	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:11	00:02:44	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:05:24	00:05:24	00:00:28	00:00:28
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:17	00:04:17	00:00:09	00:00:09
HotelRealPalacio		22	19	✔	86,4%	2	✔	9,1%	1	✔	4,5%	00:00:15	00:00:10	00:06:46	00:02:03	00:00:26	00:00:17
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:48	00:02:23	00:00:07	00:00:07
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:06:06	00:03:59	00:00:04	00:00:04
	11:00:00	4	1	✖	25,0%	2	✖	50,0%	1	✖	25,0%	00:00:15	00:00:14	00:01:45	00:01:45	00:01:02	00:00:03
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:46	00:03:58	00:00:31	00:00:31
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:10	00:00:50	00:01:07	00:01:07
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:15	00:00:56	00:00:13	00:00:13
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:22	00:01:30	00:00:11	00:00:11
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:02:08	00:01:48	00:00:08	00:00:08
HotelRealParque		28	25	✔	89,3%	1	✔	3,6%	2	✔	7,1%	00:00:15	00:00:08	00:09:37	00:02:13	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:17	00:01:17	00:00:06	00:00:06
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:30	00:01:23	00:00:22	00:00:22
	11:00:00	6	3	⚠	50,0%	1	✖	16,7%	2	✖	33,3%	00:00:15	00:00:09	00:04:09	00:01:49	00:00:13	00:00:07
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:36	00:02:19	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:07	00:03:07	00:00:09	00:00:09
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:09:37	00:04:35	00:00:11	00:00:11
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:01:18	00:01:08	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:21	00:01:02	00:00:08	00:00:08
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:01:53	00:01:47	00:00:10	00:00:10
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:49	00:02:49	00:00:21	00:00:21
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:49	00:02:49	00:00:21	00:00:21
19-04-2018		70	65	✔	92,9%	4	✔	5,7%	1	✔	1,4%	00:00:15	00:00:08	00:17:25	00:03:10	00:00:15	00:00:13
GrdRealVillaltalia		24	24	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:17:25	00:04:49	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:08:56	00:07:24	00:00:04	00:00:04
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:48	00:01:01	00:00:08	00:00:08
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:12:29	00:05:00	00:00:12	00:00:12
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:17:25	00:07:49	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	13:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:14:00	00:04:57	00:00:11	00:00:11
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:10	00:01:05	00:00:15	00:00:15
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:16:39	00:06:30	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:20	00:01:20	00:00:03	00:00:03
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:01	00:01:01	00:00:08	00:00:08
HotelRealOeiras		17	12	⚠	70,6%	4	✖	23,5%	1	✔	5,9%	00:00:15	00:00:09	00:05:54	00:02:25	00:00:17	00:00:10
	09:00:00	4	0	✖	0,0%	3	✖	75,0%	1	✖	25,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:54	00:02:47	00:00:12	00:00:12
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:47	00:01:47	00:00:09	00:00:09
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:28	00:02:21	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:33	00:01:33	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:47	00:00:47	00:00:04	00:00:04
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:32	00:02:32	00:00:34	00:00:34
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:03:54	00:03:26	00:00:10	00:00:10
	19:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:28	00:00:00
HotelRealPalacio		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:10:08	00:02:08	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:44	00:00:44	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:02	00:02:02	00:00:06	00:00:06
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:01:53	00:01:10	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:10:08	00:10:08	00:00:09	00:00:09
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:02	00:02:34	00:00:14	00:00:14
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:19	00:00:19	00:00:23	00:00:23
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:51	00:00:51	00:00:22	00:00:22
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:49	00:01:49	00:00:10	00:00:10
HotelRealParque		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:55	00:01:59	00:00:21	00:00:21
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:54	00:01:30	00:00:12	00:00:12
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:02:40	00:02:22	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:47	00:00:47	00:00:04	00:00:04
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:55	00:02:54	00:00:12	00:00:12
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:03:27	00:02:03	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:38	00:00:38	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:21	00:01:19	00:01:50	00:01:50
20-04-2018		67	63	✔	94,0%	3	✔	4,5%	1	✔	1,5%	00:00:15	00:00:08	00:18:36	00:03:45	00:00:10	00:00:10
GrdRealVillaltalia		26	24	✔	92,3%	2	✔	7,7%	0	✔	0,0%	00:00:10	00:00:07	00:14:40	00:04:53	00:00:11	00:00:11
	09:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:58	00:02:23	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:44	00:04:44	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:12:32	00:06:32	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:59	00:04:59	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:49	00:05:49	00:00:37	00:00:37
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:25	00:01:22	00:00:17	00:00:17
	15:00:00	6	5	⚠	83,3%	1	✖	16,7%	0	✔	0,0%	00:00:10	00:00:08	00:14:40	00:04:48	00:00:11	00:00:12
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:13:01	00:07:22	00:00:09	00:00:09
	17:00:00	5	4	⚠	80,0%	1	✖	20,0%	0	✔	0,0%	00:00:10	00:00:07	00:12:44	00:05:04	00:00:08	00:00:08
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:13:42	00:07:22	00:00:12	00:00:12
HotelRealOeiras		12	11	✔	91,7%	0	✔	0,0%	1	✔	8,3%	00:00:15	00:00:08	00:08:24	00:03:47	00:00:08	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:20	00:01:20	00:00:11	00:00:11
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:47	00:01:47	00:00:06	00:00:06
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:10	00:02:46	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:18	00:00:18	00:00:12	00:00:12
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:08:24	00:04:51	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:07:21	00:07:21	00:00:07	00:00:07
	17:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:07	00:00:06	00:06:33	00:06:25	00:00:07	00:00:07
HotelRealPalacio		15	14	✔	93,3%	1	✔	6,7%	0	✔	0,0%	00:00:15	00:00:09	00:18:36	00:03:36	00:00:11	00:00:11

OneContact Reporting

Service Performance Report

	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:29	00:01:50	00:00:13	00:00:13
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:42	00:02:38	00:00:11	00:00:11
	12:00:00	1	0	✘	0,0%	1	✘	100,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:30	00:05:30	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:59	00:02:59	00:00:11	00:00:11
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:37	00:00:37	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:18	00:02:26	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:23	00:03:14	00:00:16	00:00:16
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:18:36	00:09:38	00:00:06	00:00:06
HotelRealParque		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:04	00:01:17	00:00:08	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:03:04	00:01:59	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:01:23	00:01:12	00:00:09	00:00:09
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:14	00:01:14	00:00:04	00:00:04
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:10	00:01:22	00:00:16	00:00:16
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:16	00:00:58	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:09	00:00:52	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:39	00:00:39	00:00:06	00:00:06
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:38	00:05:12	00:00:16	00:00:16
	11:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:38	00:06:38	00:00:22	00:00:22
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:47	00:03:47	00:00:09	00:00:09
21-04-2018		14	9	⚠	64,3%	1	✔	7,1%	4	✘	28,6%	00:00:12	00:00:08	00:10:35	00:05:36	00:00:09	00:00:10
GrdRealVillaltalia		7	5	⚠	71,4%	0	✔	0,0%	2	✘	28,6%	00:00:11	00:00:07	00:10:35	00:05:13	00:00:09	00:00:10
	10:00:00	5	3	⚠	60,0%	0	✔	0,0%	2	✘	40,0%	00:00:10	00:00:06	00:10:33	00:03:57	00:00:09	00:00:11
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:03:41	00:03:41	00:00:11	00:00:11
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:10:35	00:10:35	00:00:08	00:00:08
HotelRealPalacio		3	0	✘	0,0%	1	✘	33,3%	2	✘	66,7%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	10:00:00	3	0	✘	0,0%	1	✘	33,3%	2	✘	66,7%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
HotelRealParque		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:07:54	00:05:44	00:00:09	00:00:09
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:07:54	00:05:44	00:00:09	00:00:09
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:09:12	00:06:24	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:37	00:03:37	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:09:12	00:09:12	00:00:12	00:00:12
23-04-2018		93	80	✔	86,0%	3	✔	3,2%	10	⚠	10,8%	00:00:15	00:00:09	00:11:32	00:02:37	00:00:15	00:00:14
GrdRealVillaltalia		34	27	⚠	79,4%	1	✔	2,9%	6	✘	17,6%	00:00:10	00:00:08	00:11:32	00:02:32	00:00:17	00:00:15
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:24	00:03:16	00:00:17	00:00:17
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:48	00:00:48	00:00:07	00:00:07
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:46	00:02:09	00:00:16	00:00:16
	12:00:00	5	2	✘	40,0%	1	✘	20,0%	2	✘	40,0%	00:00:10	00:00:07	00:03:15	00:02:07	00:00:28	00:00:07
	13:00:00	3	1	✘	33,3%	0	✔	0,0%	2	✘	66,7%	00:00:08	00:00:08	00:03:29	00:03:29	00:00:06	00:00:08
	14:00:00	6	5	⚠	83,3%	0	✔	0,0%	1	✘	16,7%	00:00:10	00:00:08	00:11:32	00:03:37	00:00:09	00:00:09
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:12	00:02:50	00:00:08	00:00:08
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:07	00:02:12	00:00:13	00:00:13
	17:00:00	5	4	⚠	80,0%	0	✔	0,0%	1	✘	20,0%	00:00:10	00:00:07	00:02:56	00:02:06	00:00:13	00:00:14
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:41	00:01:41	00:01:34	00:01:34
HotelRealOeiras		28	23	⚠	82,1%	1	✔	3,6%	4	⚠	14,3%	00:00:15	00:00:10	00:07:59	00:03:07	00:00:14	00:00:15
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:08	00:03:08	00:00:07	00:00:07
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:34	00:02:06	00:00:18	00:00:18
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:07:59	00:07:59	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:51	00:00:51	00:00:15	00:00:15
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:01	00:04:44	00:00:25	00:00:25
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:01:54	00:01:26	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:10	00:01:10	00:00:22	00:00:22

OneContact Reporting

Service Performance Report

	16:00:00	9	7	🟡 77,8%	1	🟡 11,1%	1	🟡 11,1%	00:00:15	00:00:10	00:07:07	00:02:56	00:00:12	00:00:13
	17:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:08	00:05:57	00:03:55	00:00:08	00:00:08
	18:00:00	5	2	❌ 40,0%	0	✅ 0,0%	3	❌ 60,0%	00:00:15	00:00:11	00:05:36	00:03:00	00:00:17	00:00:31
HotelRealPalacio		16	16	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:05:48	00:01:41	00:00:13	00:00:13
	09:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:06	00:00:23	00:00:19	00:00:06	00:00:06
	10:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:10	00:02:19	00:02:11	00:00:10	00:00:10
	11:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:13	00:01:47	00:01:05	00:00:19	00:00:19
	12:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:03:39	00:02:19	00:00:13	00:00:13
	13:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:01:20	00:00:48	00:00:14	00:00:14
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:01:12	00:01:12	00:00:22	00:00:22
	15:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:02:04	00:01:22	00:00:13	00:00:13
	18:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:05:48	00:05:48	00:00:07	00:00:07
HotelRealParque		14	13	✅ 92,9%	1	✅ 7,1%	0	✅ 0,0%	00:00:15	00:00:09	00:09:48	00:03:08	00:00:16	00:00:14
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:12	00:02:43	00:02:43	00:00:12	00:00:12
	11:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:06	00:04:33	00:02:54	00:00:06	00:00:06
	12:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:02:32	00:01:42	00:00:12	00:00:12
	13:00:00	4	3	🟡 75,0%	1	❌ 25,0%	0	✅ 0,0%	00:00:15	00:00:11	00:07:25	00:04:10	00:00:27	00:00:20
	14:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:09:48	00:06:14	00:00:22	00:00:22
	16:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:01:13	00:01:13	00:00:09	00:00:09
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:00:56	00:00:56	00:00:07	00:00:07
RealResidencia		1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:13	00:01:16	00:01:16	00:00:13	00:00:13
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:13	00:01:16	00:01:16	00:00:13	00:00:13
24-04-2018		110	86	🟡 78,2%	6	✅ 5,5%	18	❌ 16,4%	00:00:16	00:00:10	00:17:10	00:03:08	00:00:35	00:00:32
GrdRealVillaltalia		35	29	🟡 82,9%	2	✅ 5,7%	4	🟡 11,4%	00:00:11	00:00:08	00:17:10	00:03:52	00:00:57	00:01:02
	09:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:01:23	00:01:23	00:00:16	00:00:16
	10:00:00	5	4	🟡 80,0%	0	✅ 0,0%	1	❌ 20,0%	00:00:10	00:00:08	00:11:02	00:03:58	00:00:22	00:00:26
	11:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:06:26	00:03:52	00:00:08	00:00:08
	12:00:00	3	2	🟡 66,7%	0	✅ 0,0%	1	❌ 33,3%	00:00:10	00:00:09	00:03:56	00:02:37	00:00:14	00:00:19
	13:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:06:45	00:02:47	00:00:15	00:00:15
	14:00:00	3	2	🟡 66,7%	1	❌ 33,3%	0	✅ 0,0%	00:00:11	00:00:06	00:02:25	00:01:32	00:00:24	00:00:10
	15:00:00	7	7	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:05:26	00:02:17	00:00:11	00:00:11
	16:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:09	00:17:10	00:10:41	00:00:19	00:00:19
	17:00:00	5	3	🟡 60,0%	0	✅ 0,0%	2	❌ 40,0%	00:00:10	00:00:09	00:07:39	00:04:50	00:00:24	00:00:18
	18:00:00	3	2	🟡 66,7%	1	❌ 33,3%	0	✅ 0,0%	00:00:10	00:00:08	00:04:38	00:04:33	00:08:01	00:11:29
HotelRealOeiras		21	12	🟡 57,1%	3	🟡 14,3%	6	❌ 28,6%	00:00:16	00:00:09	00:12:02	00:04:34	00:00:45	00:00:11
	11:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:07	00:06:14	00:04:19	00:00:07	00:00:07
	12:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:11	00:00:57	00:00:57	00:00:11	00:00:11
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:16	00:00:12	00:12:02	00:12:02	00:00:23	00:00:23
	14:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:10	00:03:27	00:03:04	00:00:10	00:00:10
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:06:19	00:06:19	00:00:08	00:00:08
	16:00:00	4	2	🟡 50,0%	0	✅ 0,0%	2	❌ 50,0%	00:00:09	00:00:07	00:03:41	00:02:52	00:00:08	00:00:06
	17:00:00	2	1	🟡 50,0%	1	❌ 50,0%	0	✅ 0,0%	00:00:15	00:00:12	00:00:41	00:00:41	00:00:33	00:00:10
	18:00:00	7	1	❌ 14,3%	2	❌ 28,6%	4	❌ 57,1%	00:00:15	00:00:09	00:10:01	00:10:01	00:01:48	00:00:20
HotelRealPalacio		18	15	🟡 83,3%	0	✅ 0,0%	3	❌ 16,7%	00:00:15	00:00:11	00:05:58	00:02:17	00:00:20	00:00:22
	09:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:02:44	00:02:44	00:00:09	00:00:09
	10:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:13	00:03:06	00:02:50	00:00:19	00:00:19
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:01:08	00:01:08	00:00:09	00:00:09
	12:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:04:17	00:04:17	00:00:10	00:00:10
	14:00:00	5	4	🟡 80,0%	0	✅ 0,0%	1	❌ 20,0%	00:00:15	00:00:11	00:02:10	00:01:43	00:00:20	00:00:21
	15:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:05:58	00:02:15	00:00:48	00:00:48
	16:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:11	00:05:18	00:03:12	00:00:11	00:00:11
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:13	00:01:07	00:01:07	00:00:13	00:00:13
	18:00:00	2	0	❌ 0,0%	0	✅ 0,0%	2	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00

OneContact Reporting

Service Performance Report

HotelRealParque		33	28	🟡	84,8%	1	✅	3,0%	4	🟡	12,1%	00:00:15	00:00:10	00:07:48	00:02:14	00:00:16	00:00:15
	09:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:09	00:02:23	00:01:55	00:00:10	00:00:10
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:03:34	00:03:34	00:00:07	00:00:07
	11:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:11	00:00:55	00:00:42	00:00:13	00:00:13
	12:00:00	6	6	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:05:34	00:03:07	00:00:12	00:00:12
	13:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:01:38	00:01:38	00:00:10	00:00:10
	14:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:05:08	00:02:22	00:00:38	00:00:38
	15:00:00	4	3	🟡	75,0%	0	✅	0,0%	1	❌	25,0%	00:00:13	00:00:10	00:07:48	00:04:14	00:00:10	00:00:10
	16:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:09	00:02:18	00:01:22	00:00:09	00:00:09
	17:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:13	00:02:02	00:01:55	00:00:32	00:00:32
	18:00:00	5	1	❌	20,0%	1	❌	20,0%	3	❌	60,0%	00:00:12	00:00:12	00:01:09	00:01:09	00:00:19	00:00:12
RealResidencia		3	2	🟡	66,7%	0	✅	0,0%	1	❌	33,3%	00:00:15	00:00:10	00:03:06	00:02:26	00:00:12	00:00:15
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:12	00:01:46	00:01:46	00:00:23	00:00:23
	11:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:03:06	00:03:06	00:00:07	00:00:07
	16:00:00	1	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
25-04-2018		37	32	✅	86,5%	1	✅	2,7%	4	🟡	10,8%	00:00:15	00:00:08	00:16:51	00:03:25	00:00:11	00:00:10
GrdRealVillaltalia		12	11	✅	91,7%	0	✅	0,0%	1	✅	8,3%	00:00:10	00:00:07	00:16:51	00:05:33	00:00:16	00:00:13
	09:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:04:29	00:02:28	00:00:20	00:00:20
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:00:41	00:00:41	00:00:16	00:00:16
	11:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	12:00:00	5	5	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:06	00:16:51	00:09:04	00:00:10	00:00:10
	13:00:00	1	0	❌	0,0%	0	✅	0,0%	1	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:58	00:00:00
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:05	00:04:47	00:04:16	00:00:05	00:00:05
	16:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:01:33	00:01:33	00:00:24	00:00:24
HotelRealOeiras		9	7	🟡	77,8%	1	🟡	11,1%	1	🟡	11,1%	00:00:07	00:00:06	00:04:47	00:02:35	00:00:05	00:00:06
	11:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:06	00:00:06	00:04:27	00:04:27	00:00:06	00:00:06
	12:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:06	00:04:47	00:03:02	00:00:06	00:00:06
	13:00:00	2	0	❌	0,0%	1	❌	50,0%	1	❌	50,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	14:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:05	00:00:05	00:03:18	00:03:18	00:00:05	00:00:05
	16:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:06	00:03:02	00:01:43	00:00:07	00:00:07
HotelRealPalacio		3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:14	00:00:10	00:01:18	00:01:03	00:00:10	00:00:10
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:09	00:01:18	00:01:18	00:00:09	00:00:09
	11:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:01:11	00:01:11	00:00:08	00:00:08
	12:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:14	00:00:14	00:00:39	00:00:39	00:00:14	00:00:14
HotelRealParque		13	11	🟡	84,6%	0	✅	0,0%	2	❌	15,4%	00:00:15	00:00:09	00:07:35	00:02:35	00:00:09	00:00:09
	10:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:02:23	00:01:03	00:00:11	00:00:11
	11:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:09	00:02:07	00:01:43	00:00:09	00:00:09
	12:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:09	00:02:26	00:02:24	00:00:10	00:00:10
	13:00:00	1	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
	14:00:00	3	2	🟡	66,7%	0	✅	0,0%	1	❌	33,3%	00:00:08	00:00:06	00:07:35	00:04:18	00:00:09	00:00:07
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:08	00:07:28	00:04:42	00:00:08	00:00:08
26-04-2018		79	69	✅	87,3%	4	✅	5,1%	6	✅	7,6%	00:01:00	00:00:09	00:11:36	00:03:10	00:00:20	00:00:17
GrdRealVillaltalia		27	23	✅	85,2%	2	✅	7,4%	2	✅	7,4%	00:01:00	00:00:10	00:11:36	00:03:33	00:00:25	00:00:24
	09:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:12	00:02:24	00:02:24	00:00:13	00:00:13
	10:00:00	3	2	🟡	66,7%	0	✅	0,0%	1	❌	33,3%	00:00:08	00:00:08	00:03:08	00:02:24	00:00:13	00:00:08
	12:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:02:44	00:01:48	00:00:08	00:00:08
	13:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:09	00:06:11	00:03:54	00:00:22	00:00:22
	14:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:02:13	00:02:13	00:00:10	00:00:10
	15:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:09	00:06:48	00:03:47	00:00:18	00:00:18
	16:00:00	5	5	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:01:00	00:00:13	00:09:36	00:05:05	00:00:19	00:00:19
	17:00:00	6	3	🟡	50,0%	2	❌	33,3%	1	❌	16,7%	00:00:10	00:00:08	00:11:36	00:05:32	00:00:56	00:01:17
	18:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:09	00:03:12	00:01:48	00:00:20	00:00:20
HotelRealOeiras		14	14	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:08	00:07:08	00:03:09	00:00:15	00:00:15

OneContact Reporting

Service Performance Report

	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:03:10	00:02:44	00:00:04	00:00:04
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:05:15	00:03:40	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:59	00:04:59	00:00:07	00:00:07
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:01:53	00:01:19	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:04	00:05:04	00:00:08	00:00:08
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:07:08	00:04:45	00:00:34	00:00:34
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:17	00:02:29	00:00:16	00:00:16
HotelRealPalacio		11	10	✔	90,9%	1	✔	9,1%	0	✔	0,0%	00:00:15	00:00:09	00:06:55	00:03:40	00:00:13	00:00:14
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:34	00:05:34	00:00:07	00:00:07
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:55	00:04:40	00:00:18	00:00:18
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:02	00:01:02	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:50	00:00:50	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:31	00:06:31	00:00:07	00:00:07
	17:00:00	5	4	⚠	80,0%	1	✖	20,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:44	00:03:21	00:00:14	00:00:17
HotelRealParque		22	18	⚠	81,8%	0	✔	0,0%	4	✖	18,2%	00:00:15	00:00:09	00:10:06	00:02:40	00:00:13	00:00:12
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:10:06	00:05:24	00:00:07	00:00:07
	10:00:00	5	3	⚠	60,0%	0	✔	0,0%	2	✖	40,0%	00:00:08	00:00:08	00:05:30	00:02:56	00:00:07	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:21	00:03:28	00:00:15	00:00:15
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:26	00:02:34	00:00:16	00:00:16
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:37	00:01:02	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:58	00:01:58	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:12	00:03:20	00:00:10	00:00:10
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:39	00:02:24	00:00:16	00:00:16
	17:00:00	2	0	✖	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:28	00:00:00
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:46	00:00:44	00:00:10	00:00:10
RealResidencia		5	4	⚠	80,0%	1	✖	20,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:46	00:02:28	00:00:51	00:00:17
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:08	00:01:08	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:03:46	00:03:46	00:00:28	00:00:28
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:11	00:02:11	00:00:21	00:00:21
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:46	00:02:46	00:00:09	00:00:09
	17:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:03:06	00:00:00
27-04-2018		71	59	⚠	83,1%	4	✔	5,6%	8	⚠	11,3%	00:00:15	00:00:09	00:10:57	00:02:27	00:00:14	00:00:11
GrdRealVillaltalia		8	7	✔	87,5%	0	✔	0,0%	1	⚠	12,5%	00:00:10	00:00:09	00:08:22	00:03:02	00:00:13	00:00:14
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:13	00:03:13	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:08:22	00:08:22	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:34	00:00:34	00:00:07	00:00:07
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:07:09	00:04:00	00:00:30	00:00:30
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:10	00:00:10	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:56	00:00:56	00:00:07	00:00:07
	18:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
HotelRealOeiras		24	20	⚠	83,3%	1	✔	4,2%	3	⚠	12,5%	00:00:15	00:00:08	00:06:27	00:02:14	00:00:10	00:00:10
	10:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:12	00:03:22	00:02:43	00:00:10	00:00:12
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:14	00:02:01	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:35	00:01:11	00:00:07	00:00:07
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:12	00:02:05	00:00:15	00:00:15
	14:00:00	1	1	✔	100,0%	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	6	3	⚠	50,0%	1	✖	16,7%	2	✖	33,3%	00:00:15	00:00:06	00:06:27	00:03:35	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:58	00:01:28	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:11	00:03:11	00:00:09	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:04	00:01:04	00:00:09	00:00:09
HotelRealPalacio		13	11	⚠	84,6%	1	✔	7,7%	1	✔	7,7%	00:00:15	00:00:09	00:06:08	00:03:09	00:00:18	00:00:11
	09:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:10	00:00:07	00:05:06	00:04:27	00:00:08	00:00:07
	10:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:46	00:00:00

