

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	
02-07-2018		81	57	🟡 70.4%	5	✅ 6.2%	19	❌ 23.5%	00:00:15	00:00:08	00:10:41	00:02:53	00:00:22	00:00:13	
GrdRealVillaltalia		21	13	🟡 61.9%	2	✅ 9.5%	6	❌ 28.6%	00:00:10	00:00:08	00:08:08	00:04:06	00:00:25	00:00:24	
	10:00:00	4	1	❌ 25.0%	1	❌ 25.0%	2	❌ 50.0%	00:00:10	00:00:10	00:04:44	00:04:44	00:00:43	00:00:09	
	11:00:00	3	2	🟡 66.7%	1	❌ 33.3%	0	✅ 0.0%	00:00:10	00:00:09	00:03:28	00:03:08	00:00:18	00:00:24	
	12:00:00	4	2	🟡 50.0%	0	✅ 0.0%	2	❌ 50.0%	00:00:08	00:00:07	00:06:42	00:05:40	00:00:09	00:00:07	
	14:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:09	00:07:08	00:04:18	00:00:48	00:00:48	
	15:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:08	00:05:21	00:03:09	00:00:29	00:00:29	
	16:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:06	00:00:06	00:01:21	00:01:21	00:00:06	00:00:06	
	17:00:00	3	1	❌ 33.3%	0	✅ 0.0%	2	❌ 66.7%	00:00:07	00:00:07	00:08:08	00:08:08	00:00:07	00:00:07	
HotelRealOeiras		19	16	🟡 84.2%	1	✅ 5.3%	2	🟡 10.5%	00:00:15	00:00:08	00:07:05	00:02:06	00:00:27	00:00:07	
	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	3	2	🟡 66.7%	1	❌ 33.3%	0	✅ 0.0%	00:00:08	00:00:07	00:03:08	00:02:24	00:02:12	00:00:07	
	11:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:09	00:00:06	00:02:04	00:01:56	00:00:06	00:00:06	
	12:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:08	00:01:53	00:01:15	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	00:02:25	00:02:25	00:00:07	00:00:07	
	14:00:00	2	1	🟡 50.0%	0	✅ 0.0%	1	❌ 50.0%	00:00:04	00:00:04	00:02:38	00:02:38	00:00:08	00:00:04	
	15:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:07	00:00:07	00:01:34	00:01:34	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	00:00:48	00:00:48	00:00:07	00:00:07	
	17:00:00	3	2	🟡 66.7%	0	✅ 0.0%	1	❌ 33.3%	00:00:05	00:00:04	00:01:18	00:01:18	00:00:05	00:00:04	
	18:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:07	00:00:07	00:07:05	00:03:43	00:00:07	00:00:07	
HotelRealPalacio		9	7	🟡 77.8%	1	🟡 11.1%	1	🟡 11.1%	00:00:15	00:00:08	00:06:18	00:02:23	00:00:33	00:00:15	
	10:00:00	2	1	🟡 50.0%	0	✅ 0.0%	1	❌ 50.0%	00:00:04	00:00:04	00:02:06	00:02:06	00:00:08	00:00:04	
	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	2	1	🟡 50.0%	1	❌ 50.0%	0	✅ 0.0%	00:00:08	00:00:08	00:02:10	00:02:10	00:02:02	00:01:07	
	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	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:08	00:00:07	00:06:18	00:03:29	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	00:00:53	00:00:53	00:00:07	00:00:07	
HotelRealParque		22	16	🟡 72.7%	0	✅ 0.0%	6	❌ 27.3%	00:00:15	00:00:07	00:10:41	00:02:42	00:00:12	00:00:10	
	10:00:00	3	2	🟡 66.7%	0	✅ 0.0%	1	❌ 33.3%	00:00:05	00:00:04	00:03:42	00:02:44	00:00:04	00:00:04	
	11:00:00	4	4	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:07	00:04:42	00:01:47	00:00:10	00:00:10	
	12:00:00	7	4	🟡 57.1%	0	✅ 0.0%	3	❌ 42.9%	00:00:15	00:00:09	00:06:30	00:02:37	00:00:21	00:00:18	
	15:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:05	00:00:05	00:00:45	00:00:45	00:00:05	00:00:05	
	16:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:08	00:00:06	00:10:41	00:05:22	00:00:08	00:00:08	
	17:00:00	3	1	❌ 33.3%	0	✅ 0.0%	2	❌ 66.7%	00:00:06	00:00:06	00:02:34	00:02:34	00:00:15	00:00:06	
	18:00:00	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	
RealResidencia		10	5	🟡 50.0%	1	🟡 10.0%	4	❌ 40.0%	00:00:15	00:00:09	00:05:21	00:03:13	00:00:18	00:00:11	
	12:00:00	4	0	❌ 0.0%	0	✅ 0.0%	4	❌ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:18	00:00:00	
	14:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:12	00:00:08	00:05:21	00:03:23	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	00:03:16	00:03:16	00:00:11	00:00:11	
	17:00:00	2	1	🟡 50.0%	1	❌ 50.0%	0	✅ 0.0%	00:00:15	00:00:09	00:02:41	00:02:41	00:00:36	00:00:20	
03-07-2018		80	68	✅ 85.0%	3	✅ 3.8%	9	🟡 11.3%	00:00:15	00:00:07	00:12:55	00:02:37	00:00:18	00:00:17	

OneContact Reporting

Service Performance Report

GrdRealVillaltalia		17	14	🟡	82.4%	0	✅	0.0%	3	❌	17.6%	00:00:10	00:00:07	00:12:55	00:03:35	00:00:11	00:00:11
	09:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:05:33	00:04:03	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	00:05:47	00:05:47	00:00:06	00:00:06
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:05	00:03:53	00:02:36	00:00:06	00:00:06
	12:00:00	5	2	❌	40.0%	0	✅	0.0%	3	❌	60.0%	00:00:08	00:00:06	00:03:54	00:03:46	00:00:07	00:00:06
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:01:04	00:00:54	00:00:28	00:00:28
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:12:55	00:12:55	00:00:17	00:00:17
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:05:24	00:03:48	00:00:08	00:00:08
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:07	00:01:30	00:01:30	00:00:29	00:00:29
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:03	00:00:03	00:00:21	00:00:21	00:00:03	00:00:03
HotelRealOeiras		35	32	✅	91.4%	2	✅	5.7%	1	✅	2.9%	00:00:15	00:00:07	00:07:35	00:02:19	00:00:18	00:00:16
	09:00:00	4	3	🟡	75.0%	1	❌	25.0%	0	✅	0.0%	00:00:15	00:00:07	00:07:35	00:04:17	00:00:09	00:00:06
	10:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:05	00:04:54	00:02:26	00:00:05	00:00:05
	11:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:02:03	00:01:39	00:00:06	00:00:06
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:07:28	00:03:46	00:00:14	00:00:14
	13:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:04	00:02:52	00:02:38	00:00:04	00:00:04
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:03	00:00:03	00:00:26	00:00:26	00:00:03	00:00:03
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:03	00:03:28	00:02:15	00:00:04	00:00:04
	16:00:00	7	7	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:07	00:05:18	00:02:36	00:00:08	00:00:08
	17:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:05	00:01:59	00:01:12	00:00:05	00:00:05
	18:00:00	6	4	🟡	66.7%	1	❌	16.7%	1	❌	16.7%	00:00:15	00:00:11	00:02:51	00:01:23	00:01:13	00:01:18
HotelRealPalacio		13	8	🟡	61.5%	0	✅	0.0%	5	❌	38.5%	00:00:15	00:00:06	00:03:57	00:02:26	00:00:21	00:00:28
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:03	00:00:03	00:03:26	00:03:26	00:00:03	00:00:03
	12:00:00	5	3	🟡	60.0%	0	✅	0.0%	2	❌	40.0%	00:00:15	00:00:08	00:03:57	00:02:42	00:00:44	00:01:07
	15:00:00	3	1	❌	33.3%	0	✅	0.0%	2	❌	66.7%	00:00:05	00:00:05	00:01:08	00:01:08	00:00:08	00:00:05
	16:00:00	2	1	🟡	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:04	00:00:04	00:02:51	00:02:06	00:00:05	00:00:04
	17:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:03:02	00:02:30	00:00:08	00:00:08
HotelRealParque		14	13	✅	92.9%	1	✅	7.1%	0	✅	0.0%	00:00:15	00:00:08	00:04:49	00:02:20	00:00:24	00:00:22
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:01:33	00:00:58	00:00:57	00:00:57
	10:00:00	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
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:01:58	00:01:58	00:00:25	00:00:25
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:04	00:00:04	00:03:08	00:03:08	00:00:04	00:00:04
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:05	00:03:07	00:03:07	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	00:04:29	00:02:56	00:00:08	00:00:08
	17:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:04	00:02:23	00:01:44	00:00:04	00:00:04
	18:00:00	4	3	🟡	75.0%	1	❌	25.0%	0	✅	0.0%	00:00:15	00:00:10	00:04:49	00:03:00	00:00:41	00:00:34
RealResidencia		1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:06	00:04:18	00:02:24	00:00:07	00:00:07
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:06	00:04:18	00:02:24	00:00:07	00:00:07
04-07-2018		63	58	✅	92.1%	3	✅	4.8%	2	✅	3.2%	00:00:15	00:00:08	00:12:36	00:02:39	00:00:14	00:00:14
GrdRealVillaltalia		18	17	✅	94.4%	1	✅	5.6%	0	✅	0.0%	00:00:10	00:00:07	00:05:41	00:02:26	00:00:14	00:00:14
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:01:09	00:01:09	00:00:08	00:00:08
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:03	00:00:03	00:02:02	00:02:02	00:00:03	00:00:03
	11:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:07	00:05:23	00:02:54	00:00:11	00:00:11
	12:00:00	4	3	🟡	75.0%	1	❌	25.0%	0	✅	0.0%	00:00:10	00:00:06	00:01:20	00:00:44	00:00:08	00:00:09
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:09	00:02:28	00:02:28	00:00:18	00:00:18
	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
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:04	00:00:04	00:01:33	00:01:33	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	00:05:00	00:04:08	00:00:39	00:00:39

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Service Performance Report

	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:57	00:01:57	00:00:10	00:00:10
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:22	00:00:22	00:00:06	00:00:06
HotelRealOeiras		25	22	✔	88.0%	1	✔	4.0%	2	✔	8.0%	00:00:15	00:00:08	00:12:36	00:03:20	00:00:18	00:00:18
	09:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:13	00:02:51	00:02:34	00:00:46	00:00:49
	10:00:00	6	4	⚠	66.7%	0	✔	0.0%	2	✖	33.3%	00:00:11	00:00:08	00:04:17	00:03:04	00:00:27	00:00:35
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:04:55	00:02:02	00:00:04	00:00:04
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:19	00:02:48	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:02:02	00:01:16	00:00:05	00:00:05
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:12:21	00:04:10	00:00:05	00:00:05
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:12:36	00:05:10	00:00:17	00:00:17
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:04:03	00:02:16	00:00:06	00:00:06
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:10:43	00:05:18	00:00:15	00:00:15
HotelRealPalacio		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:48	00:01:52	00:00:09	00:00:09
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:07:48	00:04:09	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	00:02:08	00:02:08	00:00:06	00:00:06
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:00:54	00:00:52	00:00:07	00:00:07
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:00	00:00:39	00:00:13	00:00:13
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:11	00:03:11	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:29	00:00:29	00:00:06	00:00:06
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:50	00:02:50	00:00:09	00:00:09
HotelRealParque		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:22	00:02:04	00:00:11	00:00:11
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:53	00:01:53	00:00:22	00:00:22
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:55	00:01:50	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:56	00:01:56	00:00:05	00:00:05
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:14	00:02:07	00:00:08	00:00:08
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:22	00:02:26	00:00:17	00:00:17
RealResidencia		1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:00	00:00:00	00:00:05	00:00:00
	18:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:00	00:00:00	00:00:05	00:00:00
05-07-2018		97	54	⚠	55.7%	7	✔	7.2%	36	✖	37.1%	00:00:15	00:00:08	00:29:50	00:03:27	00:00:21	00:00:24
GrdRealVillaltalia		22	15	⚠	68.2%	2	✔	9.1%	5	✖	22.7%	00:00:10	00:00:07	00:07:15	00:02:45	00:00:13	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:04:18	00:04:18	00:00:20	00:00:20
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:03:45	00:02:38	00:00:12	00:00:12
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:58	00:01:10	00:00:08	00:00:08
	12:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:04	00:00:04	00:01:56	00:01:56	00:00:09	00:00:05
	13:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:10	00:00:07	00:07:15	00:03:15	00:00:14	00:00:16
	14:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:10	00:00:08	00:05:57	00:03:32	00:00:12	00:00:14
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:59	00:03:59	00:00:08	00:00:08
	16:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:07	00:00:07	00:02:00	00:02:00	00:00:21	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:38	00:01:38	00:00:04	00:00:04
HotelRealOeiras		41	17	✖	41.5%	4	✔	9.8%	20	✖	48.8%	00:00:15	00:00:10	00:29:50	00:04:27	00:00:32	00:00:46
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:03:44	00:01:55	00:00:06	00:00:06
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:50	00:03:37	00:00:12	00:00:12
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:20	00:01:20	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	00:01:24	00:01:24	00:00:08	00:00:08
	15:00:00	18	5	✖	27.8%	2	⚠	11.1%	11	✖	61.1%	00:00:15	00:00:12	00:29:50	00:08:32	00:00:56	00:02:17
	16:00:00	6	1	✖	16.7%	1	✖	16.7%	4	✖	66.7%	00:00:04	00:00:04	00:01:21	00:01:21	00:00:08	00:00:04
	17:00:00	5	2	✖	40.0%	0	✔	0.0%	3	✖	60.0%	00:00:09	00:00:09	00:06:14	00:05:11	00:00:07	00:00:09
	18:00:00	3	0	✖	0.0%	1	✖	33.3%	2	✖	66.7%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:50	00:00:00

OneContact Reporting

Service Performance Report

HotelRealPalacio		11	5	✖	45.5%	1	✔	9.1%	5	✖	45.5%	00:00:15	00:00:09	00:08:57	00:03:15	00:00:14	00:00:13
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:19	00:01:19	00:00:06	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:32	00:03:32	00:00:36	00:00:36
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:08:57	00:08:57	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:10	00:01:10	00:00:06	00:00:06
	15:00:00	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
	16:00:00	5	0	✖	0.0%	1	✖	20.0%	4	✖	80.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:17	00:00:00
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:16	00:01:16	00:00:08	00:00:08
HotelRealParque		22	16	⚠	72.7%	0	✔	0.0%	6	✖	27.3%	00:00:15	00:00:07	00:06:46	00:02:35	00:00:14	00:00:15
	09:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:12	00:00:52	00:00:52	00:00:15	00:00:25
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:04:05	00:04:05	00:00:26	00:00:26
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:05:32	00:02:37	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	00:00:44	00:00:44	00:00:07	00:00:07
	15:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:06	00:00:04	00:06:46	00:03:30	00:00:32	00:00:34
	16:00:00	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
	17:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:07	00:00:05	00:03:07	00:02:41	00:00:04	00:00:05
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:26	00:01:57	00:00:08	00:00:08
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:14:16	00:14:16	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	00:14:16	00:14:16	00:00:08	00:00:08
06-07-2018		81	69	✔	85.2%	4	✔	4.9%	8	✔	9.9%	00:00:15	00:00:07	00:13:08	00:03:08	00:00:18	00:00:17
GrdRealVillaltalia		31	25	⚠	80.6%	3	✔	9.7%	3	✔	9.7%	00:00:10	00:00:07	00:10:21	00:03:29	00:00:28	00:00:29
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:05:27	00:03:06	00:00:12	00:00:12
	10:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:35	00:00:55	00:00:31	00:00:08
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:07:50	00:04:48	00:00:18	00:00:18
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:06:31	00:03:35	00:00:23	00:00:23
	13:00:00	6	3	⚠	50.0%	2	✖	33.3%	1	✖	16.7%	00:00:10	00:00:08	00:10:21	00:08:58	00:00:38	00:01:12
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:06:46	00:05:12	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	00:01:36	00:01:36	00:00:07	00:00:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:28	00:01:28	00:00:17	00:00:17
	17:00:00	8	6	⚠	75.0%	0	✔	0.0%	2	✖	25.0%	00:00:10	00:00:08	00:03:01	00:01:23	00:00:35	00:00:43
HotelRealOeiras		33	31	✔	93.9%	0	✔	0.0%	2	✔	6.1%	00:00:15	00:00:07	00:08:17	00:02:25	00:00:12	00:00:11
	09:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:47	00:01:24	00:00:26	00:00:26
	10:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:08:17	00:03:26	00:00:08	00:00:08
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:04:13	00:03:06	00:00:05	00:00:05
	12:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✖	40.0%	00:00:04	00:00:03	00:05:39	00:04:00	00:00:11	00:00:03
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:33	00:00:33	00:00:05	00:00:05
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:59	00:03:59	00:00:04	00:00:04
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:00	00:01:58	00:00:12	00:00:12
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:02:03	00:00:55	00:00:16	00:00:16
	17:00:00	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
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:03:58	00:02:27	00:00:06	00:00:06
HotelRealPalacio		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:06:13	00:03:46	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	00:06:13	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	00:04:33	00:04:33	00:00:06	00:00:06
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:50	00:02:16	00:00:14	00:00:14
HotelRealParque		8	5	⚠	62.5%	1	⚠	12.5%	2	✖	25.0%	00:00:15	00:00:09	00:13:08	00:05:58	00:00:18	00:00:12
	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	00:01:11	00:00:00
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:40	00:00:40	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:04:51	00:04:51	00:00:05	00:00:05
	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	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
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:03	00:05:36	00:00:12	00:00:12
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:13:08	00:13:08	00:00:21	00:00:21
RealResidencia		3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:08	00:00:06	00:01:20	00:01:16	00:00:07	00:00:06
	11:00:00	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
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:20	00:01:20	00:00:05	00:00:05
	17:00:00	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
07-07-2018		18	12	⚠	66.7%	1	✔	5.6%	5	✖	27.8%	00:00:15	00:00:07	00:07:43	00:02:11	00:00:17	00:00:09
GrdRealVillaltalia		4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:10	00:00:05	00:07:43	00:04:00	00:00:11	00:00:12
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:07:43	00:07:43	00:00:20	00:00:20
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:02:30	00:02:30	00:00:13	00:00:13
	13:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:03	00:00:03	00:01:47	00:01:47	00:00:06	00:00:03
HotelRealOeiras		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:05:27	00:03:05	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	00:05:27	00:05:27	00:00:09	00:00:09
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:23	00:01:54	00:00:07	00:00:07
HotelRealPalacio		6	4	⚠	66.7%	0	✔	0.0%	2	✖	33.3%	00:00:10	00:00:08	00:01:03	00:00:39	00:00:07	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	00:00:02	00:00:00
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:54	00:00:54	00:00:05	00:00:05
	13:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:10	00:00:09	00:01:03	00:00:34	00:00:09	00:00:09
HotelRealParque		4	1	✖	25.0%	1	✖	25.0%	2	✖	50.0%	00:00:15	00:00:10	00:01:08	00:01:08	00:00:48	00:00:06
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:08	00:01:08	00:00:06	00:00:06
	15:00:00	3	0	✖	0.0%	1	✖	33.3%	2	✖	66.7%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:01	00:00:00
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:12	00:01:12	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	00:01:12	00:01:12	00:00:07	00:00:07
09-07-2018		116	80	⚠	69.0%	10	✔	8.6%	26	✖	22.4%	00:00:16	00:00:08	00:12:58	00:02:54	00:00:18	00:00:15
GrdRealVillaltalia		33	21	⚠	63.6%	4	⚠	12.1%	8	✖	24.2%	00:00:10	00:00:07	00:12:58	00:03:57	00:00:16	00:00:12
	09:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:10	00:00:07	00:06:36	00:06:36	00:00:12	00:00:15
	10:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:10	00:00:07	00:02:41	00:02:33	00:00:37	00:00:06
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:12:17	00:05:51	00:00:11	00:00:11
	13:00:00	11	6	⚠	54.5%	2	✖	18.2%	3	✖	27.3%	00:00:10	00:00:06	00:04:48	00:02:17	00:00:15	00:00:06
	14:00:00	6	3	⚠	50.0%	1	✖	16.7%	2	✖	33.3%	00:00:10	00:00:06	00:12:58	00:06:11	00:00:07	00:00:08
	15:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:10	00:00:06	00:01:25	00:01:25	00:00:09	00:00:14
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:15	00:02:20	00:00:19	00:00:19
	17:00:00	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
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:08:34	00:08:34	00:00:41	00:00:41
HotelRealOeiras		46	29	⚠	63.0%	6	⚠	13.0%	11	✖	23.9%	00:00:16	00:00:08	00:06:04	00:02:11	00:00:25	00:00:20
	09:00:00	9	4	✖	44.4%	1	⚠	11.1%	4	✖	44.4%	00:00:15	00:00:06	00:06:04	00:04:28	00:00:19	00:00:36
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:08	00:01:44	00:00:06	00:00:06
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:02:06	00:01:32	00:00:25	00:00:25
	12:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:35	00:03:35	00:01:24	00:00:10
	13:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:07	00:00:06	00:01:07	00:01:06	00:00:26	00:00:36
	14:00:00	7	3	✖	42.9%	1	⚠	14.3%	3	✖	42.9%	00:00:05	00:00:04	00:03:05	00:01:25	00:00:09	00:00:04
	15:00:00	5	3	⚠	60.0%	2	✖	40.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:08	00:01:45	00:00:41	00:00:17
	16:00:00	10	7	⚠	70.0%	0	✔	0.0%	3	✖	30.0%	00:00:16	00:00:08	00:05:30	00:01:56	00:00:23	00:00:22
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:41	00:01:53	00:00:13	00:00:13
	18:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:19	00:02:19	00:01:04	00:00:20

OneContact Reporting

Service Performance Report

	19:00:00	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
HotelRealPalacio		16	12	⚠	75.0%	0	✔	0.0%	4	✖	25.0%	00:00:15	00:00:08	00:12:58	00:03:42	00:00:11	00:00:11
	09:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✖	40.0%	00:00:15	00:00:08	00:05:28	00:03:16	00:00:08	00:00:11
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:05:03	00:02:36	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	00:01:18	00:01:18	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:03	00:07:03	00:00:19	00:00:19
	14:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:08	00:00:00
	15:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:11	00:00:08	00:12:58	00:04:54	00:00:16	00:00:14
HotelRealParque		20	18	✔	90.0%	0	✔	0.0%	2	⚠	10.0%	00:00:15	00:00:08	00:11:07	00:02:09	00:00:11	00:00:12
	09:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:15	00:00:07	00:02:13	00:01:12	00:00:19	00:00:22
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:03:04	00:01:38	00:00:04	00:00:04
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:03:52	00:02:34	00:00:14	00:00:14
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:11:07	00:04:44	00:00:07	00:00:07
	14:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:07	00:00:07	00:00:58	00:00:58	00:00:06	00:00:07
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:00	00:02:08	00:00:16	00:00:16
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:00:11	00:00:11	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	00:02:25	00:02:25	00:00:08	00:00:08
RealResidencia		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	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
10-07-2018		65	53	⚠	81.5%	4	✔	6.2%	8	⚠	12.3%	00:00:16	00:00:07	00:07:37	00:02:02	00:00:17	00:00:14
GrdRealVillaltalia		23	18	⚠	78.3%	3	⚠	13.0%	2	✔	8.7%	00:00:10	00:00:07	00:06:49	00:02:22	00:00:26	00:00:16
	09:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:06	00:00:06	00:02:11	00:02:11	00:00:06	00:00:06
	10:00:00	6	3	⚠	50.0%	2	✖	33.3%	1	✖	16.7%	00:00:10	00:00:08	00:05:28	00:03:21	00:00:36	00:00:09
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:00:34	00:00:29	00:00:08	00:00:08
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:01:28	00:01:00	00:00:09	00:00:09
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:45	00:03:08	00:00:25	00:00:25
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:06:49	00:06:49	00:00:04	00:00:04
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:02:59	00:02:16	00:00:32	00:00:32
	16:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:10	00:00:07	00:04:11	00:03:14	00:01:02	00:00:38
HotelRealOeiras		20	18	✔	90.0%	0	✔	0.0%	2	⚠	10.0%	00:00:15	00:00:07	00:07:37	00:02:09	00:00:14	00:00:14
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:45	00:03:13	00:00:11	00:00:11
	10:00:00	6	5	⚠	83.3%	0	✔	0.0%	1	✖	16.7%	00:00:09	00:00:07	00:07:37	00:03:09	00:00:07	00:00:07
	12:00:00	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
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:28	00:02:28	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:55	00:01:25	00:00:14	00:00:14
	16:00:00	7	6	✔	85.7%	0	✔	0.0%	1	⚠	14.3%	00:00:08	00:00:05	00:03:19	00:01:10	00:00:22	00:00:22
HotelRealPalacio		9	6	⚠	66.7%	1	⚠	11.1%	2	✖	22.2%	00:00:15	00:00:09	00:01:35	00:01:10	00:00:13	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	00:00:07	00:00:00
	10:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:05	00:00:05	00:00:50	00:00:50	00:00:05	00:00:06
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:35	00:01:14	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:19	00:01:19	00:00:21	00:00:21
	15:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:10	00:01:10	00:00:26	00:00:05
HotelRealParque		12	10	⚠	83.3%	0	✔	0.0%	2	✖	16.7%	00:00:16	00:00:08	00:04:19	00:01:51	00:00:12	00:00:13
	09:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:05	00:00:05	00:04:14	00:04:14	00:00:05	00:00:05
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:10	00:01:08	00:00:06	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:00:53	00:00:52	00:00:11	00:00:11
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:04:19	00:04:19	00:00:04	00:00:04
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:08	00:02:00	00:01:42	00:00:12	00:00:12

