

OneContact Reporting

Team Detail Daily Report

| Show / Hide Columns | | | |
|--------------------------|------------------------|-------------|-----------------------|
| Handled Interactions | Abandoned Interactions | Ring Time | Rejected Interactions |
| Transferred Interactions | Talk Time | Wrapup Time | Preview time |

Team: Lisboa

| Date / Agent | Handled Interactions | Transferred Interactions | Abandoned Interactions | Rejected Interactions | Talk Time | | | | Ring Time (Handled Interactions) | | | | Wrapup Time | | | | Preview Time | | | |
|-----------------|----------------------|--------------------------|------------------------|-----------------------|-----------|----------|----------|----------|----------------------------------|----------|----------|----------|-------------|----------|----------|----------|--------------|----------|----------|----------|
| | | | | | Total | Avg | Max | Min | Total | Avg | Max | Min | Total | Avg | Max | Min | Total | Avg | Max | Min |
| 01-10-2018 | 82 | 5 | 1 | 26 | 04:14:33 | 00:02:56 | 00:24:59 | 00:00:04 | 00:09:03 | 00:00:07 | 00:00:15 | 00:00:02 | 00:30:35 | 00:00:22 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 27 | 3 | 0 | 6 | 01:16:21 | 00:02:33 | 00:08:04 | 00:00:04 | 00:02:46 | 00:00:06 | 00:00:12 | 00:00:02 | 00:02:52 | 00:00:06 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 18 | 1 | 1 | 13 | 01:15:13 | 00:03:58 | 00:24:59 | 00:00:32 | 00:02:02 | 00:00:07 | 00:00:11 | 00:00:04 | 00:09:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 27 | 0 | 0 | 4 | 01:18:56 | 00:02:55 | 00:10:26 | 00:00:04 | 00:02:51 | 00:00:06 | 00:00:15 | 00:00:02 | 00:13:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 9 | 1 | 0 | 3 | 00:21:21 | 00:02:08 | 00:08:00 | 00:01:01 | 00:01:20 | 00:00:09 | 00:00:15 | 00:00:07 | 00:05:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 1 | 0 | 0 | 0 | 00:02:42 | 00:02:42 | 00:02:42 | 00:02:42 | 00:00:04 | 00:00:04 | 00:00:04 | 00:00:04 | 00:00:13 | 00:00:13 | 00:00:13 | 00:00:13 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 02-10-2018 | 72 | 9 | 5 | 35 | 04:21:10 | 00:03:13 | 00:18:16 | 00:00:01 | 00:09:17 | 00:00:08 | 00:00:43 | 00:00:02 | 00:31:18 | 00:00:24 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 20 | 4 | 0 | 9 | 00:58:58 | 00:02:27 | 00:05:58 | 00:00:01 | 00:02:48 | 00:00:08 | 00:00:43 | 00:00:02 | 00:04:17 | 00:00:11 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 16 | 1 | 0 | 8 | 00:56:35 | 00:03:20 | 00:07:57 | 00:00:30 | 00:02:05 | 00:00:08 | 00:00:15 | 00:00:02 | 00:08:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 13 | 2 | 4 | 9 | 00:58:45 | 00:03:55 | 00:18:16 | 00:00:01 | 00:01:24 | 00:00:06 | 00:00:12 | 00:00:02 | 00:07:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 6 | 1 | 0 | 2 | 00:09:43 | 00:01:23 | 00:03:15 | 00:00:08 | 00:00:57 | 00:00:10 | 00:00:15 | 00:00:05 | 00:03:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 17 | 1 | 1 | 7 | 01:17:09 | 00:04:17 | 00:17:07 | 00:00:40 | 00:02:03 | 00:00:07 | 00:00:11 | 00:00:03 | 00:09:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 03-10-2018 | 65 | 8 | 0 | 16 | 03:26:51 | 00:02:50 | 00:11:23 | 00:00:04 | 00:06:24 | 00:00:06 | 00:00:12 | 00:00:01 | 00:26:32 | 00:00:22 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 7 | 1 | 0 | 0 | 00:11:43 | 00:01:28 | 00:03:16 | 00:00:04 | 00:00:29 | 00:00:04 | 00:00:05 | 00:00:03 | 00:04:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 21 | 2 | 0 | 2 | 01:12:10 | 00:03:08 | 00:11:23 | 00:00:38 | 00:01:56 | 00:00:06 | 00:00:12 | 00:00:02 | 00:02:01 | 00:00:06 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 14 | 4 | 0 | 10 | 00:40:25 | 00:02:15 | 00:06:07 | 00:00:31 | 00:01:18 | 00:00:06 | 00:00:08 | 00:00:01 | 00:08:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 20 | 1 | 0 | 2 | 01:10:45 | 00:03:22 | 00:10:19 | 00:00:32 | 00:02:21 | 00:00:07 | 00:00:12 | 00:00:03 | 00:10:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 3 | 0 | 0 | 2 | 00:11:48 | 00:03:56 | 00:05:31 | 00:01:52 | 00:00:20 | 00:00:07 | 00:00:11 | 00:00:04 | 00:01:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 04-10-2018 | 77 | 5 | 1 | 33 | 03:33:04 | 00:02:36 | 00:12:19 | 00:00:22 | 00:09:03 | 00:00:07 | 00:00:50 | 00:00:01 | 00:28:50 | 00:00:22 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 1 | 0 | 0 | 0 | 00:00:24 | 00:00:24 | 00:00:24 | 00:00:24 | 00:00:13 | 00:00:13 | 00:00:13 | 00:00:13 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 26 | 0 | 0 | 4 | 00:58:53 | 00:02:16 | 00:06:05 | 00:00:36 | 00:02:22 | 00:00:05 | 00:00:14 | 00:00:03 | 00:01:47 | 00:00:04 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 13 | 0 | 1 | 10 | 00:33:16 | 00:02:34 | 00:09:41 | 00:00:29 | 00:01:46 | 00:00:08 | 00:00:12 | 00:00:05 | 00:06:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 15 | 2 | 0 | 6 | 00:40:25 | 00:02:23 | 00:09:25 | 00:00:33 | 00:01:40 | 00:00:07 | 00:00:13 | 00:00:04 | 00:08:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 6 | 2 | 0 | 8 | 00:14:26 | 00:01:48 | 00:06:03 | 00:00:22 | 00:01:30 | 00:00:15 | 00:00:50 | 00:00:03 | 00:03:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 16 | 1 | 0 | 5 | 01:05:40 | 00:03:52 | 00:12:19 | 00:00:30 | 00:01:32 | 00:00:06 | 00:00:09 | 00:00:01 | 00:08:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 05-10-2018 | 30 | 5 | 2 | 4 | 01:30:24 | 00:02:35 | 00:12:45 | 00:00:22 | 00:03:30 | 00:00:07 | 00:00:19 | 00:00:03 | 00:11:57 | 00:00:22 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 10 | 3 | 1 | 0 | 00:27:16 | 00:02:06 | 00:06:44 | 00:00:22 | 00:01:03 | 00:00:06 | 00:00:14 | 00:00:03 | 00:01:48 | 00:00:09 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 9 | 0 | 0 | 4 | 00:24:00 | 00:02:40 | 00:05:02 | 00:00:52 | 00:01:04 | 00:00:07 | 00:00:10 | 00:00:03 | 00:04:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 11 | 2 | 1 | 0 | 00:39:08 | 00:03:01 | 00:12:45 | 00:00:37 | 00:01:23 | 00:00:08 | 00:00:19 | 00:00:03 | 00:05:39 | 00:00:28 | 00:00:30 | 00:00:09 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 06-10-2018 | 19 | 0 | 3 | 5 | 00:40:44 | 00:02:09 | 00:06:31 | 00:00:03 | 00:02:38 | 00:00:08 | 00:00:42 | 00:00:01 | 00:09:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 19 | 0 | 3 | 5 | 00:40:44 | 00:02:09 | 00:06:31 | 00:00:03 | 00:02:38 | 00:00:08 | 00:00:42 | 00:00:01 | 00:09:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 08-10-2018 | 83 | 11 | 1 | 38 | 03:30:00 | 00:02:14 | 00:17:14 | 00:00:11 | 00:08:42 | 00:00:06 | 00:00:15 | 00:00:02 | 00:39:56 | 00:00:26 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 22 | 2 | 1 | 6 | 00:51:15 | 00:02:08 | 00:07:33 | 00:00:18 | 00:02:01 | 00:00:06 | 00:00:11 | 00:00:03 | 00:05:21 | 00:00:14 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 16 | 7 | 0 | 14 | 01:01:22 | 00:02:40 | 00:09:45 | 00:00:18 | 00:01:42 | 00:00:06 | 00:00:09 | 00:00:05 | 00:11:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 26 | 1 | 0 | 7 | 00:50:26 | 00:01:52 | 00:05:39 | 00:00:15 | 00:02:19 | 00:00:05 | 00:00:11 | 00:00:02 | 00:13:32 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 15 | 1 | 0 | 7 | 00:22:02 | 00:01:23 | 00:03:14 | 00:00:11 | 00:02:10 | 00:00:09 | 00:00:15 | 00:00:06 | 00:08:02 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 4 | 0 | 0 | 1 | 00:24:55 | 00:06:14 | 00:17:14 | 00:00:45 | 00:00:30 | 00:00:08 | 00:00:10 | 00:00:06 | 00:02:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 0 | 0 | 0 | 3 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |

OneContact Reporting

Team Detail Daily Report

| | | | | | | | | | | | | | | | | | | | | |
|-----------------|----|----|---|----|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| 09-10-2018 | 83 | 6 | 3 | 24 | 03:33:44 | 00:02:24 | 00:09:09 | 00:00:01 | 00:08:40 | 00:00:06 | 00:00:15 | 00:00:01 | 00:36:18 | 00:00:25 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 16 | 1 | 0 | 3 | 00:43:12 | 00:02:32 | 00:07:07 | 00:00:36 | 00:01:31 | 00:00:06 | 00:00:11 | 00:00:03 | 00:08:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 20 | 0 | 0 | 2 | 00:37:30 | 00:01:52 | 00:04:56 | 00:00:25 | 00:01:51 | 00:00:06 | 00:00:14 | 00:00:02 | 00:02:45 | 00:00:08 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 19 | 1 | 1 | 8 | 00:46:24 | 00:02:19 | 00:05:26 | 00:00:01 | 00:02:30 | 00:00:08 | 00:00:15 | 00:00:06 | 00:09:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 12 | 3 | 0 | 2 | 00:37:08 | 00:02:29 | 00:05:49 | 00:00:01 | 00:00:54 | 00:00:04 | 00:00:09 | 00:00:02 | 00:07:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 13 | 1 | 0 | 8 | 00:35:54 | 00:02:34 | 00:07:27 | 00:00:44 | 00:01:44 | 00:00:08 | 00:00:13 | 00:00:01 | 00:07:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 0 | 0 | 0 | 1 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 3 | 0 | 2 | 0 | 00:13:36 | 00:04:32 | 00:09:09 | 00:02:03 | 00:00:10 | 00:00:03 | 00:00:05 | 00:00:02 | 00:01:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 10-10-2018 | 72 | 6 | 1 | 26 | 03:33:56 | 00:02:45 | 00:13:52 | 00:00:10 | 00:07:02 | 00:00:06 | 00:00:21 | 00:00:02 | 00:32:29 | 00:00:25 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 17 | 2 | 0 | 3 | 00:31:38 | 00:01:40 | 00:05:09 | 00:00:10 | 00:01:35 | 00:00:06 | 00:00:10 | 00:00:03 | 00:09:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 17 | 1 | 0 | 5 | 01:04:23 | 00:03:35 | 00:11:39 | 00:00:31 | 00:01:16 | 00:00:04 | 00:00:10 | 00:00:02 | 00:02:24 | 00:00:08 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 9 | 2 | 0 | 6 | 00:20:25 | 00:01:51 | 00:04:59 | 00:00:31 | 00:01:13 | 00:00:08 | 00:00:21 | 00:00:06 | 00:05:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 20 | 1 | 1 | 6 | 01:02:58 | 00:03:00 | 00:09:32 | 00:00:31 | 00:01:58 | 00:00:06 | 00:00:11 | 00:00:03 | 00:10:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 9 | 0 | 0 | 6 | 00:34:32 | 00:03:50 | 00:13:52 | 00:00:34 | 00:01:00 | 00:00:07 | 00:00:11 | 00:00:02 | 00:04:33 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 11-10-2018 | 94 | 9 | 1 | 34 | 04:11:01 | 00:02:26 | 00:15:23 | 00:00:06 | 00:11:30 | 00:00:07 | 00:00:30 | 00:00:01 | 00:43:32 | 00:00:26 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 19 | 3 | 0 | 6 | 00:47:00 | 00:02:08 | 00:04:35 | 00:00:24 | 00:01:49 | 00:00:06 | 00:00:13 | 00:00:03 | 00:11:02 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 21 | 0 | 1 | 5 | 00:45:52 | 00:02:11 | 00:10:37 | 00:00:13 | 00:02:12 | 00:00:06 | 00:00:11 | 00:00:02 | 00:04:12 | 00:00:12 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 18 | 1 | 0 | 11 | 00:48:55 | 00:02:34 | 00:13:28 | 00:00:25 | 00:02:44 | 00:00:09 | 00:00:30 | 00:00:07 | 00:09:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 20 | 4 | 0 | 6 | 01:00:30 | 00:02:31 | 00:09:16 | 00:00:06 | 00:02:05 | 00:00:06 | 00:00:12 | 00:00:03 | 00:10:18 | 00:00:28 | 00:00:31 | 00:00:06 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 16 | 1 | 0 | 6 | 00:48:44 | 00:02:52 | 00:15:23 | 00:00:29 | 00:02:40 | 00:00:10 | 00:00:23 | 00:00:01 | 00:08:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 12-10-2018 | 89 | 10 | 2 | 38 | 04:25:38 | 00:02:41 | 00:15:49 | 00:00:12 | 00:09:16 | 00:00:06 | 00:00:19 | 00:00:01 | 00:40:02 | 00:00:25 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 21 | 4 | 2 | 5 | 00:59:17 | 00:02:22 | 00:10:20 | 00:00:27 | 00:01:58 | 00:00:06 | 00:00:12 | 00:00:03 | 00:12:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 19 | 1 | 0 | 7 | 01:19:15 | 00:03:58 | 00:14:45 | 00:00:12 | 00:01:55 | 00:00:06 | 00:00:19 | 00:00:01 | 00:01:59 | 00:00:06 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 20 | 2 | 0 | 16 | 00:40:17 | 00:01:50 | 