OneContact Reporting

Service Performance Report

	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:33	00:04:33	00:00:10	00:00:10
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:07	00:01:54	00:00:11	00:00:11
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:43	00:02:43	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:42	00:01:42	00:00:03	00:00:03
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:06:08	00:06:08	00:00:04	00:00:04
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:36	00:03:36	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:26	00:01:26	00:00:39	00:00:39
HotelRealParque		23	18	⚠	78,3%	2	✔	8,7%	3	⚠	13,0%	00:00:15	00:00:10	00:10:57	00:01:58	00:00:17	00:00:10
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:59	00:01:56	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:28	00:01:28	00:00:08	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:10:57	00:04:27	00:00:11	00:00:11
	14:00:00	3	1	✖	33,3%	1	✖	33,3%	1	✖	33,3%	00:00:15	00:00:10	00:00:57	00:00:57	00:00:25	00:00:05
	15:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:11	00:00:09	00:02:33	00:01:40	00:00:08	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:41	00:00:34	00:00:08	00:00:08
	17:00:00	5	3	⚠	60,0%	1	✖	20,0%	1	✖	20,0%	00:00:15	00:00:13	00:01:13	00:00:54	00:00:34	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:36	00:00:36	00:00:23	00:00:23
RealResidencia		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:04:28	00:03:01	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:06	00:01:06	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:28	00:04:28	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:03:29	00:03:29	00:00:14	00:00:14
28-04-2018		37	17	✖	45,9%	14	✖	37,8%	6	✖	16,2%	00:00:15	00:00:09	00:14:07	00:04:16	00:00:54	00:00:25
GrdRealVillaltalia		18	7	✖	38,9%	9	✖	50,0%	2	⚠	11,1%	00:00:10	00:00:08	00:06:19	00:04:26	00:01:11	00:00:30
	10:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:10	00:00:06	00:05:33	00:05:33	00:00:15	00:00:13
	11:00:00	4	2	⚠	50,0%	2	✖	50,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:33	00:05:02	00:01:04	00:01:04
	12:00:00	5	3	⚠	60,0%	2	✖	40,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:54	00:03:02	00:00:55	00:00:13
	13:00:00	2	0	✖	0,0%	1	✖	50,0%	1	✖	50,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:02:00	00:00:00
	15:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:19	00:06:19	00:01:20	00:00:28
	16:00:00	2	0	✖	0,0%	2	✖	100,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:02:30	00:00:00
	17:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
HotelRealOeiras		5	3	⚠	60,0%	1	✖	20,0%	1	✖	20,0%	00:00:15	00:00:09	00:14:07	00:06:44	00:00:36	00:00:14
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:14:07	00:08:46	00:00:09	00:00:09
	13:00:00	2	0	✖	0,0%	1	✖	50,0%	1	✖	50,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:10	00:00:00
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:42	00:02:42	00:00:23	00:00:23
HotelRealPalacio		10	3	✖	30,0%	4	✖	40,0%	3	✖	30,0%	00:00:15	00:00:10	00:02:41	00:02:02	00:00:48	00:00:30
	10:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:21	00:00:00
	11:00:00	4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:14	00:00:10	00:01:45	00:01:42	00:00:10	00:00:10
	13:00:00	3	1	✖	33,3%	2	✖	66,7%	0	✔	0,0%	00:00:15	00:00:11	00:02:41	00:02:41	00:01:47	00:01:08
	14:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:32	00:00:00
	16:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:00	00:00:00	00:00:05	00:00:00
HotelRealParque		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:00:04	00:00:04	00:00:22	00:00:22
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:04	00:00:04	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:04	00:00:04	00:00:37	00:00:37
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:11:23	00:07:30	00:00:19	00:00:19
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:37	00:03:37	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:11:23	00:11:23	00:00:32	00:00:32
30-04-2018		58	58	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:02	00:03:04	00:00:14	00:00:14
GrdRealVillaltalia		16	16	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:09:02	00:03:20	00:00:11	00:00:11
	09:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:56	00:03:01	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:58	00:02:58	00:00:05	00:00:05
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:56	00:02:14	00:00:17	00:00:17
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:09:02	00:09:02	00:00:04	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:14	00:03:14	00:00:05	00:00:05
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:00:57	00:00:48	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:36	00:04:36	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:38	00:02:38	00:00:11	00:00:11
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:06:00	00:04:48	00:00:22	00:00:22
HotelRealOeiras		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:08:22	00:03:34	00:00:21	00:00:21
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:08:22	00:05:46	00:00:21	00:00:21
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:21	00:02:21	00:00:05	00:00:05
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:17	00:02:17	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:46	00:01:46	00:00:11	00:00:11
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:06:09	00:04:08	00:01:16	00:01:16
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:05:42	00:03:45	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:51	00:01:56	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:04:49	00:04:21	00:00:11	00:00:11
HotelRealPalacio		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:20	00:02:43	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:43	00:04:43	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:33	00:00:33	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:22	00:01:22	00:00:25	00:00:25
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:20	00:05:20	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:12	00:04:23	00:02:38	00:00:12	00:00:12
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:04:57	00:03:04	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:00	00:01:00	00:00:10	00:00:10
HotelRealParque		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:34	00:02:25	00:00:14	00:00:14
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:43	00:00:43	00:00:03	00:00:03
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:02:15	00:01:26	00:00:05	00:00:05
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:42	00:02:53	00:00:14	00:00:14
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:34	00:03:51	00:00:07	00:00:07
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:13	00:03:06	00:00:20	00:00:20
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:22	00:02:21	00:00:20	00:00:20
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:57	00:01:48	00:00:21	00:00:21
RealResidencia		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:54	00:04:21	00:00:13	00:00:13
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:54	00:05:20	00:00:15	00:00:15
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:24	00:02:24	00:00:09	00:00:09
01-05-2018		18	12	⚠	66,7%	1	✔	5,6%	5	✖	27,8%	00:00:12	00:00:09	00:08:47	00:03:17	00:00:21	00:00:13
GrdRealVillaltalia		7	5	⚠	71,4%	1	⚠	14,3%	1	⚠	14,3%	00:00:10	00:00:09	00:02:58	00:02:15	00:00:40	00:00:18
	09:00:00	0	0		#DIV/0!	0		#DIV/0!	0		#DIV/0!	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:17	00:02:17	00:00:17	00:00:17
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:58	00:02:16	00:00:22	00:00:22
	13:00:00	2	0	✖	0,0%	1	✖	50,0%	1	✖	50,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:34	00:00:00
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:11	00:02:11	00:00:07	00:00:07
HotelRealOeiras		5	4	⚠	80,0%	0	✔	0,0%	1	✖	20,0%	00:00:12	00:00:10	00:05:28	00:03:03	00:00:12	00:00:10
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:12	00:00:12	00:04:18	00:04:18	00:00:14	00:00:12
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:11	00:01:11	00:00:10	00:00:10
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:05:28	00:03:22	00:00:10	00:00:10
HotelRealPalacio		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:26	00:04:26	00:00:09	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:26	00:04:26	00:00:09	00:00:09
HotelRealParque		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:45	00:02:45	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:45	00:02:45	00:00:09	00:00:09
RealResidencia		4	1	✖	25,0%	0	✔	0,0%	3	✖	75,0%	00:00:08	00:00:08	00:08:47	00:08:47	00:00:08	00:00:08
	13:00:00	3	0	✖	0,0%	0	✔	0,0%	3	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:08:47	00:08:47	00:00:08	00:00:08
02-05-2018		76	72	✔	94,7%	0	✔	0,0%	4	✔	5,3%	00:00:16	00:00:08	00:11:31	00:03:09	00:00:12	00:00:12
GrdRealVillaltalia		15	14	✔	93,3%	0	✔	0,0%	1	✔	6,7%	00:00:10	00:00:07	00:11:31	00:03:57	00:00:10	00:00:10
	09:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:10	00:00:07	00:05:59	00:03:46	00:00:10	00:00:12
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:08:35	00:02:15	00:00:14	00:00:14

OneContact Reporting

Service Performance Report

	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:45	00:04:08	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:08:02	00:08:02	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:38	00:03:30	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:51	00:01:51	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:11:31	00:11:31	00:00:09	00:00:09
HotelRealOeiras		23	22	✔	95,7%	0	✔	0,0%	1	✔	4,3%	00:00:16	00:00:09	00:10:08	00:03:13	00:00:15	00:00:16
	09:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:03	00:00:02	00:09:54	00:05:01	00:00:38	00:00:54
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:01:33	00:01:33	00:00:11	00:00:11
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:02:58	00:02:06	00:00:19	00:00:19
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:33	00:04:33	00:00:05	00:00:05
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:07	00:01:15	00:00:12	00:00:12
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:09	00:10:08	00:04:05	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:08:58	00:07:54	00:00:15	00:00:15
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:17	00:02:41	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:35	00:00:35	00:00:15	00:00:15
HotelRealPalacio		5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:08	00:02:36	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:08	00:06:08	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:01:56	00:01:56	00:00:15	00:00:15
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:10	00:02:10	00:00:04	00:00:04
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:36	00:01:36	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:11	00:01:11	00:00:08	00:00:08
HotelRealParque		32	30	✔	93,8%	0	✔	0,0%	2	✔	6,3%	00:00:15	00:00:08	00:10:48	00:02:47	00:00:11	00:00:11
	09:00:00	2	0	✖	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:08:12	00:03:59	00:00:12	00:00:12
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:07:26	00:02:41	00:00:09	00:00:09
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:10:48	00:04:01	00:00:06	00:00:06
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:35	00:02:40	00:00:10	00:00:10
	14:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:15	00:01:42	00:00:15	00:00:15
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:12	00:01:45	00:00:11	00:00:11
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:04:22	00:02:37	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:03:56	00:02:40	00:00:20	00:00:20
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:16	00:05:16	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:16	00:05:16	00:00:10	00:00:10
03-05-2018		83	69	⚠	83,1%	5	✔	6,0%	9	⚠	10,8%	00:00:15	00:00:09	00:12:20	00:02:45	00:00:23	00:00:13
GrdRealVillaltalia		24	22	✔	91,7%	1	✔	4,2%	1	✔	4,2%	00:00:10	00:00:07	00:10:59	00:03:16	00:00:28	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:10:59	00:06:47	00:00:12	00:00:12
	10:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:10	00:00:08	00:02:27	00:01:24	00:00:10	00:00:12
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:49	00:03:54	00:00:12	00:00:12
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:21	00:04:00	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:31	00:04:31	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:36	00:03:36	00:00:08	00:00:08
	15:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:08:38	00:03:24	00:00:07	00:00:07
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:30	00:02:16	00:00:12	00:00:12
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:35	00:01:33	00:00:08	00:00:08
	18:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	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%	00:00:00	00:00:00	00:00:00	00:00:00	00:07:21	00:00:00
HotelRealOeiras		19	15	⚠	78,9%	2	⚠	10,5%	2	⚠	10,5%	00:00:15	00:00:10	00:05:29	00:02:22	00:00:35	00:00:21
	09:00:00	5	2	✖	40,0%	2	✖	40,0%	1	✖	20,0%	00:00:15	00:00:10	00:02:04	00:01:41	00:01:09	00:00:08
	10:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:11	00:00:08	00:02:41	00:01:37	00:00:40	00:00:51
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:05:29	00:05:29	00:00:27	00:00:27
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:54	00:03:54	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:17	00:01:17	00:00:09	00:00:09
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:00	00:01:46	00:00:14	00:00:14

OneContact Reporting

Service Performance Report

	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:04	00:03:21	00:00:16	00:00:16
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:44	00:01:30	00:00:15	00:00:15
HotelRealPalacio		14	12	✔	85,7%	1	✔	7,1%	1	✔	7,1%	00:00:15	00:00:10	00:06:29	00:02:00	00:00:20	00:00:14
	09:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:23	00:00:00
	10:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:15	00:00:12	00:02:13	00:02:04	00:00:43	00:00:14
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:38	00:04:38	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:17	00:00:46	00:00:18	00:00:18
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:51	00:01:08	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:29	00:03:30	00:00:23	00:00:23
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:03	00:02:06	00:00:08	00:00:08
HotelRealParque		24	18	⚠	75,0%	1	✔	4,2%	5	✖	20,8%	00:00:15	00:00:09	00:12:20	00:02:52	00:00:11	00:00:12
	09:00:00	6	2	✖	33,3%	0	✔	0,0%	4	✖	66,7%	00:00:12	00:00:10	00:02:01	00:01:22	00:00:10	00:00:10
	10:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:14	00:00:09	00:02:34	00:02:16	00:00:07	00:00:10
	12:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:14	00:00:12	00:02:14	00:02:14	00:00:14	00:00:09
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:03:05	00:02:42	00:00:07	00:00:07
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:52	00:02:48	00:00:12	00:00:12
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:01:46	00:01:11	00:00:09	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:59	00:05:59	00:00:38	00:00:38
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:12:20	00:05:49	00:00:13	00:00:13
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:09	00:02:58	00:00:07	00:00:07
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:09	00:04:09	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:47	00:01:47	00:00:04	00:00:04
04-05-2018		74	66	✔	89,2%	0	✔	0,0%	5	✔	6,8%	00:00:21	00:00:08	00:14:13	00:02:56	00:00:11	00:00:11
GrdRealVillaltalia		25	24	✔	96,0%	0	✔	0,0%	1	✔	4,0%	00:00:11	00:00:07	00:14:13	00:03:33	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:01:20	00:01:12	00:00:11	00:00:11
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:02:55	00:02:02	00:00:05	00:00:05
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:13	00:01:13	00:00:11	00:00:11
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:03:37	00:01:52	00:00:11	00:00:11
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:11	00:04:18	00:00:12	00:00:12
	14:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:10	00:00:06	00:14:13	00:06:44	00:00:08	00:00:09
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:02:15	00:01:32	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:14:05	00:07:26	00:00:08	00:00:08
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:13:19	00:04:00	00:00:15	00:00:15
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:53	00:03:53	00:00:10	00:00:10
HotelRealOeiras		23	19	⚠	82,6%	0	✔	0,0%	2	✔	8,7%	00:00:21	00:00:10	00:07:43	00:02:22	00:00:13	00:00:12
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:31	00:00:31	00:00:08	00:00:08
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:07:43	00:02:29	00:00:06	00:00:06
	13:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:21	00:00:11	00:05:26	00:05:25	00:00:11	00:00:06
	14:00:00	4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:13	00:00:12	00:01:05	00:01:00	00:00:12	00:00:12
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:06:32	00:04:07	00:00:30	00:00:30
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:02:40	00:01:21	00:00:09	00:00:09
	17:00:00	6	5	⚠	83,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:49	00:01:54	00:00:14	00:00:14
HotelRealPalacio		11	10	✔	90,9%	0	✔	0,0%	1	✔	9,1%	00:00:15	00:00:09	00:03:54	00:01:55	00:00:12	00:00:12
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:23	00:02:03	00:00:07	00:00:07
	14:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:09	00:00:09	00:03:54	00:03:54	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:44	00:01:44	00:00:22	00:00:22
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:53	00:01:11	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:00	00:02:22	00:00:20	00:00:20
HotelRealParque		13	12	✔	92,3%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:10:41	00:03:03	00:00:08	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:10:41	00:10:41	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:55	00:05:55	00:00:09	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:15	00:02:33	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:36	00:02:28	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:03:09	00:03:09	00:00:08	00:00:08
	16:00:00	4	3	⚠️	75,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:08	00:04:10	00:01:52	00:00:09	00:00:08
	18:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:11	00:00:58	00:00:58	00:00:11	00:00:11
RealResidencia		2	1	⚠️	50,0%	0	✔️	0,0%	1	❌	50,0%	00:00:06	00:00:06	00:05:14	00:05:14	00:00:12	00:00:06
	09:00:00	1	0	❌	0,0%	0	✔️	0,0%	1	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:19	00:00:00
	11:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:05:14	00:05:14	00:00:06	00:00:06
05-05-2018		21	16	⚠️	76,2%	0	✔️	0,0%	5	❌	23,8%	00:00:14	00:00:08	00:10:23	00:03:11	00:00:11	00:00:10
GrdRealVillaltalia		7	5	⚠️	71,4%	0	✔️	0,0%	2	❌	28,6%	00:00:10	00:00:07	00:10:23	00:02:41	00:00:10	00:00:12
	09:00:00	1	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	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:00:51	00:00:51	00:00:10	00:00:10
	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:06	00:00:40	00:00:40	00:00:14	00:00:14
	16:00:00	4	3	⚠️	75,0%	0	✔️	0,0%	1	❌	25,0%	00:00:10	00:00:08	00:10:23	00:03:58	00:00:10	00:00:12
HotelRealOeiras		7	6	✔️	85,7%	0	✔️	0,0%	1	⚠️	14,3%	00:00:14	00:00:10	00:05:11	00:03:04	00:00:14	00:00:10
	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:14	00:00:11	00:05:11	00:04:29	00:00:11	00:00:11
	11:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:03:12	00:03:12	00:00:08	00:00:08
	12:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:10	00:04:19	00:02:06	00:00:11	00:00:11
	14:00:00	1	0	❌	0,0%	0	✔️	0,0%	1	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:36	00:00:00
HotelRealPalacio		2	0	❌	0,0%	0	✔️	0,0%	2	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	09:00:00	1	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
	11:00:00	1	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
RealResidencia		5	5	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:08	00:06:16	00:03:49	00:00:08	00:00:08
	11:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:06:16	00:06:16	00:00:07	00:00:07
	13:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:08	00:05:07	00:02:45	00:00:08	00:00:08
	14:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:04:31	00:04:31	00:00:09	00:00:09
07-05-2018		101	94	✔️	93,1%	3	✔️	3,0%	3	✔️	3,0%	00:00:16	00:00:08	00:13:57	00:02:22	00:00:14	00:00:11
GrdRealVillaltalia		28	27	✔️	96,4%	0	✔️	0,0%	1	✔️	3,6%	00:00:11	00:00:08	00:13:57	00:02:51	00:00:12	00:00:12
	09:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:02:28	00:02:28	00:00:19	00:00:19
	10:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:07	00:13:57	00:04:53	00:00:07	00:00:07
	11:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:06	00:06:23	00:04:01	00:00:07	00:00:07
	12:00:00	5	4	⚠️	80,0%	0	✔️	0,0%	1	❌	20,0%	00:00:10	00:00:06	00:06:43	00:01:53	00:00:09	00:00:10
	13:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:10	00:00:10
	14:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:07	00:05:41	00:04:04	00:00:09	00:00:09
	15:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:03:37	00:02:22	00:00:13	00:00:13
	16:00:00	6	6	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:09	00:07:19	00:02:41	00:00:16	00:00:16
	17:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:02:26	00:02:26	00:00:09	00:00:09
	18:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:01:26	00:01:26	00:00:31	00:00:31
HotelRealOeiras		47	41	✔️	87,2%	3	✔️	6,4%	2	✔️	4,3%	00:00:16	00:00:09	00:12:17	00:02:14	00:00:19	00:00:11
	09:00:00	4	3	⚠️	75,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:16	00:00:11	00:04:45	00:01:56	00:00:14	00:00:08
	10:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:06	00:03:22	00:01:29	00:00:06	00:00:06
	11:00:00	5	5	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:07	00:01:58	00:01:01	00:00:07	00:00:07
	12:00:00	7	6	✔️	85,7%	0	✔️	0,0%	1	⚠️	14,3%	00:00:15	00:00:09	00:06:07	00:02:43	00:00:17	00:00:18
	13:00:00	4	3	⚠️	75,0%	1	❌	25,0%	0	✔️	0,0%	00:00:15	00:00:11	00:04:23	00:02:12	00:00:32	00:00:13
	14:00:00	5	5	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:08	00:06:30	00:02:33	00:00:09	00:00:09
	15:00:00	8	8	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:12:17	00:03:43	00:00:14	00:00:14
	16:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:08	00:02:26	00:01:10	00:00:08	00:00:08
	17:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:07	00:02:26	00:01:39	00:00:07	00:00:07
	18:00:00	3	1	❌	33,3%	1	❌	33,3%	1	❌	33,3%	00:00:15	00:00:12	00:01:12	00:01:12	00:01:16	00:00:07
	19:00:00	1	0	❌	0,0%	1	❌	100,0%	0	✔️	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:44	00:00:00
HotelRealPalacio		9	9	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:07	00:04:40	00:02:07	00:00:07	00:00:07
	10:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:04:40	00:04:40	00:00:07	00:00:07
	11:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:04	00:00:04	00:02:12	00:01:54	00:00:04	00:00:04
	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:03:48	00:03:48	00:00:09	00:00:09
	16:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:00:35	00:00:35	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:41	00:01:16	00:00:10	00:00:10
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:34	00:01:52	00:00:08	00:00:08
HotelRealParque		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:13	00:02:01	00:00:09	00:00:09
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:13	00:02:57	00:00:13	00:00:13
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:25	00:01:08	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:02:32	00:02:25	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:42	00:01:42	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:07	00:01:07	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:01:40	00:01:40	00:00:13	00:00:13
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:39	00:01:52	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:04:07	00:02:54	00:00:08	00:00:08
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:54	00:01:34	00:00:06	00:00:06
08-05-2018		96	87	✔	90,6%	2	✔	2,1%	6	✔	6,3%	00:00:16	00:00:09	00:14:52	00:02:56	00:00:17	00:00:15
GrdRealVillaltalia		26	24	✔	92,3%	1	✔	3,8%	0	✔	0,0%	00:00:16	00:00:08	00:14:04	00:04:19	00:00:19	00:00:14
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:07:14	00:04:42	00:00:14	00:00:14
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:14:04	00:07:30	00:00:15	00:00:15
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:04:57	00:04:05	00:00:09	00:00:09
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:12:08	00:05:45	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:09:13	00:07:00	00:00:18	00:00:18
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:10	00:00:52	00:00:14	00:00:14
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:08:35	00:03:23	00:00:11	00:00:11
	16:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	17:00:00	6	4	⚠	66,7%	1	✖	16,7%	0	✔	0,0%	00:00:16	00:00:10	00:05:06	00:02:23	00:00:41	00:00:25
HotelRealOeiras		29	23	⚠	79,3%	1	✔	3,4%	5	✖	17,2%	00:00:15	00:00:10	00:07:55	00:02:08	00:00:22	00:00:19
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:25	00:02:25	00:00:11	00:00:11
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:57	00:00:47	00:00:16	00:00:16
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:31	00:02:39	00:00:12	00:00:12
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:03	00:04:04	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:00:42	00:00:42	00:00:14	00:00:14
	14:00:00	5	2	✖	40,0%	0	✔	0,0%	3	✖	60,0%	00:00:15	00:00:10	00:01:58	00:01:26	00:00:50	00:01:20
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:07:55	00:03:13	00:00:08	00:00:08
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:44	00:01:25	00:00:15	00:00:15
	17:00:00	5	2	✖	40,0%	1	✖	20,0%	2	✖	40,0%	00:00:15	00:00:12	00:00:39	00:00:39	00:00:31	00:00:26
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:06	00:05:06	00:00:11	00:00:11
HotelRealPalacio		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:14:52	00:03:53	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:11:40	00:11:40	00:00:24	00:00:24
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:03:56	00:02:13	00:00:06	00:00:06
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:06	00:03:51	00:00:10	00:00:10
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:03:44	00:02:13	00:00:09	00:00:09
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:26	00:04:04	00:00:14	00:00:14
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:11	00:04:20	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:14:52	00:05:56	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:26	00:00:26	00:00:09	00:00:09
HotelRealParque		22	21	✔	95,5%	0	✔	0,0%	1	✔	4,5%	00:00:15	00:00:09	00:06:07	00:01:44	00:00:14	00:00:14
	09:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:12	00:03:06	00:01:31	00:00:29	00:00:37
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:34	00:01:41	00:00:08	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:06:07	00:04:17	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:07	00:00:50	00:00:23	00:00:23
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:11	00:01:51	00:00:58	00:00:12	00:00:12
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:35	00:02:30	00:00:15	00:00:15
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:02:08	00:01:30	00:00:08	00:00:08
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:38	00:01:37	00:00:24	00:00:24
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:38	00:01:38	00:00:24	00:00:24