OneContact Reporting

Service Performance Report

	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:23	00:01:32	00:00:34	00:00:34
	18:00:00	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
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:16	00:01:16	00:00:04	00:00:04
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:16	00:01:16	00:00:04	00:00:04
11-07-2018		82	63	⚠	76.8%	6	✔	7.3%	13	✖	15.9%	00:00:15	00:00:08	00:14:38	00:02:55	00:00:19	00:00:15
GrdRealVillaltalia		23	14	⚠	60.9%	3	⚠	13.0%	6	✖	26.1%	00:00:10	00:00:08	00:14:38	00:04:22	00:00:32	00:00:21
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:30	00:01:30	00:00:19	00:00:19
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:56	00:05:56	00:00:17	00:00:17
	12:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:10	00:00:09	00:11:19	00:11:19	00:00:59	00:01:00
	13:00:00	9	3	✖	33.3%	1	⚠	11.1%	5	✖	55.6%	00:00:10	00:00:08	00:07:52	00:03:34	00:00:39	00:00:35
	14:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:10	00:00:07	00:05:03	00:02:46	00:00:14	00:00:16
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:07:36	00:04:24	00:00:17	00:00:17
	17:00:00	5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:10	00:00:07	00:14:38	00:04:45	00:00:32	00:00:06
HotelRealOeiras		37	27	⚠	73.0%	3	✔	8.1%	7	✖	18.9%	00:00:15	00:00:08	00:10:37	00:02:28	00:00:18	00:00:16
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:44	00:04:44	00:01:10	00:01:10
	10:00:00	5	2	✖	40.0%	1	✖	20.0%	2	✖	40.0%	00:00:15	00:00:10	00:10:37	00:05:20	00:00:37	00:00:53
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:01:38	00:01:30	00:00:04	00:00:04
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:53	00:02:31	00:00:14	00:00:14
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:38	00:01:41	00:00:14	00:00:14
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:02:19	00:01:36	00:00:05	00:00:05
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:03:33	00:02:32	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:50	00:01:29	00:00:14	00:00:14
	17:00:00	6	2	✖	33.3%	1	✖	16.7%	3	✖	50.0%	00:00:15	00:00:08	00:01:20	00:01:10	00:00:10	00:00:16
	18:00:00	7	4	⚠	57.1%	1	⚠	14.3%	2	✖	28.6%	00:00:15	00:00:08	00:05:00	00:03:17	00:00:21	00:00:11
HotelRealPalacio		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:11:30	00:03:33	00:00:08	00:00:08
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:01	00:01:01	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	00:03:07	00:03:07	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:04:34	00:04:34	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	00:05:16	00:05:16	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	00:01:14	00:01:14	00:00:08	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:21	00:02:21	00:00:07	00:00:07
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:11:30	00:06:44	00:00:13	00:00:13
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:00:57	00:00:57	00:00:03	00:00:03
HotelRealParque		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:37	00:01:23	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	00:02:19	00:02:19	00:00:10	00:00:10
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:23	00:00:58	00:00:13	00:00:13
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:34	00:01:34	00:00:04	00:00:04
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:01:17	00:01:17	00:00:14	00:00:14
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:02:37	00:01:18	00:00:07	00:00:07
	17:00:00	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
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:18	00:01:18	00:00:04	00:00:04
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:27	00:03:30	00:00:20	00:00:20
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:27	00:03:30	00:00:20	00:00:20
12-07-2018		55	52	✔	94.5%	0	✔	0.0%	3	✔	5.5%	00:00:15	00:00:08	00:18:56	00:03:12	00:00:12	00:00:12
GrdRealVillaltalia		9	8	✔	88.9%	0	✔	0.0%	1	⚠	11.1%	00:00:10	00:00:08	00:06:56	00:03:00	00:00:12	00:00:12
	10:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:06	00:00:06	00:04:09	00:04:09	00:00:09	00:00:07
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:44	00:02:44	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	00:00:37	00:00:37	00:00:34	00:00:34

OneContact Reporting

Service Performance Report

	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:06:15	00:03:38	00:00:10	00:00:10
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:06:56	00:04:14	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	00:00:49	00:00:49	00:00:09	00:00:09
HotelRealOeiras		20	19	✔	95.0%	0	✔	0.0%	1	✔	5.0%	00:00:15	00:00:08	00:14:11	00:03:16	00:00:10	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:06	00:02:06	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	00:01:58	00:01:58	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	00:00:47	00:00:47	00:00:04	00:00:04
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:14:11	00:07:15	00:00:12	00:00:12
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:03:58	00:03:58	00:00:26	00:00:26
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:06	00:08:33	00:03:34	00:00:08	00:00:08
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:34	00:03:29	00:00:11	00:00:11
	17:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:12	00:00:08	00:01:21	00:01:09	00:00:08	00:00:08
	18:00:00	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
HotelRealPalacio		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:18:56	00:03:25	00:00:08	00:00:08
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:05:58	00:03:12	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	00:01:04	00:01:04	00:00:21	00:00:21
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:03:05	00:01:46	00:00:04	00:00:04
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:02	00:01:43	00:00:04	00:00:04
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:31	00:00:31	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	00:02:39	00:02:39	00:00:20	00:00:20
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:42	00:02:42	00:00:05	00:00:05
	19:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:18:56	00:18:56	00:00:04	00:00:04
HotelRealParque		11	10	✔	90.9%	0	✔	0.0%	1	✔	9.1%	00:00:15	00:00:08	00:06:26	00:02:59	00:00:11	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:21	00:03:21	00:00:22	00:00:22
	10:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:12	00:00:59	00:00:59	00:00:17	00:00:30
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:04:02	00:04:02	00:00:06	00:00:06
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:52	00:01:33	00:00:14	00:00:14
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:06:26	00:05:12	00:00:05	00:00:05
	17:00:00	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
RealResidencia		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:07:10	00:03:08	00:00:46	00:00:46
	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%	00:00:15	00:00:11	00:07:10	00:03:58	00:01:04	00:01:04
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:26	00:01:26	00:00:11	00:00:11
13-07-2018		68	49	⚠	72.1%	5	✔	7.4%	14	✖	20.6%	00:00:15	00:00:07	00:11:30	00:02:43	00:00:19	00:00:11
GrdRealVillaltalia		28	16	⚠	57.1%	4	⚠	14.3%	8	✖	28.6%	00:00:10	00:00:07	00:11:30	00:03:11	00:00:27	00:00:12
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:09	00:02:44	00:00:13	00:00:13
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:11:30	00:06:52	00:00:12	00:00:12
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:03:42	00:03:25	00:00:06	00:00:06
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:01:14	00:00:50	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:05:38	00:05:38	00:00:07	00:00:07
	16:00:00	17	5	✖	29.4%	4	✖	23.5%	8	✖	47.1%	00:00:10	00:00:08	00:05:44	00:02:14	00:00:37	00:00:17
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:01	00:03:01	00:00:18	00:00:18
HotelRealOeiras		18	16	✔	88.9%	0	✔	0.0%	2	⚠	11.1%	00:00:15	00:00:07	00:07:33	00:02:48	00:00:08	00:00:08
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:07:33	00:04:12	00:00:06	00:00:06
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:00:41	00:00:36	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	00:03:12	00:03:12	00:00:05	00:00:05
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:06:36	00:03:32	00:00:04	00:00:04
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:04:37	00:02:40	00:00:05	00:00:05

OneContact Reporting

Service Performance Report

	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:07:05	00:04:00	00:00:07	00:00:07
	16:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:04	00:00:04	00:02:07	00:02:07	00:00:05	00:00:04
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:00:33	00:00:33	00:00:22	00:00:22
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:12	00:03:12	00:00:18	00:00:18
HotelRealPalacio		8	6	⚠	75.0%	0	✔	0.0%	2	✖	25.0%	00:00:15	00:00:09	00:03:13	00:01:37	00:00:13	00:00:13
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:59	00:00:44	00:00:20	00:00:20
	14:00:00	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
	16:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:05	00:00:05	00:03:13	00:03:13	00:00:09	00:00:05
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:00:44	00:00:44	00:00:22	00:00:22
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:02:45	00:02:45	00:00:03	00:00:03
HotelRealParque		10	9	✔	90.0%	0	✔	0.0%	1	⚠	10.0%	00:00:15	00:00:08	00:08:19	00:02:14	00:00:14	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:19	00:08:19	00:00:20	00:00:20
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:04:09	00:02:23	00:00:04	00:00:04
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:23	00:00:52	00:00:28	00:00:28
	16:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:06	00:00:06	00:01:35	00:01:17	00:00:15	00:00:06
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:42	00:01:42	00:00:05	00:00:05
RealResidencia		4	2	⚠	50.0%	1	✖	25.0%	1	✖	25.0%	00:00:15	00:00:07	00:06:17	00:03:54	00:00:41	00:00:04
	16:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:08	00:06:17	00:06:17	00:00:53	00:00:02
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:32	00:01:32	00:00:05	00:00:05
14-07-2018		24	10	✖	41.7%	4	✖	16.7%	10	✖	41.7%	00:00:15	00:00:08	00:04:16	00:02:22	00:00:34	00:00:09
GrdRealVillaltalia		13	4	✖	30.8%	3	✖	23.1%	6	✖	46.2%	00:00:10	00:00:06	00:04:16	00:02:12	00:00:45	00:00:05
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:00	00:02:00	00:00:06	00:00:06
	11:00:00	3	0	✖	0.0%	2	✖	66.7%	1	✖	33.3%	00:00:10	00:00:10	00:00:00	00:00:00	00:02:28	00:00:00
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:15	00:02:15	00:00:05	00:00:05
	14:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:05	00:00:05	00:00:16	00:00:16	00:00:08	00:00:05
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:04:16	00:04:16	00:00:04	00:00:04
	16:00:00	3	0	✖	0.0%	1	✖	33.3%	2	✖	66.7%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:33	00:00:00
HotelRealOeiras		5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:15	00:00:10	00:03:37	00:02:38	00:00:13	00:00:14
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:18	00:02:06	00:00:08	00:00:08
	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	00:00:10	00:00:00
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:37	00:03:37	00:00:28	00:00:28
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:44	00:02:44	00:00:13	00:00:13
HotelRealPalacio		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:15	00:02:12	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	00:02:09	00:02:09	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	00:02:15	00:02:15	00:00:06	00:00:06
HotelRealParque		3	0	✖	0.0%	1	✖	33.3%	2	✖	66.7%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:45	00:00:00
	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	00:00:39	00:00:00
	16:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:48	00:00:00
RealResidencia		1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00
	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	00:00:14	00:00:00
16-07-2018		73	66	✔	90.4%	1	✔	1.4%	6	✔	8.2%	00:00:15	00:00:06	00:12:42	00:03:33	00:00:08	00:00:08
GrdRealVillaltalia		25	24	✔	96.0%	0	✔	0.0%	1	✔	4.0%	00:00:11	00:00:06	00:12:42	00:05:48	00:00:09	00:00:09
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:11:51	00:08:01	00:00:08	00:00:08
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:06	00:10:19	00:07:11	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	00:03:44	00:03:44	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	00:06:50	00:04:17	00:00:06	00:00:06
	13:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:10	00:00:07	00:04:39	00:04:39	00:00:08	00:00:04
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:04:55	00:02:02	00:00:22	00:00:22

OneContact Reporting

Service Performance Report

	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:12:00	00:12:00	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	00:09:40	00:04:32	00:00:08	00:00:08
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:12:42	00:06:23	00:00:04	00:00:04
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:07:24	00:05:02	00:00:10	00:00:10
	19:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:12:22	00:12:22	00:00:10	00:00:10
HotelRealOeiras		19	17	✔	89.5%	0	✔	0.0%	2	⚠	10.5%	00:00:15	00:00:06	00:07:08	00:02:21	00:00:07	00:00:06
	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	00:00:07	00:00:00
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:03:55	00:02:33	00:00:09	00:00:09
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:01	00:00:52	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	00:01:33	00:01:33	00:00:04	00:00:04
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:08	00:06:39	00:04:31	00:00:08	00:00:08
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:03:31	00:01:36	00:00:06	00:00:06
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:07:08	00:02:33	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	00:04:02	00:04:02	00:00:06	00:00:06
HotelRealPalacio		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:07:17	00:02:57	00:00:06	00:00:06
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:40	00:01:12	00:00:06	00:00:06
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:07:17	00:04:51	00:00:06	00:00:06
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:06:55	00:04:46	00:00:06	00:00:06
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:02	00:01:05	00:00:58	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	00:02:57	00:02:57	00:00:04	00:00:04
HotelRealParque		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:05:50	00:02:10	00:00:10	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:32	00:01:32	00:00:07	00:00:07
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:01:32	00:01:25	00:00:14	00:00:14
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:01:34	00:01:22	00:00:04	00:00:04
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:08	00:04:08	00:00:24	00:00:24
	14:00:00	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
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:44	00:03:18	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:02	00:01:04	00:00:58	00:00:02	00:00:02
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:50	00:04:00	00:00:18	00:00:18
RealResidencia		5	1	✖	20.0%	1	✖	20.0%	3	✖	60.0%	00:00:15	00:00:13	00:00:26	00:00:26	00:00:13	00:00:11
	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	00:00:06	00:00:00
	10:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:13	00:00:26	00:00:26	00:00:22	00:00:11
17-07-2018		35	33	✔	94.3%	2	✔	5.7%	0	✔	0.0%	00:00:15	00:00:08	00:08:34	00:02:20	00:00:15	00:00:13
GrdRealVillaltalia		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:08:34	00:02:43	00:00:08	00:00:08
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:08:34	00:07:25	00:00:16	00:00:16
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:57	00:01:06	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:21	00:02:21	00:00:07	00:00:07
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:05:55	00:05:55	00:00:16	00:00:16
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:35	00:00:35	00:00:04	00:00:04
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:12	00:01:12	00:00:04	00:00:04
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:04	00:00:05	00:00:03	00:00:05	00:00:05
HotelRealOeiras		13	13	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:20	00:02:28	00:00:16	00:00:16
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:08	00:05:20	00:02:26	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	00:01:08	00:01:08	00:00:03	00:00:03
	12:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:35	00:02:10	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:16	00:04:16	00:00:18	00:00:18
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:31	00:02:31	00:00:05	00:00:05
	17:00:00	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

OneContact Reporting

Service Performance Report

	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:41	00:03:41	00:01:43	00:01:43
HotelRealPalacio		6	5	⚠	83.3%	1	✖	16.7%	0	✔	0.0%	00:00:15	00:00:10	00:03:42	00:01:31	00:00:16	00:00:19
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:42	00:03:42	00:00:51	00:00:51
	16:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:33	00:00:49	00:00:10	00:00:13
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:27	00:01:27	00:00:06	00:00:06
HotelRealParque		6	5	⚠	83.3%	1	✖	16.7%	0	✔	0.0%	00:00:15	00:00:07	00:03:19	00:02:00	00:00:22	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	00:01:33	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:57	00:02:57	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:03:19	00:01:58	00:00:04	00:00:04
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:01:41	00:01:34	00:00:11	00:00:11
18-07-2018		50	47	✔	94.0%	0	✔	0.0%	3	✔	6.0%	00:00:15	00:00:06	00:17:09	00:03:29	00:00:09	00:00:09
GrdRealVillaltalia		14	14	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:09:46	00:03:32	00:00:13	00:00:13
	11:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:09:46	00:04:00	00:00:24	00:00:24
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:26	00:00:26	00:00:05	00:00:05
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:44	00:02:44	00:00:04	00:00:04
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:03:39	00:03:33	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	00:03:08	00:03:08	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	00:00:48	00:00:48	00:00:09	00:00:09
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:05:41	00:05:39	00:00:04	00:00:04
HotelRealOeiras		12	11	✔	91.7%	0	✔	0.0%	1	✔	8.3%	00:00:15	00:00:06	00:17:09	00:04:38	00:00:08	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:07:42	00:07:42	00:00:05	00:00:05
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:45	00:02:12	00:00:12	00:00:12
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:02:41	00:02:14	00:00:07	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	00:00:04	00:00:00
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:17:09	00:17:09	00:00:24	00:00:24
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:06:45	00:03:36	00:00:05	00:00:05
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:04:08	00:04:08	00:00:03	00:00:03
HotelRealPalacio		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:25	00:02:36	00:00:09	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:01:01	00:01:01	00:00:12	00:00:12
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:05:25	00:03:52	00:00:05	00:00:05
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:29	00:01:29	00:00:18	00:00:18
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:47	00:02:47	00:00:05	00:00:05
HotelRealParque		19	17	✔	89.5%	0	✔	0.0%	2	⚠	10.5%	00:00:15	00:00:06	00:12:17	00:02:57	00:00:07	00:00:07
	09:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:09	00:00:09	00:00:53	00:00:53	00:00:06	00:00:09
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:05:49	00:04:02	00:00:23	00:00:23
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:04:13	00:03:04	00:00:04	00:00:04
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:02:43	00:02:02	00:00:05	00:00:05
	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	00:00:03	00:00:00
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:12:17	00:04:50	00:00:05	00:00:05
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:05:45	00:02:08	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	00:01:04	00:01:04	00:00:04	00:00:04
19-07-2018		46	39	⚠	84.8%	3	✔	6.5%	4	✔	8.7%	00:00:15	00:00:08	00:12:46	00:03:21	00:00:21	00:00:12
GrdRealVillaltalia		16	13	⚠	81.3%	1	✔	6.3%	2	⚠	12.5%	00:00:10	00:00:06	00:11:05	00:03:43	00:00:18	00:00:07
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:06:10	00:03:16	00:00:15	00:00:15
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:11:05	00:06:28	00:00:06	00:00:06
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:03:37	00:02:21	00:00:05	00:00:05
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:09:16	00:09:16	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	00:06:08	00:04:26	00:00:04	00:00:04

OneContact Reporting

Service Performance Report

	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:03	00:02:28	00:01:30	00:00:04	00:00:04
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:35	00:03:35	00:00:05	00:00:05
	18:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:34	00:01:34	00:01:32	00:00:07
	19:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00
HotelRealOeiras		13	12	✔	92.3%	1	✔	7.7%	0	✔	0.0%	00:00:15	00:00:10	00:12:46	00:03:32	00:00:23	00:00:16
	09:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:10	00:04:21	00:02:42	00:00:41	00:00:04
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:35	00:01:35	00:01:01	00:01:01
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:52	00:02:13	00:00:13	00:00:13
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:31	00:02:09	00:00:17	00:00:17
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:12:46	00:12:46	00:00:08	00:00:08
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:04:46	00:03:14	00:00:12	00:00:12
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:06:32	00:06:32	00:00:07	00:00:07
HotelRealPalacio		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:09:47	00:03:52	00:00:38	00:00:38
	11:00:00	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
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:09:47	00:06:44	00:01:10	00:01:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:46	00:00:46	00:00:04	00:00:04
HotelRealParque		8	7	✔	87.5%	0	✔	0.0%	1	⚠	12.5%	00:00:11	00:00:05	00:05:48	00:02:44	00:00:08	00:00:05
	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	00:00:24	00:00:00
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:14	00:01:37	00:00:04	00:00:04
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:51	00:04:51	00:00:07	00:00:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:05:48	00:05:48	00:00:04	00:00:04
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:18	00:01:15	00:00:04	00:00:04
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:42	00:02:42	00:00:11	00:00:11
RealResidencia		5	3	⚠	60.0%	1	✖	20.0%	1	✖	20.0%	00:00:15	00:00:10	00:05:21	00:02:08	00:00:32	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:01:48	00:01:48	00:00:14	00:00:14
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:05:21	00:02:54	00:00:05	00:00:05
	17:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:12	00:00:54	00:00:54	00:00:47	00:00:07
20-07-2018		52	39	⚠	75.0%	6	⚠	11.5%	7	⚠	13.5%	00:00:15	00:00:07	00:12:11	00:02:41	00:00:18	00:00:11
GrdRealVillaltalia		18	15	⚠	83.3%	1	✔	5.6%	2	⚠	11.1%	00:00:10	00:00:07	00:12:06	00:03:10	00:00:18	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:35	00:01:35	00:00:05	00:00:05
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:03:47	00:03:47	00:00:03	00:00:03
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:01:03	00:00:52	00:00:04	00:00:04
	14:00:00	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
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:05	00:03:39	00:01:37	00:00:08	00:00:08
	16:00:00	6	3	⚠	50.0%	1	✖	16.7%	2	✖	33.3%	00:00:10	00:00:08	00:12:06	00:07:41	00:00:39	00:00:11
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:53	00:01:50	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	00:06:27	00:03:50	00:00:16	00:00:16
HotelRealOeiras		15	8	⚠	53.3%	3	✖	20.0%	4	✖	26.7%	00:00:15	00:00:10	00:12:11	00:03:31	00:00:17	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:46	00:03:46	00:00:11	00:00:11
	10:00:00	8	2	✖	25.0%	2	✖	25.0%	4	✖	50.0%	00:00:09	00:00:08	00:04:29	00:02:42	00:00:20	00:00:08
	11:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:14	00:03:56	00:03:56	00:00:26	00:00:13
	13:00:00	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
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:12:11	00:12:11	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	00:00:35	00:00:35	00:00:10	00:00:10
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:48	00:00:48	00:00:07	00:00:07
HotelRealPalacio		9	8	✔	88.9%	1	⚠	11.1%	0	✔	0.0%	00:00:15	00:00:07	00:02:43	00:01:41	00:00:08	00:00:06
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:24	00:01:24	00:00:05	00:00:05
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:02	00:02:34	00:02:34	00:00:04	00:00:04