00:05:15 | 00:00:31 | 00:02:31 | 00:00:08 | 00:00:11 | 00:00:04 | 00:10:32 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 18 | 3 | 0 | 6 | 00:48:04 | 00:02:17 | 00:07:17 | 00:00:23 | 00:01:41 | 00:00:06 | 00:00:09 | 00:00:02 | 00:10:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 7 | 0 | 0 | 4 | 00:19:20 | 00:02:46 | 00:06:12 | 00:00:57 | 00:00:52 | 00:00:07 | 00:00:11 | 00:00:04 | 00:03:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 1 | 0 | 0 | 0 | 00:00:38 | 00:00:38 | 00:00:38 | 00:00:38 | 00:00:08 | 00:00:08 | 00:00:08 | 00:00:08 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 3 | 0 | 0 | 0 | 00:18:47 | 00:06:16 | 00:15:49 | 00:00:50 | 00:00:11 | 00:00:04 | 00:00:04 | 00:00:03 | 00:01:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 13-10-2018 | 11 | 0 | 1 | 4 | 00:24:58 | 00:02:16 | 00:04:08 | 00:00:30 | 00:01:18 | 00:00:07 | 00:00:11 | 00:00:01 | 00:05:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 11 | 0 | 1 | 4 | 00:24:58 | 00:02:16 | 00:04:08 | 00:00:30 | 00:01:18 | 00:00:07 | 00:00:11 | 00:00:01 | 00:05:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 15-10-2018 | 95 | 9 | 4 | 21 | 03:46:51 | 00:02:11 | 00:17:25 | 00:00:00 | 00:11:39 | 00:00:07 | 00:00:57 | 00:00:02 | 00:40:34 | 00:00:23 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 30 | 1 | 1 | 3 | 00:51:48 | 00:01:40 | 00:04:54 | 00:00:17 | 00:03:09 | 00:00:06 | 00:00:14 | 00:00:02 | 00:15:34 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 26 | 3 | 1 | 6 | 00:59:23 | 00:02:03 | 00:09:36 | 00:00:23 | 00:03:35 | 00:00:08 | 00:00:57 | 00:00:03 | 00:02:59 | 00:00:06 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 16 | 1 | 2 | 6 | 00:26:49 | 00:01:35 | 00:07:13 | 00:00:00 | 00:02:10 | 00:00:08 | 00:00:14 | 00:00:03 | 00:08:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 23 | 4 | 0 | 6 | 01:28:51 | 00:03:17 | 00:17:25 | 00:00:11 | 00:02:45 | 00:00:07 | 00:00:13 | 00:00:02 | 00:13:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 16-10-2018 | 62 | 9 | 2 | 27 | 02:16:23 | 00:01:55 | 00:10:00 | 00:00:19 | 00:06:32 | 00:00:06 | 00:00:13 | 00:00:01 | 00:27:52 | 00:00:24 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 15 | 4 | 0 | 6 | 00:23:15 | 00:01:13 | 00:06:27 | 00:00:19 | 00:01:15 | 00:00:05 | 00:00:11 | 00:00:02 | 00:09:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 18 | 4 | 1 | 6 | 00:38:11 | 00:01:44 | 00:06:14 | 00:00:28 | 00:01:38 | 00:00:05 | 00:00:10 | 00:00:02 | 00:03:51 | 00:00:10 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 4 | 0 | 0 | 1 | 00:07:38 | 00:01:54 | 00:02:42 | 00:01:06 | 00:00:33 | 00:00:08 | 00:00:11 | 00:00:06 | 00:02:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 4 | 1 | 0 | 5 | 00:17:22 | 00:03:28 | 00:10:00 | 00:00:55 | 00:00:31 | 00:00:08 | 00:00:09 | 00:00:07 | 00:02:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 21 | 0 | 1 | 9 | 00:49:57 | 00:02:23 | 00:08:45 | 00:00:19 | 00:02:35 | 00:00:07 | 00:00:13 | 00:00:01 | 00:10:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 17-10-2018 | 83 | 11 | 4 | 35 | 03:08:10 | 00:02:00 | 00:16:27 | 00:00:08 | 00:10:20 | 00:00:07 | 00:00:28 | 00:00:01 | 00:35:35 | 00:00:25 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| agente.test | 0 | 0 | 0 | 1 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 17 | 2 | 2 | 6 | 00:31:06 | 00:01:38 | 00:07:37 | 00:00:22 | 00:02:07 | 00:00:07 | 00:00:18 | 00:00:03 | 00:08:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 21 | 6 | 1 | 3 | 00:55:24 | 00:02:03 | 00:16:27 | 00:00:13 | 00:02:15 | 00:00:06 | 00:00:15 | 00:00:03 | 00:04:00 | 00:00:10 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 5 | 0 | 0 | 5 | 00:07:18 | 00:01:28 | 00:03:15 | 00:00:20 | 00:00:48 | 00:00:10 | 00:00:15 | 00:00:05 | 00:02:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 2 | 0 | 0 | 6 | 00:03:13 | 00:01:36 | 00:02:37 | 00:00:36 | 00:00:20 | 00:00:10 | 00:00:16 | 00:00:04 | 00:01:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 7 | 1 | 0 | 7 | 00:22:46 | 00:02:51 | 00:09:18 | 00:00:24 | 00:00:45 | 00:00:06 | 00:00:11 | 00:00:01 | 00:04:02 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |

OneContact Reporting

Team Detail Daily Report

| | | | | | | | | | | | | | | | | | | | | |
|-----------------|----|----|---|----|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| tania.liberato | 31 | 2 | 1 | 7 | 01:08:23 | 00:02:04 | 00:06:59 | 00:00:08 | 00:04:05 | 00:00:08 | 00:00:28 | 00:00:01 | 00:16:02 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 18-10-2018 | 64 | 14 | 1 | 27 | 03:52:54 | 00:02:59 | 00:19:22 | 00:00:16 | 00:07:36 | 00:00:07 | 00:00:13 | 00:00:02 | 00:32:14 | 00:00:25 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 10 | 7 | 0 | 5 | 00:32:26 | 00:01:54 | 00:07:01 | 00:00:25 | 00:01:00 | 00:00:06 | 00:00:09 | 00:00:03 | 00:07:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 11 | 3 | 0 | 3 | 01:00:16 | 00:04:18 | 00:18:47 | 00:00:32 | 00:01:02 | 00:00:06 | 00:00:11 | 00:00:03 | 00:01:12 | 00:00:05 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 8 | 0 | 0 | 5 | 00:30:33 | 00:03:49 | 00:06:22 | 00:00:38 | 00:00:41 | 00:00:05 | 00:00:08 | 00:00:03 | 00:04:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 7 | 1 | 0 | 6 | 00:07:05 | 00:00:53 | 00:02:07 | 00:00:16 | 00:01:22 | 00:00:12 | 00:00:13 | 00:00:10 | 00:04:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 11 | 1 | 1 | 6 | 00:29:30 | 00:02:28 | 00:09:24 | 00:00:18 | 00:01:25 | 00:00:08 | 00:00:10 | 00:00:04 | 00:06:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 17 | 2 | 0 | 2 | 01:13:04 | 00:03:51 | 00:19:22 | 00:00:50 | 00:02:06 | 00:00:07 | 00:00:10 | 00:00:02 | 00:09:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 19-10-2018 | 62 | 6 | 1 | 18 | 02:01:32 | 00:01:47 | 00:11:51 | 00:00:01 | 00:07:20 | 00:00:07 | 00:00:14 | 00:00:02 | 00:25:29 | 00:00:23 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 9 | 0 | 1 | 0 | 00:17:59 | 00:02:00 | 00:06:51 | 00:00:27 | 00:00:47 | 00:00:05 | 00:00:10 | 00:00:03 | 00:04:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 19 | 0 | 0 | 4 | 00:28:34 | 00:01:30 | 00:06:05 | 00:00:01 | 00:01:48 | 00:00:06 | 00:00:12 | 00:00:02 | 00:01:29 | 00:00:05 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 1 | 0 | 0 | 2 | 00:03:22 | 00:03:22 | 00:03:22 | 00:03:22 | 00:00:04 | 00:00:04 | 00:00:04 | 00:00:04 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 13 | 4 | 0 | 2 | 00:33:19 | 00:01:58 | 00:11:51 | 00:00:15 | 00:02:10 | 00:00:10 | 00:00:14 | 00:00:07 | 00:08:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 9 | 1 | 0 | 7 | 00:15:15 | 00:01:32 | 00:02:51 | 00:00:31 | 00:01:11 | 00:00:08 | 00:00:12 | 00:00:06 | 00:05:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 11 | 1 | 0 | 3 | 00:23:03 | 00:01:55 | 00:04:46 | 00:00:44 | 00:01:20 | 00:00:07 | 00:00:12 | 00:00:02 | 00:06:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 20-10-2018 | 6 | 0 | 0 | 3 | 00:24:42 | 00:04:07 | 00:08:37 | 00:00:19 | 00:00:38 | 00:00:06 | 00:00:11 | 00:00:01 | 00:03:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 6 | 0 | 0 | 3 | 00:24:42 | 00:04:07 | 00:08:37 | 00:00:19 | 00:00:38 | 00:00:06 | 00:00:11 | 00:00:01 | 00:03:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 22-10-2018 | 86 | 7 | 1 | 30 | 03:12:51 | 00:02:04 | 00:09:03 | 00:00:17 | 00:10:44 | 00:00:07 | 00:00:35 | 00:00:02 | 00:45:38 | 00:00:30 | 00:00:34 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 21 | 1 | 0 | 5 | 00:40:06 | 00:01:49 | 00:04:03 | 00:00:28 | 00:02:35 | 00:00:07 | 00:00:35 | 00:00:03 | 00:10:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 1 | 0 | 0 | 0 | 00:03:46 | 00:03:46 | 00:03:46 | 00:03:46 | 00:00:07 | 00:00:07 | 00:00:07 | 00:00:07 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 17 | 2 | 1 | 10 | 00:41:18 | 00:02:10 | 00:07:18 | 00:00:17 | 00:01:57 | 00:00:07 | 00:00:11 | 00:00:03 | 00:09:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 17 | 3 | 0 | 6 | 00:55:06 | 00:02:45 | 00:09:03 | 00:00:39 | 00:01:35 | 00:00:06 | 00:00:10 | 00:00:03 | 00:10:06 | 00:00:30 | 00:00:34 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 15 | 0 | 0 | 3 | 00:24:19 | 00:01:37 | 00:05:36 | 00:00:27 | 00:02:27 | 00:00:10 | 00:00:14 | 00:00:02 | 00:07:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 15 | 1 | 0 | 6 | 