OneContact Reporting

Service Performance Report

	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:36	00:01:36	00:00:24	00:00:24
09-05-2018		64	58	✔	90,6%	1	✔	1,6%	4	✔	6,3%	00:00:17	00:00:09	00:09:19	00:02:34	00:00:12	00:00:12
GrdRealVillaltalia		18	18	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:09:19	00:02:51	00:00:16	00:00:16
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:06	00:03:12	00:00:12	00:00:12
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:03:55	00:02:36	00:00:32	00:00:32
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:53	00:02:40	00:00:10	00:00:10
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:49	00:02:24	00:00:09	00:00:09
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:42	00:01:44	00:00:16	00:00:16
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:19	00:06:37	00:00:13	00:00:13
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:07	00:02:07	00:00:09	00:00:09
HotelRealOeiras		23	19	⚠	82,6%	1	✔	4,3%	2	✔	8,7%	00:00:17	00:00:10	00:08:04	00:02:18	00:00:13	00:00:12
	09:00:00	3	1	✖	33,3%	0	✔	0,0%	1	✖	33,3%	00:00:17	00:00:15	00:00:34	00:00:34	00:00:12	00:00:13
	10:00:00	4	2	⚠	50,0%	1	✖	25,0%	1	✖	25,0%	00:00:10	00:00:08	00:02:05	00:01:18	00:00:13	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:10	00:01:10	00:00:25	00:00:25
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:10	00:02:10	00:00:07	00:00:07
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:05:49	00:02:12	00:00:10	00:00:10
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:05:18	00:03:08	00:00:08	00:00:08
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:08:04	00:03:28	00:00:20	00:00:20
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:32	00:01:45	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:09	00:02:09	00:00:07	00:00:07
HotelRealPalacio		10	8	⚠	80,0%	0	✔	0,0%	2	✖	20,0%	00:00:15	00:00:09	00:03:38	00:01:50	00:00:11	00:00:12
	09:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:15	00:00:09	00:01:05	00:01:05	00:00:11	00:00:25
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:03:34	00:03:01	00:00:13	00:00:13
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:19	00:01:19	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:38	00:02:16	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:05	00:01:05	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:34	00:01:12	00:00:12	00:00:12
HotelRealParque		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:07:07	00:03:02	00:00:08	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:34	00:00:34	00:00:11	00:00:11
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:27	00:06:27	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:05:14	00:05:14	00:00:04	00:00:04
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:06:19	00:03:50	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:07:07	00:07:07	00:00:04	00:00:04
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:05:12	00:03:08	00:00:08	00:00:08
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:00:46	00:00:34	00:00:07	00:00:07
10-05-2018		87	80	✔	92,0%	2	✔	2,3%	2	✔	2,3%	00:00:15	00:00:09	00:11:03	00:02:03	00:00:12	00:00:11
GrdRealVillaltalia		20	19	✔	95,0%	1	✔	5,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:45	00:02:37	00:00:14	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:16	00:02:16	00:00:10	00:00:10
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:45	00:02:52	00:00:12	00:00:12
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:04:39	00:03:16	00:00:07	00:00:07
	13:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:49	00:02:16	00:00:37	00:00:13
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:29	00:01:29	00:00:04	00:00:04
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:43	00:02:28	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:54	00:02:54	00:00:05	00:00:05
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:02:26	00:02:01	00:00:06	00:00:06
HotelRealOeiras		33	29	✔	87,9%	1	✔	3,0%	2	✔	6,1%	00:00:15	00:00:09	00:11:03	00:02:01	00:00:11	00:00:11
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:30	00:01:05	00:00:14	00:00:14
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:05:10	00:01:56	00:00:10	00:00:10
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:05	00:02:02	00:00:06	00:00:06
	13:00:00	4	1	✖	25,0%	1	✖	25,0%	2	✖	50,0%	00:00:08	00:00:08	00:01:01	00:01:01	00:00:09	00:00:08
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:39	00:01:16	00:00:12	00:00:12
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:52	00:02:41	00:00:11	00:00:11
	16:00:00	5	4	⚠	80,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:11:03	00:04:11	00:00:12	00:00:12

OneContact Reporting

Service Performance Report

	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:05:33	00:02:36	00:00:08	00:00:08
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:02	00:00:48	00:00:10	00:00:10
HotelRealPalacio		12	11	✔	91,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:35	00:02:01	00:00:15	00:00:15
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:23	00:01:23	00:00:11	00:00:11
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:01:46	00:01:46	00:00:15	00:00:15
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:11	00:01:11	00:00:20	00:00:20
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:03	00:02:03	00:00:23	00:00:23
	15:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:02:22	00:02:02	00:00:18	00:00:20
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:29	00:02:16	00:00:15	00:00:15
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:05:35	00:03:38	00:00:11	00:00:11
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:01:31	00:01:00	00:00:10	00:00:10
HotelRealParque		21	20	✔	95,2%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:35	00:01:25	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:52	00:01:50	00:00:08	00:00:08
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:11	00:01:17	00:00:12	00:00:12
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:14	00:01:22	00:00:07	00:00:07
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:35	00:01:56	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:49	00:01:49	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:02:48	00:01:48	00:00:11	00:00:11
	16:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:00:03	00:00:03	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:58	00:00:58	00:00:08	00:00:08
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:21	00:04:21	00:00:34	00:00:34
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:21	00:04:21	00:00:34	00:00:34
11-05-2018		91	84	✔	92,3%	3	✔	3,3%	2	✔	2,2%	00:00:17	00:00:09	00:09:34	00:02:32	00:00:15	00:00:11
GrdRealVillaltalia		23	20	✔	87,0%	1	✔	4,3%	2	✔	8,7%	00:00:10	00:00:08	00:09:34	00:03:25	00:00:17	00:00:13
	09:00:00	2	0	✖	0,0%	1	✖	50,0%	1	✖	50,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:08	00:00:00
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:02	00:03:02	00:00:51	00:00:51
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:09:34	00:06:40	00:00:22	00:00:22
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:56	00:03:04	00:00:11	00:00:11
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:11	00:04:12	00:00:16	00:00:16
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:36	00:02:15	00:00:08	00:00:08
	15:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:10	00:00:09	00:06:19	00:03:12	00:00:09	00:00:09
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:07	00:03:26	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:28	00:01:28	00:00:07	00:00:07
HotelRealOeiras		33	30	✔	90,9%	1	✔	3,0%	0	✔	0,0%	00:00:17	00:00:10	00:07:23	00:01:57	00:00:18	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:07:23	00:05:24	00:00:08	00:00:08
	10:00:00	5	4	⚠	80,0%	0	✔	0,0%	0	✔	0,0%	00:00:17	00:00:11	00:04:45	00:02:08	00:00:11	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:22	00:01:36	00:00:08	00:00:08
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:07	00:02:20	00:01:30	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:03	00:01:03	00:00:08	00:00:08
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:01:44	00:01:08	00:00:10	00:00:10
	15:00:00	4	2	⚠	50,0%	1	✖	25,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:24	00:02:24	00:01:22	00:00:15
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:18	00:01:26	00:00:09	00:00:09
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:13	00:02:55	00:00:13	00:00:13
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:12	00:01:51	00:01:18	00:00:12	00:00:12
HotelRealPalacio		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:13	00:02:13	00:00:10	00:00:10
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:13	00:02:06	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:01	00:01:01	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:01:55	00:01:55	00:00:28	00:00:28
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:33	00:00:33	00:00:10	00:00:10
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:41	00:02:26	00:00:09	00:00:09
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:02:36	00:01:53	00:00:06	00:00:06
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:07:13	00:03:02	00:00:10	00:00:10
HotelRealParque		18	17	✔	94,4%	1	✔	5,6%	0	✔	0,0%	00:00:15	00:00:08	00:08:39	00:02:26	00:00:12	00:00:12

OneContact Reporting

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	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:42	00:01:57	00:00:15	00:00:15
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:03	00:01:21	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:33	00:02:30	00:00:16	00:00:16
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:01	00:03:17	00:00:26	00:00:26
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:41	00:00:41	00:00:20	00:00:20
	15:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:12	00:00:08	00:08:39	00:03:39	00:00:11	00:00:11
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:08	00:02:18	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:37	00:01:46	00:00:08	00:00:08
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:07	00:04:44	00:02:53	00:00:07	00:00:07
RealResidencia		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:09:02	00:04:20	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:09:02	00:09:02	00:00:12	00:00:12
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:49	00:01:49	00:00:12	00:00:12
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:08	00:02:08	00:00:06	00:00:06
12-05-2018		24	19	⚠	79,2%	2	✔	8,3%	3	⚠	12,5%	00:00:10	00:00:07	00:11:49	00:03:00	00:00:20	00:00:11
GrdRealVillaltalia		12	9	⚠	75,0%	1	✔	8,3%	2	✖	16,7%	00:00:10	00:00:07	00:11:49	00:03:30	00:00:32	00:00:15
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:11:49	00:11:49	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:50	00:01:50	00:00:08	00:00:08
	11:00:00	5	3	⚠	60,0%	1	✖	20,0%	1	✖	20,0%	00:00:10	00:00:06	00:03:46	00:01:35	00:00:51	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:38	00:02:38	00:00:08	00:00:08
	13:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:29	00:00:00
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:23	00:02:23	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:05:26	00:04:00	00:00:38	00:00:38
HotelRealOeiras		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:01	00:01:01	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:01	00:01:01	00:00:08	00:00:08
HotelRealPalacio		8	6	⚠	75,0%	1	⚠	12,5%	1	⚠	12,5%	00:00:08	00:00:06	00:05:31	00:02:44	00:00:06	00:00:07
	09:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:01	00:00:01	00:00:00	00:00:00	00:00:01	00:00:00
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:04:44	00:04:39	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:38	00:00:38	00:00:07	00:00:07
	13:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:00:33	00:00:30	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:31	00:05:31	00:00:07	00:00:07
HotelRealParque		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:12	00:03:20	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:12	00:06:12	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:27	00:00:27	00:00:10	00:00:10
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:17	00:01:17	00:00:09	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:17	00:01:17	00:00:09	00:00:09
14-05-2018		121	112	✔	92,6%	1	✔	0,8%	6	✔	5,0%	00:00:22	00:00:10	00:15:27	00:02:43	00:00:16	00:00:15
GrdRealVillaltalia		33	30	✔	90,9%	0	✔	0,0%	2	✔	6,1%	00:00:17	00:00:09	00:15:27	00:03:45	00:00:19	00:00:20
	09:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:07:20	00:03:26	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:01	00:03:01	00:00:07	00:00:07
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:11:23	00:05:19	00:00:24	00:00:24
	12:00:00	7	6	✔	85,7%	0	✔	0,0%	1	⚠	14,3%	00:00:10	00:00:09	00:04:22	00:02:42	00:00:12	00:00:12
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:31	00:00:29	00:00:12	00:00:12
	14:00:00	6	5	⚠	83,3%	0	✔	0,0%	0	✔	0,0%	00:00:17	00:00:10	00:07:18	00:02:38	00:00:18	00:00:16
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:10:08	00:03:08	00:00:21	00:00:21
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:10:36	00:10:36	00:00:10	00:00:10
	17:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:11	00:00:10	00:15:27	00:08:26	00:00:53	00:01:17
HotelRealOeiras		54	49	✔	90,7%	1	✔	1,9%	4	✔	7,4%	00:00:15	00:00:09	00:09:13	00:02:25	00:00:13	00:00:12
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:11	00:04:17	00:00:08	00:00:08
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:24	00:02:14	00:00:13	00:00:13
	11:00:00	9	8	✔	88,9%	0	✔	0,0%	1	⚠	11,1%	00:00:13	00:00:08	00:07:33	00:02:52	00:00:15	00:00:16
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:07:10	00:03:20	00:00:08	00:00:08
	13:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:03:28	00:01:15	00:00:09	00:00:09

OneContact Reporting

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	14:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:01:35	00:01:21	00:00:08	00:00:08
	15:00:00	13	10	⚠️	76,9%	1	✔️	7,7%	2	❌	15,4%	00:00:15	00:00:10	00:09:13	00:02:37	00:00:18	00:00:12
	16:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:04:28	00:02:11	00:00:16	00:00:16
	17:00:00	6	5	⚠️	83,3%	0	✔️	0,0%	1	❌	16,7%	00:00:13	00:00:07	00:05:59	00:02:14	00:00:08	00:00:09
	18:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:14	00:00:12	00:01:58	00:01:13	00:00:12	00:00:12
	19:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:06:04	00:06:04	00:00:09	00:00:09
HotelRealPalacio		13	12	✔️	92,3%	0	✔️	0,0%	0	✔️	0,0%	00:00:22	00:00:12	00:03:46	00:01:57	00:00:19	00:00:16
	09:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:14	00:00:13	00:03:13	00:02:30	00:00:13	00:00:13
	12:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:01:09	00:01:09	00:00:08	00:00:08
	13:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:11	00:01:38	00:01:18	00:00:16	00:00:16
	14:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:11	00:01:53	00:01:53	00:00:23	00:00:23
	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:14	00:00:14	00:03:26	00:03:26	00:00:14	00:00:14
	16:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:03:46	00:02:12	00:00:30	00:00:30
	17:00:00	2	1	⚠️	50,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:22	00:00:15	00:00:16	00:00:16	00:00:35	00:00:07
	18:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:08	00:03:20	00:02:20	00:00:08	00:00:08
HotelRealParque		18	18	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:12:11	00:02:14	00:00:16	00:00:16
	09:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:01:43	00:01:43	00:00:08	00:00:08
	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:02:40	00:01:46	00:00:15	00:00:15
	11:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:04:13	00:03:05	00:00:32	00:00:32
	12:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:10	00:12:11	00:04:50	00:00:10	00:00:10
	13:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:12	00:00:58	00:00:54	00:00:12	00:00:12
	14:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:02:26	00:01:49	00:00:18	00:00:18
	16:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:07	00:03:29	00:01:50	00:00:09	00:00:09
	17:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:02:01	00:01:25	00:00:16	00:00:16
	18:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:11	00:01:02	00:01:02	00:00:32	00:00:32
RealResidencia		3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:03:28	00:02:31	00:00:13	00:00:13
	13:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:03:10	00:03:10	00:00:08	00:00:08
	16:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:03:28	00:03:28	00:00:10	00:00:10
	17:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:00:56	00:00:56	00:00:21	00:00:21
15-05-2018		142	99	⚠️	69,7%	15	⚠️	10,6%	23	❌	16,2%	00:00:22	00:00:10	00:18:12	00:02:53	00:00:21	00:00:17
GrdRealVillaltalia		37	23	⚠️	62,2%	5	⚠️	13,5%	8	❌	21,6%	00:00:14	00:00:09	00:18:12	00:04:02	00:00:37	00:00:29
	09:00:00	8	3	❌	37,5%	1	⚠️	12,5%	4	❌	50,0%	00:00:10	00:00:08	00:08:12	00:03:56	00:00:09	00:00:16
	10:00:00	9	4	❌	44,4%	3	❌	33,3%	2	❌	22,2%	00:00:10	00:00:09	00:10:36	00:06:12	00:01:41	00:01:20
	11:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:09	00:01:31	00:00:41	00:00:23	00:00:23
	12:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:08	00:08:12	00:05:30	00:00:08	00:00:08
	13:00:00	5	3	⚠️	60,0%	0	✔️	0,0%	2	❌	40,0%	00:00:10	00:00:09	00:02:01	00:01:19	00:00:12	00:00:17
	14:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:09	00:06:57	00:04:22	00:00:19	00:00:19
	15:00:00	2	1	⚠️	50,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:14	00:00:10	00:00:04	00:00:04	00:00:36	00:00:37
	16:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:05:58	00:02:24	00:00:14	00:00:14
	17:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:18:12	00:18:12	00:00:17	00:00:17
	18:00:00	2	1	⚠️	50,0%	1	❌	50,0%	0	✔️	0,0%	00:00:10	00:00:09	00:04:41	00:04:41	00:00:34	00:00:24
HotelRealOeiras		53	35	⚠️	66,0%	8	❌	15,1%	6	⚠️	11,3%	00:00:22	00:00:11	00:15:29	00:02:54	00:00:15	00:00:13
	09:00:00	13	5	❌	38,5%	5	❌	38,5%	2	❌	15,4%	00:00:17	00:00:11	00:05:51	00:02:45	00:00:10	00:00:13
	10:00:00	5	1	❌	20,0%	2	❌	40,0%	2	❌	40,0%	00:00:05	00:00:05	00:11:30	00:11:30	00:00:31	00:00:05
	11:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:03:43	00:02:19	00:00:17	00:00:17
	12:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:04:03	00:01:44	00:00:08	00:00:08
	13:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:10	00:03:52	00:03:12	00:00:10	00:00:10
	14:00:00	2	1	⚠️	50,0%	0	✔️	0,0%	1	❌	50,0%	00:00:10	00:00:10	00:04:49	00:04:49	00:00:08	00:00:10
	15:00:00	6	4	⚠️	66,7%	0	✔️	0,0%	1	❌	16,7%	00:00:16	00:00:12	00:03:12	00:02:08	00:00:15	00:00:14
	16:00:00	7	7	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:06:08	00:02:13	00:00:13	00:00:13
	17:00:00	9	6	⚠️	66,7%	1	⚠️	11,1%	0	✔️	0,0%	00:00:22	00:00:12	00:06:55	00:02:29	00:00:20	00:00:18
	18:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:15:29	00:05:21	00:00:12	00:00:12
HotelRealPalacio		31	21	⚠️	67,7%	1	✔️	3,2%	9	❌	29,0%	00:00:15	00:00:10	00:05:49	00:01:48	00:00:15	00:00:12