OneContact Reporting

Service Performance Report

	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:47	00:00:47	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:43	00:01:27	00:00:06	00:00:06
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:02:21	00:02:12	00:00:09	00:00:09
	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	00:00:19	00:00:00
HotelRealParque		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:03:16	00:02:04	00:00:30	00:00:30
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:28	00:02:28	00:02:11	00:02:11
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:20	00:01:20	00:00:31	00:00:31
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:03:16	00:03:16	00:00:04	00:00:04
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:02:58	00:02:10	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	00:00:58	00:00:58	00:00:04	00:00:04
RealResidencia		4	2	⚠	50.0%	1	✖	25.0%	1	✖	25.0%	00:00:15	00:00:09	00:01:22	00:01:12	00:00:30	00:00:04
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:22	00:01:22	00:00:03	00:00:03
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:02	00:01:02	00:01:02	00:00:04	00:00:04
	15:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:56	00:00:00
21-07-2018		18	12	⚠	66.7%	0	✔	0.0%	6	✖	33.3%	00:00:15	00:00:07	00:04:58	00:02:45	00:00:26	00:00:28
GrdRealVillaltalia		5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:10	00:00:07	00:02:45	00:01:52	00:00:25	00:00:26
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:53	00:00:53	00:00:06	00:00:06
	11:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:10	00:00:07	00:02:45	00:02:08	00:00:37	00:00:46
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:18	00:02:18	00:00:09	00:00:09
HotelRealOeiras		9	6	⚠	66.7%	0	✔	0.0%	3	✖	33.3%	00:00:15	00:00:07	00:04:58	00:03:43	00:00:26	00:00:21
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:03:54	00:03:54	00:00:02	00:00:02
	11:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:09	00:04:58	00:04:22	00:00:49	00:00:52
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:04:38	00:04:38	00:00:03	00:00:03
	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	00:00:34	00:00:00
	15:00:00	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
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:38	00:03:38	00:00:07	00:00:07
HotelRealParque		4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:15	00:00:09	00:01:43	00:01:39	00:00:28	00:00:51
	11:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:08	00:01:43	00:01:43	00:00:48	00:01:32
	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	00:00:07	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:35	00:01:35	00:00:10	00:00:10
23-07-2018		86	59	⚠	68.6%	7	✔	8.1%	20	✖	23.3%	00:00:15	00:00:08	00:11:54	00:02:53	00:00:27	00:00:21
GrdRealVillaltalia		22	20	✔	90.9%	1	✔	4.5%	1	✔	4.5%	00:00:10	00:00:06	00:08:34	00:03:57	00:00:20	00:00:15
	10:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:10	00:00:06	00:06:35	00:05:11	00:00:10	00:00:12
	11:00:00	6	5	⚠	83.3%	1	✖	16.7%	0	✔	0.0%	00:00:10	00:00:07	00:05:26	00:03:34	00:00:49	00:00:31
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:06:20	00:03:43	00:00:06	00:00:06
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:06:24	00:04:09	00:00:05	00:00:05
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:05:28	00:05:16	00:00:05	00:00:05
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:08:34	00:05:26	00:00:20	00:00:20
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:04:39	00:02:43	00:00:06	00:00:06
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:01:23	00:01:23	00:00:31	00:00:31
HotelRealOeiras		41	20	✖	48.8%	5	⚠	12.2%	16	✖	39.0%	00:00:15	00:00:10	00:11:54	00:02:43	00:00:41	00:00:40
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:56	00:01:59	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	00:05:09	00:02:41	00:00:27	00:00:27
	11:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:12	00:00:08	00:00:08	00:01:27	00:02:39
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:09:03	00:04:01	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	00:03:14	00:02:04	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	00:03:43	00:03:43	00:00:03	00:00:03
	15:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:15	00:00:08	00:11:54	00:04:08	00:00:22	00:00:27

OneContact Reporting

Service Performance Report

	16:00:00	5	2	✖	40.0%	0	✔	0.0%	3	✖	60.0%	00:00:09	00:00:08	00:03:57	00:02:42	00:00:06	00:00:08
	17:00:00	11	2	✖	18.2%	2	✖	18.2%	7	✖	63.6%	00:00:15	00:00:12	00:03:40	00:01:56	00:01:17	00:03:16
	18:00:00	6	0	✖	0.0%	2	✖	33.3%	4	✖	66.7%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:49	00:00:00
HotelRealPalacio		12	9	⚠	75.0%	1	✔	8.3%	2	✖	16.7%	00:00:09	00:00:06	00:05:31	00:02:05	00:00:06	00:00:06
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:05:31	00:03:12	00:00:08	00:00:08
	11:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:02	00:01:02	00:00:07	00:00:07
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:41	00:01:21	00:00:04	00:00:04
	17:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:08	00:00:07	00:04:36	00:02:05	00:00:08	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:18	00:02:18	00:00:06	00:00:06
HotelRealParque		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:00	00:01:37	00:00:10	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:00	00:01:58	00:00:15	00:00:15
	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
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:22	00:01:22	00:00:04	00:00:04
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:27	00:01:27	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:00	00:02:00	00:00:18	00:00:18
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:24	00:01:24	00:00:07	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:12	00:02:12	00:00:06	00:00:06
RealResidencia		3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:11	00:00:10	00:04:26	00:02:48	00:00:08	00:00:10
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:26	00:04:26	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	00:00:04	00:00:00
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:11	00:01:11	00:00:11	00:00:11
24-07-2018		59	49	⚠	83.1%	4	✔	6.8%	6	⚠	10.2%	00:00:15	00:00:08	00:11:06	00:03:11	00:00:16	00:00:11
GrdRealVillaltalia		14	13	✔	92.9%	1	✔	7.1%	0	✔	0.0%	00:00:10	00:00:07	00:07:37	00:02:35	00:00:16	00:00:17
	09:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:10	00:00:06	00:03:17	00:02:12	00:00:34	00:00:49
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:06:12	00:03:16	00:00:13	00:00:13
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:39	00:01:36	00:00:09	00:00:09
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:07:37	00:04:44	00:00:14	00:00:14
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:21	00:01:21	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:06:54	00:06:54	00:00:04	00:00:04
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:02:36	00:01:11	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:02:13	00:02:13	00:00:22	00:00:22
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:24	00:00:24	00:00:05	00:00:05
HotelRealOeiras		28	19	⚠	67.9%	3	⚠	10.7%	6	✖	21.4%	00:00:15	00:00:09	00:11:06	00:03:42	00:00:20	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:03	00:02:03	00:00:10	00:00:10
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:01:02	00:00:54	00:00:04	00:00:04
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:08	00:01:54	00:00:12	00:00:12
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:05:42	00:04:35	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:11:06	00:11:06	00:00:10	00:00:10
	14:00:00	5	1	✖	20.0%	0	✔	0.0%	4	✖	80.0%	00:00:12	00:00:12	00:03:15	00:03:15	00:00:07	00:00:12
	15:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:12	00:06:24	00:05:43	00:00:44	00:00:10
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:04:11	00:03:46	00:00:06	00:00:06
	17:00:00	6	2	✖	33.3%	2	✖	33.3%	2	✖	33.3%	00:00:15	00:00:10	00:03:01	00:01:31	00:00:44	00:00:08
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:07:22	00:06:42	00:00:10	00:00:10
HotelRealPalacio		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:07:06	00:03:07	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	00:01:58	00:01:58	00:00:07	00:00:07
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:07:06	00:04:37	00:00:07	00:00:07
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:32	00:01:32	00:00:25	00:00:25

OneContact Reporting

Service Performance Report

	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:25	00:03:25	00:00:18	00:00:18
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:05	00:01:05	00:00:06	00:00:06
HotelRealParque		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:10:00	00:02:49	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	00:01:14	00:01:14	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	00:00:35	00:00:35	00:00:22	00:00:22
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:44	00:01:44	00:00:09	00:00:09
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:10:00	00:04:36	00:00:05	00:00:05
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:01:52	00:01:44	00:00:08	00:00:08
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:06:16	00:06:16	00:00:06	00:00:06
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:06:16	00:06:16	00:00:06	00:00:06
25-07-2018		63	48	⚠	76.2%	6	✔	9.5%	9	⚠	14.3%	00:00:15	00:00:08	00:22:21	00:03:25	00:00:16	00:00:11
GrdRealVillaltalia		19	16	⚠	84.2%	1	✔	5.3%	2	⚠	10.5%	00:00:10	00:00:06	00:12:02	00:02:52	00:00:14	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:01:06	00:00:50	00:00:14	00:00:14
	10:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:10	00:00:07	00:02:41	00:02:41	00:00:10	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:26	00:00:26	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:40	00:00:40	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	00:04:29	00:04:29	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	00:01:27	00:01:27	00:00:08	00:00:08
	16:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:10	00:00:06	00:06:00	00:02:41	00:00:26	00:00:26
	17:00:00	7	6	✔	85.7%	0	✔	0.0%	1	⚠	14.3%	00:00:07	00:00:05	00:12:02	00:04:12	00:00:13	00:00:06
HotelRealOeiras		26	16	⚠	61.5%	4	✖	15.4%	6	✖	23.1%	00:00:15	00:00:09	00:22:21	00:03:54	00:00:20	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:17	00:01:14	00:00:06	00:00:06
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:55	00:02:31	00:00:18	00:00:18
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:01:33	00:00:55	00:00:10	00:00:10
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:03	00:00:02	00:04:03	00:04:03	00:00:04	00:00:03
	13:00:00	4	1	✖	25.0%	2	✖	50.0%	1	✖	25.0%	00:00:15	00:00:13	00:03:38	00:03:38	00:00:17	00:00:11
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:08:47	00:08:47	00:00:07	00:00:07
	16:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:51	00:01:51	00:00:54	00:00:07
	17:00:00	9	4	✖	44.4%	1	⚠	11.1%	4	✖	44.4%	00:00:15	00:00:10	00:22:21	00:08:01	00:00:27	00:00:14
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:08	00:03:08	00:00:09	00:00:09
HotelRealPalacio		7	6	✔	85.7%	0	✔	0.0%	1	⚠	14.3%	00:00:15	00:00:08	00:07:14	00:03:30	00:00:11	00:00:11
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:03:57	00:03:57	00:00:03	00:00:03
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:07:14	00:04:34	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:28	00:03:03	00:00:23	00:00:23
	16:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:04	00:00:04	00:01:49	00:01:49	00:00:06	00:00:04
HotelRealParque		9	8	✔	88.9%	1	⚠	11.1%	0	✔	0.0%	00:00:15	00:00:09	00:16:00	00:04:01	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	00:00:46	00:00:46	00:00:08	00:00:08
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:16:00	00:05:32	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	00:07:43	00:07:43	00:00:07	00:00:07
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:57	00:01:57	00:00:04	00:00:04
	16:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:56	00:01:56	00:00:30	00:00:35
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:01:39	00:01:39	00:00:17	00:00:17
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:34	00:01:22	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	00:01:34	00:01:34	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	00:01:10	00:01:10	00:00:07	00:00:07
26-07-2018		57	54	✔	94.7%	1	✔	1.8%	2	✔	3.5%	00:00:24	00:00:07	00:20:34	00:03:21	00:00:13	00:00:11
GrdRealVillaltalia		24	22	✔	91.7%	1	✔	4.2%	1	✔	4.2%	00:00:10	00:00:07	00:20:34	00:03:39	00:00:15	00:00:11
	09:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:04:49	00:03:10	00:00:12	00:00:12

OneContact Reporting

Service Performance Report

	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:12:38	00:06:36	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:17	00:02:17	00:00:05	00:00:05
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:13	00:02:13	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	00:02:00	00:02:00	00:00:17	00:00:17
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:04:16	00:01:45	00:00:09	00:00:09
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:05	00:20:34	00:07:47	00:00:07	00:00:07
	16:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:10	00:00:08	00:12:18	00:04:41	00:00:44	00:00:22
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:58	00:01:56	00:00:06	00:00:06
	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		13	12	✔	92.3%	0	✔	0.0%	1	✔	7.7%	00:00:15	00:00:08	00:11:07	00:04:08	00:00:09	00:00:09
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:09:02	00:07:02	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:33	00:01:33	00:00:05	00:00:05
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:06:01	00:03:16	00:00:06	00:00:06
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:08:14	00:02:48	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	00:01:55	00:01:55	00:00:09	00:00:09
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:11:07	00:11:07	00:00:10	00:00:10
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:11	00:03:14	00:03:14	00:00:18	00:00:23
HotelRealPalacio		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:11:27	00:03:38	00:00:08	00:00:08
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:02:01	00:01:24	00:00:07	00:00:07
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:11:27	00:04:21	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:42	00:06:42	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	00:04:42	00:04:42	00:00:05	00:00:05
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:05:27	00:03:53	00:00:06	00:00:06
HotelRealParque		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:24	00:00:09	00:03:52	00:01:43	00:00:17	00:00:17
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:07	00:01:07	00:01:39	00:01:39
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:02:26	00:01:33	00:00:07	00:00:07
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:17	00:01:32	00:00:14	00:00:14
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:02:32	00:01:26	00:00:04	00:00:04
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:24	00:00:14	00:03:52	00:02:13	00:00:10	00:00:10
27-07-2018		43	39	✔	90.7%	1	✔	2.3%	3	✔	7.0%	00:00:15	00:00:08	00:10:40	00:03:05	00:00:18	00:00:12
GrdRealVillaltalia		13	9	⚠	69.2%	1	✔	7.7%	3	✖	23.1%	00:00:10	00:00:07	00:10:33	00:03:44	00:00:31	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:09:23	00:05:12	00:00:26	00:00:26
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:12	00:03:12	00:00:14	00:00:14
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:03:57	00:02:06	00:00:06	00:00:06
	12:00:00	5	1	✖	20.0%	1	✖	20.0%	3	✖	60.0%	00:00:10	00:00:08	00:00:48	00:00:48	00:01:06	00:00:14
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:10:33	00:07:03	00:00:05	00:00:05
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:28	00:02:28	00:00:05	00:00:05
HotelRealOeiras		13	13	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:34	00:03:20	00:00:12	00:00:12
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:01	00:02:55	00:00:15	00:00:15
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:05	00:01:05	00:00:09	00:00:09
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:05:34	00:05:24	00:00:06	00:00:06
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:22	00:03:52	00:00:12	00:00:12
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:35	00:03:35	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	00:01:35	00:01:35	00:00:04	00:00:04
HotelRealPalacio		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:10:40	00:03:40	00:00:12	00:00:12
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:56	00:03:27	00:00:10	00:00:10
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:12	00:04:12	00:00:20	00:00:20
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:10:40	00:06:44	00:00:15	00:00:15

OneContact Reporting

Service Performance Report

	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:42	00:00:38	00:00:06	00:00:06
HotelRealParque		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:16	00:01:51	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	00:02:00	00:02:00	00:00:03	00:00:03
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:16	00:02:34	00:00:21	00:00:21
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:43	00:00:43	00:00:05	00:00:05
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:26	00:01:14	00:00:13	00:00:13
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:09	00:01:31	00:00:10	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:53	00:00:53	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	00:02:09	00:02:09	00:00:10	00:00:10
28-07-2018		7	4	⚠	57.1%	1	⚠	14.3%	2	✖	28.6%	00:00:06	00:00:05	00:04:50	00:03:44	00:00:18	00:00:05
GrdRealVillaltalia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:04:50	00:03:34	00:00:04	00:00:04
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:04:50	00:04:50	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:02:19	00:02:19	00:00:03	00:00:03
HotelRealOeiras		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
	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
HotelRealPalacio		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:04:41	00:03:53	00:00:06	00:00:06
	16:00:00	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
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:05	00:03:05	00:00:05	00:00:05
HotelRealParque		2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:49	00:00:00
	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	00:00:49	00:00:00
30-07-2018		71	59	⚠	83.1%	5	✔	7.0%	7	✔	9.9%	00:00:15	00:00:07	00:13:34	00:03:21	00:00:20	00:00:16
GrdRealVillaltalia		26	20	⚠	76.9%	4	✖	15.4%	2	✔	7.7%	00:00:11	00:00:07	00:06:49	00:02:55	00:00:27	00:00:24
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:56	00:00:56	00:00:09	00:00:09
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:05:27	00:05:27	00:00:05	00:00:05
	11:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:10	00:00:05	00:03:42	00:02:08	00:00:07	00:00:05
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:04:04	00:01:48	00:00:05	00:00:05
	13:00:00	5	3	⚠	60.0%	1	✖	20.0%	1	✖	20.0%	00:00:11	00:00:07	00:03:41	00:03:02	00:00:44	00:00:45
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:16	00:03:18	00:00:30	00:00:30
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:20	00:01:34	00:00:09	00:00:09
	18:00:00	6	3	⚠	50.0%	2	✖	33.3%	1	✖	16.7%	00:00:10	00:00:06	00:06:49	00:06:01	00:00:54	00:01:07
HotelRealOeiras		24	18	⚠	75.0%	1	✔	4.2%	5	✖	20.8%	00:00:15	00:00:08	00:08:30	00:03:25	00:00:24	00:00:16
	09:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:12	00:02:07	00:02:07	00:00:49	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:07	00:02:07	00:00:22	00:00:22
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:02	00:01:02	00:00:04	00:00:04
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:08:30	00:05:51	00:00:12	00:00:12
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:04:50	00:03:50	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	00:02:44	00:02:44	00:00:04	00:00:04
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:01	00:01:01	00:00:03	00:00:03
	16:00:00	7	3	✖	42.9%	0	✔	0.0%	4	✖	57.1%	00:00:15	00:00:10	00:05:16	00:03:41	00:00:45	00:01:00
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:06	00:06:25	00:03:15	00:00:07	00:00:07
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:08:14	00:04:08	00:00:05	00:00:05
HotelRealPalacio		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:04:39	00:02:53	00:00:07	00:00:07
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:02:40	00:02:00	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	00:03:51	00:03:51	00:00:12	00:00:12
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:03:53	00:02:36	00:00:04	00:00:04
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:04:03	00:02:36	00:00:06	00:00:06
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:04:39	00:04:06	00:00:06	00:00:06
HotelRealParque		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:13:34	00:04:15	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:03:32	00:02:19	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	00:13:34	00:13:34	00:00:11	00:00:11
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:04:35	00:04:35	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	00:01:21	00:01:21	00:00:06	00:00:06
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:05:50	00:05:30	00:00:12	00:00:12
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:43	00:00:43	00:00:05	00:00:05
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:07:51	00:07:51	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:07:51	00:07:51	00:00:06	00:00:06
31-07-2018		82	59	⚠	72.0%	4	✔	4.9%	19	✖	23.2%	00:00:15	00:00:08	00:07:48	00:02:42	00:00:20	00:00:13
GrdRealVillaltalia		31	26	⚠	83.9%	2	✔	6.5%	3	✔	9.7%	00:00:10	00:00:07	00:05:10	00:02:34	00:00:23	00:00:14
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:53	00:01:14	00:00:06	00:00:06
	10:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:26	00:02:18	00:00:20	00:00:20
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:22	00:02:22	00:00:09	00:00:09
	13:00:00	7	5	⚠	71.4%	1	⚠	14.3%	1	⚠	14.3%	00:00:10	00:00:07	00:02:35	00:01:47	00:00:19	00:00:05
	14:00:00	6	3	⚠	50.0%	1	✖	16.7%	2	✖	33.3%	00:00:10	00:00:07	00:05:01	00:03:46	00:00:53	00:00:20
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:10	00:04:06	00:00:17	00:00:17
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:03:46	00:03:27	00:00:09	00:00:09
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:49	00:02:22	00:00:18	00:00:18
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:27	00:00:27	00:00:05	00:00:05
HotelRealOeiras		15	13	✔	86.7%	0	✔	0.0%	2	⚠	13.3%	00:00:15	00:00:08	00:07:37	00:02:15	00:00:09	00:00:10
	10:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:37	00:02:23	00:00:09	00:00:09
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:20	00:02:27	00:00:14	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:02	00:02:02	00:00:10	00:00:10
	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	00:00:04	00:00:00
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:14	00:02:14	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	00:03:27	00:02:13	00:00:14	00:00:14
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:12	00:01:12	00:00:04	00:00:04
HotelRealPalacio		18	9	⚠	50.0%	0	✔	0.0%	9	✖	50.0%	00:00:15	00:00:07	00:05:59	00:03:28	00:00:11	00:00:14
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:59	00:03:28	00:00:36	00:00:36
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:01	00:04:01	00:00:08	00:00:08
	15:00:00	10	1	✖	10.0%	0	✔	0.0%	9	✖	90.0%	00:00:06	00:00:06	00:01:32	00:01:32	00:00:09	00:00:06
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:27	00:04:26	00:00:08	00:00:08
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:04:24	00:03:16	00:00:07	00:00:07
HotelRealParque		11	8	⚠	72.7%	0	✔	0.0%	3	✖	27.3%	00:00:15	00:00:10	00:07:48	00:02:58	00:00:13	00:00:16
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:04:09	00:04:09	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	00:00:45	00:00:45	00:00:06	00:00:06
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:07:48	00:04:54	00:00:04	00:00:04
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:07	00:03:07	00:00:30	00:00:30
	15:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:15	00:00:14	00:02:41	00:02:41	00:00:10	00:00:27
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:32	00:01:36	00:00:23	00:00:23
RealResidencia		7	3	✖	42.9%	2	✖	28.6%	2	✖	28.6%	00:00:15	00:00:12	00:06:00	00:03:10	00:01:05	00:00:08
	11:00:00	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
	15:00:00	4	0	✖	0.0%	2	✖	50.0%	2	✖	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:48	00:00:00
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:56	00:00:56	00:00:09	00:00:09
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:00	00:06:00	00:00:08	00:00:08
01-08-2018		52	49	✔	94.2%	2	✔	3.8%	1	✔	1.9%	00:00:15	00:00:08	00:11:28	00:03:13	00:00:14	00:00:15
GrdRealVillaltalia		15	14	✔	93.3%	1	✔	6.7%	0	✔	0.0%	00:00:10	00:00:07	00:11:28	00:03:20	00:00:25	00:00:26
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:57	00:03:57	00:00:05	00:00:05

OneContact Reporting

Service Performance Report

	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:05:47	00:02:11	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:32	00:03:32	00:00:05	00:00:05
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:11:28	00:07:18	00:00:14	00:00:14
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:42	00:03:42	00:00:08	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:35	00:01:35	00:00:20	00:00:20
	17:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:10	00:00:07	00:07:31	00:03:29	00:00:10	00:00:11
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:03	00:02:06	00:02:01	00:02:01
HotelRealOeiras		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:11:27	00:03:44	00:00:11	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:40	00:02:06	00:00:04	00:00:04
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:03:32	00:03:32	00:00:14	00:00:14
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:09:23	00:05:38	00:00:07	00:00:07
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:11:27	00:06:39	00:00:12	00:00:12
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:54	00:01:54	00:00:09	00:00:09
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:41	00:02:48	00:00:16	00:00:16
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:52	00:01:34	00:00:13	00:00:13
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:14	00:01:14	00:00:23	00:00:23
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:08:26	00:08:26	00:00:08	00:00:08
HotelRealPalacio		9	7	⚠	77.8%	1	⚠	11.1%	1	⚠	11.1%	00:00:14	00:00:07	00:04:56	00:03:02	00:00:07	00:00:07
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:03:11	00:03:11	00:00:04	00:00:04
	11:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:00	00:00:00	00:00:11	00:00:00
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:10	00:00:10	00:04:25	00:04:25	00:00:06	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:04:48	00:04:48	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	00:04:56	00:04:56	00:00:07	00:00:07
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:44	00:01:09	00:00:04	00:00:04
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:01:34	00:01:34	00:00:14	00:00:14
HotelRealParque		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:44	00:02:29	00:00:11	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:08	00:01:08	00:00:04	00:00:04
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:07:44	00:03:45	00:00:05	00:00:05
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:12	00:01:12	00:00:21	00:00:21
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:04	00:03:59	00:00:26	00:00:26
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:16	00:01:16	00:00:05	00:00:05
	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
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:45	00:00:45	00:00:04	00:00:04
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:58	00:02:34	00:00:08	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:11	00:02:11	00:00:05	00:00:05
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:58	00:02:58	00:00:10	00:00:10
02-08-2018		45	43	✔	95.6%	0	✔	0.0%	2	✔	4.4%	00:00:15	00:00:08	00:11:45	00:03:18	00:00:11	00:00:11
GrdRealVillaltalia		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:09:03	00:04:19	00:00:15	00:00:15
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:39	00:02:39	00:00:05	00:00:05
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:08:02	00:04:41	00:00:12	00:00:12
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:09:03	00:09:03	00:00:31	00:00:31
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:12	00:02:24	00:00:24	00:00:24
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:54	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	00:07:41	00:04:52	00:00:11	00:00:11
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:06:18	00:06:18	00:00:08	00:00:08
HotelRealOeiras		11	9	⚠	81.8%	0	✔	0.0%	2	✖	18.2%	00:00:15	00:00:09	00:07:50	00:02:50	00:00:10	00:00:11
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:07:50	00:04:28	00:00:07	00:00:07
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:16	00:01:34	00:00:14	00:00:14