00:28:16 | 00:01:46 | 00:05:08 | 00:00:30 | 00:02:03 | 00:00:08 | 00:00:15 | 00:00:03 | 00:08:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 23-10-2018 | 74 | 6 | 8 | 27 | 04:03:07 | 00:03:02 | 00:12:07 | 00:00:00 | 00:08:17 | 00:00:07 | 00:00:15 | 00:00:02 | 00:38:33 | 00:00:30 | 00:00:31 | 00:00:01 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 20 | 0 | 2 | 5 | 01:03:19 | 00:03:10 | 00:12:07 | 00:00:02 | 00:01:48 | 00:00:05 | 00:00:11 | 00:00:03 | 00:10:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 1 | 0 | 0 | 0 | 00:02:09 | 00:02:09 | 00:02:09 | 00:02:09 | 00:00:05 | 00:00:05 | 00:00:05 | 00:00:05 | 00:00:01 | 00:00:01 | 00:00:01 | 00:00:01 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 8 | 3 | 1 | 10 | 00:23:08 | 00:02:06 | 00:09:53 | 00:00:00 | 00:00:57 | 00:00:07 | 00:00:09 | 00:00:06 | 00:05:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 14 | 1 | 2 | 2 | 00:48:58 | 00:03:16 | 00:09:37 | 00:00:12 | 00:01:15 | 00:00:05 | 00:00:08 | 00:00:04 | 00:07:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 6 | 0 | 0 | 5 | 00:18:38 | 00:03:06 | 00:07:19 | 00:00:42 | 00:01:07 | 00:00:11 | 00:00:15 | 00:00:09 | 00:03:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 8 | 1 | 2 | 0 | 00:30:37 | 00:03:24 | 00:10:42 | 00:00:53 | 00:01:04 | 00:00:08 | 00:00:10 | 00:00:06 | 00:04:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 17 | 1 | 1 | 5 | 00:56:18 | 00:03:08 | 00:08:24 | 00:00:04 | 00:02:01 | 00:00:07 | 00:00:11 | 00:00:02 | 00:09:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 24-10-2018 | 77 | 6 | 4 | 33 | 03:47:25 | 00:02:44 | 00:22:39 | 00:00:04 | 00:09:03 | 00:00:07 | 00:00:20 | 00:00:01 | 00:40:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 16 | 2 | 0 | 6 | 00:36:17 | 00:02:01 | 00:15:19 | 00:00:17 | 00:01:35 | 00:00:06 | 00:00:16 | 00:00:02 | 00:08:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 13 | 2 | 2 | 7 | 00:23:01 | 00:01:32 | 00:05:00 | 00:00:10 | 00:01:37 | 00:00:07 | 00:00:16 | 00:00:03 | 00:07:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 16 | 0 | 2 | 7 | 01:01:08 | 00:03:49 | 00:22:39 | 00:00:04 | 00:01:57 | 00:00:07 | 00:00:20 | 00:00:03 | 00:08:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 14 | 0 | 0 | 7 | 00:47:24 | 00:03:23 | 00:17:30 | 00:00:40 | 00:01:52 | 00:00:08 | 00:00:11 | 00:00:04 | 00:07:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 18 | 2 | 0 | 6 | 00:59:35 | 00:02:59 | 00:08:22 | 00:00:35 | 00:02:02 | 00:00:07 | 00:00:11 | 00:00:01 | 00:10:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 25-10-2018 | 58 | 12 | 7 | 26 | 03:59:04 | 00:03:25 | 00:23:23 | 00:00:19 | 00:07:13 | 00:00:07 | 00:00:25 | 00:00:01 | 00:33:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 12 | 2 | 1 | 4 | 00:30:32 | 00:02:11 | 00:04:33 | 00:00:21 | 00:01:33 | 00:00:08 | 00:00:21 | 00:00:04 | 00:07:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| carina.diogo | 0 | 0 | 0 | 1 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 9 | 5 | 0 | 12 | 00:57:53 | 00:04:08 | 00:18:07 | 00:00:23 | 00:01:09 | 00:00:08 | 00:00:12 | 00:00:05 | 00:05:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 13 | 4 | 0 | 5 | 00:53:56 | 00:03:10 | 00:07:42 | 00:00:19 | 00:01:16 | 00:00:06 | 00:00:08 | 00:00:03 | 00:08:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 10 | 0 | 6 | 4 | 00:53:59 | 00:05:24 | 00:23:23 | 00:00:42 | 00:01:21 | 00:00:08 | 00:00:25 | 00:00:01 | 00:05:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 14 | 1 | 0 | 0 | 00:42:44 | 00:02:51 | 00:12:19 | 00:00:39 | 00:01:54 | 00:00:08 | 00:00:12 | 00:00:03 | 00:07:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 26-10-2018 | 60 | 10 | 2 | 19 | 02:54:25 | 00:02:30 | 00:09:54 | 00:00:05 | 00:06:17 | 00:00:06 | 00:00:29 | 00:00:01 | 00:32:32 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 15 | 2 | 0 | 3 | 00:35:32 | 00:02:05 | 00:08:31 | 00:00:05 | 00:01:11 | 00:00:05 | 00:00:09 | 00:00:02 | 00:08:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 12 | 4 | 0 | 9 | 00:29:08 | 00:01:49 | 00:03:20 | 00:00:23 | 00:01:38 | 00:00:08 | 00:00:13 | 00:00:05 | 00:07:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |

OneContact Reporting

Team Detail Daily Report

| | | | | | | | | | | | | | | | | | | | | |
|-------------------|----|----|---|----|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| raquel.barroyer | 13 | 1 | 1 | 3 | 00:40:14 | 00:02:52 | 00:07:31 | 00:00:30 | 00:01:02 | 00:00:05 | 00:00:07 | 00:00:03 | 00:06:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 4 | 1 | 0 | 2 | 00:11:48 | 00:02:22 | 00:04:29 | 00:00:42 | 00:00:34 | 00:00:08 | 00:00:10 | 00:00:08 | 00:02:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 2 | 0 | 1 | 1 | 00:05:54 | 00:02:57 | 00:04:43 | 00:01:11 | 00:00:03 | 00:00:02 | 00:00:02 | 00:00:01 | 00:01:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 14 | 2 | 0 | 1 | 00:51:49 | 00:03:14 | 00:09:54 | 00:00:33 | 00:01:49 | 00:00:08 | 00:00:29 | 00:00:03 | 00:07:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 27-10-2018 | 18 | 1 | 0 | 0 | 00:45:07 | 00:02:22 | 00:06:00 | 00:00:27 | 00:02:26 | 00:00:08 | 00:00:20 | 00:00:04 | 00:09:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 18 | 1 | 0 | 0 | 00:45:07 | 00:02:22 | 00:06:00 | 00:00:27 | 00:02:26 | 00:00:08 | 00:00:20 | 00:00:04 | 00:09:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 29-10-2018 | 88 | 6 | 2 | 37 | 05:39:38 | 00:03:37 | 00:14:37 | 00:00:19 | 00:09:23 | 00:00:06 | 00:00:18 | 00:00:00 | 00:46:33 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 26 | 2 | 0 | 6 | 01:30:46 | 00:03:14 | 00:11:01 | 00:00:33 | 00:02:20 | 00:00:05 | 00:00:18 | 00:00:02 | 00:14:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| jessica.goncalves | 0 | 0 | 0 | 1 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 27 | 2 | 1 | 17 | 01:34:14 | 00:03:15 | 00:14:37 | 00:00:30 | 00:03:07 | 00:00:07 | 00:00:14 | 00:00:01 | 00:14:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 10 | 0 | 0 | 6 | 00:43:28 | 00:04:21 | 00:06:59 | 00:01:14 | 00:01:19 | 00:00:08 | 00:00:12 | 00:00:00 | 00:05:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 1 | 0 | 1 | 4 | 00:09:24 | 00:09:24 | 00:09:24 | 00:09:24 | 00:00:06 | 00:00:06 | 00:00:06 | 00:00:06 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 24 | 2 | 0 | 3 | 01:41:46 | 00:03:55 | 00:13:45 | 00:00:19 | 00:02:31 | 00:00:06 | 00:00:09 | 00:00:03 | 00:13:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 30-10-2018 | 72 | 8 | 3 | 20 | 03:57:20 | 00:02:58 | 00:19:34 | 00:00:25 | 00:08:40 | 00:00:07 | 00:00:17 | 00:00:02 | 00:38:34 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 17 | 2 | 1 | 2 | 00:56:24 | 00:02:58 | 00:09:22 | 00:00:25 | 00:01:41 | 00:00:06 | 00:00:13 | 00:00:02 | 00:08:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 14 | 1 | 1 | 10 | 00:34:03 | 00:02:16 | 00:07:32 | 00:00:26 | 00:01:28 | 00:00:06 | 00:00:11 | 00:00:03 | 00:07:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 15 | 2 | 1 | 6 | 01:03:30 | 00:03:44 | 00:19:34 | 00:00:33 | 00:01:33 | 00:00:06 | 00:00:13 | 00:00:03 | 00:08:02 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 7 | 0 | 0 | 0 | 00:19:56 | 00:02:51 | 00:06:21 | 00:00:53 | 00:00:55 | 00:00:08 | 00:00:17 | 00:00:04 | 00:03:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 19 | 3 | 0 | 2 | 01:03:27 | 00:02:53 | 00:13:13 | 00:00:28 | 00:03:03 | 00:00:10 | 00:00:15 | 00:00:04 | 00:11:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 31-10-2018 | 86 | 6 | 2 | 21 | 04:40:35 | 00:03:03 | 00:12:55 | 00:00:16 | 00:09:58 | 00:00:07 | 00:00:23 | 00:00:02 | 00:45:36 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 25 | 2 | 1 | 5 | 01:02:58 | 00:02:20 | 00:07:23 | 00:00:53 | 00:02:22 | 00:00:06 | 00:00:11 | 00:00:02 | 00:13:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 16 | 0 | 0 | 10 | 00:33:02 | 00:02:04 | 00:03:59 | 00:00:19 | 00:01:53 | 00:00:07 | 00:00:11 | 00:00:04 | 00:08:02 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 18 | 2 | 0 | 2 | 01:20:58 | 00:04:03 | 00:08:47 | 00:00:27 | 00:01:46 | 00:00:06 | 00:00:12 | 00:00:02 | 00:10:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 4 | 0 | 1 | 0 | 00:07:13 | 00:01:48 | 00:04:15 | 00:00:16 | 00:01:01 | 00:00:15 | 00:00:23 | 00:00:04 | 00:02:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 