OneContact Reporting

Service Performance Report

	09:00:00	4	2	🟡 50,0%	0	🟢 0,0%	2	🔴 50,0%	00:00:13	00:00:10	00:02:31	00:01:44	00:00:09	00:00:10
	10:00:00	2	1	🟡 50,0%	0	🟢 0,0%	1	🔴 50,0%	00:00:09	00:00:09	00:00:37	00:00:37	00:00:08	00:00:09
	11:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:11	00:00:10	00:03:48	00:02:26	00:00:10	00:00:10
	12:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:07	00:00:07	00:01:01	00:00:44	00:00:08	00:00:08
	13:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:11	00:05:49	00:03:28	00:00:15	00:00:15
	14:00:00	8	4	🟡 50,0%	0	🟢 0,0%	4	🔴 50,0%	00:00:15	00:00:10	00:01:26	00:00:45	00:00:10	00:00:13
	15:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:10	00:01:59	00:01:59	00:00:10	00:00:10
	17:00:00	4	4	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:11	00:02:13	00:01:16	00:00:14	00:00:14
	18:00:00	4	1	🔴 25,0%	1	🔴 25,0%	2	🔴 50,0%	00:00:15	00:00:09	00:04:26	00:04:26	00:00:48	00:00:12
HotelRealParque		17	16	🟢 94,1%	1	🟢 5,9%	0	🟢 0,0%	00:00:18	00:00:11	00:05:25	00:02:22	00:00:20	00:00:14
	09:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:13	00:00:13	00:02:23	00:02:23	00:00:13	00:00:13
	10:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:16	00:00:11	00:02:31	00:02:28	00:00:17	00:00:17
	11:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:07	00:00:07	00:02:55	00:02:55	00:00:07	00:00:07
	12:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:09	00:01:18	00:01:18	00:00:09	00:00:09
	13:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:08	00:05:25	00:05:25	00:00:08	00:00:08
	14:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:09	00:03:38	00:02:46	00:00:12	00:00:12
	15:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:12	00:00:12	00:01:04	00:00:52	00:00:12	00:00:12
	16:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:18	00:00:14	00:02:19	00:01:26	00:00:24	00:00:24
	17:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:10	00:05:17	00:03:16	00:00:14	00:00:14
	18:00:00	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%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:41	00:00:00
RealResidencia		4	4	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:11	00:07:01	00:03:49	00:00:17	00:00:17
	12:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:13	00:07:01	00:07:01	00:00:26	00:00:26
	14:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:09	00:06:46	00:06:46	00:00:09	00:00:09
	15:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:06	00:00:06	00:00:31	00:00:31	00:00:06	00:00:06
	18:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:13	00:00:57	00:00:57	00:00:26	00:00:26
16-05-2018		97	71	🟡 73,2%	8	🟢 8,2%	13	🟡 13,4%	00:00:21	00:00:09	00:14:07	00:02:32	00:00:23	00:00:16
GrdRealVillaltalia		38	27	🟡 71,1%	6	🔴 15,8%	4	🟡 10,5%	00:00:16	00:00:08	00:14:07	00:03:13	00:00:26	00:00:15
	09:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:09	00:04:20	00:02:50	00:00:10	00:00:10
	10:00:00	9	6	🟡 66,7%	1	🟡 11,1%	2	🔴 22,2%	00:00:10	00:00:07	00:04:30	00:02:00	00:00:16	00:00:20
	11:00:00	5	5	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:07	00:03:40	00:01:42	00:00:10	00:00:10
	12:00:00	4	4	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:08	00:05:30	00:02:36	00:00:08	00:00:08
	13:00:00	3	2	🟡 66,7%	0	🟢 0,0%	1	🔴 33,3%	00:00:10	00:00:07	00:14:07	00:07:31	00:00:20	00:00:24
	14:00:00	1	0	🔴 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:16	00:00:13	00:00:00	00:00:00	00:00:26	00:00:00
	15:00:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:10	00:00:09	00:00:25	00:00:25	00:00:00	00:00:00
	16:00:00	5	4	🟡 80,0%	1	🔴 20,0%	0	🟢 0,0%	00:00:12	00:00:10	00:04:40	00:01:45	00:00:41	00:00:19
	17:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:08	00:09:34	00:07:54	00:00:15	00:00:15
	18:00:00	6	1	🔴 16,7%	4	🔴 66,7%	1	🔴 16,7%	00:00:10	00:00:08	00:13:52	00:13:52	00:01:09	00:00:26
HotelRealOeiras		31	20	🟡 64,5%	2	🟢 6,5%	7	🔴 22,6%	00:00:19	00:00:11	00:09:22	00:01:33	00:00:29	00:00:21
	10:00:00	3	2	🟡 66,7%	0	🟢 0,0%	1	🔴 33,3%	00:00:15	00:00:11	00:01:29	00:01:08	00:00:13	00:00:17
	11:00:00	5	5	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:06	00:02:15	00:00:57	00:00:07	00:00:07
	12:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:11	00:09:22	00:09:22	00:00:22	00:00:22
	13:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:11	00:01:05	00:00:46	00:00:16	00:00:16
	14:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:12	00:02:26	00:01:40	00:00:18	00:00:18
	15:00:00	2	1	🟡 50,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:13	00:00:59	00:00:59	00:00:20	00:00:25
	17:00:00	5	5	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:11	00:00:08	00:02:54	00:01:44	00:00:08	00:00:08
	18:00:00	11	2	🔴 18,2%	2	🔴 18,2%	6	🔴 54,5%	00:00:19	00:00:15	00:00:04	00:00:04	00:00:59	00:01:40
HotelRealPalacio		8	6	🟡 75,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:21	00:00:12	00:09:38	00:04:27	00:00:16	00:00:16
	11:00:00	3	2	🟡 66,7%	0	🟢 0,0%	0	🟢 0,0%	00:00:16	00:00:09	00:03:09	00:02:48	00:00:09	00:00:06
	16:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:13	00:04:25	00:03:12	00:00:34	00:00:34
	18:00:00	3	2	🟡 66,7%	0	🟢 0,0%	0	🟢 0,0%	00:00:21	00:00:12	00:09:38	00:07:20	00:00:12	00:00:08
HotelRealParque		20	18	🟢 90,0%	0	🟢 0,0%	2	🟡 10,0%	00:00:15	00:00:08	00:05:23	00:02:02	00:00:09	00:00:10
	09:00:00	5	5	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:11	00:00:08	00:05:23	00:03:10	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:41	00:02:00	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:37	00:02:12	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:00:45	00:00:36	00:00:08	00:00:08
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:30	00:01:52	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:01:14	00:00:53	00:00:11	00:00:11
	17:00:00	3	1	✘	33,3%	0	✔	0,0%	2	✘	66,7%	00:00:15	00:00:12	00:00:59	00:00:59	00:00:10	00:00:23
17-05-2018		92	75	⚠	81,5%	6	✔	6,5%	10	⚠	10,9%	00:00:15	00:00:09	00:10:11	00:02:32	00:00:15	00:00:12
GrdRealVillaltalia		17	14	⚠	82,4%	1	✔	5,9%	2	⚠	11,8%	00:00:10	00:00:08	00:07:38	00:03:55	00:00:12	00:00:14
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:45	00:05:45	00:00:07	00:00:07
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:08	00:02:50	00:00:14	00:00:14
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:29	00:02:18	00:00:13	00:00:13
	12:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✘	50,0%	00:00:10	00:00:08	00:07:06	00:07:06	00:00:13	00:00:15
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:00	00:03:58	00:00:13	00:00:13
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:05:28	00:02:48	00:00:15	00:00:15
	16:00:00	1	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
	17:00:00	3	2	⚠	66,7%	1	✘	33,3%	0	✔	0,0%	00:00:10	00:00:07	00:07:38	00:06:19	00:00:12	00:00:16
HotelRealOeiras		31	26	⚠	83,9%	1	✔	3,2%	3	✔	9,7%	00:00:15	00:00:09	00:08:20	00:02:24	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:10	00:01:02	00:00:10	00:00:10
	10:00:00	9	6	⚠	66,7%	1	⚠	11,1%	2	✘	22,2%	00:00:11	00:00:07	00:02:54	00:01:53	00:00:07	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:08:20	00:04:13	00:00:10	00:00:10
	12:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✘	50,0%	00:00:08	00:00:08	00:04:19	00:04:19	00:00:07	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:46	00:01:46	00:00:24	00:00:24
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:52	00:03:16	00:00:06	00:00:06
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:03:27	00:01:56	00:00:10	00:00:10
	16:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:31	00:03:01	00:00:11	00:00:11
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:30	00:01:04	00:00:14	00:00:14
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:05:49	00:03:26	00:00:07	00:00:07
HotelRealPalacio		19	14	⚠	73,7%	1	✔	5,3%	4	✘	21,1%	00:00:15	00:00:09	00:04:09	00:01:44	00:00:14	00:00:15
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:31	00:01:31	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:03	00:02:03	00:00:19	00:00:19
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:16	00:00:54	00:00:07	00:00:07
	12:00:00	3	0	✘	0,0%	1	✘	33,3%	2	✘	66,7%	00:00:08	00:00:08	00:00:00	00:00:00	00:00:06	00:00:00
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:02:56	00:01:58	00:00:11	00:00:11
	14:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✘	33,3%	00:00:15	00:00:10	00:04:09	00:03:08	00:00:33	00:00:39
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:08	00:01:08	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:16	00:00:50	00:00:08	00:00:08
	17:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✘	25,0%	00:00:15	00:00:10	00:03:00	00:01:56	00:00:16	00:00:13
HotelRealParque		23	19	⚠	82,6%	3	⚠	13,0%	1	✔	4,3%	00:00:15	00:00:11	00:10:11	00:02:23	00:00:25	00:00:13
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:05:08	00:02:35	00:00:08	00:00:08
	10:00:00	6	5	⚠	83,3%	1	✘	16,7%	0	✔	0,0%	00:00:15	00:00:10	00:02:55	00:01:39	00:00:14	00:00:14
	12:00:00	2	0	✘	0,0%	1	✘	50,0%	1	✘	50,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:40	00:00:00
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:10:11	00:07:11	00:00:16	00:00:16
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:48	00:02:14	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:49	00:01:49	00:00:07	00:00:07
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:20	00:00:50	00:00:11	00:00:11
	17:00:00	2	1	⚠	50,0%	1	✘	50,0%	0	✔	0,0%	00:00:15	00:00:14	00:02:50	00:02:50	00:01:16	00:00:25
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:02	00:01:02	00:00:23	00:00:23
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:02:07	00:02:01	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:55	00:01:55	00:00:09	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:07	00:02:07	00:00:05	00:00:05
18-05-2018		112	93	⚠	83,0%	2	✔	1,8%	15	⚠	13,4%	00:00:16	00:00:09	00:13:05	00:02:36	00:00:20	00:00:21
GrdRealVillaltalia		38	32	⚠	84,2%	2	✔	5,3%	3	✔	7,9%	00:00:15	00:00:08	00:11:39	00:03:28	00:00:27	00:00:27
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:04:17	00:03:40	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	10:00:00	8	7	✔87,5%	0	✔0,0%	1	⚠12,5%	00:00:11	00:00:08	00:06:03	00:03:22	00:00:31	00:00:34
	11:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:10	00:06:09	00:03:40	00:00:15	00:00:15
	12:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:03:34	00:01:52	00:00:22	00:00:22
	13:00:00	5	5	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:11:39	00:05:48	00:00:45	00:00:45
	14:00:00	6	5	⚠83,3%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:04:03	00:02:20	00:00:14	00:00:12
	15:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:09	00:06:04	00:03:32	00:00:16	00:00:16
	16:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:04:20	00:02:42	00:00:31	00:00:31
	17:00:00	5	2	✖40,0%	1	✖20,0%	2	✖40,0%	00:00:11	00:00:09	00:06:56	00:04:45	00:00:37	00:00:48
	18:00:00	1	0	✖0,0%	1	✖100,0%	0	✔0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:37	00:00:00
HotelRealOeiras		38	30	⚠78,9%	0	✔0,0%	8	✖21,1%	00:00:16	00:00:10	00:13:05	00:02:06	00:00:17	00:00:20
	09:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:02:53	00:02:53	00:00:10	00:00:10
	10:00:00	6	3	⚠50,0%	0	✔0,0%	3	✖50,0%	00:00:16	00:00:10	00:01:45	00:01:02	00:00:12	00:00:17
	12:00:00	5	5	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:02:38	00:01:02	00:00:11	00:00:11
	13:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:11	00:03:43	00:03:43	00:00:11	00:00:11
	14:00:00	8	5	⚠62,5%	0	✔0,0%	3	✖37,5%	00:00:09	00:00:08	00:03:16	00:01:50	00:00:08	00:00:08
	15:00:00	9	7	⚠77,8%	0	✔0,0%	2	✖22,2%	00:00:15	00:00:10	00:13:05	00:02:49	00:00:36	00:00:45
	16:00:00	5	5	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:04:23	00:02:12	00:00:13	00:00:13
	17:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:01:03	00:00:56	00:00:08	00:00:08
	18:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:12	00:05:32	00:05:32	00:00:25	00:00:25
HotelRealPalacio		20	17	✔85,0%	0	✔0,0%	2	⚠10,0%	00:00:15	00:00:09	00:07:28	00:02:25	00:00:19	00:00:19
	09:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:09	00:07:28	00:03:36	00:00:12	00:00:12
	10:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:04:39	00:02:27	00:00:46	00:00:46
	11:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:07	00:03:20	00:01:40	00:00:10	00:00:10
	13:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:11	00:02:37	00:02:15	00:00:22	00:00:22
	14:00:00	4	3	⚠75,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:02:43	00:01:50	00:00:19	00:00:15
	15:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:04	00:04:34	00:02:35	00:00:08	00:00:08
	17:00:00	2	0	✖0,0%	0	✔0,0%	2	✖100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	18:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:12	00:04:56	00:04:56	00:00:12	00:00:12
HotelRealParque		13	11	⚠84,6%	0	✔0,0%	2	✖15,4%	00:00:14	00:00:09	00:09:53	00:01:47	00:00:08	00:00:09
	10:00:00	3	2	⚠66,7%	0	✔0,0%	1	✖33,3%	00:00:14	00:00:10	00:09:53	00:06:06	00:00:08	00:00:10
	11:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:07	00:01:32	00:00:50	00:00:07	00:00:07
	13:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:00:42	00:00:42	00:00:09	00:00:09
	14:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:14	00:00:12	00:01:09	00:00:53	00:00:12	00:00:12
	17:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:00:49	00:00:49	00:00:08	00:00:08
	18:00:00	2	1	⚠50,0%	0	✔0,0%	1	✖50,0%	00:00:08	00:00:08	00:00:40	00:00:40	00:00:06	00:00:08
RealResidencia		3	3	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:12	00:04:37	00:02:30	00:00:27	00:00:27
	09:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:08	00:02:03	00:01:26	00:00:08	00:00:08
	11:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:13	00:04:37	00:04:37	00:01:06	00:01:06
19-05-2018		15	5	✖33,3%	3	✖20,0%	7	✖46,7%	00:00:11	00:00:09	00:06:01	00:03:50	00:00:23	00:00:09
GrdRealVillaltalia		3	1	✖33,3%	1	✖33,3%	1	✖33,3%	00:00:09	00:00:09	00:06:01	00:06:01	00:01:23	00:00:09
	10:00:00	1	0	✖0,0%	1	✖100,0%	0	✔0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:03:55	00:00:00
	14:00:00	2	1	⚠50,0%	0	✔0,0%	1	✖50,0%	00:00:09	00:00:09	00:06:01	00:06:01	00:00:08	00:00:09
HotelRealOeiras		4	0	✖0,0%	0	✔0,0%	4	✖100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	10:00:00	4	0	✖0,0%	0	✔0,0%	4	✖100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
HotelRealPalacio		3	1	✖33,3%	0	✔0,0%	2	✖66,7%	00:00:07	00:00:07	00:06:01	00:06:01	00:00:10	00:00:07
	14:00:00	1	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
	15:00:00	2	1	⚠50,0%	0	✔0,0%	1	✖50,0%	00:00:07	00:00:07	00:06:01	00:06:01	00:00:13	00:00:07
HotelRealParque		5	3	⚠60,0%	2	✖40,0%	0	✔0,0%	00:00:11	00:00:10	00:03:52	00:02:23	00:00:06	00:00:10
	10:00:00	2	0	✖0,0%	2	✖100,0%	0	✔0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	11:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:11	00:01:42	00:01:42	00:00:11	00:00:11
	15:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:09	00:03:52	00:02:44	00:00:09	00:00:09
21-05-2018		97	88	✔90,7%	3	✔3,1%	4	✔4,1%	00:00:18	00:00:09	00:09:36	00:02:23	00:00:20	00:00:17
GrdRealVillaltalia		29	26	✔89,7%	1	✔3,4%	1	✔3,4%	00:00:18	00:00:08	00:09:36	00:03:11	00:00:17	00:00:16

OneContact Reporting

Service Performance Report

	09:00:00	4	3	🟡 75,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:18	00:00:09	00:09:36	00:03:53	00:00:16	00:00:16
	10:00:00	5	5	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:08:36	00:04:15	00:00:34	00:00:34
	11:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:03:15	00:01:26	00:00:10	00:00:10
	12:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:02:43	00:01:24	00:00:13	00:00:13
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:06:37	00:06:37	00:00:19	00:00:19
	14:00:00	5	5	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:08:16	00:03:29	00:00:16	00:00:16
	15:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:05	00:07:59	00:04:15	00:00:06	00:00:06
	16:00:00	2	1	🟡 50,0%	0	✅ 0,0%	1	❌ 50,0%	00:00:04	00:00:04	00:01:04	00:01:04	00:00:04	00:00:04
	18:00:00	3	2	🟡 66,7%	1	❌ 33,3%	0	✅ 0,0%	00:00:11	00:00:10	00:01:03	00:00:59	00:00:17	00:00:08
HotelRealOeiras		38	32	🟡 84,2%	2	✅ 5,3%	3	✅ 7,9%	00:00:16	00:00:09	00:05:34	00:01:51	00:00:28	00:00:21
	09:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:01:58	00:01:05	00:00:16	00:00:16
	10:00:00	5	1	❌ 20,0%	2	❌ 40,0%	2	❌ 40,0%	00:00:15	00:00:11	00:01:21	00:01:21	00:01:26	00:01:07
	11:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:05:25	00:03:08	00:00:33	00:00:33
	12:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:16	00:00:08	00:02:59	00:01:15	00:00:07	00:00:07
	13:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:00:42	00:00:22	00:00:09	00:00:09
	14:00:00	7	6	✅ 85,7%	0	✅ 0,0%	1	🟡 14,3%	00:00:15	00:00:08	00:02:57	00:01:26	00:00:33	00:00:37
	15:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:03:45	00:02:21	00:00:07	00:00:07
	16:00:00	6	5	🟡 83,3%	0	✅ 0,0%	0	✅ 0,0%	00:00:16	00:00:12	00:05:34	00:02:25	00:00:23	00:00:20
	17:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:06	00:04:09	00:02:06	00:00:06	00:00:06
	18:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:02:54	00:02:54	00:00:09	00:00:09
HotelRealPalacio		13	13	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:06:14	00:02:23	00:00:16	00:00:16
	09:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:01:48	00:01:48	00:00:07	00:00:07
	11:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:06:14	00:02:28	00:00:11	00:00:11
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:01:37	00:01:37	00:00:37	00:00:37
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:14	00:02:20	00:02:20	00:00:14	00:00:14
	16:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:04:09	00:02:37	00:00:23	00:00:23
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:11	00:01:07	00:01:07	00:00:11	00:00:11
	18:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:05:39	00:03:10	00:00:14	00:00:14
HotelRealParque		16	16	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:06:52	00:01:46	00:00:10	00:00:10
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:12	00:00:36	00:00:36	00:00:13	00:00:13
	12:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:08	00:02:12	00:01:17	00:00:08	00:00:08
	13:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:10	00:06:20	00:02:59	00:00:10	00:00:10
	14:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:02:45	00:01:32	00:00:07	00:00:07
	15:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:09	00:01:14	00:01:08	00:00:09	00:00:09
	16:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:01:04	00:00:35	00:00:14	00:00:14
	17:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:10	00:06:52	00:03:50	00:00:11	00:00:11
RealResidencia		1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:08:23	00:08:23	00:00:24	00:00:24
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:08:23	00:08:23	00:00:24	00:00:24
22-05-2018		106	79	🟡 74,5%	10	✅ 9,4%	15	🟡 14,2%	00:00:15	00:00:09	00:10:49	00:02:16	00:00:27	00:00:13
GrdRealVillaltalia		32	21	🟡 65,6%	5	❌ 15,6%	5	❌ 15,6%	00:00:15	00:00:08	00:10:49	00:03:12	00:00:41	00:00:14
	09:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:02:34	00:01:37	00:00:15	00:00:15
	10:00:00	6	6	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:10:49	00:04:12	00:00:14	00:00:14
	12:00:00	2	0	❌ 0,0%	2	❌ 100,0%	0	✅ 0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:17	00:00:00
	13:00:00	6	5	🟡 83,3%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:07:49	00:03:17	00:00:18	00:00:17
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:03:28	00:03:28	00:00:19	00:00:19
	15:00:00	7	1	❌ 14,3%	1	🟡 14,3%	5	❌ 71,4%	00:00:10	00:00:04	00:04:49	00:04:49	00:00:14	00:00:18
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:03	00:00:03	00:03:24	00:03:24	00:00:04	00:00:04
	18:00:00	5	4	🟡 80,0%	1	❌ 20,0%	0	✅ 0,0%	00:00:10	00:00:08	00:03:56	00:02:38	00:00:34	00:00:07
	19:00:00	1	0	❌ 0,0%	1	❌ 100,0%	0	✅ 0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:10:14	00:00:00
HotelRealOeiras		36	29	🟡 80,6%	4	🟡 11,1%	3	✅ 8,3%	00:00:15	00:00:09	00:09:25	00:02:01	00:00:29	00:00:11
	09:00:00	6	5	🟡 83,3%	0	✅ 0,0%	1	❌ 16,7%	00:00:08	00:00:07	00:04:14	00:02:32	00:00:08	00:00:07
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:03:17	00:03:17	00:00:09	00:00:09
	11:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:03:35	00:01:18	00:00:20	00:00:20

OneContact Reporting

Service Performance Report

	12:00:00	5	1	❌	20,0%	2	❌	40,0%	2	❌	40,0%	00:00:09	00:00:09	00:02:21	00:02:21	00:01:53	00:00:09
	13:00:00	3	2	⚠️	66,7%	1	❌	33,3%	0	✅	0,0%	00:00:15	00:00:10	00:04:09	00:02:36	00:00:20	00:00:04
	14:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:12	00:00:44	00:00:44	00:00:24	00:00:24
	15:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:12	00:03:37	00:01:57	00:00:20	00:00:20
	16:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:08	00:03:30	00:01:21	00:00:12	00:00:12
	17:00:00	6	6	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:06	00:09:25	00:02:26	00:00:06	00:00:06
	18:00:00	3	2	⚠️	66,7%	1	❌	33,3%	0	✅	0,0%	00:00:15	00:00:09	00:02:57	00:01:58	00:00:35	00:00:06
HotelRealPalacio		10	10	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:09	00:06:25	00:02:08	00:00:09	00:00:09
	09:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:11	00:01:08	00:01:08	00:00:11	00:00:11
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:00:52	00:00:52	00:00:10	00:00:10
	11:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:06:25	00:06:25	00:00:08	00:00:08
	12:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:01:25	00:01:00	00:00:14	00:00:14
	16:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:01:15	00:01:15	00:00:07	00:00:07
	17:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:02:17	00:02:17	00:00:10	00:00:10
	18:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:06	00:03:45	00:02:29	00:00:06	00:00:06
HotelRealParque		28	19	⚠️	67,9%	1	✅	3,6%	7	❌	25,0%	00:00:15	00:00:09	00:05:52	00:01:45	00:00:16	00:00:19
	09:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:08	00:03:14	00:03:00	00:00:08	00:00:08
	10:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:09	00:02:25	00:01:31	00:00:09	00:00:09
	11:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:00:47	00:00:44	00:01:02	00:01:02
	12:00:00	5	2	❌	40,0%	0	✅	0,0%	3	❌	60,0%	00:00:15	00:00:09	00:05:52	00:02:18	00:00:09	00:00:15
	13:00:00	3	2	⚠️	66,7%	1	❌	33,3%	0	✅	0,0%	00:00:10	00:00:09	00:02:53	00:01:48	00:00:09	00:00:10
	14:00:00	5	4	⚠️	80,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:12	00:05:16	00:02:41	00:00:15	00:00:11
	15:00:00	5	1	❌	20,0%	0	✅	0,0%	4	❌	80,0%	00:00:15	00:00:09	00:01:02	00:00:46	00:00:11	00:00:24
	16:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:03	00:00:02	00:00:17	00:00:17	00:00:03	00:00:03
	18:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:00:50	00:00:50	00:00:09	00:00:09
23-05-2018		80	69	✅	86,3%	3	✅	3,8%	6	✅	7,5%	00:00:16	00:00:09	00:09:33	00:02:08	00:00:21	00:00:20
GrdRealVillaltalia		22	20	✅	90,9%	1	✅	4,5%	0	✅	0,0%	00:00:16	00:00:08	00:09:33	00:02:38	00:00:16	00:00:13
	10:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:07	00:02:50	00:01:49	00:00:08	00:00:08
	11:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:03	00:00:03	00:04:19	00:04:19	00:00:03	00:00:03
	12:00:00	5	5	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:09	00:08:42	00:04:16	00:00:11	00:00:11
	13:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:00:45	00:00:45	00:00:19	00:00:19
	14:00:00	2	1	⚠️	50,0%	0	✅	0,0%	0	✅	0,0%	00:00:16	00:00:10	00:00:59	00:00:56	00:00:44	00:00:19
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:07	00:02:26	00:01:28	00:00:12	00:00:12
	16:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:06	00:05:04	00:02:20	00:00:15	00:00:15
	17:00:00	3	2	⚠️	66,7%	1	❌	33,3%	0	✅	0,0%	00:00:10	00:00:08	00:01:00	00:00:48	00:00:17	00:00:22
	18:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:09:33	00:09:33	00:00:19	00:00:19
HotelRealOeiras		28	23	⚠️	82,1%	2	✅	7,1%	3	⚠️	10,7%	00:00:15	00:00:09	00:08:34	00:02:00	00:00:35	00:00:33
	09:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:08	00:04:06	00:02:52	00:00:51	00:00:51
	10:00:00	4	3	⚠️	75,0%	0	✅	0,0%	1	❌	25,0%	00:00:15	00:00:07	00:01:56	00:01:46	00:00:14	00:00:10
	11:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:14	00:00:10	00:08:34	00:03:22	00:00:11	00:00:11
	12:00:00	4	1	❌	25,0%	1	❌	25,0%	2	❌	50,0%	00:00:15	00:00:12	00:00:39	00:00:39	00:02:06	00:06:49
	13:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:04:43	00:02:23	00:00:07	00:00:07
	14:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:08	00:06:31	00:03:07	00:00:07	00:00:07
	15:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:07	00:01:20	00:00:39	00:00:09	00:00:09
	16:00:00	2	1	⚠️	50,0%	1	❌	50,0%	0	✅	0,0%	00:00:15	00:00:10	00:00:34	00:00:34	00:00:58	00:00:28
	17:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:11	00:00:49	00:00:49	00:00:22	00:00:22
	18:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:00:55	00:00:40	00:00:08	00:00:08
HotelRealPalacio		8	7	✅	87,5%	0	✅	0,0%	1	⚠️	12,5%	00:00:15	00:00:11	00:06:22	00:02:27	00:00:13	00:00:15
	09:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:02:22	00:02:22	00:00:08	00:00:08
	12:00:00	2	1	⚠️	50,0%	0	✅	0,0%	1	❌	50,0%	00:00:15	00:00:15	00:01:13	00:01:13	00:00:09	00:00:15
	14:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:11	00:02:38	00:01:48	00:00:15	00:00:15
	16:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:12	00:06:22	00:04:06	00:00:18	00:00:18
HotelRealParque		20	17	✅	85,0%	0	✅	0,0%	2	⚠️	10,0%	00:00:16	00:00:10	00:04:40	00:01:37	00:00:13	00:00:13