OneContact Reporting

Service Performance Report

	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:04:21	00:04:21	00:00:06	00:00:06
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:51	00:02:51	00:00:24	00:00:24
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:02	00:02:20	00:00:08	00:00:08
	19:00:00	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
HotelRealPalacio		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:05:40	00:03:11	00:00:09	00:00:09
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:05:40	00:03:17	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:59	00:02:59	00:00:13	00:00:13
HotelRealParque		13	13	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:11:45	00:02:27	00:00:09	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:04	00:01:04	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	00:11:45	00:07:01	00:00:06	00:00:06
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:31	00:01:10	00:00:13	00:00:13
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:32	00:02:46	00:00:13	00:00:13
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:06	00:03:26	00:01:50	00:00:07	00:00:07
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:01:29	00:01:09	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:05	00:01:05	00:00:05	00:00:05
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:03:32	00:02:29	00:00:06	00:00:06
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:26	00:01:26	00:00:03	00:00:03
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:32	00:03:32	00:00:08	00:00:08
03-08-2018		56	53	✔	94.6%	1	✔	1.8%	2	✔	3.6%	00:00:15	00:00:08	00:18:26	00:04:06	00:00:15	00:00:16
GrdRealVillaltalia		20	19	✔	95.0%	0	✔	0.0%	1	✔	5.0%	00:00:10	00:00:07	00:16:10	00:03:57	00:00:22	00:00:23
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:00:55	00:00:47	00:00:07	00:00:07
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:06:05	00:04:48	00:00:10	00:00:10
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:16:10	00:06:28	00:00:12	00:00:12
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:14	00:02:28	00:00:15	00:00:15
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:11:08	00:03:58	00:00:11	00:00:11
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:09:26	00:02:45	00:00:11	00:00:11
	16:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:10	00:00:08	00:13:29	00:08:20	00:01:23	00:02:00
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:01	00:01:01	00:00:18	00:00:18
HotelRealOeiras		15	13	✔	86.7%	1	✔	6.7%	1	✔	6.7%	00:00:15	00:00:08	00:18:26	00:05:19	00:00:10	00:00:10
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:35	00:01:18	00:00:05	00:00:05
	13:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:08	00:04:47	00:02:48	00:00:10	00:00:12
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:45	00:04:56	00:00:13	00:00:13
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:06:45	00:05:04	00:00:07	00:00:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:12:57	00:12:57	00:00:11	00:00:11
	17:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:10	00:00:08	00:18:26	00:08:53	00:00:08	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:15	00:01:15	00:00:24	00:00:24
HotelRealPalacio		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:54	00:02:41	00:00:11	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:04:54	00:04:54	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:27	00:01:27	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	00:01:42	00:01:42	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	00:01:18	00:01:18	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	00:04:23	00:04:23	00:00:20	00:00:20
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:40	00:02:32	00:00:18	00:00:18
HotelRealParque		13	13	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:16:27	00:03:58	00:00:14	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:00:56	00:00:56	00:00:39	00:00:39
	10:00:00	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
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:16:27	00:09:26	00:00:23	00:00:23
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:04:46	00:04:46	00:00:03	00:00:03

OneContact Reporting

Service Performance Report

	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:02:08	00:01:50	00:00:10	00:00:10
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:07:48	00:04:23	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	00:01:08	00:01:08	00:00:12	00:00:12
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:01:45	00:01:35	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	00:05:51	00:05:51	00:00:23	00:00:23
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:52	00:02:52	00:00:05	00:00:05
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:52	00:02:52	00:00:05	00:00:05
04-08-2018		47	18	✘	38.3%	2	✔	4.3%	27	✘	57.4%	00:00:15	00:00:07	00:11:15	00:04:27	00:00:16	00:00:06
GrdRealVillaltalia		13	2	✘	15.4%	1	✔	7.7%	10	✘	76.9%	00:00:10	00:00:08	00:05:30	00:03:12	00:00:19	00:00:07
	10:00:00	4	1	✘	25.0%	0	✔	0.0%	3	✘	75.0%	00:00:05	00:00:05	00:05:30	00:05:30	00:00:14	00:00:05
	13:00:00	3	0	✘	0.0%	1	✘	33.3%	2	✘	66.7%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:38	00:00:00
	14:00:00	5	0	✘	0.0%	0	✔	0.0%	5	✘	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:53	00:00:53	00:00:09	00:00:09
HotelRealOeiras		20	11	⚠	55.0%	1	✔	5.0%	8	✘	40.0%	00:00:15	00:00:07	00:11:15	00:05:32	00:00:18	00:00:06
	10:00:00	6	2	✘	33.3%	0	✔	0.0%	4	✘	66.7%	00:00:05	00:00:04	00:05:57	00:05:44	00:00:20	00:00:04
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:11:15	00:11:15	00:00:04	00:00:04
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:08:42	00:06:24	00:00:05	00:00:05
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:07:55	00:06:10	00:00:05	00:00:05
	14:00:00	6	1	✘	16.7%	1	✘	16.7%	4	✘	66.7%	00:00:15	00:00:12	00:02:31	00:02:31	00:00:33	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:35	00:00:35	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:23	00:03:23	00:00:10	00:00:10
HotelRealPalacio		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:50	00:01:42	00:00:06	00:00:06
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:50	00:01:42	00:00:06	00:00:06
HotelRealParque		8	2	✘	25.0%	0	✔	0.0%	6	✘	75.0%	00:00:10	00:00:07	00:03:23	00:03:21	00:00:12	00:00:07
	10:00:00	7	1	✘	14.3%	0	✔	0.0%	6	✘	85.7%	00:00:04	00:00:04	00:03:23	00:03:23	00:00:12	00:00:04
	15:00:00	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
RealResidencia		4	1	✘	25.0%	0	✔	0.0%	3	✘	75.0%	00:00:04	00:00:04	00:02:44	00:02:44	00:00:13	00:00:04
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:44	00:02:44	00:00:04	00:00:04
	11:00:00	3	0	✘	0.0%	0	✔	0.0%	3	✘	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
06-08-2018		57	55	✔	96.5%	1	✔	1.8%	1	✔	1.8%	00:00:15	00:00:08	00:17:45	00:04:02	00:00:14	00:00:12
GrdRealVillaltalia		16	15	✔	93.8%	0	✔	0.0%	1	✔	6.3%	00:00:10	00:00:07	00:07:44	00:04:19	00:00:10	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:07:35	00:07:35	00:00:09	00:00:09
	10:00:00	1	0	✘	0.0%	0	✔	0.0%	1	✘	100.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:11	00:00:00
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:05:05	00:05:05	00:00:18	00:00:18
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:04:02	00:03:27	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	00:07:44	00:05:32	00:00:12	00:00:12
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:00	00:04:00	00:00:07	00:00:07
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:26	00:03:42	00:00:06	00:00:06
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:06:47	00:04:16	00:00:09	00:00:09
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:01	00:02:01	00:00:04	00:00:04
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:32	00:04:32	00:00:08	00:00:08
HotelRealOeiras		23	22	✔	95.7%	1	✔	4.3%	0	✔	0.0%	00:00:15	00:00:09	00:13:45	00:04:21	00:00:19	00:00:15
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:13:45	00:05:54	00:00:09	00:00:09
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:01	00:01:51	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:11	00:06:11	00:00:23	00:00:23
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:59	00:03:19	00:00:24	00:00:24
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:08:45	00:07:32	00:00:17	00:00:17
	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	00:01:45	00:00:00

OneContact Reporting

Service Performance Report

	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:04:21	00:02:28	00:00:05	00:00:05
	17:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:37	00:03:45	00:00:22	00:00:22
	19:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:12:37	00:12:37	00:00:08	00:00:08
HotelRealPalacio		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:17:45	00:04:12	00:00:11	00:00:11
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:17	00:03:36	00:00:20	00:00:20
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:06:54	00:06:54	00:00:09	00:00:09
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:17:45	00:04:36	00:00:12	00:00:12
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:05	00:03:17	00:02:37	00:00:05	00:00:05
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:05:29	00:05:29	00:00:08	00:00:08
HotelRealParque		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:34	00:02:11	00:00:15	00:00:15
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:45	00:00:45	00:00:06	00:00:06
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:50	00:00:43	00:00:28	00:00:28
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:47	00:02:47	00:00:04	00:00:04
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:05:34	00:05:34	00:00:05	00:00:05
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:41	00:02:41	00:00:23	00:00:23
	18:00:00	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
07-08-2018		54	50	✔	92.6%	1	✔	1.9%	3	✔	5.6%	00:00:15	00:00:07	00:13:50	00:02:39	00:00:10	00:00:10
GrdRealVillaltalia		19	17	✔	89.5%	0	✔	0.0%	2	⚠	10.5%	00:00:10	00:00:06	00:13:50	00:03:37	00:00:08	00:00:08
	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	00:00:11	00:00:00
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:44	00:01:44	00:00:09	00:00:09
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:07:59	00:04:39	00:00:05	00:00:05
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:00:27	00:00:27	00:00:04	00:00:04
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:22	00:04:22	00:00:24	00:00:24
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:08:52	00:03:18	00:00:12	00:00:12
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:03:27	00:03:10	00:00:04	00:00:04
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:13:50	00:04:01	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	00:04:34	00:04:34	00:00:06	00:00:06
HotelRealOeiras		16	15	✔	93.8%	1	✔	6.3%	0	✔	0.0%	00:00:15	00:00:08	00:06:26	00:02:13	00:00:12	00:00:12
	09:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:06	00:05:36	00:05:36	00:00:10	00:00:18
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:00:50	00:00:40	00:00:22	00:00:22
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:03:19	00:01:54	00:00:06	00:00:06
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:01:15	00:00:58	00:00:10	00:00:10
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:02:41	00:01:48	00:00:07	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:47	00:01:47	00:00:23	00:00:23
	18:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:26	00:03:32	00:00:12	00:00:12
HotelRealPalacio		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:46	00:02:02	00:00:13	00:00:13
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:46	00:02:46	00:00:38	00:00:38
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:48	00:01:26	00:00:12	00:00:12
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:27	00:02:15	00:00:05	00:00:05
	15:00:00	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
HotelRealParque		11	10	✔	90.9%	0	✔	0.0%	1	✔	9.1%	00:00:15	00:00:07	00:03:55	00:01:44	00:00:08	00:00:08
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:55	00:02:04	00:00:05	00:00:05
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:00:42	00:00:32	00:00:06	00:00:06
	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
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:02:55	00:02:22	00:00:09	00:00:09
	17:00:00	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
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:06:03	00:06:03	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	00:06:03	00:06:03	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

08-08-2018		72	62	✔	86.1%	4	✔	5.6%	6	✔	8.3%	00:00:16	00:00:07	00:13:32	00:03:02	00:00:13	00:00:09
GrdRealVillaltalia		24	20	⚠	83.3%	2	✔	8.3%	2	✔	8.3%	00:00:10	00:00:06	00:07:14	00:02:44	00:00:15	00:00:09
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:51	00:02:26	00:00:13	00:00:13
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:54	00:02:10	00:00:07	00:00:07
	11:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:10	00:00:07	00:02:27	00:01:48	00:00:10	00:00:14
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:02:57	00:02:57	00:00:03	00:00:03
	14:00:00	8	5	⚠	62.5%	2	✖	25.0%	1	⚠	12.5%	00:00:10	00:00:07	00:07:14	00:03:03	00:00:28	00:00:09
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:04:04	00:02:14	00:00:05	00:00:05
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:04:58	00:04:08	00:00:04	00:00:04
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:48	00:03:48	00:00:07	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:17	00:03:17	00:00:27	00:00:27
HotelRealOeiras		30	27	✔	90.0%	1	✔	3.3%	2	✔	6.7%	00:00:16	00:00:07	00:08:55	00:03:02	00:00:10	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:08:55	00:08:55	00:00:10	00:00:10
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:11	00:07:12	00:03:45	00:00:11	00:00:11
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:05:03	00:03:44	00:00:05	00:00:05
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:06:56	00:02:55	00:00:11	00:00:11
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:02:52	00:02:07	00:00:05	00:00:05
	14:00:00	9	7	⚠	77.8%	0	✔	0.0%	2	✖	22.2%	00:00:16	00:00:08	00:07:44	00:02:10	00:00:12	00:00:12
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:00	00:01:00	00:00:11	00:00:11
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:03:52	00:02:38	00:00:12	00:00:12
	17:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:07	00:00:06	00:06:20	00:04:40	00:00:17	00:00:06
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:05:39	00:03:05	00:00:06	00:00:06
HotelRealPalacio		8	6	⚠	75.0%	0	✔	0.0%	2	✖	25.0%	00:00:08	00:00:06	00:03:50	00:02:16	00:00:06	00:00:06
	09:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:06	00:00:06	00:03:00	00:03:00	00:00:06	00:00:06
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:03:50	00:02:40	00:00:04	00:00:04
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:21	00:02:21	00:00:08	00:00:08
	14:00:00	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
	17:00:00	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
HotelRealParque		10	9	✔	90.0%	1	⚠	10.0%	0	✔	0.0%	00:00:15	00:00:08	00:13:32	00:04:14	00:00:24	00:00:09
	09:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:10	00:02:05	00:02:03	00:01:00	00:00:12
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:13:32	00:13:32	00:00:05	00:00:05
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:04	00:02:09	00:01:40	00:00:05	00:00:05
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:16	00:02:43	00:00:12	00:00:12
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:07:05	00:05:50	00:00:07	00:00:07
09-08-2018		58	53	✔	91.4%	2	✔	3.4%	3	✔	5.2%	00:00:15	00:00:07	00:14:53	00:02:45	00:00:17	00:00:16
GrdRealVillaltalia		18	17	✔	94.4%	0	✔	0.0%	1	✔	5.6%	00:00:10	00:00:07	00:05:53	00:02:54	00:00:14	00:00:15
	09:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:10	00:00:07	00:02:56	00:02:17	00:00:24	00:00:28
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:05:11	00:02:58	00:00:14	00:00:14
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:05:24	00:02:59	00:00:06	00:00:06
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:38	00:02:24	00:00:12	00:00:12
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:53	00:04:15	00:00:12	00:00:12
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:04:10	00:04:10	00:00:04	00:00:04
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:32	00:03:32	00:00:23	00:00:23
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:25	00:01:25	00:00:03	00:00:03
HotelRealOeiras		19	19	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:11:15	00:03:00	00:00:11	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:01:15	00:00:44	00:00:08	00:00:08
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:03:20	00:01:30	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	00:09:38	00:05:32	00:00:16	00:00:16

OneContact Reporting

Service Performance Report

	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:42	00:02:51	00:00:19	00:00:19
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:57	00:00:57	00:00:10	00:00:10
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:04	00:05:37	00:02:24	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	00:01:47	00:01:44	00:00:06	00:00:06
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:11:15	00:11:15	00:00:23	00:00:23
HotelRealPalacio		10	7	⚠	70.0%	1	⚠	10.0%	2	✖	20.0%	00:00:15	00:00:07	00:05:50	00:01:37	00:00:12	00:00:16
	09:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:15	00:00:11	00:00:45	00:00:31	00:00:14	00:00:23
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:00:20	00:00:20	00:00:03	00:00:03
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:27	00:02:27	00:00:04	00:00:04
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:40	00:00:40	00:00:44	00:00:44
	16:00:00	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
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:05:50	00:03:25	00:00:06	00:00:06
HotelRealParque		8	7	✔	87.5%	1	⚠	12.5%	0	✔	0.0%	00:00:15	00:00:07	00:02:39	00:01:21	00:00:42	00:00:30
	10:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:03	00:00:03	00:02:01	00:02:01	00:01:04	00:00:03
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:15	00:01:15	00:00:49	00:00:49
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:28	00:01:02	00:01:05	00:01:05
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:54	00:00:54	00:00:08	00:00:08
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:02:39	00:01:30	00:00:10	00:00:10
RealResidencia		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:14:53	00:06:29	00:00:17	00:00:17
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:14:53	00:07:44	00:00:22	00:00:22
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:57	00:03:57	00:00:08	00:00:08
10-08-2018		35	34	✔	97.1%	1	✔	2.9%	0	✔	0.0%	00:00:15	00:00:07	00:23:02	00:03:32	00:00:12	00:00:08
GrdRealVillaltalia		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:05	00:10:11	00:03:33	00:00:06	00:00:06
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:03:13	00:02:00	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:25	00:01:12	00:00:05	00:00:05
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:06:22	00:06:22	00:00:14	00:00:14
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:04:31	00:04:31	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	00:10:11	00:10:11	00:00:04	00:00:04
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:05:52	00:03:30	00:00:04	00:00:04
	18:00:00	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
HotelRealOeiras		12	11	✔	91.7%	1	✔	8.3%	0	✔	0.0%	00:00:15	00:00:06	00:23:02	00:05:16	00:00:19	00:00:06
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:07:06	00:03:42	00:00:06	00:00:06
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:23:02	00:10:28	00:00:05	00:00:05
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:06:23	00:03:47	00:00:05	00:00:05
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:47	00:02:04	00:00:07	00:00:07
	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	00:02:43	00:00:00
HotelRealPalacio		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:58	00:02:04	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	00:02:44	00:02:44	00:00:07	00:00:07
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:07	00:01:07	00:00:05	00:00:05
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:58	00:02:36	00:00:22	00:00:22
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:06	00:01:06	00:00:06	00:00:06
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:02:35	00:02:35	00:00:15	00:00:15
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:46	00:01:46	00:00:34	00:00:34
HotelRealParque		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:03:13	00:02:09	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	00:02:20	00:02:20	00:00:05	00:00:05
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:13	00:03:13	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	00:02:05	00:02:05	00:00:06	00:00:06
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:00:42	00:00:42	00:00:03	00:00:03

OneContact Reporting

Service Performance Report

	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:25	00:02:25	00:00:06	00:00:06
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:43	00:01:43	00:00:04	00:00:04
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:43	00:01:43	00:00:04	00:00:04
11-08-2018		17	13	⚠	76.5%	1	✔	5.9%	3	✖	17.6%	00:00:13	00:00:06	00:07:54	00:03:14	00:00:09	00:00:06
GrdRealVillaltalia		12	9	⚠	75.0%	1	✔	8.3%	2	✖	16.7%	00:00:10	00:00:05	00:07:54	00:03:10	00:00:10	00:00:05
	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	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:06	00:00:04	00:07:35	00:06:51	00:00:17	00:00:10
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:03:16	00:01:44	00:00:06	00:00:06
	12:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:34	00:00:00
	13:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:04	00:00:04	00:01:57	00:01:57	00:00:04	00:00:04
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:07:54	00:02:22	00:00:04	00:00:04
HotelRealOeiras		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:05:00	00:02:56	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:05:00	00:05:00	00:00:05	00:00:05
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:00:52	00:00:52	00:00:13	00:00:13
HotelRealPalacio		3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:06	00:00:06	00:07:07	00:03:48	00:00:05	00:00:06
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:07:07	00:07:07	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	00:00:29	00:00:29	00:00:06	00:00:06
	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	00:00:04	00:00:00
13-08-2018		59	54	✔	91.5%	3	✔	5.1%	2	✔	3.4%	00:00:15	00:00:08	00:10:39	00:03:09	00:00:11	00:00:09
GrdRealVillaltalia		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:07:01	00:02:33	00:00:09	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:55	00:00:55	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:26	00:01:26	00:00:16	00:00:16
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:07:01	00:03:57	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:01:35	00:01:08	00:00:09	00:00:09
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:04:11	00:04:01	00:00:06	00:00:06
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:04	00:01:34	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:05:22	00:05:22	00:00:06	00:00:06
HotelRealOeiras		23	21	✔	91.3%	2	✔	8.7%	0	✔	0.0%	00:00:15	00:00:08	00:09:12	00:03:06	00:00:10	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:08:32	00:08:32	00:00:03	00:00:03
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:05:03	00:03:12	00:00:07	00:00:07
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:09:12	00:07:12	00:00:04	00:00:04
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:57	00:00:57	00:00:08	00:00:08
	14:00:00	5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:14	00:00:08	00:05:18	00:02:45	00:00:08	00:00:08
	15:00:00	7	6	✔	85.7%	1	⚠	14.3%	0	✔	0.0%	00:00:15	00:00:08	00:06:15	00:02:41	00:00:11	00:00:12
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:01:56	00:01:47	00:00:26	00:00:26
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:00:51	00:00:38	00:00:11	00:00:11
HotelRealPalacio		12	10	⚠	83.3%	0	✔	0.0%	2	✖	16.7%	00:00:15	00:00:07	00:05:43	00:03:12	00:00:09	00:00:08
	09:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:07	00:00:06	00:02:46	00:02:05	00:00:11	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:46	00:01:46	00:00:22	00:00:22
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:04:54	00:03:11	00:00:07	00:00:07
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:05:43	00:05:43	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	00:04:27	00:04:27	00:00:07	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:44	00:02:44	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	00:03:31	00:03:31	00:00:07	00:00:07
HotelRealParque		13	12	✔	92.3%	1	✔	7.7%	0	✔	0.0%	00:00:15	00:00:08	00:10:39	00:03:48	00:00:15	00:00:08
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:10:39	00:06:46	00:00:08	00:00:08
	10:00:00	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
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:10	00:01:10	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:18	00:01:18	00:00:06	00:00:06
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:09:32	00:05:22	00:00:10	00:00:10
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:02:22	00:01:42	00:00:06	00:00:06
	18:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:04	00:02:04	00:00:50	00:00:04
14-08-2018		62	46	⚠	74.2%	4	✔	6.5%	11	✖	17.7%	00:00:19	00:00:08	00:16:32	00:03:09	00:00:17	00:00:15
GrdRealVillaltalia		20	12	⚠	60.0%	3	✖	15.0%	5	✖	25.0%	00:00:10	00:00:06	00:03:33	00:01:10	00:00:17	00:00:11
	11:00:00	7	4	⚠	57.1%	2	✖	28.6%	1	⚠	14.3%	00:00:10	00:00:05	00:03:33	00:01:24	00:00:07	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	00:00:07	00:00:00
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:00:16	00:00:16	00:00:25	00:00:25
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:38	00:00:38	00:00:04	00:00:04
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:01:55	00:01:00	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	00:01:23	00:01:23	00:00:04	00:00:04
	17:00:00	6	2	✖	33.3%	1	✖	16.7%	3	✖	50.0%	00:00:10	00:00:07	00:01:30	00:01:24	00:00:39	00:00:27
HotelRealOeiras		26	20	⚠	76.9%	1	✔	3.8%	4	✖	15.4%	00:00:19	00:00:09	00:12:06	00:04:19	00:00:23	00:00:20
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:07:10	00:04:52	00:00:10	00:00:10
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:11:10	00:04:04	00:00:08	00:00:08
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:08:59	00:06:01	00:00:15	00:00:15
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:00:57	00:00:39	00:00:04	00:00:04
	14:00:00	2	1	⚠	50.0%	0	✔	0.0%	0	✔	0.0%	00:00:19	00:00:13	00:11:44	00:11:44	00:00:13	00:00:07
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:31	00:04:06	00:00:12	00:00:12
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:12:06	00:04:01	00:00:08	00:00:08
	17:00:00	6	1	✖	16.7%	1	✖	16.7%	4	✖	66.7%	00:00:15	00:00:11	00:03:35	00:03:35	00:01:06	00:03:52
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:15	00:02:15	00:00:10	00:00:10
HotelRealPalacio		10	8	⚠	80.0%	0	✔	0.0%	2	✖	20.0%	00:00:15	00:00:07	00:16:32	00:04:26	00:00:09	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:25	00:00:25	00:00:05	00:00:05
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:39	00:02:39	00:00:05	00:00:05
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:54	00:01:54	00:00:19	00:00:19
	13:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:04	00:00:04	00:16:32	00:09:25	00:00:06	00:00:04
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:35	00:03:23	00:00:15	00:00:15
	17:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:06	00:00:06	00:04:55	00:04:55	00:00:04	00:00:06
HotelRealParque		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:45	00:01:24	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	00:00:54	00:00:42	00:00:15	00:00:15
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:02:24	00:01:50	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	00:02:45	00:02:45	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:38	00:00:38	00:00:11	00:00:11
15-08-2018		21	20	✔	95.2%	1	✔	4.8%	0	✔	0.0%	00:00:15	00:00:08	00:06:55	00:03:10	00:00:10	00:00:09
GrdRealVillaltalia		4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:50	00:01:19	00:00:20	00:00:12
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:44	00:01:44	00:00:07	00:00:07
	14:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:10	00:00:08	00:01:50	00:01:07	00:00:24	00:00:15
HotelRealOeiras		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:06:55	00:03:53	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	00:01:04	00:01:04	00:00:07	00:00:07
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:06:05	00:04:27	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	00:02:52	00:02:52	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	00:04:24	00:04:24	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:06:55	00:04:37	00:00:07	00:00:07
HotelRealPalacio		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:20	00:01:20	00:00:20	00:00:20
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:20	00:01:20	00:00:20	00:00:20
HotelRealParque		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:06:29	00:04:00	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:40	00:03:49	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:06:29	00:06:29	00:00:11	00:00:11
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:51	00:01:51	00:00:09	00:00:09
RealResidencia		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:04:13	00:02:46	00:00:08	00:00:08
	10:00:00	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
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:13	00:04:13	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:38	00:01:38	00:00:08	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:13	00:02:13	00:00:09	00:00:09
16-08-2018		79	73	✔	92.4%	2	✔	2.5%	3	✔	3.8%	00:00:15	00:00:08	00:20:15	00:03:07	00:00:13	00:00:11
GrdRealVillaltalia		14	13	✔	92.9%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:08:21	00:02:20	00:00:12	00:00:09
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:07:59	00:06:02	00:00:07	00:00:07
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:02:07	00:01:27	00:00:06	00:00:06
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:08:21	00:03:34	00:00:08	00:00:08
	13:00:00	3	2	⚠	66.7%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:25	00:01:07	00:00:18	00:00:06
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:42	00:00:42	00:00:10	00:00:10
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:02:01	00:00:59	00:00:13	00:00:13
HotelRealOeiras		29	26	✔	89.7%	1	✔	3.4%	2	✔	6.9%	00:00:15	00:00:09	00:08:17	00:03:23	00:00:18	00:00:14
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:50	00:00:39	00:00:05	00:00:05
	10:00:00	6	4	⚠	66.7%	1	✖	16.7%	1	✖	16.7%	00:00:15	00:00:09	00:06:06	00:02:44	00:00:31	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:04	00:02:04	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	00:06:30	00:04:56	00:00:14	00:00:14
	13:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:10	00:01:58	00:01:38	00:00:31	00:00:44
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:43	00:04:04	00:00:11	00:00:11
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:17	00:03:58	00:00:15	00:00:15
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:43	00:05:43	00:00:18	00:00:18
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:05:24	00:03:02	00:00:10	00:00:10
HotelRealPalacio		14	13	✔	92.9%	1	✔	7.1%	0	✔	0.0%	00:00:15	00:00:07	00:15:28	00:03:33	00:00:07	00:00:06
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:04:45	00:04:45	00:00:05	00:00:05
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:15:28	00:06:25	00:00:05	00:00:05
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:12	00:03:12	00:00:05	00:00:05
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:06:44	00:02:41	00:00:09	00:00:09
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:05:01	00:03:12	00:00:06	00:00:06
	15:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:54	00:02:01	00:00:09	00:00:05
HotelRealParque		19	18	✔	94.7%	0	✔	0.0%	1	✔	5.3%	00:00:15	00:00:08	00:20:15	00:02:51	00:00:09	00:00:09
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:20	00:03:36	00:00:08	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:29	00:01:29	00:00:11	00:00:11
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:08	00:02:07	00:00:23	00:00:23
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:58	00:01:50	00:00:04	00:00:04
	13:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:08	00:00:08	00:02:31	00:02:31	00:00:07	00:00:08
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:20:15	00:08:25	00:00:11	00:00:11
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:13	00:00:57	00:00:07	00:00:07
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:02	00:01:23	00:00:10	00:00:10
RealResidencia		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:56	00:03:52	00:00:13	00:00:13
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:04:23	00:04:23	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	00:05:56	00:05:56	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:17	00:01:17	00:00:22	00:00:22
17-08-2018		43	38	✔	88.4%	2	✔	4.7%	3	✔	7.0%	00:00:15	00:00:09	00:10:19	00:03:02	00:00:16	00:00:13
GrdRealVillaltalia		15	12	⚠	80.0%	2	⚠	13.3%	1	✔	6.7%	00:00:10	00:00:08	00:10:19	00:02:52	00:00:20	00:00:12

OneContact Reporting

Service Performance Report

	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	00:01:06	00:00:00
	10:00:00	3	2	⚠ 66.7%	1	✖ 33.3%	0	✔ 0.0%	00:00:10	00:00:08	00:02:00	00:01:39	00:00:18	00:00:16
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:00:20	00:00:20	00:00:08	00:00:08
	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	5	5	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:10:19	00:04:22	00:00:12	00:00:12
	15:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:00:19	00:00:12	00:00:12	00:00:12
	16:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:05	00:06:06	00:04:17	00:00:08	00:00:08
HotelRealOeiras		12	10	⚠ 83.3%	0	✔ 0.0%	2	✖ 16.7%	00:00:15	00:00:11	00:08:09	00:04:06	00:00:14	00:00:14
	09:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:01:33	00:01:33	00:00:09	00:00:09
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:11	00:02:27	00:02:27	00:00:11	00:00:11
	13:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:12	00:00:12	00:02:01	00:02:01	00:00:12	00:00:12
	14:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:10	00:06:50	00:05:19	00:00:10	00:00:10
	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:12	00:00:43	00:00:43	00:00:35	00:00:35
	16:00:00	5	3	⚠ 60.0%	0	✔ 0.0%	2	✖ 40.0%	00:00:15	00:00:12	00:08:09	00:06:08	00:00:14	00:00:12
	17:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:15	00:05:17	00:05:17	00:00:15	00:00:15
HotelRealPalacio		6	6	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:04:42	00:02:42	00:00:14	00:00:14
	11:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:11	00:03:31	00:02:06	00:00:18	00:00:18
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:06	00:01:06	00:01:06	00:00:06	00:00:06
	15:00:00	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
	16:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:03	00:00:03	00:04:42	00:04:42	00:00:19	00:00:19
	17:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:04:07	00:04:07	00:00:09	00:00:09
HotelRealParque		9	9	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:08:40	00:02:34	00:00:14	00:00:14
	11:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:12	00:00:08	00:01:44	00:00:58	00:00:08	00:00:08
	12:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:07	00:00:45	00:00:44	00:00:10	00:00:10
	13:00:00	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
	16:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:12	00:00:10	00:08:40	00:04:40	00:00:11	00:00:11
	17:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:11	00:02:59	00:02:59	00:00:22	00:00:22
	18:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:12	00:06:15	00:06:15	00:00:24	00:00:24
RealResidencia		1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:06	00:03:01	00:01:48	00:00:04	00:00:04
	14:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:06	00:03:01	00:01:48	00:00:04	00:00:04
18-08-2018		11	7	⚠ 63.6%	1	✔ 9.1%	3	✖ 27.3%	00:00:15	00:00:09	00:06:00	00:04:45	00:00:30	00:00:22
GrdRealVillaltalia		3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:07	00:05:32	00:04:28	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	00:02:36	00:02:36	00:00:06	00:00:06
	16:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:07	00:00:07	00:05:15	00:05:15	00:00:07	00:00:07
	17:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:05:32	00:05:32	00:00:09	00:00:09
HotelRealOeiras		6	2	✖ 33.3%	1	✖ 16.7%	3	✖ 50.0%	00:00:15	00:00:10	00:06:00	00:05:20	00:00:48	00:00:58
	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	00:01:10	00:00:00
	13:00:00	2	1	⚠ 50.0%	0	✔ 0.0%	1	✖ 50.0%	00:00:15	00:00:10	00:04:40	00:04:40	00:00:58	00:01:50
	16:00:00	2	1	⚠ 50.0%	0	✔ 0.0%	1	✖ 50.0%	00:00:07	00:00:07	00:06:00	00:06:00	00:00:17	00:00:07
HotelRealParque		1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:05:46	00:05:46	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	00:05:46	00:05:46	00:00:09	00:00:09
RealResidencia		1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:06	00:03:28	00:03:28	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	00:03:28	00:03:28	00:00:06	00:00:06
20-08-2018		65	55	⚠ 84.6%	3	✔ 4.6%	7	⚠ 10.8%	00:00:15	00:00:09	00:11:17	00:02:42	00:00:16	00:00:13
GrdRealVillaltalia		14	13	✔ 92.9%	0	✔ 0.0%	1	✔ 7.1%	00:00:10	00:00:08	00:05:13	00:02:20	00:00:14	00:00:15
	09:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:09	00:03:19	00:01:53	00:00:10	00:00:10
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:05:13	00:05:13	00:00:08	00:00:08
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:05	00:00:05	00:01:15	00:01:15	00:00:05	00:00:05

OneContact Reporting

Service Performance Report

	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:04:36	00:03:40	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	00:02:44	00:01:36	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	00:03:00	00:02:09	00:00:08	00:00:08
	17:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:10	00:00:08	00:02:19	00:02:16	00:00:28	00:00:40
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:00:45	00:00:45	00:00:17	00:00:17
HotelRealOeiras		18	14	⚠	77.8%	1	✔	5.6%	3	✖	16.7%	00:00:15	00:00:10	00:05:54	00:02:16	00:00:17	00:00:16
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:04:44	00:04:44	00:00:04	00:00:04
	10:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:12	00:00:47	00:00:30	00:00:22	00:00:14
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:40	00:02:22	00:00:35	00:00:35
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:22	00:01:55	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:56	00:02:56	00:00:22	00:00:22
	17:00:00	6	3	⚠	50.0%	0	✔	0.0%	3	✖	50.0%	00:00:09	00:00:08	00:05:54	00:03:09	00:00:09	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:45	00:00:45	00:00:20	00:00:20
HotelRealPalacio		15	14	✔	93.3%	1	✔	6.7%	0	✔	0.0%	00:00:15	00:00:09	00:11:17	00:03:55	00:00:17	00:00:11
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:06:29	00:02:19	00:00:14	00:00:14
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:04:03	00:04:02	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	00:05:11	00:05:11	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:40	00:00:40	00:00:04	00:00:04
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:59	00:02:20	00:00:20	00:00:20
	17:00:00	5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:15	00:00:09	00:11:17	00:07:00	00:00:27	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:24	00:01:24	00:00:04	00:00:04
HotelRealParque		18	14	⚠	77.8%	1	✔	5.6%	3	✖	16.7%	00:00:15	00:00:09	00:09:14	00:02:17	00:00:15	00:00:09
	10:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✖	40.0%	00:00:10	00:00:09	00:03:00	00:01:57	00:00:08	00:00:09
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:09:14	00:02:59	00:00:11	00:00:11
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:37	00:02:37	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	00:02:11	00:01:07	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	00:01:08	00:01:08	00:00:05	00:00:05
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:21	00:03:21	00:00:07	00:00:07
	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	00:01:41	00:00:00
	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	00:00:33	00:00:00
21-08-2018		42	41	✔	97.6%	1	✔	2.4%	0	✔	0.0%	00:00:15	00:00:09	00:08:02	00:02:59	00:00:12	00:00:12
GrdRealVillaltalia		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:48	00:02:47	00:00:11	00:00:11
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:38	00:01:28	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	00:02:43	00:02:43	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:02:15	00:02:06	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	00:05:48	00:04:48	00:00:08	00:00:08
HotelRealOeiras		16	15	✔	93.8%	1	✔	6.3%	0	✔	0.0%	00:00:15	00:00:08	00:06:37	00:03:02	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	00:01:14	00:01:14	00:00:05	00:00:05
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:06:13	00:04:16	00:00:16	00:00:16
	13:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:41	00:03:41	00:00:13	00:00:23
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:06:37	00:03:14	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	00:03:17	00:03:17	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	00:05:19	00:02:46	00:00:15	00:00:15
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:31	00:01:31	00:00:06	00:00:06
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:56	00:03:02	00:00:06	00:00:06
HotelRealPalacio		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:40	00:03:39	00:00:15	00:00:15
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:02:47	00:02:47	00:00:28	00:00:28
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:40	00:07:40	00:00:19	00:00:19

OneContact Reporting

Service Performance Report

	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:20	00:01:20	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:50	00:02:50	00:00:07	00:00:07
HotelRealParque		15	15	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:02	00:02:51	00:00:12	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:05:51	00:05:51	00:00:12	00:00:12
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:50	00:01:20	00:00:09	00:00:09
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:01:58	00:01:40	00:00:18	00:00:18
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:08:02	00:08:02	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	00:05:23	00:03:49	00:00:07	00:00:07
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:05:23	00:02:02	00:00:17	00:00:17
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:32	00:02:32	00:00:05	00:00:05
22-08-2018		52	48	✔	92.3%	3	✔	5.8%	1	✔	1.9%	00:00:15	00:00:08	00:10:36	00:03:07	00:00:21	00:00:15
GrdRealVillaltalia		19	17	✔	89.5%	1	✔	5.3%	1	✔	5.3%	00:00:10	00:00:08	00:10:36	00:03:36	00:00:23	00:00:13
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:36	00:00:36	00:00:09	00:00:09
	10:00:00	4	2	⚠	50.0%	1	✖	25.0%	1	✖	25.0%	00:00:10	00:00:08	00:08:02	00:06:32	00:01:00	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:10:36	00:10:36	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	00:07:23	00:02:42	00:00:23	00:00:23
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:07:27	00:02:34	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:06:05	00:03:06	00:00:06	00:00:06
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:38	00:03:22	00:00:18	00:00:18
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:22	00:02:22	00:00:24	00:00:24
HotelRealOeiras		18	17	✔	94.4%	1	✔	5.6%	0	✔	0.0%	00:00:15	00:00:09	00:10:01	00:03:08	00:00:20	00:00:15
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:29	00:03:32	00:00:40	00:00:40
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:35	00:01:35	00:00:05	00:00:05
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:10:01	00:10:01	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:46	00:02:46	00:00:34	00:00:34
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:09	00:02:28	00:00:13	00:00:13
	16:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:23	00:03:23	00:00:54	00:00:06
	17:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:04:21	00:01:57	00:00:05	00:00:05
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:05:12	00:05:12	00:00:06	00:00:06
HotelRealPalacio		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:40	00:02:50	00:00:11	00:00:11
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:01:44	00:01:44	00:00:26	00:00:26
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:54	00:00:54	00:00:05	00:00:05
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:27	00:03:16	00:00:08	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:08	00:03:08	00:00:06	00:00:06
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:04:40	00:04:40	00:00:13	00:00:13
HotelRealParque		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:16	00:02:20	00:00:23	00:00:23
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:02	00:00:02	00:01:36	00:01:36
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:02	00:02:02	00:00:20	00:00:20
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:11	00:01:11	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:05:16	00:05:16	00:00:05	00:00:05
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:00:56	00:00:40	00:00:07	00:00:07
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:03	00:04:25	00:00:20	00:00:20
RealResidencia		1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:49	00:00:00
	16:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:49	00:00:00
23-08-2018		51	49	✔	96.1%	1	✔	2.0%	1	✔	2.0%	00:00:15	00:00:08	00:15:16	00:03:34	00:00:14	00:00:14
GrdRealVillaltalia		20	19	✔	95.0%	0	✔	0.0%	1	✔	5.0%	00:00:10	00:00:07	00:15:16	00:03:33	00:00:12	00:00:12
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:01:55	00:01:02	00:00:11	00:00:11
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:08:48	00:06:38	00:00:14	00:00:14

OneContact Reporting

Service Performance Report

	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:04	00:04:11	00:00:17	00:00:17
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:15:16	00:07:40	00:00:06	00:00:06
	13:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:17	00:02:12	00:00:07	00:00:07
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:06	00:02:20	00:00:12	00:00:12
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:08:10	00:04:09	00:00:25	00:00:25
	16:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:03	00:00:03	00:01:36	00:01:36	00:00:04	00:00:03
HotelRealOeiras		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:09:13	00:02:53	00:00:14	00:00:14
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:27	00:02:27	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	00:09:13	00:05:34	00:00:14	00:00:14
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:20	00:02:20	00:00:08	00:00:08
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:15	00:03:06	00:00:20	00:00:20
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:27	00:00:27	00:00:20	00:00:20
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:33	00:00:33	00:00:04	00:00:04
HotelRealPalacio		13	12	✔	92.3%	1	✔	7.7%	0	✔	0.0%	00:00:15	00:00:09	00:14:37	00:03:53	00:00:16	00:00:17
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:21	00:03:21	00:00:07	00:00:07
	10:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:08	00:06:26	00:04:39	00:00:11	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:06	00:03:06	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:00:47	00:00:47	00:01:19	00:01:19
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:05	00:02:22	00:00:20	00:00:20
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:14:37	00:05:57	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	00:05:00	00:05:00	00:00:07	00:00:07
HotelRealParque		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:10:22	00:03:45	00:00:15	00:00:15
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:03:52	00:03:52	00:00:12	00:00:12
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:11	00:02:15	00:02:15	00:00:24	00:00:24
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:09:51	00:04:44	00:00:06	00:00:06
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:07	00:02:22	00:00:14	00:00:14
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:08	00:02:08	00:00:22	00:00:22
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:09	00:03:09	00:00:36	00:00:36
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:10:22	00:05:30	00:00:08	00:00:08
24-08-2018		43	41	✔	95.3%	1	✔	2.3%	1	✔	2.3%	00:00:26	00:00:08	00:12:24	00:03:08	00:00:11	00:00:10
GrdRealVillaltalia		19	18	✔	94.7%	1	✔	5.3%	0	✔	0.0%	00:00:26	00:00:08	00:08:51	00:03:03	00:00:11	00:00:09
	10:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:38	00:00:00
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:26	00:00:11	00:05:45	00:03:02	00:00:10	00:00:10
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:06:48	00:02:47	00:00:09	00:00:09
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:06:57	00:04:37	00:00:06	00:00:06
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:42	00:01:31	00:00:14	00:00:14
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:08:51	00:03:50	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:04:28	00:04:28	00:00:06	00:00:06
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:02:33	00:02:33	00:00:14	00:00:14
HotelRealOeiras		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:12:24	00:03:23	00:00:08	00:00:08
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:25	00:02:48	00:00:08	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:05:11	00:03:48	00:00:06	00:00:06
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:21	00:01:10	00:00:04	00:00:04
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:12:24	00:04:31	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	00:01:31	00:01:31	00:00:04	00:00:04
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:09:06	00:09:06	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	00:00:52	00:00:52	00:00:23	00:00:23
HotelRealPalacio		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:08:37	00:06:33	00:00:20	00:00:20

OneContact Reporting

Service Performance Report

	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:08:37	00:08:37	00:00:38	00:00:38
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:37	00:04:41	00:00:16	00:00:16
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:08:12	00:08:12	00:00:09	00:00:09
HotelRealParque		8	7	✔	87.5%	0	✔	0.0%	1	⚠	12.5%	00:00:15	00:00:08	00:01:41	00:01:12	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	00:00:09	00:00:00
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:40	00:00:40	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:23	00:01:20	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:07	00:01:07	00:00:20	00:00:20
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:34	00:00:34	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	00:01:41	00:01:40	00:00:09	00:00:09
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:19	00:02:19	00:00:08	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:19	00:02:19	00:00:08	00:00:08
25-08-2018		37	13	✖	35.1%	10	✖	27.0%	14	✖	37.8%	00:00:15	00:00:09	00:09:10	00:03:00	00:00:28	00:00:07
GrdRealVillaltalia		7	3	✖	42.9%	2	✖	28.6%	2	✖	28.6%	00:00:10	00:00:06	00:04:30	00:03:15	00:00:41	00:00:05
	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	00:00:09	00:00:00
	12:00:00	4	1	✖	25.0%	2	✖	50.0%	1	✖	25.0%	00:00:10	00:00:06	00:04:23	00:04:23	00:01:06	00:00:03
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:04:30	00:02:41	00:00:06	00:00:06
HotelRealOeiras		21	7	✖	33.3%	6	✖	28.6%	8	✖	38.1%	00:00:15	00:00:09	00:09:10	00:03:36	00:00:22	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:35	00:03:35	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:03:37	00:03:37	00:00:12	00:00:12
	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	00:00:03	00:00:00
	15:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:10	00:02:05	00:02:05	00:00:39	00:00:06
	16:00:00	15	4	✖	26.7%	5	✖	33.3%	6	✖	40.0%	00:00:15	00:00:08	00:09:10	00:03:59	00:00:21	00:00:07
HotelRealPalacio		2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:48	00:00:48	00:00:30	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:48	00:00:48	00:00:08	00:00:08
	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	00:00:52	00:00:00
HotelRealParque		3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:04	00:00:04	00:01:01	00:01:01	00:00:22	00:00:05
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:04	00:00:04	00:01:01	00:01:01	00:00:08	00:00:05
	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	00:00:51	00:00:00
RealResidencia		4	1	✖	25.0%	1	✖	25.0%	2	✖	50.0%	00:00:15	00:00:10	00:02:08	00:02:08	00:00:44	00:00:05
	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
	14:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:22	00:00:00
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:08	00:02:08	00:00:05	00:00:05
27-08-2018		62	54	✔	87.1%	3	✔	4.8%	5	✔	8.1%	00:00:15	00:00:08	00:09:05	00:02:35	00:00:13	00:00:12
GrdRealVillaltalia		21	18	✔	85.7%	1	✔	4.8%	2	✔	9.5%	00:00:10	00:00:07	00:08:41	00:02:23	00:00:14	00:00:07
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:13	00:01:28	00:00:08	00:00:08
	10:00:00	5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:59	00:03:01	00:00:23	00:00:06
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:08:41	00:05:20	00:00:04	00:00:04
	12:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:10	00:00:06	00:03:27	00:02:25	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	00:01:02	00:01:02	00:00:31	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:21	00:00:21	00:00:07	00:00:07
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:03:18	00:01:51	00:00:07	00:00:07
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:28	00:01:51	00:00:11	00:00:11
HotelRealOeiras		20	17	✔	85.0%	0	✔	0.0%	3	✖	15.0%	00:00:15	00:00:08	00:09:05	00:03:08	00:00:14	00:00:15
	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	00:00:06	00:00:00
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:08:27	00:05:02	00:00:04	00:00:04
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:09:05	00:04:19	00:00:13	00:00:13
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:03:26	00:01:34	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:04:05	00:03:36	00:00:04	00:00:04
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:58	00:02:58	00:00:07	00:00:07
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:01:57	00:01:29	00:00:19	00:00:19
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:09	00:01:57	00:00:18	00:00:18
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:46	00:01:46	00:01:27	00:01:27
HotelRealPalacio		5	3	⚠	60.0%	2	✖	40.0%	0	✔	0.0%	00:00:15	00:00:06	00:04:28	00:01:55	00:00:08	00:00:11
	09:00:00	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
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:00:23	00:00:23	00:00:22	00:00:22
	15:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:54	00:00:54	00:00:04	00:00:03
	17:00:00	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
HotelRealParque		14	14	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:48	00:02:27	00:00:15	00:00:15
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:32	00:02:14	00:00:06	00:00:06
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:46	00:03:26	00:00:13	00:00:13
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:41	00:01:31	00:00:18	00:00:18
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:48	00:03:30	00:00:16	00:00:16
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:03	00:01:03	00:00:22	00:00:22
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:49	00:00:49	00:00:09	00:00:09
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:03:58	00:01:47	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	00:03:58	00:03:58	00:00:07	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:04	00:00:49	00:00:42	00:00:08	00:00:08
28-08-2018		51	46	✔	90.2%	2	✔	3.9%	3	✔	5.9%	00:00:16	00:00:08	00:13:39	00:02:57	00:00:19	00:00:13
GrdRealVillaltalia		16	14	✔	87.5%	1	✔	6.3%	1	✔	6.3%	00:00:10	00:00:06	00:13:39	00:03:56	00:00:14	00:00:08
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:17	00:01:17	00:00:04	00:00:04
	10:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:58	00:00:00
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:03:21	00:02:11	00:00:06	00:00:06
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:12:23	00:04:41	00:00:09	00:00:09
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:05:32	00:04:18	00:00:06	00:00:06
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:01:21	00:01:21	00:00:14	00:00:14
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:43	00:02:43	00:00:17	00:00:17
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:13:39	00:13:39	00:00:06	00:00:06
HotelRealOeiras		10	8	⚠	80.0%	1	⚠	10.0%	1	⚠	10.0%	00:00:15	00:00:08	00:09:42	00:03:43	00:00:37	00:00:16
	10:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:04	00:00:04	00:00:03	00:00:03	00:00:34	00:01:03
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:02:46	00:02:08	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	00:05:53	00:05:53	00:00:04	00:00:04
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:47	00:01:47	00:00:07	00:00:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:09:42	00:09:42	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	00:03:48	00:03:48	00:00:22	00:00:22
	18:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:16	00:04:16	00:02:01	00:00:07
HotelRealPalacio		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:05:55	00:02:29	00:00:08	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:25	00:02:25	00:00:23	00:00:23
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:02:51	00:02:28	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	00:01:32	00:01:32	00:00:07	00:00:07
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:05:55	00:03:48	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	00:00:58	00:00:58	00:00:07	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:23	00:02:23	00:00:05	00:00:05
HotelRealParque		14	13	✔	92.9%	0	✔	0.0%	1	✔	7.1%	00:00:16	00:00:09	00:03:14	00:01:23	00:00:19	00:00:17
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:18	00:00:48	00:00:06	00:00:06
	10:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:09	00:02:04	00:01:25	00:00:41	00:00:42