OneContact Reporting

Service Performance Report

	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:27	00:04:27	00:00:11	00:00:11
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:52	00:00:40	00:00:16	00:00:16
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:17	00:01:40	00:00:24	00:00:24
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:57	00:00:54	00:00:16	00:00:16
	13:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:04	00:00:04	00:01:26	00:01:26	00:00:11	00:00:05
	14:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:11	00:04:40	00:02:48	00:00:11	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:01:18	00:01:11	00:00:10	00:00:10
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:09	00:01:40	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:33	00:00:33	00:00:24	00:00:24
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:48	00:01:13	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:38	00:00:38	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:48	00:01:48	00:00:08	00:00:08
24-05-2018		90	81	✔	90,0%	3	✔	3,3%	5	✔	5,6%	00:00:16	00:00:09	00:20:43	00:02:51	00:00:15	00:00:15
GrdRealVillaltalia		20	20	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:20:43	00:04:21	00:00:16	00:00:16
	09:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:08:30	00:03:34	00:00:28	00:00:28
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:06	00:00:06	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:40	00:03:40	00:00:18	00:00:18
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:20:43	00:07:24	00:00:11	00:00:11
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:00:28	00:00:28	00:00:37	00:00:37
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:53	00:03:30	00:00:09	00:00:09
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:07:38	00:03:18	00:00:13	00:00:13
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:13:48	00:07:49	00:00:07	00:00:07
HotelRealOeiras		31	27	✔	87,1%	1	✔	3,2%	3	✔	9,7%	00:00:15	00:00:10	00:07:49	00:02:16	00:00:20	00:00:17
	09:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:08	00:05:41	00:03:31	00:00:49	00:00:58
	10:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:10	00:01:44	00:01:10	00:00:16	00:00:17
	11:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:09	00:00:08	00:07:49	00:03:11	00:00:09	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:04	00:01:26	00:00:09	00:00:09
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:52	00:02:24	00:00:19	00:00:19
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:02:37	00:01:19	00:00:07	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:30	00:00:30	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:03:47	00:02:16	00:00:09	00:00:09
	17:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:36	00:02:05	00:00:12	00:00:12
	18:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:15	00:00:13	00:06:47	00:06:47	00:01:05	00:00:24
HotelRealPalacio		16	13	⚠	81,3%	2	⚠	12,5%	1	✔	6,3%	00:00:16	00:00:09	00:06:56	00:02:34	00:00:14	00:00:14
	10:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:13	00:00:00	00:00:00	00:00:26	00:00:00
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:02:54	00:01:57	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:36	00:01:32	00:00:08	00:00:08
	13:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	00:00:16	00:00:09	00:03:19	00:01:38	00:00:18	00:00:21
	14:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:15	00:00:10	00:06:03	00:04:50	00:00:14	00:00:17
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:06:56	00:06:56	00:00:25	00:00:25
HotelRealParque		22	20	✔	90,9%	0	✔	0,0%	1	✔	4,5%	00:00:15	00:00:09	00:06:19	00:02:14	00:00:10	00:00:10
	09:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:09	00:00:08	00:02:03	00:01:24	00:00:07	00:00:08
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:02:36	00:01:36	00:00:08	00:00:08
	11:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:04:02	00:01:49	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:33	00:04:33	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:06:19	00:06:19	00:00:11	00:00:11
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:54	00:00:54	00:00:22	00:00:22
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:54	00:02:24	00:00:13	00:00:13
	16:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:15	00:02:31	00:00:14	00:00:13
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:25	00:03:25	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:25	00:03:25	00:00:09	00:00:09
25-05-2018		63	59	✔	93,7%	0	✔	0,0%	1	✔	1,6%	00:00:18	00:00:09	00:16:59	00:02:30	00:00:11	00:00:11
GrdRealVillaltalia		17	15	✔	88,2%	0	✔	0,0%	1	✔	5,9%	00:00:12	00:00:08	00:16:59	00:03:18	00:00:12	00:00:11

OneContact Reporting

Service Performance Report

	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:23	00:02:23	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:16:59	00:09:22	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:58	00:00:58	00:00:17	00:00:17
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:06:27	00:02:16	00:00:08	00:00:08
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:09:38	00:03:00	00:00:13	00:00:13
	17:00:00	5	3	⚠	60,0%	0	✔	0,0%	1	✖	20,0%	00:00:12	00:00:09	00:03:52	00:02:13	00:00:15	00:00:11
HotelRealOeiras		23	21	✔	91,3%	0	✔	0,0%	0	✔	0,0%	00:00:18	00:00:10	00:07:29	00:02:30	00:00:13	00:00:13
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:31	00:02:16	00:00:08	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:06:15	00:03:31	00:00:10	00:00:10
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:21	00:01:37	00:00:12	00:00:12
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:03:35	00:02:24	00:00:08	00:00:08
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:18	00:02:02	00:00:14	00:00:14
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:29	00:04:08	00:00:20	00:00:20
	17:00:00	3	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	00:00:18	00:00:15	00:00:44	00:00:44	00:00:15	00:00:10
HotelRealPalacio		5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:10	00:01:13	00:00:09	00:00:09
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:02:10	00:01:11	00:00:04	00:00:04
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:33	00:01:33	00:00:22	00:00:22
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:39	00:01:04	00:00:08	00:00:08
HotelRealParque		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:21	00:01:46	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:03	00:01:03	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:07:21	00:07:21	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:24	00:02:24	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:19	00:01:19	00:00:08	00:00:08
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:20	00:01:51	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:42	00:00:24	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:00:34	00:00:18	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:02:01	00:02:01	00:00:15	00:00:15
RealResidencia		6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:04:35	00:02:52	00:00:07	00:00:07
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:04:35	00:02:38	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:48	00:03:25	00:00:07	00:00:07
26-05-2018		18	12	⚠	66,7%	3	✖	16,7%	3	✖	16,7%	00:00:15	00:00:10	00:09:13	00:03:07	00:00:25	00:00:13
GrdRealVillaltaia		5	3	⚠	60,0%	1	✖	20,0%	1	✖	20,0%	00:00:10	00:00:08	00:09:13	00:04:43	00:00:41	00:00:16
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:32	00:00:32	00:00:23	00:00:23
	11:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:10	00:00:10	00:04:23	00:04:23	00:00:10	00:00:10
	15:00:00	0	0		#DIV/0!	0		#DIV/0!	0		#DIV/0!	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	16:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:13	00:09:13	00:01:22	00:00:14
HotelRealOeiras		8	5	⚠	62,5%	1	⚠	12,5%	2	✖	25,0%	00:00:15	00:00:09	00:05:31	00:02:07	00:00:20	00:00:14
	09:00:00	0	0		#DIV/0!	0		#DIV/0!	0		#DIV/0!	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:31	00:03:20	00:00:22	00:00:22
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:44	00:01:12	00:00:08	00:00:08
	12:00:00	3	0	✖	0,0%	1	✖	33,3%	2	✖	66,7%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:31	00:00:00
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:32	00:01:32	00:00:12	00:00:12
HotelRealPalacio		4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	00:00:15	00:00:12	00:07:59	00:03:58	00:00:18	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:16	00:03:16	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:38	00:00:38	00:00:15	00:00:15
	15:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:15	00:00:12	00:07:59	00:07:59	00:00:25	00:00:10
HotelRealParque		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:51	00:00:51	00:00:12	00:00:12
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:51	00:00:51	00:00:12	00:00:12
28-05-2018		75	66	✔	88,0%	1	✔	1,3%	4	✔	5,3%	00:00:23	00:00:09	00:12:02	00:02:49	00:00:14	00:00:13
GrdRealVillaltaia		21	17	⚠	81,0%	1	✔	4,8%	1	✔	4,8%	00:00:13	00:00:08	00:12:02	00:04:16	00:00:13	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:12:02	00:06:16	00:00:15	00:00:15
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:10:44	00:08:27	00:00:04	00:00:04
	12:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:10	00:00:06	00:10:02	00:06:54	00:00:09	00:00:08

OneContact Reporting

Service Performance Report

	13:00:00	4	3	🟡 75,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:10	00:04:30	00:02:57	00:00:18	00:00:13
	14:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:01:51	00:01:28	00:00:22	00:00:22
	15:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:10	00:02:25	00:01:58	00:00:10	00:00:10
	16:00:00	3	2	🟡 66,7%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:09	00:01:26	00:01:11	00:00:12	00:00:12
	17:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:10:53	00:05:37	00:00:07	00:00:07
	19:00:00	1	0	❌ 0,0%	0	✅ 0,0%	1	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:28	00:00:00
HotelRealOeiras		22	20	✅ 90,9%	0	✅ 0,0%	1	✅ 4,5%	00:00:18	00:00:09	00:08:31	00:02:46	00:00:19	00:00:18
	10:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:02:52	00:01:55	00:00:14	00:00:14
	11:00:00	5	5	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:08:31	00:03:58	00:00:12	00:00:12
	12:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:05:09	00:03:00	00:00:14	00:00:14
	14:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:06	00:02:39	00:01:46	00:00:09	00:00:09
	15:00:00	3	2	🟡 66,7%	0	✅ 0,0%	0	✅ 0,0%	00:00:18	00:00:10	00:02:09	00:01:28	00:00:10	00:00:06
	17:00:00	4	3	🟡 75,0%	0	✅ 0,0%	1	❌ 25,0%	00:00:15	00:00:10	00:05:27	00:02:56	00:00:55	00:01:02
	18:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:03	00:00:03	00:03:52	00:03:52	00:00:03	00:00:03
HotelRealPalacio		17	14	🟡 82,4%	0	✅ 0,0%	2	🟡 11,8%	00:00:23	00:00:10	00:07:09	00:02:33	00:00:12	00:00:10
	09:00:00	2	1	🟡 50,0%	0	✅ 0,0%	1	❌ 50,0%	00:00:13	00:00:08	00:07:09	00:03:46	00:00:10	00:00:14
	10:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:10	00:01:52	00:01:37	00:00:10	00:00:10
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:05	00:00:05	00:01:31	00:01:31	00:00:05	00:00:05
	12:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:08	00:04:09	00:02:44	00:00:08	00:00:08
	13:00:00	2	1	🟡 50,0%	0	✅ 0,0%	1	❌ 50,0%	00:00:07	00:00:07	00:01:25	00:01:25	00:00:06	00:00:07
	14:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:04:40	00:03:59	00:00:16	00:00:16
	15:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:10	00:03:08	00:02:20	00:00:10	00:00:10
	16:00:00	2	1	🟡 50,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:23	00:00:15	00:00:58	00:00:58	00:00:23	00:00:07
	18:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:01:24	00:01:24	00:00:10	00:00:10
HotelRealParque		14	14	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:03:39	00:01:29	00:00:10	00:00:10
	09:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:08	00:02:43	00:01:26	00:00:09	00:00:09
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:00:46	00:00:46	00:00:09	00:00:09
	11:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:03:39	00:02:05	00:00:12	00:00:12
	12:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:07	00:02:10	00:01:12	00:00:07	00:00:07
	16:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:00:36	00:00:36	00:00:21	00:00:21
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:01:57	00:01:57	00:00:07	00:00:07
RealResidencia		1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:01:52	00:01:52	00:00:06	00:00:06
	12:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:01:52	00:01:52	00:00:06	00:00:06
29-05-2018		79	73	✅ 92,4%	1	✅ 1,3%	3	✅ 3,8%	00:00:18	00:00:08	00:10:02	00:02:36	00:00:14	00:00:12
GrdRealVillaltalia		28	24	✅ 85,7%	1	✅ 3,6%	1	✅ 3,6%	00:00:18	00:00:08	00:08:41	00:03:13	00:00:16	00:00:10
	09:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:01:41	00:01:41	00:00:10	00:00:10
	10:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:03:27	00:02:09	00:00:09	00:00:09
	11:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:05:01	00:03:15	00:00:10	00:00:10
	12:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:03:39	00:03:39	00:00:22	00:00:22
	13:00:00	3	2	🟡 66,7%	0	✅ 0,0%	0	✅ 0,0%	00:00:18	00:00:09	00:07:32	00:03:34	00:00:10	00:00:06
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:05	00:00:05	00:04:04	00:04:04	00:00:05	00:00:05
	15:00:00	9	7	🟡 77,8%	0	✅ 0,0%	1	🟡 11,1%	00:00:14	00:00:08	00:08:41	00:03:34	00:00:13	00:00:10
	16:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:05:07	00:04:46	00:00:08	00:00:08
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:01:29	00:01:29	00:00:09	00:00:09
	18:00:00	3	2	🟡 66,7%	1	❌ 33,3%	0	✅ 0,0%	00:00:10	00:00:08	00:02:14	00:02:04	00:01:02	00:00:16
HotelRealOeiras		18	18	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:08	00:10:02	00:02:20	00:00:08	00:00:08
	10:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:10:02	00:05:36	00:00:08	00:00:08
	11:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:07	00:02:34	00:01:52	00:00:07	00:00:07
	12:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:02:33	00:02:33	00:00:10	00:00:10
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:05:41	00:05:41	00:00:09	00:00:09
	14:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:07	00:01:05	00:00:51	00:00:08	00:00:08
	16:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:07	00:04:08	00:02:07	00:00:07	00:00:07
	17:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:08	00:03:00	00:01:41	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

HotelRealPalacio		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:33	00:02:07	00:00:26	00:00:26
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:17	00:00:17	00:02:56	00:02:56
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:56	00:01:46	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:27	00:01:27	00:00:04	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:39	00:01:39	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:33	00:03:41	00:00:15	00:00:15
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:05:04	00:02:34	00:00:09	00:00:09
HotelRealParque		20	18	✔	90,0%	0	✔	0,0%	2	⚠	10,0%	00:00:15	00:00:09	00:05:39	00:02:14	00:00:10	00:00:10
	09:00:00	4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:10	00:00:08	00:03:07	00:02:04	00:00:12	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:19	00:02:19	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:01:52	00:01:34	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:06	00:04:06	00:00:09	00:00:09
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:05:39	00:03:31	00:00:09	00:00:09
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:05	00:02:00	00:00:13	00:00:13
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:04:17	00:02:11	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:45	00:01:45	00:00:06	00:00:06
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:04	00:00:54	00:00:16	00:00:16
RealResidencia		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:03:18	00:02:23	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:03:18	00:03:18	00:00:14	00:00:14
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:34	00:02:34	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:18	00:01:18	00:00:08	00:00:08
30-05-2018		72	68	✔	94,4%	0	✔	0,0%	0	✔	0,0%	00:00:17	00:00:09	00:14:36	00:02:38	00:00:13	00:00:13
GrdRealVillaltalia		19	18	✔	94,7%	0	✔	0,0%	0	✔	0,0%	00:00:17	00:00:09	00:14:36	00:04:28	00:00:11	00:00:10
	09:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:54	00:02:50	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:50	00:01:50	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:01	00:02:01	00:00:09	00:00:09
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:11:30	00:05:18	00:00:08	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:58	00:05:15	00:00:18	00:00:18
	14:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:17	00:00:12	00:04:35	00:04:35	00:00:12	00:00:07
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:14:36	00:08:15	00:00:14	00:00:14
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:38	00:03:35	00:00:06	00:00:06
HotelRealOeiras		23	22	✔	95,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:32	00:01:43	00:00:12	00:00:12
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:03	00:01:03	00:00:04	00:00:04
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:51	00:02:58	00:00:25	00:00:25
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:41	00:01:41	00:00:07	00:00:07
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:04:44	00:01:42	00:00:07	00:00:07
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:05:32	00:02:35	00:00:08	00:00:08
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:55	00:01:24	00:00:12	00:00:12
	17:00:00	8	7	✔	87,5%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:33	00:01:18	00:00:11	00:00:11
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:26	00:01:26	00:00:25	00:00:25
HotelRealPalacio		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:29	00:02:39	00:00:21	00:00:21
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:00	00:02:00	00:00:09	00:00:09
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:39	00:01:38	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:43	00:03:43	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:36	00:01:36	00:01:09	00:01:09
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:09:29	00:04:20	00:00:30	00:00:30
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:16	00:01:36	00:00:22	00:00:22
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:48	00:01:48	00:00:06	00:00:06
HotelRealParque		16	14	✔	87,5%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:28	00:01:36	00:00:10	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:14	00:01:14	00:00:05	00:00:05
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:28	00:03:28	00:00:10	00:00:10
	11:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:16	00:00:56	00:00:10	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:54	00:01:54	00:00:18	00:00:18

OneContact Reporting

Service Performance Report

	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:15	00:01:15	00:00:10	00:00:10
	15:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:02:07	00:01:46	00:00:08	00:00:06
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:03	00:01:44	00:00:11	00:00:11
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:29	00:01:06	00:00:07	00:00:07
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:29	00:04:29	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:29	00:04:29	00:00:06	00:00:06
31-05-2018		21	15	⚠	71,4%	1	✔	4,8%	5	✖	23,8%	00:00:10	00:00:07	00:09:30	00:03:06	00:00:10	00:00:08
GrdRealVillaltalia		10	8	⚠	80,0%	0	✔	0,0%	2	✖	20,0%	00:00:10	00:00:07	00:06:07	00:01:57	00:00:13	00:00:09
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:07	00:02:31	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:47	00:01:47	00:00:09	00:00:09
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:00	00:01:00	00:00:07	00:00:07
	13:00:00	2	0	✖	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:28	00:00:00
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:02:59	00:01:49	00:00:08	00:00:08
HotelRealOeiras		4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:01	00:03:10	00:00:07	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:04	00:03:04	00:00:04	00:00:04
	13:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:26	00:01:26	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:01	00:05:01	00:00:08	00:00:08
HotelRealPalacio		5	2	✖	40,0%	0	✔	0,0%	3	✖	60,0%	00:00:07	00:00:07	00:09:29	00:05:52	00:00:08	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:14	00:02:14	00:00:07	00:00:07
	13:00:00	3	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
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:09:29	00:09:29	00:00:07	00:00:07
HotelRealParque		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:09:30	00:05:21	00:00:09	00:00:09
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:12	00:01:12	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:09:30	00:09:30	00:00:10	00:00:10
01-06-2018		79	55	⚠	69,6%	5	✔	6,3%	15	✖	19,0%	00:00:18	00:00:09	00:12:32	00:02:36	00:00:18	00:00:13
GrdRealVillaltalia		18	10	⚠	55,6%	2	⚠	11,1%	6	✖	33,3%	00:00:10	00:00:07	00:12:32	00:04:20	00:00:20	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:50	00:02:50	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:01:56	00:01:18	00:00:04	00:00:04
	13:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:11:13	00:08:02	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:15	00:01:15	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:04	00:12:32	00:08:42	00:00:06	00:00:06
	17:00:00	9	1	✖	11,1%	2	✖	22,2%	6	✖	66,7%	00:00:10	00:00:09	00:02:41	00:02:41	00:00:33	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:35	00:00:35	00:00:07	00:00:07
HotelRealOeiras		31	22	⚠	71,0%	2	✔	6,5%	6	✖	19,4%	00:00:15	00:00:10	00:04:33	00:02:05	00:00:21	00:00:17
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:43	00:01:56	00:00:14	00:00:14
	11:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:01	00:01:43	00:00:09	00:00:09
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:11	00:02:45	00:00:09	00:00:09
	13:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:19	00:03:19	00:00:55	00:00:08
	14:00:00	5	2	✖	40,0%	0	✔	0,0%	3	✖	60,0%	00:00:15	00:00:13	00:03:07	00:02:53	00:00:10	00:00:18
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:47	00:00:47	00:00:24	00:00:24
	16:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:22	00:01:32	00:00:14	00:00:14
	17:00:00	7	3	✖	42,9%	1	⚠	14,3%	3	✖	42,9%	00:00:15	00:00:08	00:04:33	00:02:28	00:00:40	00:00:40
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:52	00:01:52	00:00:23	00:00:23
HotelRealPalacio		5	4	⚠	80,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:44	00:02:08	00:00:13	00:00:13
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:44	00:03:44	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:02:16	00:02:16	00:00:30	00:00:30
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:20	00:01:16	00:00:08	00:00:08
	15:00:00	1	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:00	00:00:00	00:00:13	00:00:00
HotelRealParque		23	17	⚠	73,9%	1	✔	4,3%	3	⚠	13,0%	00:00:18	00:00:09	00:08:33	00:02:21	00:00:13	00:00:10
	09:00:00	2	0	✖	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:20	00:02:04	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:03	00:02:03	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:06	00:02:06	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:45	00:00:45	00:00:08	00:00:08
	15:00:00	9	7	⚠	77,8%	0	✔	0,0%	0	✔	0,0%	00:00:18	00:00:10	00:08:33	00:02:35	00:00:11	00:00:09
	16:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:09	00:01:32	00:01:04	00:00:13	00:00:13
	17:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:05	00:00:00
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:07:30	00:07:30	00:00:23	00:00:23
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:58	00:02:58	00:00:22	00:00:22
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:58	00:02:58	00:00:22	00:00:22
02-06-2018		13	11	⚠	84,6%	1	✔	7,7%	1	✔	7,7%	00:00:15	00:00:10	00:04:37	00:02:16	00:00:43	00:00:11
GrdRealVillaltalia		4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:09	00:00:09	00:02:47	00:02:15	00:00:12	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:47	00:02:47	00:00:09	00:00:09
	13:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:20	00:00:00
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:28	00:01:58	00:00:09	00:00:09
HotelRealOeiras		7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:01	00:01:57	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:13	00:01:13	00:00:15	00:00:15
	11:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:03:01	00:02:17	00:00:12	00:00:12
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:46	00:01:52	00:00:10	00:00:10
HotelRealPalacio		1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:06:55	00:00:00
	12:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:06:55	00:00:00
HotelRealParque		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:04:37	00:04:37	00:00:12	00:00:12
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:04:37	00:04:37	00:00:12	00:00:12
04-06-2018		110	98	✔	89,1%	2	✔	1,8%	7	✔	6,4%	00:00:20	00:00:09	00:13:33	00:01:52	00:00:17	00:00:16
GrdRealVillaltalia		28	27	✔	96,4%	1	✔	3,6%	0	✔	0,0%	00:00:11	00:00:08	00:13:33	00:02:50	00:00:27	00:00:24
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:13:33	00:06:57	00:00:11	00:00:11
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:07:02	00:03:44	00:00:42	00:00:42
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:52	00:04:29	00:00:16	00:00:16
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:02:21	00:02:21	00:00:22	00:00:22
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:03:51	00:03:51	00:00:24	00:00:24
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:06:06	00:03:31	00:00:12	00:00:12
	15:00:00	7	6	✔	85,7%	1	⚠	14,3%	0	✔	0,0%	00:00:10	00:00:07	00:01:13	00:00:37	00:00:41	00:00:31
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:22	00:02:06	00:00:37	00:00:37
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:12	00:02:10	00:00:15	00:00:15
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:19	00:00:19	00:00:18	00:00:18
HotelRealOeiras		37	35	✔	94,6%	0	✔	0,0%	2	✔	5,4%	00:00:15	00:00:09	00:04:22	00:01:25	00:00:10	00:00:10
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:00:55	00:00:31	00:00:10	00:00:10
	10:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:16	00:01:13	00:00:10	00:00:10
	11:00:00	9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:03:33	00:01:49	00:00:09	00:00:09
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:01:47	00:01:17	00:00:10	00:00:10
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:19	00:00:44	00:00:11	00:00:11
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:22	00:02:37	00:00:14	00:00:14
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:00	00:00:50	00:00:16	00:00:16
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:07	00:03:07	00:00:07	00:00:07
	17:00:00	4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:15	00:00:10	00:01:29	00:01:05	00:00:11	00:00:14
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:28	00:02:04	00:00:08	00:00:08
HotelRealPalacio		10	9	✔	90,0%	0	✔	0,0%	1	⚠	10,0%	00:00:15	00:00:10	00:02:35	00:01:25	00:00:19	00:00:19
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:09	00:01:09	00:00:04	00:00:04
	12:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:10	00:02:20	00:01:33	00:00:13	00:00:13
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:41	00:00:38	00:00:23	00:00:23
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:59	00:01:59	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:11	00:01:11	00:01:11	00:01:11
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:35	00:02:35	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

HotelRealParque		33	25	🟡	75,8%	1	✅	3,0%	4	🟡	12,1%	00:00:20	00:00:11	00:06:08	00:01:26	00:00:16	00:00:16
	09:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:14	00:00:10	00:02:19	00:01:07	00:00:11	00:00:11
	10:00:00	4	2	🟡	50,0%	0	✅	0,0%	1	❌	25,0%	00:00:19	00:00:12	00:01:20	00:01:12	00:00:16	00:00:20
	11:00:00	5	3	🟡	60,0%	0	✅	0,0%	0	✅	0,0%	00:00:20	00:00:11	00:06:08	00:02:25	00:00:11	00:00:07
	12:00:00	5	5	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:11	00:01:22	00:01:03	00:00:18	00:00:18
	13:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:02:29	00:02:29	00:00:20	00:00:20
	14:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:08	00:00:34	00:00:34	00:00:25	00:00:25
	15:00:00	3	2	🟡	66,7%	0	✅	0,0%	1	❌	33,3%	00:00:10	00:00:07	00:01:17	00:01:14	00:00:06	00:00:07
	16:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:12	00:02:55	00:01:44	00:00:18	00:00:18
	17:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:01:10	00:01:02	00:00:19	00:00:19
	18:00:00	3	1	❌	33,3%	1	❌	33,3%	1	❌	33,3%	00:00:15	00:00:12	00:02:09	00:02:09	00:00:25	00:00:22
	19:00:00	1	0	❌	0,0%	0	✅	0,0%	1	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
RealResidencia		2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:09	00:03:50	00:03:46	00:00:14	00:00:14
	11:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:06	00:00:06	00:03:50	00:03:50	00:00:06	00:00:06
	12:00:00	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
	13:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:03:42	00:03:42	00:00:22	00:00:22
05-06-2018		89	68	🟡	76,4%	8	✅	9,0%	11	🟡	12,4%	00:00:18	00:00:09	00:11:28	00:02:05	00:00:18	00:00:15
GrdRealVillaltalia		19	13	🟡	68,4%	1	✅	5,3%	5	❌	26,3%	00:00:10	00:00:09	00:09:36	00:02:36	00:00:26	00:00:14
	09:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:02:30	00:02:30	00:00:17	00:00:17
	11:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:06	00:06:51	00:03:48	00:00:06	00:00:06
	14:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:09	00:02:32	00:01:16	00:00:19	00:00:19
	15:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:02:20	00:02:20	00:00:10	00:00:10
	16:00:00	8	2	❌	25,0%	1	🟡	12,5%	5	❌	62,5%	00:00:10	00:00:09	00:02:45	00:01:54	00:00:43	00:00:18
	17:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:03:03	00:02:02	00:00:16	00:00:16
	18:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:09	00:09:36	00:09:36	00:00:09	00:00:09
HotelRealOeiras		46	32	🟡	69,6%	6	🟡	13,0%	6	🟡	13,0%	00:00:18	00:00:09	00:11:28	00:02:02	00:00:19	00:00:20
	09:00:00	5	4	🟡	80,0%	0	✅	0,0%	0	✅	0,0%	00:00:16	00:00:09	00:01:28	00:00:55	00:00:22	00:00:24
	10:00:00	6	2	❌	33,3%	2	❌	33,3%	1	❌	16,7%	00:00:18	00:00:12	00:01:17	00:00:38	00:01:03	00:02:32
	11:00:00	7	7	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:07	00:02:24	00:01:00	00:00:07	00:00:07
	12:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:06	00:05:19	00:01:54	00:00:08	00:00:08
	13:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:11	00:01:22	00:01:22	00:00:11	00:00:11
	14:00:00	2	1	🟡	50,0%	1	❌	50,0%	0	✅	0,0%	00:00:15	00:00:08	00:00:40	00:00:40	00:00:12	00:00:06
	15:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:10	00:03:39	00:01:30	00:00:10	00:00:10
	16:00:00	10	3	❌	30,0%	2	❌	20,0%	5	❌	50,0%	00:00:10	00:00:09	00:11:28	00:04:12	00:00:10	00:00:09
	17:00:00	6	5	🟡	83,3%	1	❌	16,7%	0	✅	0,0%	00:00:15	00:00:12	00:06:48	00:04:42	00:00:18	00:00:13
	18:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:02:32	00:02:32	00:00:08	00:00:08
HotelRealPalacio		4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:08	00:03:21	00:01:58	00:00:08	00:00:08
	11:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:07	00:03:21	00:02:18	00:00:07	00:00:07
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:09	00:02:12	00:01:38	00:00:09	00:00:09
HotelRealParque		16	16	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:08	00:03:58	00:01:32	00:00:09	00:00:09
	09:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:08	00:02:00	00:01:04	00:00:13	00:00:13
	10:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:01:14	00:01:00	00:00:08	00:00:08
	11:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:08	00:01:52	00:01:04	00:00:08	00:00:08
	12:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:06	00:00:06	00:02:40	00:02:40	00:00:06	00:00:06
	13:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:03:58	00:03:58	00:00:08	00:00:08
	15:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:09	00:01:54	00:01:20	00:00:09	00:00:09
	16:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:09	00:03:04	00:03:04	00:00:09	00:00:09
	17:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:01:14	00:01:14	00:00:08	00:00:08
RealResidencia		4	3	🟡	75,0%	1	❌	25,0%	0	✅	0,0%	00:00:12	00:00:08	00:03:25	00:03:12	00:00:08	00:00:10
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:03:19	00:03:19	00:00:08	00:00:08
	11:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:02:51	00:02:51	00:00:10	00:00:10
	15:00:00	1	0	❌	0,0%	1	❌	100,0%	0	✅	0,0%	00:00:02	00:00:02	00:00:00	00:00:00	00:00:02	00:00:00
	16:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:12	00:03:25	00:03:25	00:00:12	00:00:12

OneContact Reporting

Service Performance Report

06-06-2018		85	63	🟡 74,1%	6	✅ 7,1%	10	🟡 11,8%	00:00:17	00:00:10	00:07:19	00:02:10	00:00:18	00:00:13
GrdRealVillaltalia		25	15	🟡 60,0%	3	🟡 12,0%	5	❌ 20,0%	00:00:17	00:00:08	00:05:51	00:03:10	00:00:18	00:00:12
	09:00:00	5	3	🟡 60,0%	0	✅ 0,0%	2	❌ 40,0%	00:00:10	00:00:08	00:05:14	00:03:47	00:00:11	00:00:16
	11:00:00	2	1	🟡 50,0%	1	❌ 50,0%	0	✅ 0,0%	00:00:10	00:00:09	00:01:52	00:01:52	00:00:10	00:00:09
	13:00:00	2	1	🟡 50,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:17	00:00:12	00:05:51	00:05:51	00:00:24	00:00:09
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:05:06	00:05:06	00:00:09	00:00:09
	15:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:01:35	00:00:54	00:00:11	00:00:11
	16:00:00	5	2	❌ 40,0%	1	❌ 20,0%	2	❌ 40,0%	00:00:10	00:00:07	00:03:54	00:03:14	00:00:30	00:00:14
	17:00:00	6	4	🟡 66,7%	1	❌ 16,7%	1	❌ 16,7%	00:00:10	00:00:08	00:05:28	00:03:32	00:00:18	00:00:12
	18:00:00	1	0	❌ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:16	00:00:16	00:00:00	00:00:00	00:00:16	00:00:00
HotelRealOeiras		29	26	✅ 89,7%	1	✅ 3,4%	0	✅ 0,0%	00:00:15	00:00:11	00:04:39	00:01:28	00:00:17	00:00:14
	09:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:04:39	00:02:36	00:00:31	00:00:31
	10:00:00	5	4	🟡 80,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:01:28	00:01:08	00:00:13	00:00:12
	11:00:00	5	5	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:10	00:03:06	00:01:39	00:00:10	00:00:10
	12:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:00:30	00:00:30	00:00:09	00:00:09
	13:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:03:53	00:02:20	00:00:08	00:00:08
	14:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:03:35	00:01:26	00:00:18	00:00:18
	15:00:00	2	1	🟡 50,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:10	00:01:36	00:01:36	00:00:10	00:00:07
	16:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:01:50	00:01:13	00:00:15	00:00:15
	17:00:00	3	2	🟡 66,7%	1	❌ 33,3%	0	✅ 0,0%	00:00:15	00:00:12	00:01:46	00:01:12	00:00:48	00:00:10
	18:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:01:37	00:00:52	00:00:12	00:00:12
HotelRealPalacio		12	7	🟡 58,3%	1	✅ 8,3%	2	❌ 16,7%	00:00:15	00:00:11	00:07:19	00:02:38	00:00:25	00:00:14
	10:00:00	1	0	❌ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:14	00:00:00	00:00:00	00:00:43	00:00:00
	12:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:01:02	00:01:02	00:00:09	00:00:09
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:03:19	00:03:19	00:00:10	00:00:10
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:12	00:02:09	00:02:09	00:00:12	00:00:12
	16:00:00	4	0	❌ 0,0%	1	❌ 25,0%	2	❌ 50,0%	00:00:15	00:00:11	00:00:00	00:00:00	00:00:38	00:00:00
	17:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:05:22	00:03:01	00:00:26	00:00:26
	18:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:07	00:07:19	00:02:51	00:00:08	00:00:08
HotelRealParque		16	12	🟡 75,0%	1	✅ 6,3%	3	❌ 18,8%	00:00:15	00:00:09	00:03:35	00:01:52	00:00:16	00:00:11
	09:00:00	4	2	🟡 50,0%	1	❌ 25,0%	1	❌ 25,0%	00:00:15	00:00:09	00:03:35	00:02:46	00:00:31	00:00:06
	11:00:00	5	5	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:03:12	00:01:29	00:00:07	00:00:07
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:00:24	00:00:24	00:00:07	00:00:07
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:03:16	00:03:16	00:00:06	00:00:06
	16:00:00	4	2	🟡 50,0%	0	✅ 0,0%	2	❌ 50,0%	00:00:15	00:00:12	00:02:11	00:01:48	00:00:15	00:00:23
	18:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:02:16	00:02:16	00:00:22	00:00:22
RealResidencia		3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:06:29	00:03:24	00:00:12	00:00:12
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:13	00:02:57	00:02:57	00:00:13	00:00:13
	12:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:06:29	00:03:37	00:00:12	00:00:12
07-06-2018		86	76	✅ 88,4%	1	✅ 1,2%	8	✅ 9,3%	00:00:15	00:00:08	00:28:12	00:02:36	00:00:14	00:00:15
GrdRealVillaltalia		31	26	🟡 83,9%	0	✅ 0,0%	5	❌ 16,1%	00:00:10	00:00:07	00:15:31	00:03:08	00:00:12	00:00:13
	09:00:00	5	1	❌ 20,0%	0	✅ 0,0%	4	❌ 80,0%	00:00:09	00:00:09	00:01:05	00:01:05	00:00:09	00:00:10
	10:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:01:10	00:00:58	00:00:08	00:00:08
	11:00:00	7	7	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:06	00:09:13	00:02:54	00:00:08	00:00:08
	12:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:08	00:07:09	00:03:50	00:00:08	00:00:08
	13:00:00	4	3	🟡 75,0%	0	✅ 0,0%	1	❌ 25,0%	00:00:10	00:00:09	00:08:06	00:04:10	00:00:14	00:00:15
	14:00:00	6	6	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:04:58	00:02:00	00:00:14	00:00:14
	15:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:03:30	00:01:59	00:00:11	00:00:11
	16:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:15:31	00:15:31	00:01:09	00:01:09
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:02:55	00:02:55	00:00:07	00:00:07
HotelRealOeiras		28	25	✅ 89,3%	0	✅ 0,0%	2	✅ 7,1%	00:00:15	00:00:08	00:28:12	00:02:59	00:00:19	00:00:21
	09:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:05	00:04:37	00:02:38	00:01:04	00:01:04
	10:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:08	00:04:16	00:02:44	00:00:30	00:00:30

OneContact Reporting

Service Performance Report

	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:28:12	00:11:22	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:30	00:00:30	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:44	00:02:44	00:00:07	00:00:07
	15:00:00	5	4	⚠	80,0%	0	✔	0,0%	1	✖	20,0%	00:00:09	00:00:07	00:04:10	00:01:35	00:00:07	00:00:08
	16:00:00	5	4	⚠	80,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:03:03	00:01:45	00:00:10	00:00:10
	17:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:15	00:00:09	00:01:46	00:01:18	00:00:12	00:00:14
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:20	00:00:48	00:00:08	00:00:08
HotelRealPalacio		9	8	✔	88,9%	1	⚠	11,1%	0	✔	0,0%	00:00:15	00:00:10	00:03:04	00:01:47	00:00:13	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:00:58	00:00:57	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:55	00:01:55	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:04	00:03:04	00:00:08	00:00:08
	13:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:22	00:02:22	00:00:20	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:30	00:01:30	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:10	00:01:47	00:00:17	00:00:17
HotelRealParque		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:31	00:01:31	00:00:12	00:00:12
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:01:25	00:00:58	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:11	00:00:56	00:00:21	00:00:21
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:05:31	00:01:55	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:13	00:03:13	00:00:05	00:00:05
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:09	00:00:47	00:00:17	00:00:17
RealResidencia		6	5	⚠	83,3%	0	✔	0,0%	1	✖	16,7%	00:00:07	00:00:06	00:04:01	00:01:21	00:00:06	00:00:06
	10:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:06	00:00:06	00:00:32	00:00:32	00:00:05	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:31	00:00:31	00:00:06	00:00:06
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:34	00:00:51	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:01	00:04:01	00:00:08	00:00:08
08-06-2018		82	71	✔	86,6%	1	✔	1,2%	5	✔	6,1%	00:00:17	00:00:09	00:07:13	00:02:16	00:00:13	00:00:12
GrdRealVillaltalia		27	24	✔	88,9%	0	✔	0,0%	1	✔	3,7%	00:00:17	00:00:08	00:07:13	00:02:31	00:00:13	00:00:13
	09:00:00	5	4	⚠	80,0%	0	✔	0,0%	1	✖	20,0%	00:00:10	00:00:08	00:06:17	00:03:58	00:00:11	00:00:12
	10:00:00	6	5	⚠	83,3%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:06:24	00:02:46	00:00:16	00:00:16
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:00:46	00:00:38	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:07:13	00:04:20	00:00:14	00:00:14
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:18	00:01:18	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:26	00:00:26	00:00:09	00:00:09
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:05:51	00:01:42	00:00:10	00:00:10
	16:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:17	00:00:10	00:01:37	00:01:37	00:00:10	00:00:03
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:31	00:02:01	00:00:20	00:00:20
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:19	00:06:19	00:00:09	00:00:09
HotelRealOeiras		33	29	✔	87,9%	1	✔	3,0%	2	✔	6,1%	00:00:15	00:00:09	00:06:30	00:02:25	00:00:13	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:26	00:02:30	00:00:06	00:00:06
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:18	00:03:07	00:00:08	00:00:08
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:07	00:03:13	00:00:11	00:00:11
	12:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:11	00:00:09	00:02:10	00:01:45	00:00:11	00:00:14
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:15	00:02:41	00:00:12	00:00:12
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:04:53	00:03:13	00:00:09	00:00:09
	15:00:00	9	7	⚠	77,8%	0	✔	0,0%	1	⚠	11,1%	00:00:15	00:00:11	00:01:55	00:01:07	00:00:14	00:00:12
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:53	00:00:36	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:30	00:06:30	00:00:07	00:00:07
	18:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:07	00:03:07	00:00:52	00:00:07
HotelRealPalacio		4	2	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:00:29	00:00:22	00:00:25	00:00:16
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:15	00:00:15	00:00:23	00:00:23
	14:00:00	2	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:00:00	00:00:00	00:00:34	00:00:00
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:29	00:00:29	00:00:08	00:00:08
HotelRealParque		14	13	✔	92,9%	0	✔	0,0%	1	✔	7,1%	00:00:15	00:00:09	00:04:05	00:01:39	00:00:12	00:00:13

OneContact Reporting

Service Performance Report

	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:16	00:02:08	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:00:52	00:00:44	00:00:08	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:03:23	00:02:07	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:10	00:01:10	00:00:17	00:00:17
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:04:05	00:01:45	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:05	00:01:05	00:00:37	00:00:37
	17:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:10	00:03:37	00:01:43	00:00:11	00:00:14
RealResidencia		4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:10	00:00:08	00:04:11	00:03:01	00:00:07	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:51	00:01:51	00:00:06	00:00:06
	14:00:00	1	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
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:01	00:03:01	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:11	00:04:11	00:00:10	00:00:10
09-06-2018		21	16	⚠	76,2%	2	✔	9,5%	3	⚠	14,3%	00:00:15	00:00:07	00:04:19	00:01:56	00:00:12	00:00:08
GrdRealVillaltalia		9	8	✔	88,9%	1	⚠	11,1%	0	✔	0,0%	00:00:11	00:00:07	00:04:18	00:02:18	00:00:08	00:00:08
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:56	00:01:48	00:00:07	00:00:07
	10:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:00	00:02:06	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:04:18	00:04:18	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:03:05	00:03:05	00:00:11	00:00:11
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:55	00:02:55	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:16	00:00:16	00:00:07	00:00:07
HotelRealOeiras		4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:07	00:00:05	00:02:53	00:02:44	00:00:06	00:00:05
	10:00:00	2	0	✖	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:53	00:02:53	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:36	00:02:36	00:00:07	00:00:07
HotelRealPalacio		3	1	✖	33,3%	1	✖	33,3%	1	✖	33,3%	00:00:15	00:00:12	00:00:13	00:00:13	00:00:46	00:00:22
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:13	00:00:13	00:00:22	00:00:22
	10:00:00	2	0	✖	0,0%	1	✖	50,0%	1	✖	50,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:58	00:00:00
HotelRealParque		5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:19	00:01:22	00:00:06	00:00:06
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:19	00:01:20	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:29	00:01:29	00:00:07	00:00:07
11-06-2018		76	68	✔	89,5%	3	✔	3,9%	0	✔	0,0%	00:00:15	00:00:09	00:14:34	00:03:13	00:00:19	00:00:11
GrdRealVillaltalia		24	19	⚠	79,2%	2	✔	8,3%	0	✔	0,0%	00:00:15	00:00:09	00:13:32	00:03:46	00:00:15	00:00:12
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:20	00:01:43	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:50	00:01:50	00:00:07	00:00:07
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:13:32	00:06:38	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:35	00:02:35	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:07:30	00:04:12	00:00:20	00:00:20
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:11:32	00:05:17	00:00:13	00:00:13
	15:00:00	5	3	⚠	60,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:46	00:02:09	00:00:15	00:00:15
	16:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:23	00:02:23	00:00:25	00:00:12
	18:00:00	4	2	⚠	50,0%	1	✖	25,0%	0	✔	0,0%	00:00:14	00:00:09	00:00:55	00:00:47	00:00:24	00:00:16
HotelRealOeiras		29	27	✔	93,1%	1	✔	3,4%	0	✔	0,0%	00:00:15	00:00:10	00:11:45	00:02:35	00:00:29	00:00:12
	09:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:05	00:01:05	00:04:07	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:52	00:00:52	00:00:04	00:00:04
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:44	00:02:34	00:00:14	00:00:14
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:11:45	00:03:49	00:00:12	00:00:12
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:46	00:03:29	00:00:12	00:00:12
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:37	00:01:37	00:00:10	00:00:10
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:54	00:00:41	00:00:10	00:00:10
	16:00:00	5	4	⚠	80,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:26	00:02:55	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:02:20	00:01:30	00:00:12	00:00:12
	18:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:26	00:02:37	00:00:18	00:00:18