OneContact Reporting

Service Performance Report

	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:14	00:03:14	00:00:08	00:00:08
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:35	00:01:35	00:00:21	00:00:21
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:11	00:02:44	00:01:38	00:00:22	00:00:22
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:19	00:01:19	00:00:20	00:00:20
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:57	00:00:57	00:00:04	00:00:04
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:43	00:00:43	00:00:08	00:00:08
RealResidencia		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:09:58	00:04:19	00:00:17	00:00:17
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:55	00:01:29	00:00:20	00:00:20
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:09:58	00:09:58	00:00:10	00:00:10
29-08-2018		63	49	⚠	77.8%	3	✔	4.8%	11	✖	17.5%	00:00:15	00:00:08	00:06:46	00:02:10	00:00:20	00:00:20
GrdRealVillaltalia		11	8	⚠	72.7%	2	✖	18.2%	1	✔	9.1%	00:00:10	00:00:06	00:06:09	00:02:40	00:00:18	00:00:06
	10:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:10	00:00:08	00:03:14	00:03:14	00:00:47	00:00:04
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:04:08	00:02:28	00:00:05	00:00:05
	12:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:10	00:00:08	00:06:09	00:06:09	00:00:14	00:00:17
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:01:38	00:01:05	00:00:05	00:00:05
HotelRealOeiras		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:38	00:02:16	00:00:13	00:00:13
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:34	00:02:34	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	00:01:26	00:01:26	00:00:09	00:00:09
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:05:38	00:03:16	00:00:06	00:00:06
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:05:26	00:03:17	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	00:01:23	00:01:23	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:36	00:03:03	00:00:32	00:00:32
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:34	00:01:30	00:00:12	00:00:12
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:33	00:01:07	00:00:16	00:00:16
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:04:46	00:04:46	00:00:11	00:00:11
HotelRealPalacio		10	8	⚠	80.0%	0	✔	0.0%	2	✖	20.0%	00:00:15	00:00:09	00:02:50	00:01:10	00:00:54	00:01:03
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:11	00:01:11	00:00:24	00:00:24
	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	00:00:07	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:22	00:01:22	00:00:20	00:00:20
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:20	00:00:45	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	00:01:28	00:01:04	00:00:16	00:00:16
	18:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:09	00:02:50	00:01:32	00:02:29	00:03:27
HotelRealParque		23	14	⚠	60.9%	1	✔	4.3%	8	✖	34.8%	00:00:15	00:00:09	00:04:49	00:01:44	00:00:13	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:56	00:00:56	00:00:05	00:00:05
	10:00:00	6	3	⚠	50.0%	1	✖	16.7%	2	✖	33.3%	00:00:15	00:00:06	00:02:01	00:01:36	00:00:09	00:00:06
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:14	00:01:06	00:00:05	00:00:05
	12:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:15	00:00:13	00:02:55	00:02:55	00:00:23	00:00:51
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:18	00:00:56	00:00:11	00:00:11
	15:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:06	00:00:05	00:01:53	00:01:12	00:00:04	00:00:05
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:49	00:04:49	00:00:44	00:00:44
	17:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:11	00:03:19	00:03:19	00:00:22	00:00:22
RealResidencia		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:06:46	00:05:04	00:00:04	00:00:04
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:04:39	00:04:39	00:00:03	00:00:03
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:06:46	00:06:46	00:00:05	00:00:05
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:48	00:03:48	00:00:04	00:00:04
30-08-2018		56	52	✔	92.9%	1	✔	1.8%	3	✔	5.4%	00:00:15	00:00:08	00:08:30	00:02:32	00:00:13	00:00:10
GrdRealVillaltalia		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:08:30	00:02:05	00:00:10	00:00:10
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:39	00:01:22	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:34	00:00:37	00:00:14	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:42	00:00:42	00:00:04	00:00:04
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:50	00:02:50	00:00:17	00:00:17
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:08:30	00:08:30	00:00:07	00:00:07
HotelRealOeiras		21	17	⚠	81.0%	1	✔	4.8%	3	⚠	14.3%	00:00:15	00:00:08	00:05:19	00:02:30	00:00:19	00:00:11
	09:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:05:04	00:02:48	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	00:02:04	00:01:28	00:00:26	00:00:26
	12:00:00	5	2	✖	40.0%	0	✔	0.0%	3	✖	60.0%	00:00:04	00:00:03	00:04:23	00:03:31	00:00:12	00:00:04
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:55	00:01:55	00:00:05	00:00:05
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:04:13	00:02:06	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	00:00:31	00:00:31	00:00:10	00:00:10
	18:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:19	00:05:19	00:01:33	00:00:21
HotelRealPalacio		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:06:17	00:02:40	00:00:09	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:07	00:02:07	00:00:07	00:00:07
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:10	00:02:31	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:17	00:06:17	00:00:24	00:00:24
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:02:54	00:02:15	00:00:05	00:00:05
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:47	00:00:47	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:59	00:02:59	00:00:05	00:00:05
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:03:21	00:02:14	00:00:06	00:00:06
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:28	00:03:28	00:00:08	00:00:08
HotelRealParque		13	13	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:19	00:02:31	00:00:11	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:03:21	00:02:20	00:00:08	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:05:19	00:03:46	00:00:06	00:00:06
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:01:54	00:01:26	00:00:09	00:00:09
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:47	00:02:56	00:00:22	00:00:22
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:54	00:02:48	00:00:08	00:00:08
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:41	00:02:22	00:00:16	00:00:16
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:04:59	00:03:42	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	00:04:59	00:04:59	00:00:07	00:00:07
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:26	00:02:26	00:00:05	00:00:05
31-08-2018		48	42	✔	87.5%	4	✔	8.3%	2	✔	4.2%	00:00:16	00:00:08	00:07:51	00:02:38	00:00:11	00:00:11
GrdRealVillaltalia		9	8	✔	88.9%	0	✔	0.0%	1	⚠	11.1%	00:00:10	00:00:07	00:06:38	00:03:07	00:00:09	00:00:09
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:06	00:00:05	00:01:54	00:01:18	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	00:03:03	00:03:03	00:00:06	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:56	00:04:56	00:00:15	00:00:15
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:01:54	00:01:04	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	00:05:36	00:05:36	00:00:09	00:00:09
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:06:38	00:06:38	00:00:13	00:00:13
HotelRealOeiras		21	17	⚠	81.0%	3	⚠	14.3%	1	✔	4.8%	00:00:16	00:00:08	00:07:51	00:03:38	00:00:11	00:00:13
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:06:50	00:06:50	00:00:04	00:00:04
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:28	00:03:28	00:00:20	00:00:20
	11:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:02	00:00:02	00:00:00	00:00:00	00:00:03	00:00:00
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:05:20	00:05:20	00:00:08	00:00:08
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:06:19	00:04:31	00:00:07	00:00:07
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:07:51	00:03:07	00:00:04	00:00:04
	16:00:00	8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:10	00:04:22	00:03:10	00:00:18	00:00:18
	17:00:00	4	1	✖	25.0%	2	✖	50.0%	1	✖	25.0%	00:00:08	00:00:08	00:02:45	00:02:45	00:00:05	00:00:08

OneContact Reporting

Service Performance Report

HotelRealPalacio		7	6	✔	85.7%	1	⚠	14.3%	0	✔	0.0%	00:00:15	00:00:09	00:02:59	00:01:35	00:00:14	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:59	00:02:59	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:00	00:01:00	00:00:05	00:00:05
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:09	00:02:09	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	00:01:23	00:01:23	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	00:00:13	00:00:13	00:00:07	00:00:07
	18:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:44	00:01:44	00:00:26	00:00:03
HotelRealParque		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:12	00:01:13	00:00:11	00:00:11
	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	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:44	00:00:44	00:00:23	00:00:23
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:02	00:00:48	00:00:16	00:00:16
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:17	00:01:17	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	00:00:23	00:00:23	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:00	00:02:00	00:00:06	00:00:06
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:06	00:03:12	00:01:42	00:00:06	00:00:06
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:31	00:00:31	00:00:21	00:00:21
01-09-2018		18	8	✖	44.4%	2	⚠	11.1%	8	✖	44.4%	00:00:15	00:00:10	00:07:41	00:02:12	00:00:22	00:00:09
GrdRealVillaltalia		2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:08	00:00:08	00:01:03	00:01:03	00:00:06	00:00:08
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:08	00:00:08	00:01:03	00:01:03	00:00:06	00:00:08
HotelRealOeiras		5	3	⚠	60.0%	1	✖	20.0%	1	✖	20.0%	00:00:15	00:00:11	00:02:02	00:01:22	00:00:30	00:00:09
	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	00:00:06	00:00:00
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:53	00:00:53	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:01:11	00:01:11	00:00:12	00:00:12
	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	00:01:56	00:00:00
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:02	00:02:02	00:00:08	00:00:08
HotelRealPalacio		5	0	✖	0.0%	0	✔	0.0%	5	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00
	09:00:00	4	0	✖	0.0%	0	✔	0.0%	4	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:17	00:00:00
	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	00:00:03	00:00:00
HotelRealParque		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:07:41	00:03:47	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	00:01:29	00:01:29	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	00:07:41	00:07:41	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:02:10	00:02:10	00:00:12	00:00:12
RealResidencia		3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:12	00:01:10	00:01:10	00:00:45	00:00:08
	16:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:12	00:01:10	00:01:10	00:00:45	00:00:08
03-09-2018		74	61	⚠	82.4%	2	✔	2.7%	11	⚠	14.9%	00:00:15	00:00:08	00:10:39	00:02:34	00:00:15	00:00:14
GrdRealVillaltalia		15	12	⚠	80.0%	0	✔	0.0%	3	✖	20.0%	00:00:10	00:00:06	00:05:07	00:03:09	00:00:17	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	00:00:05	00:00:00
	13:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:10	00:00:05	00:05:07	00:03:50	00:00:36	00:00:40
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:03:56	00:03:18	00:00:06	00:00:06
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:04	00:04:08	00:03:10	00:00:05	00:00:05
	16:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:09	00:00:07	00:03:20	00:01:58	00:00:09	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:02:24	00:02:24	00:00:14	00:00:14
HotelRealOeiras		25	22	✔	88.0%	2	✔	8.0%	1	✔	4.0%	00:00:15	00:00:08	00:06:34	00:02:30	00:00:15	00:00:15
	09:00:00	5	2	✖	40.0%	2	✖	40.0%	1	✖	20.0%	00:00:09	00:00:08	00:01:42	00:01:26	00:00:13	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:03:49	00:02:32	00:00:09	00:00:09
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:06:34	00:05:27	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	00:05:13	00:05:13	00:00:09	00:00:09
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:01:20	00:01:20	00:00:15	00:00:15

OneContact Reporting

Service Performance Report

	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:00:41	00:00:40	00:00:10	00:00:10
	16:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:44	00:02:24	00:00:32	00:00:32
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:14	00:01:25	00:00:08	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:48	00:02:48	00:00:05	00:00:05
HotelRealPalacio		17	16	✔	94.1%	0	✔	0.0%	1	✔	5.9%	00:00:15	00:00:08	00:10:39	00:02:34	00:00:10	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:01:18	00:00:48	00:00:11	00:00:11
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:00:37	00:00:33	00:00:13	00:00:13
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:02:49	00:02:30	00:00:06	00:00:06
	13:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:10	00:10:39	00:05:36	00:00:13	00:00:16
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:06:01	00:02:21	00:00:04	00:00:04
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:03	00:03:22	00:00:14	00:00:14
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:03:37	00:03:01	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	00:02:34	00:02:27	00:00:07	00:00:07
HotelRealParque		17	11	⚠	64.7%	0	✔	0.0%	6	✖	35.3%	00:00:15	00:00:10	00:06:48	00:02:06	00:00:17	00:00:17
	09:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:15	00:00:10	00:05:01	00:05:01	00:00:20	00:00:22
	10:00:00	5	2	✖	40.0%	0	✔	0.0%	3	✖	60.0%	00:00:09	00:00:07	00:00:56	00:00:52	00:00:14	00:00:07
	12:00:00	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
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:06:48	00:03:12	00:00:26	00:00:26
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:32	00:00:32	00:00:45	00:00:45
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:23	00:01:03	00:00:04	00:00:04
	18:00:00	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
04-09-2018		95	71	⚠	74.7%	3	✔	3.2%	21	✖	22.1%	00:00:15	00:00:08	00:11:08	00:02:58	00:00:12	00:00:12
GrdRealVillaltalia		24	20	⚠	83.3%	0	✔	0.0%	4	✖	16.7%	00:00:10	00:00:06	00:09:57	00:03:12	00:00:09	00:00:09
	09:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:07:50	00:02:47	00:00:09	00:00:09
	10:00:00	6	2	✖	33.3%	0	✔	0.0%	4	✖	66.7%	00:00:10	00:00:08	00:01:42	00:01:12	00:00:18	00:00:33
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:02:02	00:01:45	00:00:05	00:00:05
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:08:58	00:08:58	00:00:04	00:00:04
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:05:39	00:03:07	00:00:05	00:00:05
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:41	00:01:12	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:09:57	00:09:57	00:00:07	00:00:07
	17:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:09	00:00:09	00:00:39	00:00:39	00:00:00	00:00:00
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:01	00:00:01	00:08:06	00:08:06	00:00:09	00:00:09
HotelRealOeiras		29	24	⚠	82.8%	1	✔	3.4%	4	⚠	13.8%	00:00:15	00:00:08	00:06:26	00:02:42	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	00:02:48	00:02:48	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	00:03:17	00:03:17	00:02:13	00:02:13
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:55	00:02:22	00:00:18	00:00:18
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:05:13	00:04:03	00:00:08	00:00:08
	13:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:07	00:00:07	00:00:48	00:00:48	00:00:06	00:00:07
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:06:26	00:06:26	00:00:22	00:00:22
	15:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:08	00:00:05	00:03:18	00:02:22	00:00:05	00:00:08
	16:00:00	6	5	⚠	83.3%	0	✔	0.0%	1	✖	16.7%	00:00:09	00:00:06	00:03:47	00:01:44	00:00:06	00:00:06
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:05:52	00:03:18	00:00:06	00:00:06
	18:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:03:41	00:02:30	00:00:07	00:00:07
HotelRealPalacio		21	10	✖	47.6%	1	✔	4.8%	10	✖	47.6%	00:00:13	00:00:08	00:09:36	00:04:22	00:00:12	00:00:08
	10:00:00	12	1	✖	8.3%	1	✔	8.3%	10	✖	83.3%	00:00:11	00:00:11	00:05:34	00:05:34	00:00:16	00:00:11
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:09:36	00:06:46	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	00:01:26	00:01:26	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	00:07:48	00:07:48	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:08:22	00:04:47	00:00:05	00:00:05
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:02:29	00:01:55	00:00:08	00:00:08
HotelRealParque		20	16	⚠	80.0%	1	✔	5.0%	3	✖	15.0%	00:00:15	00:00:10	00:11:08	00:02:16	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	00:11:08	00:11:08	00:00:10	00:00:10
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:08	00:02:11	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	00:01:57	00:01:15	00:00:18	00:00:18
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:17	00:04:17	00:00:07	00:00:07
	13:00:00	3	0	✖	0.0%	1	✖	33.3%	2	✖	66.7%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:18	00:00:00
	14:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:15	00:00:08	00:05:09	00:02:10	00:00:10	00:00:11
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:17	00:00:51	00:00:26	00:00:26
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:03:24	00:01:35	00:00:14	00:00:14
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:16	00:02:16	00:00:20	00:00:20
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:01:34	00:01:17	00:00:07	00:00:07
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:28	00:02:28	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	00:02:28	00:02:28	00:00:08	00:00:08
05-09-2018		88	70	⚠	79.5%	6	✔	6.8%	12	⚠	13.6%	00:00:15	00:00:08	00:08:26	00:01:49	00:00:14	00:00:13
GrdRealVillaltalia		27	16	⚠	59.3%	3	⚠	11.1%	8	✖	29.6%	00:00:10	00:00:07	00:05:18	00:01:45	00:00:20	00:00:21
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:47	00:01:10	00:00:07	00:00:07
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:17	00:01:27	00:00:48	00:00:48
	13:00:00	5	2	✖	40.0%	0	✔	0.0%	3	✖	60.0%	00:00:05	00:00:04	00:04:22	00:03:49	00:00:07	00:00:04
	14:00:00	7	2	✖	28.6%	3	✖	42.9%	2	✖	28.6%	00:00:10	00:00:07	00:01:06	00:00:35	00:00:29	00:00:28
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:00:48	00:00:48	00:00:03	00:00:03
	16:00:00	8	5	⚠	62.5%	0	✔	0.0%	3	✖	37.5%	00:00:10	00:00:07	00:05:18	00:02:02	00:00:11	00:00:11
HotelRealOeiras		35	31	✔	88.6%	2	✔	5.7%	2	✔	5.7%	00:00:15	00:00:08	00:08:26	00:01:48	00:00:11	00:00:12
	09:00:00	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
	10:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:00	00:01:48	00:00:13	00:00:13
	11:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:52	00:02:04	00:00:14	00:00:13
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:44	00:00:44	00:00:11	00:00:11
	13:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:08	00:08:26	00:05:36	00:00:10	00:00:12
	14:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:10	00:00:08	00:01:47	00:00:57	00:00:08	00:00:08
	15:00:00	8	7	✔	87.5%	1	⚠	12.5%	0	✔	0.0%	00:00:15	00:00:08	00:04:03	00:01:47	00:00:11	00:00:12
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:40	00:01:41	00:00:06	00:00:06
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:50	00:01:17	00:00:13	00:00:13
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:00:36	00:00:36	00:00:16	00:00:16
HotelRealPalacio		10	9	✔	90.0%	1	⚠	10.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:04	00:01:52	00:00:13	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:01	00:01:01	00:00:05	00:00:05
	11:00:00	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
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:16	00:01:16	00:00:04	00:00:04
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:53	00:00:53	00:00:11	00:00:11
	15:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:12	00:04:04	00:02:48	00:00:16	00:00:10
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:02:02	00:01:44	00:00:09	00:00:09
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:55	00:02:55	00:00:34	00:00:34
HotelRealParque		15	14	✔	93.3%	0	✔	0.0%	1	✔	6.7%	00:00:15	00:00:08	00:05:51	00:01:54	00:00:10	00:00:11
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:16	00:02:16	00:00:06	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:30	00:01:30	00:00:04	00:00:04
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:24	00:01:49	00:00:14	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:56	00:01:56	00:00:21	00:00:21
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:05:51	00:03:12	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:49	00:01:20	00:00:04	00:00:04
	16:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:11	00:01:31	00:01:16	00:00:18	00:00:26
	17:00:00	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
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:03:06	00:02:10	00:00:06	00:00:06
RealResidencia		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
	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	00:00:07	00:00:00
06-09-2018		65	62	✔	95.4%	1	✔	1.5%	2	✔	3.1%	00:00:15	00:00:07	00:09:48	00:02:19	00:00:08	00:00:09
GrdRealVillaltalia		15	13	✔	86.7%	0	✔	0.0%	2	⚠	13.3%	00:00:10	00:00:06	00:09:48	00:03:44	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	00:04:13	00:04:13	00:00:05	00:00:05
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:01:27	00:01:27	00:00:13	00:00:13
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:05:02	00:05:02	00:00:04	00:00:04
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:09:48	00:07:16	00:00:07	00:00:07
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:03:39	00:02:30	00:00:05	00:00:05
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:09:38	00:02:55	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	00:01:35	00:01:35	00:00:04	00:00:04
	17:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:10	00:00:09	00:06:44	00:05:00	00:00:11	00:00:14
HotelRealOeiras		22	21	✔	95.5%	1	✔	4.5%	0	✔	0.0%	00:00:15	00:00:07	00:04:40	00:01:48	00:00:08	00:00:08
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:17	00:03:06	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	00:01:50	00:01:50	00:00:08	00:00:08
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:00:54	00:00:47	00:00:04	00:00:04
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:52	00:03:52	00:00:05	00:00:05
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:33	00:01:33	00:00:04	00:00:04
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:04:40	00:01:52	00:00:06	00:00:06
	16:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:06	00:03:09	00:01:37	00:00:09	00:00:10
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:07	00:03:32	00:01:29	00:00:07	00:00:07
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:05	00:01:29	00:00:13	00:00:13
HotelRealPalacio		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:04:48	00:01:53	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:35	00:01:30	00:00:23	00:00:23
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:59	00:01:59	00:00:07	00:00:07
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:04:48	00:02:52	00:00:11	00:00:11
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:12	00:00:58	00:00:06	00:00:06
	16:00:00	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
HotelRealParque		19	19	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:06:26	00:01:59	00:00:08	00:00:08
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:02:33	00:01:54	00:00:10	00:00:10
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:04:42	00:02:21	00:00:09	00:00:09
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:03:08	00:02:03	00:00:07	00:00:07
	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	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
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:30	00:00:30	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	00:01:33	00:00:05	00:00:05
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:06:26	00:02:13	00:00:06	00:00:06
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:08	00:02:25	00:00:24	00:00:24
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:04:08	00:04:08	00:00:04	00:00:04
	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	00:00:44	00:00:44
07-09-2018		87	59	⚠	67.8%	8	✔	9.2%	20	✖	23.0%	00:00:15	00:00:08	00:15:49	00:02:53	00:00:20	00:00:14
GrdRealVillaltalia		27	14	⚠	51.9%	6	✖	22.2%	7	✖	25.9%	00:00:10	00:00:08	00:15:49	00:05:37	00:00:29	00:00:13
	10:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:30	00:00:00
	11:00:00	6	1	✖	16.7%	1	✖	16.7%	4	✖	66.7%	00:00:10	00:00:10	00:07:43	00:07:43	00:00:48	00:00:37