OneContact Reporting

Service Performance Report

HotelRealPalacio		15	15	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:14:34	00:03:38	00:00:09	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:09:21	00:04:25	00:00:07	00:00:07
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:07	00:14:34	00:05:46	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:46	00:00:46	00:00:09	00:00:09
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:02:56	00:01:45	00:00:10	00:00:10
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:36	00:01:58	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:49	00:01:49	00:00:11	00:00:11
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:04:24	00:03:55	00:00:11	00:00:11
HotelRealParque		6	5	⚠	83,3%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:07:47	00:03:53	00:00:08	00:00:07
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:05:35	00:05:35	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:07:47	00:07:47	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:05	00:04:05	00:00:06	00:00:06
	16:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:01:22	00:00:58	00:00:09	00:00:08
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:42	00:00:40	00:00:22	00:00:22
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:37	00:00:37	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:42	00:00:42	00:00:38	00:00:38
12-06-2018		74	65	✔	87,8%	3	✔	4,1%	6	✔	8,1%	00:00:15	00:00:09	00:18:44	00:03:21	00:00:16	00:00:16
GrdRealVillaltalia		22	21	✔	95,5%	0	✔	0,0%	1	✔	4,5%	00:00:11	00:00:08	00:10:53	00:03:22	00:00:16	00:00:16
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:10:53	00:07:52	00:01:16	00:01:16
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:04:29	00:03:44	00:00:08	00:00:08
	11:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:10	00:00:08	00:02:28	00:02:26	00:00:11	00:00:12
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:36	00:03:54	00:00:12	00:00:12
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:05:14	00:04:34	00:00:08	00:00:08
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:23	00:01:37	00:00:13	00:00:13
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:46	00:02:22	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:45	00:01:14	00:00:12	00:00:12
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:05:37	00:04:57	00:00:10	00:00:10
HotelRealOeiras		22	18	⚠	81,8%	2	✔	9,1%	2	✔	9,1%	00:00:15	00:00:10	00:09:19	00:02:14	00:00:21	00:00:18
	09:00:00	6	3	⚠	50,0%	2	✖	33,3%	1	✖	16,7%	00:00:15	00:00:10	00:04:32	00:02:50	00:00:39	00:00:39
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:07:36	00:07:36	00:00:15	00:00:15
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:01:48	00:01:22	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:18	00:03:18	00:00:08	00:00:08
	14:00:00	5	4	⚠	80,0%	0	✔	0,0%	1	✖	20,0%	00:00:15	00:00:10	00:09:19	00:03:01	00:00:16	00:00:18
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:10	00:00:46	00:00:18	00:00:18
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:01:44	00:01:02	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:42	00:01:08	00:00:17	00:00:17
HotelRealPalacio		14	12	✔	85,7%	0	✔	0,0%	2	⚠	14,3%	00:00:12	00:00:09	00:10:33	00:03:29	00:00:10	00:00:09
	09:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:19	00:00:00
	11:00:00	1	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
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:08:26	00:08:26	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:38	00:02:20	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:54	00:01:54	00:00:08	00:00:08
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:10:33	00:04:17	00:00:08	00:00:08
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:01:29	00:01:16	00:00:11	00:00:11
HotelRealParque		15	13	✔	86,7%	1	✔	6,7%	1	✔	6,7%	00:00:15	00:00:10	00:18:44	00:04:54	00:00:15	00:00:17
	09:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	10:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:08	00:00:06	00:18:44	00:10:28	00:00:14	00:00:16
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:09:13	00:03:06	00:00:32	00:00:32
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:12:58	00:12:58	00:00:07	00:00:07
	15:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:09	00:00:04	00:01:48	00:01:48	00:00:04	00:00:09
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:02:25	00:01:32	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:27	00:00:27	00:00:08	00:00:08
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:55	00:01:55	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:01:55	00:01:55	00:00:09	00:00:09
13-06-2018		48	32	⚠️	66,7%	4	✔️	8,3%	9	❌	18,8%	00:00:15	00:00:09	00:08:07	00:02:28	00:00:22	00:00:13
GrdRealVillaltalia		17	12	⚠️	70,6%	2	⚠️	11,8%	1	✔️	5,9%	00:00:12	00:00:08	00:08:07	00:02:22	00:00:29	00:00:14
	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:07	00:08:07	00:03:18	00:00:13	00:00:13
	11:00:00	3	2	⚠️	66,7%	1	❌	33,3%	0	✔️	0,0%	00:00:10	00:00:08	00:02:46	00:02:26	00:00:24	00:00:16
	12:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:07	00:03:27	00:02:20	00:00:18	00:00:18
	13:00:00	4	2	⚠️	50,0%	1	❌	25,0%	1	❌	25,0%	00:00:10	00:00:08	00:01:16	00:00:50	00:01:14	00:00:16
	14:00:00	4	3	⚠️	75,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:08	00:04:16	00:01:54	00:00:11	00:00:11
	15:00:00	2	1	⚠️	50,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:10	00:04:06	00:04:06	00:00:10	00:00:08
HotelRealOeiras		10	8	⚠️	80,0%	2	❌	20,0%	0	✔️	0,0%	00:00:15	00:00:10	00:07:00	00:02:14	00:00:31	00:00:11
	11:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:08	00:07:00	00:03:46	00:00:13	00:00:13
	12:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:05	00:00:05	00:01:57	00:01:57	00:00:05	00:00:05
	14:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:00:34	00:00:34	00:00:10	00:00:10
	15:00:00	1	0	❌	0,0%	1	❌	100,0%	0	✔️	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:03:02	00:00:00
	16:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:03:24	00:01:56	00:00:12	00:00:12
	17:00:00	1	0	❌	0,0%	1	❌	100,0%	0	✔️	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:38	00:00:00
HotelRealPalacio		12	8	⚠️	66,7%	0	✔️	0,0%	4	❌	33,3%	00:00:15	00:00:09	00:07:49	00:02:47	00:00:10	00:00:12
	09:00:00	3	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
	10:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:03:46	00:03:46	00:00:24	00:00:24
	11:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:03:13	00:03:13	00:00:09	00:00:09
	12:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:07:49	00:04:02	00:00:07	00:00:07
	13:00:00	1	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
	14:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:02:16	00:02:16	00:00:23	00:00:23
	15:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:02:19	00:01:49	00:00:08	00:00:08
	16:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:01:20	00:01:20	00:00:08	00:00:08
HotelRealParque		9	4	❌	44,4%	0	✔️	0,0%	4	❌	44,4%	00:00:15	00:00:12	00:04:14	00:02:38	00:00:12	00:00:18
	09:00:00	1	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
	10:00:00	4	3	⚠️	75,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:04:14	00:02:38	00:00:16	00:00:16
	11:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:02:37	00:02:37	00:00:23	00:00:23
	13:00:00	3	0	❌	0,0%	0	✔️	0,0%	3	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
14-06-2018		73	63	✔️	86,3%	1	✔️	1,4%	7	✔️	9,6%	00:00:15	00:00:09	00:10:27	00:02:37	00:00:11	00:00:12
GrdRealVillaltalia		16	13	⚠️	81,3%	1	✔️	6,3%	2	⚠️	12,5%	00:00:10	00:00:09	00:10:27	00:03:00	00:00:11	00:00:12
	09:00:00	3	1	❌	33,3%	0	✔️	0,0%	2	❌	66,7%	00:00:08	00:00:08	00:03:14	00:03:14	00:00:07	00:00:08
	11:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:02:23	00:02:14	00:00:10	00:00:10
	12:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:04:28	00:01:57	00:00:15	00:00:15
	13:00:00	2	1	⚠️	50,0%	1	❌	50,0%	0	✔️	0,0%	00:00:08	00:00:07	00:04:43	00:04:43	00:00:08	00:00:09
	14:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:09	00:03:11	00:03:11	00:00:26	00:00:26
	15:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:07	00:04:27	00:02:18	00:00:07	00:00:07
	16:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:09	00:02:07	00:01:40	00:00:19	00:00:19
	17:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:10:27	00:10:27	00:00:10	00:00:10
HotelRealOeiras		25	21	⚠️	84,0%	0	✔️	0,0%	3	⚠️	12,0%	00:00:15	00:00:10	00:07:34	00:02:06	00:00:13	00:00:13
	09:00:00	5	2	❌	40,0%	0	✔️	0,0%	3	❌	60,0%	00:00:15	00:00:09	00:07:34	00:05:06	00:00:12	00:00:14
	10:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:03:59	00:02:42	00:00:12	00:00:12
	11:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:08	00:02:14	00:01:22	00:00:10	00:00:10
	12:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:11	00:00:36	00:00:36	00:00:11	00:00:11
	13:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:11	00:05:47	00:05:47	00:00:22	00:00:22
	14:00:00	4	3	⚠️	75,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:14	00:00:09	00:03:08	00:02:08	00:00:10	00:00:09
	15:00:00	5	5	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:01:47	00:01:05	00:00:11	00:00:11
	16:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:00:52	00:00:52	00:00:23	00:00:23
	18:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:14	00:01:06	00:01:06	00:00:28	00:00:28
HotelRealPalacio		19	16	⚠️	84,2%	0	✔️	0,0%	2	⚠️	10,5%	00:00:15	00:00:09	00:08:53	00:03:11	00:00:12	00:00:12
	09:00:00	1	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%	1	❌	25,0%	00:00:09	00:00:08	00:03:00	00:02:08	00:00:10	00:00:08

OneContact Reporting

Service Performance Report

	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:23	00:02:23	00:00:21	00:00:21
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:26	00:01:26	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:01:48	00:01:12	00:00:10	00:00:10
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:08:53	00:05:36	00:00:11	00:00:11
	17:00:00	5	4	⚠	80,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:41	00:03:06	00:00:10	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:33	00:03:33	00:00:45	00:00:45
HotelRealParque		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:09	00:02:24	00:00:08	00:00:08
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:02	00:02:21	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:01:08	00:01:08	00:00:13	00:00:13
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:00	00:01:00	00:00:03	00:00:03
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:01	00:02:34	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:00	00:02:00	00:00:25	00:00:25
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:09	00:05:09	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:23	00:01:23	00:00:07	00:00:07
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:19	00:02:58	00:00:07	00:00:07
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:57	00:01:57	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:57	00:01:57	00:00:07	00:00:07
15-06-2018		102	68	⚠	66,7%	6	✔	5,9%	28	✖	27,5%	00:00:17	00:00:07	00:08:34	00:02:00	00:00:11	00:00:08
GrdRealVillaltalia		27	19	⚠	70,4%	0	✔	0,0%	8	✖	29,6%	00:00:10	00:00:06	00:08:34	00:02:44	00:00:08	00:00:08
	09:00:00	7	0	✖	0,0%	0	✔	0,0%	7	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	10:00:00	5	4	⚠	80,0%	0	✔	0,0%	1	✖	20,0%	00:00:09	00:00:06	00:07:38	00:04:11	00:00:07	00:00:06
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:14	00:03:22	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:07:34	00:07:34	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:49	00:02:49	00:00:04	00:00:04
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:08:34	00:03:31	00:00:07	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:56	00:01:56	00:00:23	00:00:23
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:51	00:00:57	00:00:08	00:00:08
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:05	00:03:50	00:01:15	00:00:08	00:00:08
HotelRealOeiras		30	18	⚠	60,0%	5	✖	16,7%	7	✖	23,3%	00:00:15	00:00:07	00:06:55	00:01:55	00:00:12	00:00:07
	09:00:00	10	1	✖	10,0%	3	✖	30,0%	6	✖	60,0%	00:00:15	00:00:12	00:02:34	00:02:34	00:00:22	00:00:09
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:01:11	00:00:52	00:00:10	00:00:10
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:03:56	00:02:42	00:00:06	00:00:06
	12:00:00	4	1	✖	25,0%	2	✖	50,0%	1	✖	25,0%	00:00:10	00:00:07	00:03:47	00:02:17	00:00:08	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:24	00:00:24	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:39	00:00:37	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:02:22	00:01:49	00:00:05	00:00:05
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:02:50	00:01:47	00:00:05	00:00:05
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:55	00:04:00	00:00:06	00:00:06
HotelRealPalacio		23	10	✖	43,5%	1	✔	4,3%	12	✖	52,2%	00:00:10	00:00:07	00:08:04	00:02:08	00:00:14	00:00:07
	09:00:00	10	0	✖	0,0%	0	✔	0,0%	10	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	10:00:00	5	3	⚠	60,0%	1	✖	20,0%	1	✖	20,0%	00:00:08	00:00:07	00:08:04	00:03:38	00:00:30	00:00:07
	12:00:00	1	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
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:11	00:01:11	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:18	00:01:18	00:00:06	00:00:06
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:30	00:02:30	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:50	00:01:50	00:00:09	00:00:09
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:00:49	00:00:36	00:00:04	00:00:04
HotelRealParque		21	20	✔	95,2%	0	✔	0,0%	1	✔	4,8%	00:00:17	00:00:08	00:04:08	00:01:17	00:00:09	00:00:08
	09:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:08	00:02:08	00:00:04	00:00:04
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:54	00:01:54	00:00:14	00:00:14
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:01:31	00:01:09	00:00:09	00:00:09
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:33	00:00:54	00:00:08	00:00:08

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	15:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:08	00:01:32	00:00:10	00:00:10
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:01:13	00:00:52	00:00:04	00:00:04
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:46	00:02:46	00:00:04	00:00:04
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:17	00:00:12	00:00:58	00:00:38	00:00:19	00:00:19
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:17	00:01:17	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:17	00:01:17	00:00:09	00:00:09
16-06-2018		23	15	⚠	65,2%	1	✔	4,3%	7	✖	30,4%	00:00:15	00:00:09	00:11:28	00:04:01	00:00:09	00:00:09
GrdRealVillaltalia		4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:08	00:00:07	00:11:28	00:05:28	00:00:06	00:00:07
	11:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:08	00:00:06	00:11:28	00:05:44	00:00:05	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:57	00:04:57	00:00:09	00:00:09
HotelRealOeiras		4	2	⚠	50,0%	1	✖	25,0%	1	✖	25,0%	00:00:15	00:00:10	00:08:38	00:05:34	00:00:15	00:00:07
	11:00:00	1	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
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:30	00:02:30	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:08:38	00:08:38	00:00:04	00:00:04
	16:00:00	1	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
HotelRealPalacio		3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:13	00:00:11	00:02:19	00:01:26	00:00:08	00:00:11
	10:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:09	00:00:09	00:02:19	00:02:19	00:00:06	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:32	00:00:32	00:00:13	00:00:13
HotelRealParque		8	5	⚠	62,5%	0	✔	0,0%	3	✖	37,5%	00:00:14	00:00:08	00:07:21	00:04:52	00:00:07	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:07:21	00:04:22	00:00:06	00:00:06
	11:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:10	00:00:08	00:06:43	00:06:14	00:00:07	00:00:08
	13:00:00	2	0	✖	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:03:11	00:03:11	00:00:14	00:00:14
RealResidencia		4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:08	00:04:04	00:01:48	00:00:11	00:00:14
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:29	00:00:29	00:00:04	00:00:04
	11:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:07	00:00:07	00:00:51	00:00:51	00:00:05	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:04	00:04:04	00:00:30	00:00:30
18-06-2018		81	73	✔	90,1%	4	✔	4,9%	4	✔	4,9%	00:00:15	00:00:07	00:13:58	00:02:12	00:00:09	00:00:08
GrdRealVillaltalia		19	18	✔	94,7%	0	✔	0,0%	1	✔	5,3%	00:00:10	00:00:07	00:13:58	00:03:11	00:00:10	00:00:10
	09:00:00	1	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
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:13:58	00:08:16	00:00:04	00:00:04
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:05	00:00:53	00:00:13	00:00:13
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:46	00:01:44	00:00:12	00:00:12
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:11:34	00:03:51	00:00:07	00:00:07
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:07:53	00:04:56	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:27	00:02:23	00:00:20	00:00:20
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:22	00:01:29	00:00:11	00:00:11
HotelRealOeiras		24	19	⚠	79,2%	4	✖	16,7%	1	✔	4,2%	00:00:15	00:00:06	00:05:49	00:01:41	00:00:11	00:00:08
	09:00:00	6	4	⚠	66,7%	2	✖	33,3%	0	✔	0,0%	00:00:15	00:00:06	00:04:48	00:01:43	00:00:21	00:00:05
	10:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:12	00:00:12	00:00:55	00:00:43	00:00:11	00:00:12
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:50	00:01:42	00:00:07	00:00:07
	12:00:00	3	1	✖	33,3%	2	✖	66,7%	0	✔	0,0%	00:00:04	00:00:02	00:05:49	00:05:49	00:00:02	00:00:04
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:25	00:01:34	00:00:16	00:00:16
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:58	00:01:28	00:00:05	00:00:05
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:07	00:01:03	00:00:05	00:00:05
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:11	00:02:11	00:00:04	00:00:04
HotelRealPalacio		17	16	✔	94,1%	0	✔	0,0%	1	✔	5,9%	00:00:11	00:00:07	00:08:58	00:02:32	00:00:07	00:00:07
	09:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:04	00:00:03	00:03:38	00:02:31	00:00:04	00:00:03
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:25	00:01:25	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:08:58	00:06:34	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:36	00:02:26	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:37	00:01:37	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:55	00:01:34	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	15:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:10	00:06:37	00:02:42	00:00:10	00:00:10
	16:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:08	00:02:30	00:01:08	00:00:08	00:00:08
HotelRealParque		21	20	✔️	95,2%	0	✔️	0,0%	1	✔️	4,8%	00:00:15	00:00:08	00:03:44	00:01:32	00:00:08	00:00:09
	09:00:00	5	4	⚠️	80,0%	0	✔️	0,0%	1	❌	20,0%	00:00:13	00:00:08	00:03:44	00:02:28	00:00:06	00:00:08
	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:06	00:01:38	00:01:26	00:00:06	00:00:06
	11:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:01:11	00:00:47	00:00:08	00:00:08
	13:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:02:40	00:01:55	00:00:08	00:00:08
	15:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:06	00:02:30	00:01:15	00:00:06	00:00:06
	16:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:01:51	00:01:32	00:00:12	00:00:12
	17:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:01:29	00:01:29	00:00:21	00:00:21
19-06-2018		108	79	⚠️	73,1%	9	✔️	8,3%	20	❌	18,5%	00:00:15	00:00:08	00:11:27	00:02:26	00:00:21	00:00:12
GrdRealVillaltalia		26	14	⚠️	53,8%	2	✔️	7,7%	10	❌	38,5%	00:00:10	00:00:07	00:09:18	00:04:07	00:00:23	00:00:09
	09:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:06	00:01:32	00:01:03	00:00:06	00:00:06
	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:09:18	00:06:00	00:00:08	00:00:08
	11:00:00	7	4	⚠️	57,1%	1	⚠️	14,3%	2	❌	28,6%	00:00:10	00:00:07	00:08:24	00:03:20	00:00:12	00:00:12
	12:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:04	00:00:04	00:00:30	00:00:30	00:00:04	00:00:04
	13:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:06	00:03:30	00:02:36	00:00:06	00:00:06
	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:08:40	00:08:40	00:00:08	00:00:08
	16:00:00	8	0	❌	0,0%	1	⚠️	12,5%	7	❌	87,5%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:53	00:00:00
	17:00:00	3	2	⚠️	66,7%	0	✔️	0,0%	1	❌	33,3%	00:00:10	00:00:08	00:09:17	00:07:55	00:00:12	00:00:15
HotelRealOeiras		35	24	⚠️	68,6%	4	⚠️	11,4%	7	❌	20,0%	00:00:15	00:00:08	00:11:27	00:02:11	00:00:12	00:00:09
	09:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:04	00:00:04	00:02:29	00:01:58	00:00:04	00:00:04
	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:06	00:02:01	00:01:20	00:00:06	00:00:06
	11:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:06	00:02:42	00:01:23	00:00:07	00:00:07
	12:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:11	00:01:14	00:00:49	00:00:18	00:00:18
	13:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:01:35	00:01:35	00:00:06	00:00:06
	14:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:08	00:01:06	00:00:34	00:00:10	00:00:10
	15:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:05:38	00:03:19	00:00:11	00:00:11
	16:00:00	7	1	❌	14,3%	2	❌	28,6%	4	❌	57,1%	00:00:04	00:00:04	00:11:27	00:11:27	00:00:09	00:00:04
	17:00:00	5	4	⚠️	80,0%	1	❌	20,0%	0	✔️	0,0%	00:00:15	00:00:09	00:05:56	00:02:41	00:00:29	00:00:07
	18:00:00	4	0	❌	0,0%	1	❌	25,0%	3	❌	75,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
HotelRealPalacio		22	20	✔️	90,9%	0	✔️	0,0%	2	✔️	9,1%	00:00:15	00:00:08	00:05:28	00:02:02	00:00:10	00:00:10
	09:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:08	00:01:39	00:01:07	00:00:10	00:00:10
	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:07	00:02:26	00:01:34	00:00:07	00:00:07
	11:00:00	5	3	⚠️	60,0%	0	✔️	0,0%	2	❌	40,0%	00:00:15	00:00:09	00:04:02	00:02:30	00:00:10	00:00:12
	12:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:04:37	00:03:14	00:00:14	00:00:14
	14:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:06	00:05:28	00:02:19	00:00:07	00:00:07
	15:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:06	00:03:24	00:01:50	00:00:06	00:00:06
	17:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:01:49	00:01:30	00:00:14	00:00:14
	18:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:11	00:03:10	00:03:10	00:00:11	00:00:11
HotelRealParque		23	19	⚠️	82,6%	3	⚠️	13,0%	1	✔️	4,3%	00:00:15	00:00:10	00:07:35	00:02:02	00:00:46	00:00:22
	09:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:00:49	00:00:49	00:00:07	00:00:07
	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:07	00:03:13	00:01:38	00:00:08	00:00:08
	11:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:02:33	00:01:43	00:00:30	00:00:30
	13:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:11	00:00:52	00:00:52	00:00:22	00:00:22
	14:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:09	00:02:12	00:01:20	00:00:08	00:00:08
	15:00:00	6	4	⚠️	66,7%	1	❌	16,7%	1	❌	16,7%	00:00:15	00:00:11	00:07:35	00:04:49	00:00:28	00:00:18
	16:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:01:51	00:01:51	00:00:10	00:00:10
	17:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:02:11	00:01:22	00:00:08	00:00:08
	18:00:00	4	2	⚠️	50,0%	2	❌	50,0%	0	✔️	0,0%	00:00:15	00:00:12	00:01:11	00:00:55	00:02:56	00:01:25
RealResidencia		2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:01:45	00:01:41	00:00:06	00:00:06
	13:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:01:37	00:01:37	00:00:06	00:00:06
	18:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:05	00:00:05	00:01:45	00:01:45	00:00:05	00:00:05