OneContact Reporting

Service Performance Report

	12:00:00	7	4	🟡	57.1%	2	🔴	28.6%	1	🟡	14.3%	00:00:10	00:00:05	00:14:36	00:04:03	00:00:10	00:00:13
	13:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:07	00:01:39	00:00:56	00:00:18	00:00:18
	14:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:07	00:00:06	00:15:03	00:09:50	00:00:06	00:00:06
	15:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:07	00:00:06	00:15:49	00:14:06	00:00:06	00:00:06
	16:00:00	5	2	🔴	40.0%	2	🔴	40.0%	1	🔴	20.0%	00:00:10	00:00:08	00:03:12	00:01:56	00:00:36	00:00:10
	17:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:06	00:00:06	00:01:07	00:01:07	00:00:07	00:00:07
HotelRealOeiras		25	21	🟡	84.0%	0	🟢	0.0%	4	🔴	16.0%	00:00:15	00:00:08	00:11:55	00:02:24	00:00:12	00:00:13
	10:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:09	00:03:42	00:02:02	00:00:13	00:00:13
	11:00:00	3	2	🟡	66.7%	0	🟢	0.0%	1	🔴	33.3%	00:00:15	00:00:09	00:01:00	00:00:48	00:00:10	00:00:13
	12:00:00	10	8	🟡	80.0%	0	🟢	0.0%	2	🔴	20.0%	00:00:15	00:00:07	00:04:33	00:02:19	00:00:13	00:00:14
	13:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:09	00:01:35	00:01:35	00:00:18	00:00:18
	14:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:12	00:01:04	00:01:04	00:00:48	00:00:48
	15:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:06	00:06:19	00:02:31	00:00:06	00:00:06
	16:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:08	00:00:43	00:00:43	00:00:08	00:00:08
	17:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:12	00:00:08	00:11:55	00:06:20	00:00:08	00:00:08
	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
HotelRealPalacio		16	13	🟡	81.3%	0	🟢	0.0%	3	🔴	18.8%	00:00:15	00:00:08	00:06:29	00:02:00	00:00:08	00:00:09
	09:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:09	00:00:08	00:03:57	00:03:24	00:00:08	00:00:08
	10:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:07	00:00:07	00:06:29	00:06:29	00:00:07	00:00:07
	11:00:00	3	0	🔴	0.0%	0	🟢	0.0%	3	🔴	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	12:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:15	00:01:30	00:01:30	00:00:45	00:00:45
	14:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:04	00:00:04	00:01:17	00:01:17	00:00:04	00:00:04
	15:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:05	00:03:11	00:01:56	00:00:05	00:00:05
	16:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:11	00:00:06	00:01:45	00:00:50	00:00:06	00:00:06
HotelRealParque		18	11	🟡	61.1%	2	🟡	11.1%	5	🔴	27.8%	00:00:15	00:00:11	00:02:35	00:01:33	00:00:27	00:00:23
	09:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:06	00:00:06	00:02:35	00:02:35	00:00:06	00:00:06
	10:00:00	3	2	🟡	66.7%	0	🟢	0.0%	1	🔴	33.3%	00:00:05	00:00:04	00:01:38	00:01:36	00:00:05	00:00:04
	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	00:00:06	00:00:00
	14:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:09	00:02:27	00:01:34	00:00:09	00:00:09
	15:00:00	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
	16:00:00	4	3	🟡	75.0%	0	🟢	0.0%	1	🔴	25.0%	00:00:15	00:00:10	00:01:59	00:01:26	00:00:30	00:00:31
	17:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:10	00:01:50	00:01:50	00:00:40	00:00:40
	18:00:00	5	2	🔴	40.0%	1	🔴	20.0%	2	🔴	40.0%	00:00:15	00:00:12	00:01:32	00:01:00	00:00:43	00:00:44
	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	00:00:59	00:00:00
RealResidencia		1	0	🔴	0.0%	0	🟢	0.0%	1	🔴	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	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	00:00:16	00:00:00
08-09-2018		19	12	🟡	63.2%	2	🟡	10.5%	5	🔴	26.3%	00:00:15	00:00:06	00:08:38	00:03:28	00:00:19	00:00:12
GrdRealVillaltalia		5	2	🔴	40.0%	0	🟢	0.0%	3	🔴	60.0%	00:00:05	00:00:05	00:04:39	00:02:24	00:00:05	00:00:05
	09:00:00	2	1	🟡	50.0%	0	🟢	0.0%	1	🔴	50.0%	00:00:05	00:00:05	00:04:39	00:04:39	00:00:06	00:00:05
	10:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:05	00:00:05	00:00:09	00:00:09	00:00:05	00:00:05
	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	00:00:04	00:00:00
HotelRealOeiras		8	4	🟡	50.0%	2	🔴	25.0%	2	🔴	25.0%	00:00:15	00:00:08	00:08:38	00:04:34	00:00:39	00:00:26
	10:00:00	4	2	🟡	50.0%	1	🔴	25.0%	1	🔴	25.0%	00:00:15	00:00:08	00:04:54	00:03:14	00:01:06	00:00:48
	13:00:00	2	0	🔴	0.0%	1	🔴	50.0%	1	🔴	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:19	00:00:00
	15:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:06	00:00:06	00:08:38	00:08:38	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	00:03:11	00:03:11	00:00:04	00:00:04
HotelRealPalacio		1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:03	00:00:03	00:02:45	00:02:45	00:00:03	00:00:03
	14:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:03	00:00:03	00:02:45	00:02:45	00:00:03	00:00:03

OneContact Reporting

Service Performance Report

HotelRealParque		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:06:13	00:03:08	00:00:05	00:00:05
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:06:13	00:06:13	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	00:01:50	00:01:50	00:00:04	00:00:04
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:04:47	00:02:32	00:00:05	00:00:05
10-09-2018		83	76	✔	91.6%	3	✔	3.6%	4	✔	4.8%	00:00:15	00:00:08	00:16:06	00:02:28	00:00:16	00:00:14
GrdRealVillaltalia		16	15	✔	93.8%	1	✔	6.3%	0	✔	0.0%	00:00:10	00:00:07	00:16:06	00:04:29	00:00:10	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:06:39	00:06:39	00:00:09	00:00:09
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:16:06	00:16:06	00:00:17	00:00:17
	13:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:10:10	00:03:12	00:00:15	00:00:15
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:10:21	00:06:20	00:00:12	00:00:12
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:05:20	00:04:22	00:00:06	00:00:06
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:01:06	00:00:56	00:00:06	00:00:06
	17:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:00	00:00:00	00:00:06	00:00:00
HotelRealOeiras		37	35	✔	94.6%	1	✔	2.7%	1	✔	2.7%	00:00:15	00:00:09	00:07:50	00:02:11	00:00:20	00:00:18
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:02	00:01:50	00:00:06	00:00:06
	10:00:00	6	5	⚠	83.3%	0	✔	0.0%	1	✖	16.7%	00:00:15	00:00:08	00:06:01	00:02:13	00:00:39	00:00:46
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:04:11	00:02:07	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:34	00:00:34	00:00:06	00:00:06
	14:00:00	8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:50	00:03:04	00:00:11	00:00:11
	15:00:00	8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:35	00:01:34	00:00:12	00:00:12
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:42	00:01:40	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:16	00:03:16	00:00:07	00:00:07
	18:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:12	00:03:32	00:02:52	00:01:15	00:00:58
HotelRealPalacio		7	5	⚠	71.4%	0	✔	0.0%	2	✖	28.6%	00:00:11	00:00:07	00:02:46	00:01:50	00:00:09	00:00:07
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:52	00:01:52	00:00:11	00:00:11
	12:00:00	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
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:51	00:00:51	00:00:08	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:02:23	00:01:50	00:00:06	00:00:06
	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	00:00:14	00:00:00
HotelRealParque		23	21	✔	91.3%	1	✔	4.3%	1	✔	4.3%	00:00:15	00:00:09	00:05:42	00:01:40	00:00:17	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:46	00:01:50	00:00:07	00:00:07
	10:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:11	00:01:24	00:01:24	00:00:55	00:00:08
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:05:42	00:02:23	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:21	00:02:21	00:00:04	00:00:04
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:18	00:01:18	00:00:12	00:00:12
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:30	00:01:20	00:00:07	00:00:07
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:02	00:01:29	00:00:11	00:00:11
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:31	00:01:31	00:00:20	00:00:20
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:05	00:01:17	00:00:21	00:00:21
11-09-2018		65	59	✔	90.8%	2	✔	3.1%	4	✔	6.2%	00:00:15	00:00:08	00:06:49	00:01:57	00:00:15	00:00:11
GrdRealVillaltalia		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:39	00:01:37	00:00:09	00:00:09
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:39	00:01:35	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:02:51	00:01:52	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:57	00:00:57	00:00:08	00:00:08
HotelRealOeiras		29	26	✔	89.7%	2	✔	6.9%	1	✔	3.4%	00:00:15	00:00:09	00:06:49	00:01:55	00:00:17	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:03:44	00:03:44	00:00:15	00:00:15
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:01:55	00:01:00	00:00:09	00:00:09
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:06:16	00:03:00	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:17	00:01:34	00:00:13	00:00:13
	13:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:10	00:01:00	00:00:55	00:00:43	00:00:13
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:02:36	00:02:16	00:00:11	00:00:11
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:28	00:02:08	00:00:17	00:00:17
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:04	00:01:04	00:00:05	00:00:05
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:49	00:02:18	00:00:13	00:00:13
	18:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:14	00:02:25	00:02:25	00:00:37	00:00:28
HotelRealPalacio		12	9	⚠	75.0%	0	✔	0.0%	3	✖	25.0%	00:00:15	00:00:08	00:05:29	00:02:48	00:00:21	00:00:17
	10:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:04	00:00:03	00:03:32	00:02:05	00:00:26	00:00:05
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:04:47	00:03:24	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	00:04:21	00:02:38	00:00:20	00:00:20
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:01:34	00:01:34	00:00:24	00:00:24
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:05:29	00:05:29	00:00:28	00:00:28
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:07	00:02:07	00:00:24	00:00:24
HotelRealParque		15	15	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:03:32	00:01:33	00:00:08	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:03:32	00:02:09	00:00:05	00:00:05
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:38	00:01:38	00:00:08	00:00:08
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:03:04	00:01:37	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:00:47	00:00:47	00:00:03	00:00:03
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:50	00:01:06	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	00:01:40	00:01:40	00:00:05	00:00:05
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:08	00:01:33	00:00:06	00:00:06
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:59	00:01:59	00:00:07	00:00:07
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:41	00:02:20	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	00:00:58	00:00:58	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:41	00:03:41	00:00:21	00:00:21
12-09-2018		73	72	✔	98.6%	0	✔	0.0%	1	✔	1.4%	00:00:15	00:00:08	00:33:06	00:02:53	00:00:10	00:00:10
GrdRealVillaltalia		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:10:57	00:03:08	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	00:02:05	00:02:05	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	00:06:17	00:06:17	00:00:03	00:00:03
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:10:57	00:10:57	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:03	00:01:53	00:01:24	00:00:04	00:00:04
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:09:33	00:03:25	00:00:09	00:00:09
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:48	00:02:22	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	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:13	00:02:04	00:00:32	00:00:32
	18:00:00	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
HotelRealOeiras		22	21	✔	95.5%	0	✔	0.0%	1	✔	4.5%	00:00:15	00:00:08	00:08:11	00:02:20	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	00:02:36	00:02:36	00:00:05	00:00:05
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:01:49	00:01:24	00:00:05	00:00:05
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:53	00:01:30	00:00:15	00:00:15
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:48	00:02:53	00:00:15	00:00:15
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:06:38	00:03:37	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	00:08:11	00:03:16	00:00:06	00:00:06
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:03:45	00:01:25	00:00:07	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:45	00:03:45	00:00:26	00:00:26
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:08	00:00:08	00:00:32	00:00:32	00:00:10	00:00:08
HotelRealPalacio		14	14	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:50	00:02:03	00:00:11	00:00:11

OneContact Reporting

Service Performance Report

	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:14	00:01:02	00:00:04	00:00:04
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:40	00:02:40	00:00:19	00:00:19
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:47	00:03:37	00:00:12	00:00:12
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:16	00:01:13	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	00:05:50	00:03:17	00:00:13	00:00:13
HotelRealParque		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:33:06	00:03:50	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	00:33:06	00:12:44	00:00:11	00:00:11
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:38	00:02:28	00:00:06	00:00:06
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:45	00:01:06	00:00:14	00:00:14
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:08	00:01:08	00:00:24	00:00:24
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:10:10	00:03:53	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:00:58	00:00:50	00:00:12	00:00:12
	17:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:08:56	00:02:42	00:00:07	00:00:07
13-09-2018		80	69	✔	86.3%	3	✔	3.8%	8	⚠	10.0%	00:00:15	00:00:08	00:13:38	00:02:20	00:00:16	00:00:12
GrdRealVillaltalia		8	7	✔	87.5%	0	✔	0.0%	1	⚠	12.5%	00:00:10	00:00:09	00:13:38	00:03:34	00:00:22	00:00:23
	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	00:00:11	00:00:00
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:41	00:01:41	00:00:48	00:00:48
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:19	00:03:19	00:00:07	00:00:07
	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	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:38	00:02:06	00:00:27	00:00:27
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:13:38	00:05:43	00:00:13	00:00:13
HotelRealOeiras		28	23	⚠	82.1%	2	✔	7.1%	3	⚠	10.7%	00:00:15	00:00:09	00:05:12	00:01:20	00:00:22	00:00:12
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:08	00:01:12	00:00:06	00:00:06
	10:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:07	00:02:17	00:01:45	00:00:09	00:00:11
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:36	00:00:56	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	00:01:35	00:01:07	00:00:13	00:00:13
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:01:00	00:00:50	00:00:07	00:00:07
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:01:35	00:01:35	00:01:22	00:01:22
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:12	00:02:19	00:00:13	00:00:13
	17:00:00	5	2	✖	40.0%	1	✖	20.0%	2	✖	40.0%	00:00:15	00:00:09	00:00:50	00:00:45	00:00:35	00:00:06
	18:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:08	00:00:11	00:00:11	00:01:31	00:00:02
HotelRealPalacio		17	14	⚠	82.4%	0	✔	0.0%	3	✖	17.6%	00:00:15	00:00:08	00:07:10	00:02:42	00:00:10	00:00:09
	09:00:00	5	2	✖	40.0%	0	✔	0.0%	3	✖	60.0%	00:00:06	00:00:04	00:02:18	00:01:42	00:00:11	00:00:04
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:03:21	00:03:21	00:00:03	00:00:03
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:07:05	00:04:23	00:00:10	00:00:10
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:04:01	00:02:22	00:00:06	00:00:06
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:00:26	00:00:26	00:00:22	00:00:22
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:01:36	00:01:19	00:00:14	00:00:14
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:12	00:01:12	00:00:04	00:00:04
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:07:10	00:07:10	00:00:09	00:00:09
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:04:58	00:03:04	00:00:10	00:00:10
HotelRealParque		27	25	✔	92.6%	1	✔	3.7%	1	✔	3.7%	00:00:15	00:00:08	00:10:22	00:02:40	00:00:12	00:00:09
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:01:37	00:01:08	00:00:08	00:00:08
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:08:32	00:02:59	00:00:13	00:00:13
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:04:27	00:03:54	00:00:06	00:00:06
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:10:22	00:07:26	00:00:09	00:00:09
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:04:35	00:02:11	00:00:05	00:00:05
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:26	00:02:04	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:04	00:01:02	00:00:06	00:00:06
	17:00:00	5	3	⚠	60.0%	1	✖	20.0%	1	✖	20.0%	00:00:15	00:00:08	00:01:13	00:00:59	00:00:19	00:00:05
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:29	00:01:20	00:00:22	00:00:22
14-09-2018		96	81	⚠	84.4%	8	✔	8.3%	7	✔	7.3%	00:00:15	00:00:08	00:09:37	00:02:25	00:00:15	00:00:10
GrdRealVillaltalia		24	15	⚠	62.5%	6	✖	25.0%	3	⚠	12.5%	00:00:10	00:00:06	00:09:28	00:04:13	00:00:06	00:00:06
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:07	00:00:06	00:09:01	00:05:50	00:00:07	00:00:06
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:02:45	00:01:38	00:00:05	00:00:05
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:09:06	00:05:35	00:00:06	00:00:06
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:09:18	00:05:02	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:05:43	00:05:43	00:00:05	00:00:05
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:09:28	00:05:22	00:00:05	00:00:05
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:50	00:02:50	00:00:07	00:00:07
	17:00:00	9	1	✖	11.1%	6	✖	66.7%	2	✖	22.2%	00:00:06	00:00:06	00:00:45	00:00:45	00:00:06	00:00:07
HotelRealOeiras		29	27	✔	93.1%	0	✔	0.0%	2	✔	6.9%	00:00:15	00:00:08	00:09:37	00:02:12	00:00:09	00:00:10
	09:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:09	00:00:07	00:05:08	00:03:15	00:00:06	00:00:07
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:04:46	00:02:32	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	00:03:44	00:01:32	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	00:01:43	00:01:43	00:00:03	00:00:03
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:01:58	00:01:31	00:00:05	00:00:05
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:29	00:00:57	00:00:11	00:00:11
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:58	00:02:55	00:00:13	00:00:13
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:09:37	00:03:50	00:00:13	00:00:13
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:01:54	00:01:54	00:00:29	00:00:29
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:25	00:01:51	00:00:12	00:00:12
HotelRealPalacio		15	13	✔	86.7%	1	✔	6.7%	1	✔	6.7%	00:00:15	00:00:08	00:04:29	00:01:35	00:00:35	00:00:17
	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	00:00:06	00:00:00
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:29	00:01:30	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:02:51	00:02:51	00:00:55	00:00:55
	13:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:08	00:00:00	00:00:00	00:04:59	00:00:00
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:29	00:01:50	00:00:20	00:00:20
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:29	00:01:34	00:00:06	00:00:06
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:04	00:00:42	00:00:22	00:00:22
	17:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:04	00:00:04	00:00:41	00:00:41	00:00:00	00:00:00
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:28	00:03:28	00:00:04	00:00:04
HotelRealParque		25	23	✔	92.0%	1	✔	4.0%	1	✔	4.0%	00:00:15	00:00:09	00:06:40	00:02:06	00:00:18	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	00:00:21	00:00:00
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:40	00:02:43	00:00:09	00:00:09
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:57	00:01:27	00:00:11	00:00:11
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:28	00:01:24	00:00:08	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:06:40	00:03:34	00:00:13	00:00:13
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:08	00:03:02	00:02:05	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:02:22	00:02:20	00:00:10	00:00:10
	17:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:12	00:02:03	00:01:32	00:01:19	00:00:14
RealResidencia		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:04:00	00:01:43	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	00:00:47	00:00:47	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	00:04:00	00:02:11	00:00:09	00:00:09
15-09-2018		18	4	✖	22.2%	6	✖	33.3%	8	✖	44.4%	00:00:15	00:00:08	00:04:17	00:02:44	00:00:19	00:00:14
GrdRealVillaltalia		4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:06	00:00:06	00:02:00	00:02:00	00:00:08	00:00:06

OneContact Reporting

Service Performance Report

	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	00:00:07	00:00:00
	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	00:00:04	00:00:00
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:00	00:02:00	00:00:06	00:00:06
	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	00:00:13	00:00:00
HotelRealOeiras		3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:10	00:04:17	00:03:58	00:00:15	00:00:20
	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
	12:00:00	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
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:38	00:03:38	00:00:30	00:00:30
HotelRealPalacio		6	1	✖	16.7%	3	✖	50.0%	2	✖	33.3%	00:00:10	00:00:06	00:01:03	00:01:03	00:00:11	00:00:10
	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	00:00:11	00:00:00
	11:00:00	2	0	✖	0.0%	2	✖	100.0%	0	✔	0.0%	00:00:07	00:00:04	00:00:00	00:00:00	00:00:12	00:00:00
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:03	00:01:03	00:00:10	00:00:10
HotelRealParque		2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
	11:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
RealResidencia		3	0	✖	0.0%	2	✖	66.7%	1	✖	33.3%	00:00:15	00:00:08	00:00:00	00:00:00	00:01:02	00:00:00
	09:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:02:01	00:00:00
	13:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:32	00:00:00
17-09-2018		97	95	✔	97.9%	1	✔	1.0%	1	✔	1.0%	00:00:15	00:00:08	00:14:09	00:02:16	00:00:10	00:00:09
GrdRealVillaltalia		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:14:09	00:04:14	00:00:14	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:48	00:03:48	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:08:56	00:08:56	00:00:04	00:00:04
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:01:53	00:01:18	00:00:20	00:00:20
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:31	00:01:06	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	00:05:53	00:05:53	00:00:16	00:00:16
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:14:09	00:14:09	00:00:16	00:00:16
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:29	00:00:29	00:00:07	00:00:07
HotelRealOeiras		38	36	✔	94.7%	1	✔	2.6%	1	✔	2.6%	00:00:15	00:00:08	00:09:31	00:01:37	00:00:12	00:00:09
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:09	00:00:08	00:01:25	00:01:22	00:00:07	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:33	00:01:07	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	00:09:31	00:04:18	00:00:06	00:00:06
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:23	00:01:06	00:00:04	00:00:04
	13:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:01:17	00:00:59	00:00:09	00:00:09
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:06	00:01:52	00:01:09	00:00:06	00:00:06
	15:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:00:59	00:00:38	00:00:08	00:00:08
	16:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:04	00:01:57	00:00:12	00:00:12
	17:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:04:11	00:01:38	00:00:09	00:00:09
	18:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:00	00:00:00	00:01:18	00:00:22
HotelRealPalacio		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:09:02	00:02:27	00:00:08	00:00:08
	09:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:09:02	00:03:01	00:00:08	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:05:01	00:05:01	00:00:19	00:00:19
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:05:18	00:03:36	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	00:00:59	00:00:59	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:02	00:00:54	00:00:45	00:00:03	00:00:03
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:03:29	00:03:02	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	00:03:21	00:01:46	00:00:11	00:00:11
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:54	00:01:15	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	00:01:18	00:01:18	00:00:04	00:00:04
HotelRealParque		27	27	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:08:12	00:02:02	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:59	00:00:59	00:00:08	00:00:08
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:00:46	00:00:41	00:00:06	00:00:06
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:10	00:01:16	00:00:10	00:00:10
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:38	00:03:02	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:08:12	00:08:12	00:00:24	00:00:24
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:04:45	00:02:16	00:00:06	00:00:06
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:53	00:02:37	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:35	00:00:35	00:00:08	00:00:08
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:00:46	00:00:44	00:00:13	00:00:13
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:08:20	00:06:08	00:00:06	00:00:06
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:08:20	00:06:08	00:00:06	00:00:06
18-09-2018		92	91	✔	98.9%	1	✔	1.1%	0	✔	0.0%	00:00:15	00:00:07	00:13:48	00:02:40	00:00:10	00:00:10
GrdRealVillaltalia		34	33	✔	97.1%	1	✔	2.9%	0	✔	0.0%	00:00:10	00:00:07	00:13:48	00:03:28	00:00:10	00:00:09
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:54	00:04:24	00:00:20	00:00:20
	11:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:13:07	00:03:36	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	00:01:03	00:01:03	00:00:07	00:00:07
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:55	00:04:48	00:00:10	00:00:10
	14:00:00	8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:13:48	00:03:15	00:00:06	00:00:06
	15:00:00	6	5	⚠	83.3%	1	✖	16.7%	0	✔	0.0%	00:00:10	00:00:07	00:05:22	00:02:21	00:00:11	00:00:10
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:07:35	00:05:52	00:00:10	00:00:10
	17:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:12:37	00:03:26	00:00:10	00:00:10
HotelRealOeiras		31	31	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:12:43	00:02:34	00:00:11	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:03	00:02:03	00:00:09	00:00:09
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:02	00:01:18	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	00:07:00	00:02:32	00:00:07	00:00:07
	12:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:00	00:01:24	00:00:12	00:00:12
	14:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:07:29	00:04:18	00:00:09	00:00:09
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:12:43	00:07:20	00:00:12	00:00:12
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:04	00:01:11	00:00:20	00:00:20
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:04:13	00:02:30	00:00:06	00:00:06
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:01:02	00:00:54	00:00:18	00:00:18
HotelRealPalacio		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:04:58	00:01:56	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	00:00:51	00:00:51	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	00:00:22	00:00:22	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	00:00:34	00:00:34	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:04:58	00:04:14	00:00:05	00:00:05
	17:00:00	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
HotelRealParque		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:06:32	00:01:44	00:00:09	00:00:09
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:32	00:03:26	00:00:14	00:00:14
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:02:00	00:01:15	00:00:05	00:00:05
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:01	00:01:01	00:00:05	00:00:05
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:36	00:02:38	00:00:05	00:00:05
	13:00:00	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
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:40	00:02:21	00:00:12	00:00:12
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:15	00:00:47	00:00:13	00:00:13
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:00:47	00:00:33	00:00:06	00:00:06
19-09-2018		96	87	✔	90.6%	6	✔	6.3%	3	✔	3.1%	00:00:15	00:00:08	00:14:54	00:02:18	00:00:14	00:00:10
GrdRealVillaltalia		17	17	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:06:54	00:02:00	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:20	00:02:19	00:00:16	00:00:16
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:06:54	00:02:35	00:00:08	00:00:08
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:05	00:02:16	00:01:14	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:37	00:03:37	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:03:53	00:02:26	00:00:05	00:00:05
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:49	00:01:02	00:00:06	00:00:06
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:09	00:01:09	00:00:10	00:00:10
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:11	00:01:11	00:00:05	00:00:05
HotelRealOeiras		32	29	✔	90.6%	3	✔	9.4%	0	✔	0.0%	00:00:15	00:00:08	00:05:32	00:01:58	00:00:12	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:00:46	00:00:42	00:00:08	00:00:08
	10:00:00	6	4	⚠	66.7%	2	✖	33.3%	0	✔	0.0%	00:00:10	00:00:07	00:04:10	00:01:49	00:00:14	00:00:07
	11:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:32	00:02:35	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	00:00:43	00:00:43	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	00:03:19	00:03:19	00:00:09	00:00:09
	14:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:37	00:01:59	00:00:08	00:00:08
	15:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:11	00:01:59	00:00:16	00:00:21
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:02:00	00:01:47	00:00:15	00:00:15
	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	00:00:06	00:00:06
HotelRealPalacio		19	19	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:16	00:02:06	00:00:12	00:00:12
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:49	00:01:26	00:00:13	00:00:13
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:01:15	00:01:07	00:00:06	00:00:06
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:13	00:01:42	00:00:14	00:00:14
	13:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:07	00:02:07	00:00:12	00:00:12
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:06:16	00:02:59	00:00:11	00:00:11
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:15	00:02:11	00:00:11	00:00:11
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:45	00:03:45	00:00:22	00:00:22
HotelRealParque		25	19	⚠	76.0%	3	⚠	12.0%	3	⚠	12.0%	00:00:15	00:00:09	00:14:54	00:02:59	00:00:24	00:00:10
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:11	00:04:08	00:02:50	00:00:19	00:00:24
	10:00:00	6	2	✖	33.3%	2	✖	33.3%	2	✖	33.3%	00:00:15	00:00:14	00:05:19	00:03:18	00:00:52	00:00:12
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:38	00:01:38	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	00:00:45	00:00:44	00:00:12	00:00:12
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:20	00:02:24	00:00:07	00:00:07
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:36	00:02:36	00:00:11	00:00:11
	15:00:00	7	6	✔	85.7%	1	⚠	14.3%	0	✔	0.0%	00:00:15	00:00:08	00:05:45	00:02:18	00:00:23	00:00:07
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:14:54	00:08:36	00:00:13	00:00:13
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:48	00:02:48	00:00:05	00:00:05
RealResidencia		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:09:01	00:04:12	00:00:07	00:00:07
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:09:01	00:09:01	00:00:04	00:00:04
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:37	00:02:37	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:59	00:00:59	00:00:07	00:00:07
20-09-2018		68	66	✔	97.1%	0	✔	0.0%	2	✔	2.9%	00:00:16	00:00:07	00:18:53	00:02:58	00:00:10	00:00:10
GrdRealVillaltalia		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:18:53	00:04:34	00:00:09	00:00:09
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:41	00:02:46	00:00:14	00:00:14
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:02:54	00:02:54	00:00:16	00:00:16
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:12:22	00:12:22	00:00:07	00:00:07
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:05:55	00:02:57	00:00:10	00:00:10
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:04	00:07:32	00:02:48	00:00:06	00:00:06
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:27	00:02:02	00:00:12	00:00:12

OneContact Reporting

Service Performance Report

	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:12	00:02:18	00:00:06	00:00:06
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:06:32	00:03:46	00:00:10	00:00:10
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:06:52	00:04:43	00:00:05	00:00:05
	18:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:18:53	00:09:38	00:00:06	00:00:06
HotelRealOeiras		25	24	✔	96.0%	0	✔	0.0%	1	✔	4.0%	00:00:16	00:00:07	00:07:36	00:02:08	00:00:09	00:00:09
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:06:07	00:02:47	00:00:04	00:00:04
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:45	00:02:12	00:00:14	00:00:14
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:03:28	00:01:52	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	00:00:48	00:00:48	00:00:07	00:00:07
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:03:19	00:02:03	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	00:01:10	00:01:10	00:00:10	00:00:10
	16:00:00	6	5	⚠	83.3%	0	✔	0.0%	1	✖	16.7%	00:00:16	00:00:09	00:07:36	00:02:14	00:00:13	00:00:13
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:06:41	00:03:20	00:00:12	00:00:12
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:00:52	00:00:46	00:00:04	00:00:04
HotelRealPalacio		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:08:19	00:03:15	00:00:08	00:00:08
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:47	00:02:47	00:00:21	00:00:21
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:24	00:01:24	00:00:05	00:00:05
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:08:19	00:08:19	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	00:01:37	00:01:37	00:00:04	00:00:04
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:58	00:03:58	00:00:05	00:00:05
HotelRealParque		15	14	✔	93.3%	0	✔	0.0%	1	✔	6.7%	00:00:15	00:00:09	00:04:36	00:01:37	00:00:11	00:00:12
	10:00:00	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
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:00:41	00:00:41	00:00:03	00:00:03
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:04:36	00:04:36	00:00:05	00:00:05
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:02	00:00:52	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:01:11	00:00:45	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	00:02:59	00:02:12	00:00:21	00:00:21
	17:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:15	00:00:12	00:02:32	00:01:59	00:00:18	00:00:21
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:01:31	00:01:16	00:00:05	00:00:05
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:42	00:04:42	00:00:18	00:00:18
	15:00:00	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
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:04:42	00:04:42	00:00:18	00:00:18
21-09-2018		72	58	⚠	80.6%	2	✔	2.8%	12	✖	16.7%	00:00:15	00:00:07	00:10:36	00:02:18	00:00:11	00:00:11
GrdRealVillaltalia		22	17	⚠	77.3%	2	✔	9.1%	3	⚠	13.6%	00:00:10	00:00:07	00:10:36	00:02:27	00:00:14	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:00:54	00:00:54	00:00:17	00:00:17
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:05:26	00:05:26	00:00:04	00:00:04
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:10:36	00:03:49	00:00:08	00:00:08
	13:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:10	00:00:07	00:00:00	00:00:00	00:00:21	00:00:00
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:02	00:01:48	00:00:12	00:00:12
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:17	00:02:17	00:00:34	00:00:34
	16:00:00	5	2	✖	40.0%	1	✖	20.0%	2	✖	40.0%	00:00:10	00:00:09	00:00:45	00:00:30	00:00:22	00:00:36
	17:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:10	00:00:07	00:04:06	00:02:11	00:00:09	00:00:10
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:03:31	00:03:30	00:00:06	00:00:06
HotelRealOeiras		12	7	⚠	58.3%	0	✔	0.0%	5	✖	41.7%	00:00:05	00:00:05	00:02:51	00:01:30	00:00:06	00:00:05
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:38	00:01:38	00:00:05	00:00:05
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:02:51	00:02:18	00:00:04	00:00:04
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:47	00:01:47	00:00:05	00:00:05
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:58	00:00:50	00:00:05	00:00:05

OneContact Reporting

Service Performance Report

	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:50	00:00:50	00:00:04	00:00:04
	16:00:00	2	0	✘	0.0%	0	✔	0.0%	2	✘	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	17:00:00	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
HotelRealPalacio		11	9	⚠	81.8%	0	✔	0.0%	2	✘	18.2%	00:00:15	00:00:06	00:04:42	00:02:41	00:00:07	00:00:07
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:32	00:03:32	00:00:05	00:00:05
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:42	00:02:42	00:00:04	00:00:04
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:04:23	00:02:32	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:02:17	00:02:17	00:00:03	00:00:03
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:45	00:02:45	00:00:05	00:00:05
	16:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✘	50.0%	00:00:08	00:00:06	00:04:42	00:03:14	00:00:07	00:00:06
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:25	00:01:25	00:00:25	00:00:25
HotelRealParque		25	23	✔	92.0%	0	✔	0.0%	2	✔	8.0%	00:00:15	00:00:08	00:08:49	00:01:58	00:00:13	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:01	00:00:01	00:00:06	00:00:06
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:01:21	00:01:21	00:00:04	00:00:04
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:41	00:01:32	00:00:15	00:00:15
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:55	00:01:08	00:00:08	00:00:08
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:46	00:01:36	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	00:04:23	00:03:11	00:00:06	00:00:06
	15:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:08:49	00:03:21	00:00:10	00:00:10
	16:00:00	2	0	✘	0.0%	0	✔	0.0%	2	✘	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:03:33	00:01:46	00:00:35	00:00:35
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:16	00:01:16	00:00:08	00:00:08
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:07:08	00:06:12	00:00:06	00:00:06
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:07:08	00:07:08	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	00:05:16	00:05:16	00:00:04	00:00:04
22-09-2018		17	5	✘	29.4%	4	✘	23.5%	8	✘	47.1%	00:00:15	00:00:08	00:07:19	00:02:25	00:00:20	00:00:06
GrdRealVillaltalia		3	1	✘	33.3%	0	✔	0.0%	2	✘	66.7%	00:00:09	00:00:09	00:07:19	00:07:19	00:00:18	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:07:19	00:07:19	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	00:00:08	00:00:00
	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	00:00:38	00:00:00
HotelRealOeiras		3	1	✘	33.3%	2	✘	66.7%	0	✔	0.0%	00:00:04	00:00:04	00:01:18	00:01:18	00:00:06	00:00:05
	13:00:00	3	1	✘	33.3%	2	✘	66.7%	0	✔	0.0%	00:00:04	00:00:04	00:01:18	00:01:18	00:00:06	00:00:05
HotelRealPalacio		5	3	⚠	60.0%	2	✘	40.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:36	00:01:09	00:00:30	00:00:05
	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	00:01:43	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	00:00:31	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:35	00:00:35	00:00:04	00:00:04
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:17	00:01:17	00:00:07	00:00:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:36	00:01:36	00:00:05	00:00:05
HotelRealParque		1	0	✘	0.0%	0	✔	0.0%	1	✘	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:27	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	00:00:27	00:00:00
RealResidencia		5	0	✘	0.0%	0	✔	0.0%	5	✘	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:17	00:00:00
	13:00:00	5	0	✘	0.0%	0	✔	0.0%	5	✘	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:17	00:00:00
24-09-2018		92	81	✔	88.0%	4	✔	4.3%	7	✔	7.6%	00:00:15	00:00:08	00:15:43	00:02:36	00:00:20	00:00:18
GrdRealVillaltalia		15	15	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:15:43	00:03:40	00:00:17	00:00:17
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:17	00:02:17	00:00:28	00:00:28
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:05:52	00:05:48	00:00:40	00:00:40
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:19	00:01:22	00:00:06	00:00:06
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:11:04	00:06:00	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:04:26	00:02:31	00:00:07	00:00:07
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:04	00:15:43	00:08:45	00:00:12	00:00:12
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:01:46	00:01:13	00:00:09	00:00:09
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:01:31	00:01:31	00:00:24	00:00:24
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:26	00:02:26	00:00:35	00:00:35
HotelRealOeiras		37	32	✔	86.5%	2	✔	5.4%	3	✔	8.1%	00:00:15	00:00:09	00:10:43	00:02:08	00:00:21	00:00:20
	10:00:00	7	5	⚠	71.4%	1	⚠	14.3%	1	⚠	14.3%	00:00:15	00:00:11	00:04:18	00:02:41	00:00:38	00:00:31
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:03:10	00:01:54	00:00:08	00:00:08
	12:00:00	6	3	⚠	50.0%	1	✖	16.7%	2	✖	33.3%	00:00:15	00:00:07	00:03:24	00:02:07	00:00:10	00:00:09
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:06	00:01:15	00:00:28	00:00:28
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:10:43	00:03:34	00:00:14	00:00:14
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:23	00:01:49	00:00:42	00:00:42
	16:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:03:58	00:01:19	00:00:24	00:00:24
	17:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:05:20	00:02:07	00:00:07	00:00:07
HotelRealPalacio		14	12	✔	85.7%	1	✔	7.1%	1	✔	7.1%	00:00:15	00:00:08	00:07:36	00:02:53	00:00:19	00:00:20
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:07	00:00:58	00:00:16	00:00:16
	11:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:09	00:07:36	00:03:46	00:00:12	00:00:09
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:55	00:01:42	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:06:56	00:06:56	00:00:05	00:00:05
	14:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:02	00:00:02	00:01:36	00:01:36	00:00:06	00:00:03
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:05:51	00:03:44	00:01:10	00:01:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:00	00:02:00	00:00:22	00:00:22
HotelRealParque		25	21	⚠	84.0%	1	✔	4.0%	3	⚠	12.0%	00:00:15	00:00:09	00:06:04	00:02:19	00:00:21	00:00:16
	09:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:15	00:00:05	00:02:35	00:01:47	00:00:16	00:00:09
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:36	00:00:36	00:00:27	00:00:27
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:06	00:04:46	00:00:20	00:00:20
	12:00:00	8	5	⚠	62.5%	1	⚠	12.5%	2	✖	25.0%	00:00:15	00:00:11	00:03:07	00:02:03	00:00:27	00:00:11
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:35	00:02:30	00:00:11	00:00:11
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:06:04	00:02:55	00:00:10	00:00:10
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:29	00:02:29	00:00:17	00:00:17
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:15	00:01:15	00:00:19	00:00:19
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:02:33	00:01:38	00:01:05	00:01:05
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:03:49	00:03:49	00:00:26	00:00:26
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:03:49	00:03:49	00:00:26	00:00:26
25-09-2018		72	65	✔	90.3%	1	✔	1.4%	6	✔	8.3%	00:00:15	00:00:08	00:19:10	00:03:09	00:00:12	00:00:13
GrdRealVillaltalia		25	18	⚠	72.0%	1	✔	4.0%	6	✖	24.0%	00:00:10	00:00:07	00:11:33	00:03:12	00:00:12	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	00:00:09	00:00:00
	10:00:00	8	3	✖	37.5%	1	⚠	12.5%	4	✖	50.0%	00:00:10	00:00:08	00:05:57	00:04:13	00:00:11	00:00:14
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:44	00:01:44	00:00:05	00:00:05
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:06:03	00:04:28	00:00:17	00:00:17
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:00:54	00:00:54	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	00:04:29	00:03:06	00:00:25	00:00:25
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:57	00:02:10	00:00:04	00:00:04
	17:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:11:33	00:03:12	00:00:14	00:00:14
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:05	00:00:05	00:02:13	00:02:13	00:00:06	00:00:05
HotelRealOeiras		14	14	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:07	00:02:31	00:00:10	00:00:10
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:04:06	00:02:10	00:00:09	00:00:09
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:07:07	00:04:58	00:00:18	00:00:18

OneContact Reporting

Service Performance Report

	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:50	00:02:32	00:00:10	00:00:10
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:02:38	00:01:41	00:00:07	00:00:07
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:06	00:00:06	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	00:01:04	00:01:04	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:46	00:01:46	00:00:06	00:00:06
HotelRealPalacio		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:21	00:03:27	00:00:08	00:00:08
	09:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:03:53	00:02:32	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	00:02:07	00:02:07	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	00:07:21	00:07:21	00:00:04	00:00:04
	12:00:00	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
	14:00:00	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
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:09	00:04:38	00:00:10	00:00:10
HotelRealParque		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:19:10	00:02:50	00:00:14	00:00:14
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:44	00:02:35	00:00:11	00:00:11
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:03:08	00:02:34	00:00:07	00:00:07
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:02:10	00:01:00	00:00:04	00:00:04
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:18	00:02:03	00:00:19	00:00:19
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:33	00:02:33	00:00:20	00:00:20
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:02:19	00:01:32	00:00:05	00:00:05
	18:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:19:10	00:06:18	00:00:32	00:00:32
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:12:58	00:08:54	00:00:38	00:00:38
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:12:58	00:12:58	00:01:09	00:01:09
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:04:50	00:04:50	00:00:06	00:00:06
26-09-2018		72	68	✔	94.4%	2	✔	2.8%	2	✔	2.8%	00:00:15	00:00:08	00:12:56	00:03:01	00:00:15	00:00:10
GrdRealVillaltalia		28	25	✔	89.3%	1	✔	3.6%	2	✔	7.1%	00:00:10	00:00:07	00:12:56	00:04:08	00:00:12	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:10:18	00:06:57	00:00:08	00:00:08
	10:00:00	5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:10	00:00:07	00:06:49	00:04:08	00:00:16	00:00:08
	11:00:00	8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:05:46	00:03:03	00:00:11	00:00:11
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:03:31	00:02:51	00:00:14	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:15	00:05:15	00:00:15	00:00:15
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:04:16	00:03:45	00:00:18	00:00:18
	15:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:05	00:00:05	00:01:23	00:01:23	00:00:13	00:00:05
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:01:05	00:00:50	00:00:07	00:00:07
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:12:56	00:07:00	00:00:07	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:11:04	00:11:04	00:00:05	00:00:05
HotelRealOeiras		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:18	00:02:35	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:04:25	00:04:25	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	00:04:47	00:04:47	00:00:07	00:00:07
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:07:18	00:07:18	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:28	00:00:28	00:00:05	00:00:05
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:50	00:01:29	00:00:21	00:00:21
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:00:50	00:00:40	00:00:12	00:00:12
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:05:47	00:02:22	00:00:06	00:00:06
HotelRealPalacio		9	8	✔	88.9%	1	⚠	11.1%	0	✔	0.0%	00:00:15	00:00:10	00:08:58	00:03:33	00:00:42	00:00:11
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:39	00:01:19	00:00:13	00:00:13
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:59	00:00:59	00:00:20	00:00:20
	15:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:13	00:04:21	00:03:14	00:01:44	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:23	00:01:23	00:00:04	00:00:04

OneContact Reporting

Service Performance Report

	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:08:58	00:08:28	00:00:09	00:00:09
HotelRealParque		22	22	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:06:33	00:01:45	00:00:10	00:00:10
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:36	00:01:27	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	00:01:50	00:01:19	00:00:10	00:00:10
	12:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:19	00:02:13	00:00:22	00:00:22
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:06:33	00:04:06	00:00:12	00:00:12
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:01:26	00:01:01	00:00:05	00:00:05
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:20	00:02:20	00:00:05	00:00:05
	16:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:05	00:01:53	00:01:16	00:00:06	00:00:06
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:02	00:02:10	00:00:14	00:00:14
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:02	00:03:02	00:00:05	00:00:05
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:17	00:01:17	00:00:23	00:00:23
27-09-2018		66	61	✔	92.4%	1	✔	1.5%	4	✔	6.1%	00:00:16	00:00:08	00:16:24	00:02:37	00:00:12	00:00:12
GrdRealVillaltalia		14	12	✔	85.7%	1	✔	7.1%	1	✔	7.1%	00:00:10	00:00:07	00:07:18	00:02:44	00:00:16	00:00:18
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:01:26	00:01:26	00:00:15	00:00:15
	12:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:08	00:00:06	00:03:16	00:02:16	00:00:05	00:00:05
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:34	00:01:34	00:00:18	00:00:18
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:03:43	00:03:43	00:00:32	00:00:32
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:02:48	00:01:13	00:00:06	00:00:06
	16:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:10	00:00:09	00:07:18	00:05:54	00:00:32	00:00:39
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:42	00:00:42	00:00:04	00:00:04
HotelRealOeiras		19	19	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:09	00:16:24	00:02:50	00:00:12	00:00:12
	09:00:00	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
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:36	00:02:30	00:00:17	00:00:17
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:09	00:03:51	00:03:14	00:00:14	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:16	00:02:16	00:00:04	00:00:04
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:16:24	00:08:57	00:00:13	00:00:13
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:25	00:01:55	00:00:14	00:00:14
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:30	00:01:20	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:57	00:00:57	00:00:09	00:00:09
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:11	00:02:58	00:00:15	00:00:15
HotelRealPalacio		12	10	⚠	83.3%	0	✔	0.0%	2	✖	16.7%	00:00:15	00:00:06	00:06:30	00:02:37	00:00:07	00:00:06
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:30	00:01:30	00:00:06	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:36	00:02:36	00:00:05	00:00:05
	12:00:00	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
	13:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:05	00:00:05	00:01:33	00:01:33	00:00:07	00:00:05
	14:00:00	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
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:06:30	00:04:14	00:00:09	00:00:09
	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%	00:00:03	00:00:03	00:01:20	00:01:20	00:00:03	00:00:03
HotelRealParque		18	17	✔	94.4%	0	✔	0.0%	1	✔	5.6%	00:00:15	00:00:08	00:08:47	00:01:59	00:00:10	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:45	00:00:45	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	00:00:45	00:00:45	00:00:09	00:00:09
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:02:41	00:02:18	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:43	00:02:43	00:00:04	00:00:04
	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	00:00:06	00:00:00
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:35	00:01:11	00:00:16	00:00:16
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:15	00:01:53	00:00:12	00:00:12

OneContact Reporting

Service Performance Report

	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:59	00:00:59	00:00:04	00:00:04
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:00:25	00:00:25	00:00:18	00:00:18
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:08:47	00:08:47	00:00:07	00:00:07
RealResidencia		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:10:00	00:03:49	00:00:16	00:00:16
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:31	00:01:16	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	00:10:00	00:10:00	00:00:20	00:00:20
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:44	00:02:44	00:00:20	00:00:20
28-09-2018		79	66	⚠	83.5%	5	✔	6.3%	8	⚠	10.1%	00:00:15	00:00:07	00:15:19	00:02:48	00:00:18	00:00:11
GrdRealVillaltalia		23	16	⚠	69.6%	3	⚠	13.0%	4	✖	17.4%	00:00:10	00:00:06	00:15:19	00:03:58	00:00:20	00:00:07
	09:00:00	9	3	✖	33.3%	2	✖	22.2%	4	✖	44.4%	00:00:10	00:00:07	00:13:04	00:06:37	00:00:34	00:00:06
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:41	00:02:16	00:00:06	00:00:06
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:03:06	00:01:33	00:00:07	00:00:07
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:00:54	00:00:43	00:00:12	00:00:12
	13:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:10	00:00:06	00:06:28	00:03:34	00:00:20	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:42	00:02:42	00:00:05	00:00:05
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:15:19	00:12:36	00:00:04	00:00:04
HotelRealOeiras		22	21	✔	95.5%	1	✔	4.5%	0	✔	0.0%	00:00:15	00:00:07	00:12:21	00:02:53	00:00:18	00:00:09
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:55	00:03:55	00:00:04	00:00:04
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:12:21	00:04:30	00:00:05	00:00:05
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:20	00:02:52	00:00:11	00:00:11
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:02:38	00:02:38	00:00:14	00:00:14
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:21	00:00:46	00:00:04	00:00:04
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:11:55	00:04:17	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:54	00:01:13	00:00:21	00:00:21
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:04:14	00:02:49	00:00:04	00:00:04
	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	00:00:10	00:00:10
	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	00:03:20	00:00:00
HotelRealPalacio		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:03:20	00:01:57	00:00:08	00:00:08
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:01:18	00:01:18	00:00:12	00:00:12
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:21	00:02:21	00:00:06	00:00:06
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:10	00:03:10	00:00:04	00:00:04
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:03	00:01:03	00:00:03	00:00:03
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:03:20	00:01:55	00:00:11	00:00:11
HotelRealParque		26	21	⚠	80.8%	1	✔	3.8%	4	✖	15.4%	00:00:15	00:00:08	00:04:06	00:01:54	00:00:15	00:00:13
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:08	00:00:08	00:04:06	00:03:00	00:00:07	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:47	00:02:18	00:00:14	00:00:14
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:01:56	00:01:16	00:00:09	00:00:09
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:37	00:01:41	00:00:32	00:00:32
	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	00:00:30	00:00:00
	15:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:30	00:02:30	00:00:12	00:00:07
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:16	00:01:11	00:00:05	00:00:05
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:53	00:02:44	00:00:12	00:00:12
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:03:08	00:01:18	00:00:12	00:00:12
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:50	00:03:45	00:01:02	00:01:02
	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
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:03:40	00:03:40	00:01:59	00:01:59
29-09-2018		18	14	⚠	77.8%	2	⚠	11.1%	2	⚠	11.1%	00:00:15	00:00:07	00:21:09	00:04:07	00:00:20	00:00:07
GrdRealVillaltalia		8	5	⚠	62.5%	1	⚠	12.5%	2	✖	25.0%	00:00:10	00:00:06	00:21:09	00:07:15	00:00:22	00:00:06

OneContact Reporting

Service Performance Report

	10:00:00	4	1	✖	25.0%	1	✖	25.0%	2	✖	50.0%	00:00:10	00:00:08	00:21:09	00:21:09	00:00:38	00:00:06
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:12:14	00:06:37	00:00:04	00:00:04
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:29	00:01:29	00:00:05	00:00:05
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:00:24	00:00:24	00:00:13	00:00:13
HotelRealOeiras		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:01:51	00:01:15	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	00:00:51	00:00:51	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	00:01:43	00:01:26	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:01:51	00:01:16	00:00:09	00:00:09
HotelRealParque		5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:53	00:03:45	00:00:30	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:08:53	00:08:53	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	00:01:06	00:01:06	00:00:05	00:00:05
	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	00:02:00	00:00:00
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:37	00:02:30	00:00:08	00:00:08
TOTAL		4612	3851	⚠	83.5%	228	✔	4.9%	531	⚠	11.5%	00:00:26	00:00:08	00:33:06	00:02:52	00:00:16	00:00:13