OneContact Reporting

Service Performance Report

20-06-2018		69	62	✔	89,9%	3	✔	4,3%	4	✔	5,8%	00:00:15	00:00:08	00:20:56	00:02:38	00:00:11	00:00:10
GrdRealVillaltalia		24	22	✔	91,7%	0	✔	0,0%	2	✔	8,3%	00:00:11	00:00:07	00:20:56	00:03:51	00:00:12	00:00:12
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:01:46	00:01:41	00:00:14	00:00:14
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:06:09	00:03:40	00:00:06	00:00:06
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:06:12	00:02:27	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:29	00:06:29	00:00:08	00:00:08
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:20:56	00:07:37	00:00:04	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:02	00:01:02	00:00:05	00:00:05
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:04	00:01:04	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:45	00:03:02	00:00:06	00:00:06
	17:00:00	7	5	⚠	71,4%	0	✔	0,0%	2	✖	28,6%	00:00:10	00:00:08	00:08:01	00:04:07	00:00:14	00:00:15
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:49	00:04:05	00:00:28	00:00:28
HotelRealOeiras		9	8	✔	88,9%	1	⚠	11,1%	0	✔	0,0%	00:00:15	00:00:07	00:06:08	00:02:04	00:00:09	00:00:06
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:36	00:01:02	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:50	00:02:50	00:00:05	00:00:05
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:38	00:01:38	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:06:08	00:03:34	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:01	00:02:01	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:53	00:00:53	00:00:04	00:00:04
	19:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:33	00:00:00
HotelRealPalacio		17	15	✔	88,2%	1	✔	5,9%	1	✔	5,9%	00:00:15	00:00:09	00:04:15	00:01:53	00:00:15	00:00:11
	10:00:00	5	3	⚠	60,0%	1	✖	20,0%	1	✖	20,0%	00:00:15	00:00:11	00:03:58	00:02:43	00:00:28	00:00:16
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:01:08	00:00:33	00:00:05	00:00:05
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:42	00:01:37	00:00:14	00:00:14
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:15	00:03:34	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:48	00:02:48	00:00:04	00:00:04
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:25	00:01:12	00:00:13	00:00:13
HotelRealParque		17	16	✔	94,1%	0	✔	0,0%	1	✔	5,9%	00:00:15	00:00:07	00:08:40	00:01:54	00:00:08	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:46	00:01:46	00:00:08	00:00:08
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:00:50	00:00:39	00:00:07	00:00:07
	11:00:00	5	4	⚠	80,0%	0	✔	0,0%	1	✖	20,0%	00:00:09	00:00:07	00:02:12	00:01:21	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:27	00:02:27	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:00:59	00:00:38	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:38	00:03:38	00:00:06	00:00:06
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:08:40	00:03:26	00:00:12	00:00:12
RealResidencia		2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:53	00:02:53	00:00:16	00:00:22
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:53	00:02:53	00:00:22	00:00:22
	14:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:00	00:00:00	00:00:09	00:00:00
21-06-2018		79	50	⚠	63,3%	5	✔	6,3%	24	✖	30,4%	00:00:15	00:00:07	00:12:23	00:02:22	00:00:18	00:00:15
GrdRealVillaltalia		37	22	⚠	59,5%	4	⚠	10,8%	11	✖	29,7%	00:00:12	00:00:07	00:12:23	00:02:40	00:00:25	00:00:22
	09:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:06	00:00:06	00:02:30	00:02:14	00:00:05	00:00:06
	10:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:10	00:00:07	00:02:35	00:01:48	00:00:14	00:00:15
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:01:07	00:00:56	00:01:12	00:01:12
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:07:16	00:03:23	00:00:14	00:00:14
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:41	00:01:41	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:01:56	00:01:56	00:00:02	00:00:02
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:03:27	00:03:08	00:00:07	00:00:07
	16:00:00	11	4	✖	36,4%	2	✖	18,2%	5	✖	45,5%	00:00:10	00:00:07	00:12:23	00:03:30	00:00:34	00:00:45
	17:00:00	9	3	✖	33,3%	2	✖	22,2%	4	✖	44,4%	00:00:10	00:00:08	00:06:38	00:04:36	00:00:28	00:00:07
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:13	00:00:52	00:00:10	00:00:10
HotelRealOeiras		25	15	⚠	60,0%	0	✔	0,0%	10	✖	40,0%	00:00:15	00:00:06	00:07:35	00:02:06	00:00:08	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:14	00:01:00	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:36	00:00:36	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:01:49	00:01:17	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:07:35	00:04:04	00:00:05	00:00:05
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:03	00:04:38	00:02:42	00:00:04	00:00:04
	16:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:07	00:00:05	00:07:30	00:03:29	00:00:06	00:00:07
	17:00:00	10	1	✖	10,0%	0	✔	0,0%	9	✖	90,0%	00:00:15	00:00:11	00:00:31	00:00:31	00:00:12	00:00:42
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:41	00:01:41	00:00:06	00:00:06
HotelRealPalacio		6	5	⚠	83,3%	1	✖	16,7%	0	✔	0,0%	00:00:15	00:00:10	00:05:44	00:02:52	00:00:28	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:25	00:01:25	00:00:07	00:00:07
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:26	00:02:20	00:00:12	00:00:12
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:44	00:05:44	00:00:10	00:00:10
	14:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:31	00:02:31	00:01:04	00:00:21
HotelRealParque		6	3	⚠	50,0%	0	✔	0,0%	3	✖	50,0%	00:00:06	00:00:05	00:04:20	00:02:28	00:00:08	00:00:06
	10:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:18	00:00:00
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:20	00:04:20	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:32	00:00:32	00:00:05	00:00:05
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:31	00:02:31	00:00:06	00:00:06
	17:00:00	2	0	✖	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
RealResidencia		5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:04:00	00:01:29	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:52	00:00:52	00:00:04	00:00:04
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:01	00:01:33	00:00:04	00:00:04
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:00:32	00:00:28	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:00	00:04:00	00:00:43	00:00:43
22-06-2018		62	49	⚠	79,0%	3	✔	4,8%	10	✖	16,1%	00:00:15	00:00:07	00:10:48	00:02:16	00:00:18	00:00:08
GrdRealVillaltalia		13	10	⚠	76,9%	1	✔	7,7%	2	✖	15,4%	00:00:10	00:00:08	00:05:32	00:02:03	00:00:52	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:22	00:01:22	00:00:07	00:00:07
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:53	00:01:44	00:00:06	00:00:06
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:43	00:01:27	00:00:16	00:00:16
	13:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:03	00:00:03	00:03:22	00:03:22	00:00:04	00:00:03
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:22	00:01:32	00:00:16	00:00:16
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:32	00:05:32	00:00:17	00:00:17
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:47	00:00:47	00:00:20	00:00:20
	18:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	19:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:09:04	00:00:00
HotelRealOeiras		22	17	⚠	77,3%	1	✔	4,5%	4	✖	18,2%	00:00:15	00:00:06	00:08:26	00:02:09	00:00:07	00:00:07
	09:00:00	8	5	⚠	62,5%	0	✔	0,0%	3	✖	37,5%	00:00:09	00:00:06	00:08:26	00:02:34	00:00:06	00:00:06
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:42	00:02:42	00:00:12	00:00:12
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:52	00:01:47	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:02:23	00:01:28	00:00:05	00:00:05
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:01:12	00:01:00	00:00:06	00:00:06
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:03:44	00:02:10	00:00:05	00:00:05
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:21	00:01:21	00:00:03	00:00:03
	18:00:00	3	1	✖	33,3%	1	✖	33,3%	1	✖	33,3%	00:00:10	00:00:10	00:04:53	00:04:53	00:00:06	00:00:10
HotelRealPalacio		8	7	✔	87,5%	0	✔	0,0%	1	⚠	12,5%	00:00:09	00:00:05	00:03:39	00:01:34	00:00:06	00:00:06
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:09	00:00:09	00:02:49	00:02:49	00:00:08	00:00:09
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:01	00:00:44	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:39	00:03:39	00:00:04	00:00:04
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:01:05	00:00:52	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:40	00:01:24	00:00:04	00:00:04
HotelRealParque		18	14	⚠	77,8%	1	✔	5,6%	3	✖	16,7%	00:00:15	00:00:08	00:10:48	00:02:54	00:00:12	00:00:08
	09:00:00	5	4	⚠	80,0%	0	✔	0,0%	1	✖	20,0%	00:00:09	00:00:06	00:03:50	00:02:00	00:00:06	00:00:06
	10:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:07	00:00:06	00:03:25	00:02:18	00:00:05	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:05:04	00:03:06	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:33	00:00:33	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:05:41	00:05:41	00:00:04	00:00:04
	16:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:14	00:00:11	00:10:48	00:05:56	00:00:09	00:00:12
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:27	00:02:11	00:00:11	00:00:11
	18:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:39	00:00:00
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:57	00:02:57	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:57	00:02:57	00:00:07	00:00:07
23-06-2018		32	19	⚠	59,4%	6	✖	18,8%	7	✖	21,9%	00:00:13	00:00:07	00:15:04	00:04:36	00:00:21	00:00:14
GrdRealVillaltalia		14	7	⚠	50,0%	5	✖	35,7%	2	⚠	14,3%	00:00:10	00:00:08	00:15:04	00:05:49	00:00:33	00:00:24
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:28	00:01:28	00:00:06	00:00:06
	12:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:07	00:00:06	00:04:04	00:02:52	00:00:26	00:00:36
	13:00:00	3	1	✖	33,3%	1	✖	33,3%	1	✖	33,3%	00:00:10	00:00:10	00:01:54	00:01:54	00:00:23	00:00:09
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:15:04	00:08:22	00:00:12	00:00:12
	15:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:57	00:00:00
	16:00:00	4	1	✖	25,0%	3	✖	75,0%	0	✔	0,0%	00:00:10	00:00:08	00:14:56	00:14:56	00:00:57	00:01:00
HotelRealOeiras		10	7	⚠	70,0%	1	⚠	10,0%	2	✖	20,0%	00:00:13	00:00:08	00:09:05	00:03:43	00:00:13	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:34	00:03:34	00:00:05	00:00:05
	12:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:58	00:02:10	00:00:15	00:00:07
	13:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:13	00:00:13	00:09:05	00:09:05	00:00:16	00:00:13
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:05:11	00:03:26	00:00:10	00:00:10
HotelRealPalacio		4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:08	00:00:06	00:06:08	00:04:19	00:00:13	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:30	00:02:30	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:06:08	00:06:08	00:00:04	00:00:04
	15:00:00	2	0	✖	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:20	00:00:00
HotelRealParque		2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:04	00:00:04	00:02:40	00:02:40	00:00:04	00:00:04
	10:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:04	00:00:04	00:02:40	00:02:40	00:00:04	00:00:04
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:07:00	00:04:42	00:00:07	00:00:07
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:07:00	00:07:00	00:00:05	00:00:05
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:24	00:02:24	00:00:09	00:00:09
25-06-2018		108	86	⚠	79,6%	7	✔	6,5%	15	⚠	13,9%	00:00:15	00:00:07	00:13:19	00:02:39	00:00:16	00:00:16
GrdRealVillaltalia		46	32	⚠	69,6%	3	✔	6,5%	11	✖	23,9%	00:00:10	00:00:07	00:13:19	00:03:09	00:00:14	00:00:17
	09:00:00	4	1	✖	25,0%	0	✔	0,0%	3	✖	75,0%	00:00:08	00:00:08	00:00:54	00:00:54	00:00:08	00:00:08
	10:00:00	17	9	⚠	52,9%	1	✔	5,9%	7	✖	41,2%	00:00:10	00:00:07	00:05:45	00:02:15	00:00:16	00:00:22
	11:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:57	00:01:08	00:00:17	00:00:18
	12:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	13:00:00	7	6	✔	85,7%	1	⚠	14,3%	0	✔	0,0%	00:00:10	00:00:06	00:13:19	00:04:38	00:00:07	00:00:06
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:04	00:10:21	00:04:17	00:00:22	00:00:22
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:02	00:03:47	00:00:18	00:00:18
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:07:11	00:04:37	00:00:23	00:00:23
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:34	00:00:34	00:00:04	00:00:04
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:15	00:01:06	00:00:10	00:00:10
HotelRealOeiras		34	29	✔	85,3%	3	✔	8,8%	2	✔	5,9%	00:00:15	00:00:07	00:10:21	00:02:09	00:00:16	00:00:15
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:02:25	00:01:56	00:00:10	00:00:10
	10:00:00	6	4	⚠	66,7%	1	✖	16,7%	1	✖	16,7%	00:00:15	00:00:07	00:07:47	00:03:38	00:00:47	00:00:54
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:02:23	00:01:12	00:00:07	00:00:07
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:02:37	00:01:12	00:00:09	00:00:09
	13:00:00	4	2	⚠	50,0%	1	✖	25,0%	1	✖	25,0%	00:00:15	00:00:11	00:02:30	00:01:48	00:00:12	00:00:14
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:18	00:03:28	00:00:30	00:00:30
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:00:49	00:00:42	00:00:06	00:00:06
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:10:21	00:03:18	00:00:07	00:00:07
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:03	00:01:47	00:01:30	00:00:04	00:00:04
	18:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:05	00:00:04	00:04:11	00:01:50	00:00:03	00:00:04
HotelRealPalacio		16	13	⚠	81,3%	1	✔	6,3%	2	⚠	12,5%	00:00:15	00:00:08	00:13:15	00:03:01	00:00:23	00:00:20
	09:00:00	6	4	⚠	66,7%	0	✔	0,0%	2	✖	33,3%	00:00:15	00:00:08	00:13:15	00:05:11	00:00:31	00:00:44

OneContact Reporting

Service Performance Report

	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:00:57	00:00:47	00:00:04	00:00:04
	13:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:34	00:01:34	00:00:58	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:41	00:00:41	00:00:07	00:00:07
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:03:26	00:02:08	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:06:08	00:04:09	00:00:10	00:00:10
HotelRealParque		7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:13	00:01:38	00:00:09	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:13	00:02:52	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:56	00:01:56	00:00:23	00:00:23
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:36	00:01:36	00:00:04	00:00:04
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:04	00:01:04	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:55	00:00:54	00:00:08	00:00:08
RealResidencia		5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:12	00:03:03	00:00:11	00:00:11
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:35	00:02:35	00:00:11	00:00:11
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:32	00:03:32	00:00:03	00:00:03
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:12	00:04:12	00:00:18	00:00:18
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:45	00:02:28	00:00:12	00:00:12
26-06-2018		69	56	⚠	81,2%	4	✔	5,8%	9	⚠	13,0%	00:00:15	00:00:06	00:10:51	00:02:33	00:00:11	00:00:06
GrdRealVillaltalia		22	15	⚠	68,2%	3	⚠	13,6%	4	✖	18,2%	00:00:10	00:00:06	00:10:51	00:02:48	00:00:12	00:00:08
	09:00:00	8	1	✖	12,5%	3	✖	37,5%	4	✖	50,0%	00:00:10	00:00:06	00:00:44	00:00:44	00:00:19	00:00:03
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:08:23	00:02:54	00:00:09	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:44	00:02:29	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:10:51	00:05:54	00:00:11	00:00:11
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:05	00:01:50	00:01:34	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:04:42	00:04:42	00:00:03	00:00:03
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:01:57	00:01:16	00:00:04	00:00:04
HotelRealOeiras		24	21	✔	87,5%	0	✔	0,0%	3	⚠	12,5%	00:00:08	00:00:05	00:08:30	00:02:33	00:00:06	00:00:05
	09:00:00	3	0	✖	0,0%	0	✔	0,0%	3	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:08:30	00:03:52	00:00:04	00:00:04
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:03	00:06:14	00:03:25	00:00:03	00:00:03
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:01:28	00:01:01	00:00:04	00:00:04
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:40	00:04:18	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:03:14	00:03:12	00:00:06	00:00:06
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:52	00:01:35	00:00:04	00:00:04
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:03:06	00:02:00	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:12	00:02:12	00:00:05	00:00:05
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:35	00:01:56	00:00:06	00:00:06
HotelRealPalacio		7	5	⚠	71,4%	0	✔	0,0%	2	✖	28,6%	00:00:15	00:00:07	00:07:09	00:03:42	00:00:08	00:00:08
	09:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:04	00:00:04	00:07:09	00:07:09	00:00:07	00:00:04
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:28	00:02:16	00:00:12	00:00:12
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:43	00:03:24	00:00:06	00:00:06
HotelRealParque		13	12	✔	92,3%	1	✔	7,7%	0	✔	0,0%	00:00:15	00:00:07	00:03:14	00:01:31	00:00:19	00:00:07
	09:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:44	00:00:00
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:24	00:01:20	00:00:08	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:14	00:02:12	00:00:10	00:00:10
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:18	00:00:48	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:22	00:01:32	00:00:08	00:00:08
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:02:15	00:01:38	00:00:04	00:00:04
RealResidencia		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:21	00:03:49	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:05:21	00:05:21	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:54	00:02:54	00:00:03	00:00:03
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:11	00:03:11	00:00:08	00:00:08
27-06-2018		55	49	✔	89,1%	2	✔	3,6%	4	✔	7,3%	00:00:16	00:00:08	00:07:13	00:02:25	00:00:18	00:00:10
GrdRealVillaltalia		13	12	✔	92,3%	1	✔	7,7%	0	✔	0,0%	00:00:10	00:00:07	00:07:13	00:03:06	00:00:18	00:00:08

OneContact Reporting

Service Performance Report

	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:07	00:03:07	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:14	00:00:14	00:00:20	00:00:20
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:59	00:02:59	00:00:07	00:00:07
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:07:13	00:03:21	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:14	00:02:14	00:00:09	00:00:09
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:04	00:05:43	00:04:30	00:00:04	00:00:04
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:03	00:02:29	00:00:06	00:00:06
	18:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:02:12	00:00:00
HotelRealOeiras		21	19	✔	90,5%	0	✔	0,0%	2	✔	9,5%	00:00:15	00:00:08	00:06:36	00:02:01	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:11	00:00:58	00:00:06	00:00:06
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:20	00:05:30	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:36	00:03:34	00:00:06	00:00:06
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:39	00:01:26	00:00:18	00:00:18
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:03:29	00:01:41	00:00:05	00:00:05
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:35	00:00:57	00:00:11	00:00:11
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:00:49	00:00:32	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:02:40	00:01:44	00:00:19	00:00:19
	18:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:03	00:00:03	00:04:17	00:04:17	00:00:08	00:00:03
HotelRealPalacio		10	8	⚠	80,0%	0	✔	0,0%	2	✖	20,0%	00:00:15	00:00:07	00:06:37	00:02:48	00:00:09	00:00:09
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:04	00:00:04	00:06:37	00:06:37	00:00:06	00:00:04
	11:00:00	1	1	✔	100,0%	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%	00:00:08	00:00:08	00:00:37	00:00:37	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:16	00:00:16	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:44	00:03:44	00:00:04	00:00:04
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:50	00:04:26	00:00:20	00:00:20
	18:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:06	00:00:06	00:00:51	00:00:51	00:00:08	00:00:07
HotelRealParque		11	10	✔	90,9%	1	✔	9,1%	0	✔	0,0%	00:00:16	00:00:09	00:04:41	00:02:09	00:00:39	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:40	00:02:40	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:41	00:04:41	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:42	00:00:42	00:00:04	00:00:04
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:35	00:01:35	00:00:22	00:00:22
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:46	00:02:46	00:00:04	00:00:04
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:03:42	00:02:01	00:00:06	00:00:06
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:14	00:02:01	00:01:31	00:00:20	00:00:20
	19:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:05:28	00:00:00
28-06-2018		59	56	✔	94,9%	1	✔	1,7%	2	✔	3,4%	00:00:15	00:00:08	00:16:18	00:02:32	00:00:12	00:00:09
GrdRealVillaltalia		12	11	✔	91,7%	0	✔	0,0%	1	✔	8,3%	00:00:10	00:00:06	00:16:18	00:04:34	00:00:08	00:00:08
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:10	00:00:06	00:06:34	00:06:34	00:00:12	00:00:16
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:05	00:04:05	00:00:09	00:00:09
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:11:05	00:06:02	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:54	00:02:54	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:16:18	00:16:18	00:00:15	00:00:15
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:04:56	00:02:30	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:21	00:00:21	00:00:04	00:00:04
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:29	00:00:29	00:00:04	00:00:04
HotelRealOeiras		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:40	00:02:43	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:27	00:01:27	00:00:05	00:00:05
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:03:24	00:02:39	00:00:04	00:00:04
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:02	00:02:40	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:06:40	00:06:40	00:00:24	00:00:24
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:04:11	00:04:11	00:00:30	00:00:30
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:23	00:02:23	00:00:09	00:00:09
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:16	00:02:52	00:00:16	00:00:16

OneContact Reporting

Service Performance Report

	17:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:00	00:02:04	00:00:08	00:00:08
HotelRealPalacio		13	12	✔	92,3%	0	✔	0,0%	1	✔	7,7%	00:00:12	00:00:07	00:04:35	00:02:05	00:00:07	00:00:07
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:07	00:00:07	00:03:21	00:03:21	00:00:06	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:45	00:03:45	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:24	00:00:24	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:04	00:02:08	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:27	00:01:27	00:00:07	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:47	00:02:47	00:00:12	00:00:12
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:35	00:02:28	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:00:50	00:00:36	00:00:02	00:00:02
HotelRealParque		15	14	✔	93,3%	1	✔	6,7%	0	✔	0,0%	00:00:15	00:00:08	00:02:49	00:01:13	00:00:21	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:10	00:02:10	00:00:23	00:00:23
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:37	00:01:52	00:00:05	00:00:05
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:04	00:01:04	00:00:07	00:00:07
	15:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:03:02	00:00:00
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:02:49	00:01:40	00:00:06	00:00:06
	17:00:00	8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:02:47	00:00:57	00:00:10	00:00:10
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:05:05	00:03:44	00:00:05	00:00:05
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:22	00:02:22	00:00:03	00:00:03
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:05	00:05:05	00:00:07	00:00:07
29-06-2018		49	44	✔	89,8%	2	✔	4,1%	3	✔	6,1%	00:00:15	00:00:08	00:08:55	00:02:20	00:00:10	00:00:10
GrdRealVillaltalia		14	13	✔	92,9%	1	✔	7,1%	0	✔	0,0%	00:00:10	00:00:07	00:07:48	00:03:16	00:00:08	00:00:08
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:13	00:03:36	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:51	00:01:44	00:00:16	00:00:16
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:06:53	00:04:46	00:00:05	00:00:05
	13:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:30	00:02:30	00:00:08	00:00:05
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:25	00:00:25	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:07:16	00:04:32	00:00:06	00:00:06
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:07:48	00:03:21	00:00:06	00:00:06
HotelRealOeiras		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:06	00:08:55	00:02:24	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:56	00:00:56	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:52	00:00:52	00:00:09	00:00:09
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:02:43	00:01:08	00:00:07	00:00:07
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:40	00:02:50	00:00:04	00:00:04
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:02:00	00:02:00	00:00:13	00:00:13
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:43	00:01:43	00:00:05	00:00:05
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:08:55	00:05:56	00:00:06	00:00:06
HotelRealPalacio		9	7	⚠	77,8%	0	✔	0,0%	2	✖	22,2%	00:00:15	00:00:09	00:02:40	00:01:34	00:00:13	00:00:14
	10:00:00	4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:06	00:00:06	00:01:44	00:01:38	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:34	00:00:34	00:00:03	00:00:03
	13:00:00	1	1	✔	100,0%	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	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:05	00:02:05	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:02:40	00:02:40	00:01:04	00:01:04
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:41	00:00:41	00:00:04	00:00:04
HotelRealParque		15	13	✔	86,7%	1	✔	6,7%	1	✔	6,7%	00:00:15	00:00:08	00:06:50	00:01:36	00:00:13	00:00:12
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:13	00:00:13	00:06:50	00:06:50	00:00:21	00:00:13
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:01:03	00:00:46	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:00	00:01:00	00:00:04	00:00:04
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:41	00:01:41	00:00:03	00:00:03
	14:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:15	00:00:10	00:02:55	00:01:36	00:00:17	00:00:18
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:55	00:01:25	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:46	00:00:46	00:00:35	00:00:35
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:37	00:01:10	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:35	00:03:35	00:00:04	00:00:04
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:35	00:03:35	00:00:04	00:00:04
30-06-2018		20	11	⚠	55,0%	3	✖	15,0%	6	✖	30,0%	00:00:15	00:00:06	00:11:15	00:03:19	00:00:22	00:00:05
GrdRealVillaltalia		9	5	⚠	55,6%	1	⚠	11,1%	3	✖	33,3%	00:00:09	00:00:05	00:11:15	00:04:59	00:00:17	00:00:05
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:03:48	00:02:35	00:00:06	00:00:06
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:11:15	00:06:35	00:00:04	00:00:04
	16:00:00	4	0	✖	0,0%	1	✖	25,0%	3	✖	75,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:33	00:00:00
HotelRealOeiras		4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:09	00:00:06	00:02:37	00:02:24	00:00:05	00:00:06
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:10	00:02:10	00:00:09	00:00:09
	15:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:03	00:00:03	00:02:37	00:02:37	00:00:04	00:00:03
	16:00:00	1	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
HotelRealPalacio		3	1	✖	33,3%	1	✖	33,3%	1	✖	33,3%	00:00:04	00:00:04	00:01:36	00:01:36	00:00:18	00:00:04
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:36	00:01:36	00:00:04	00:00:04
	14:00:00	2	0	✖	0,0%	1	✖	50,0%	1	✖	50,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:26	00:00:00
HotelRealParque		4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:51	00:01:43	00:00:55	00:00:05
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:51	00:01:51	00:00:04	00:00:04
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:42	00:01:39	00:00:06	00:00:06
	16:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:03:24	00:00:00
TOTAL		5666	4748	⚠	83,8%	268	✔	4,7%	573	⚠	10,1%	00:01:00	00:00:09	00:28:12	00:02:39	00:00:17	00:00:13