23 | 2 | 0 | 4 | 01:36:24 | 00:03:51 | 00:12:55 | 00:00:23 | 00:02:56 | 00:00:08 | 00:00:14 | 00:00:05 | 00:12:03 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 01-11-2018 | 27 | 3 | 0 | 8 | 01:15:29 | 00:02:31 | 00:07:13 | 00:00:25 | 00:03:39 | 00:00:08 | 00:00:18 | 00:00:01 | 00:14:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 16 | 0 | 0 | 3 | 00:37:47 | 00:02:22 | 00:05:35 | 00:00:42 | 00:02:18 | 00:00:09 | 00:00:18 | 00:00:04 | 00:08:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 11 | 3 | 0 | 5 | 00:37:42 | 00:02:42 | 00:07:13 | 00:00:25 | 00:01:21 | 00:00:07 | 00:00:11 | 00:00:01 | 00:06:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 02-11-2018 | 81 | 12 | 0 | 30 | 04:30:59 | 00:02:55 | 00:18:15 | 00:00:23 | 00:09:11 | 00:00:07 | 00:00:30 | 00:00:01 | 00:44:33 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 26 | 3 | 0 | 9 | 01:03:01 | 00:02:10 | 00:04:56 | 00:00:35 | 00:02:16 | 00:00:05 | 00:00:11 | 00:00:01 | 00:14:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 18 | 4 | 0 | 12 | 01:11:18 | 00:03:14 | 00:11:10 | 00:00:28 | 00:01:54 | 00:00:06 | 00:00:13 | 00:00:02 | 00:10:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 12 | 3 | 0 | 4 | 00:44:48 | 00:02:59 | 00:05:26 | 00:00:33 | 00:01:39 | 00:00:08 | 00:00:15 | 00:00:04 | 00:06:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 25 | 2 | 0 | 5 | 01:31:52 | 00:03:24 | 00:18:15 | 00:00:23 | 00:03:22 | 00:00:08 | 00:00:30 | 00:00:01 | 00:13:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 03-11-2018 | 20 | 3 | 0 | 6 | 01:26:55 | 00:03:47 | 00:11:08 | 00:00:29 | 00:02:55 | 00:00:09 | 00:00:14 | 00:00:02 | 00:11:32 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 20 | 3 | 0 | 6 | 01:26:55 | 00:03:47 | 00:11:08 | 00:00:29 | 00:02:55 | 00:00:09 | 00:00:14 | 00:00:02 | 00:11:32 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 05-11-2018 | 83 | 10 | 6 | 36 | 03:52:03 | 00:02:30 | 00:11:23 | 00:00:20 | 00:13:38 | 00:00:10 | 00:00:44 | 00:00:02 | 00:45:17 | 00:00:30 | 00:00:35 | 00:00:11 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 21 | 3 | 0 | 13 | 00:55:17 | 00:02:18 | 00:07:09 | 00:00:20 | 00:02:59 | 00:00:09 | 00:00:15 | 00:00:02 | 00:11:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 6 | 1 | 0 | 2 | 00:15:35 | 00:02:14 | 00:04:28 | 00:00:50 | 00:00:37 | 00:00:06 | 00:00:10 | 00:00:02 | 00:03:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 30 | 2 | 5 | 16 | 01:44:09 | 00:03:15 | 00:11:23 | 00:00:22 | 00:05:47 | 00:00:12 | 00:00:44 | 00:00:02 | 00:16:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 26 | 4 | 1 | 5 | 00:57:02 | 00:01:54 | 00:05:04 | 00:00:20 | 00:04:15 | 00:00:10 | 00:00:24 | 00:00:05 | 00:14:17 | 00:00:30 | 00:00:35 | 00:00:11 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 06-11-2018 | 72 | 9 | 1 | 35 | 03:56:45 | 00:02:55 | 00:19:04 | 00:00:05 | 00:11:16 | 00:00:09 | 00:00:40 | 00:00:01 | 00:39:03 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 15 | 4 | 1 | 18 | 00:58:05 | 00:03:03 | 00:19:04 | 00:00:15 | 00:01:58 | 00:00:08 | 00:00:14 | 00:00:04 | 00:08:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 29 | 2 | 0 | 7 | 01:33:35 | 00:03:01 | 00:09:46 | 00:00:32 | 00:04:30 | 00:00:09 | 00:00:15 | 00:00:01 | 00:15:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 13 | 0 | 0 | 4 | 00:27:51 | 00:02:09 | 00:10:14 | 00:00:05 | 00:02:54 | 00:00:13 | 00:00:40 | 00:00:02 | 00:06:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 15 | 3 | 0 | 6 | 00:57:14 | 00:03:11 | 00:13:13 | 00:00:29 | 00:01:54 | 00:00:08 | 00:00:13 | 00:00:01 | 00:09:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 07-11-2018 | 74 | 5 | 2 | 31 | 03:11:52 | 00:02:26 | 00:11:21 | 00:00:01 | 00:11:05 | 00:00:09 | 00:00:20 | 00:00:01 | 00:38:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 23 | 1 | 0 | 13 | 00:56:33 | 00:02:21 | 00:05:56 | 00:00:24 | 00:03:24 | 00:00:09 | 00:00:19 | 00:00:04 | 00:12:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 18 | 1 | 1 | 9 | 00:58:56 | 00:03:06 | 00:08:57 | 00:00:47 | 00:02:50 | 00:00:09 | 00:00:12 | 00:00:04 | 00:09:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |

OneContact Reporting

Team Detail Daily Report

| | | | | | | | | | | | | | | | | | | | | |
|-----------------|-----|----|---|----|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| susana.oliveira | 4 | 0 | 0 | 2 | 00:05:03 | 00:01:16 | 00:03:45 | 00:00:01 | 00:00:51 | 00:00:13 | 00:00:20 | 00:00:05 | 00:02:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 29 | 3 | 1 | 7 | 01:11:20 | 00:02:14 | 00:11:21 | 00:00:01 | 00:04:00 | 00:00:08 | 00:00:13 | 00:00:01 | 00:15:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 08-11-2018 | 102 | 11 | 1 | 65 | 06:08:44 | 00:03:16 | 00:16:41 | 00:00:13 | 00:12:33 | 00:00:07 | 00:00:18 | 00:00:01 | 00:55:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 21 | 6 | 0 | 26 | 01:37:55 | 00:03:38 | 00:16:41 | 00:00:16 | 00:02:16 | 00:00:06 | 00:00:12 | 00:00:02 | 00:12:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 25 | 3 | 1 | 18 | 01:34:06 | 00:03:22 | 00:15:43 | 00:00:31 | 00:03:23 | 00:00:08 | 00:00:15 | 00:00:01 | 00:14:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 23 | 2 | 0 | 16 | 01:12:03 | 00:02:53 | 00:09:33 | 00:00:19 | 00:02:28 | 00:00:06 | 00:00:18 | 00:00:01 | 00:12:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 33 | 0 | 0 | 5 | 01:44:40 | 00:03:10 | 00:10:25 | 00:00:13 | 00:04:26 | 00:00:08 | 00:00:14 | 00:00:02 | 00:16:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 09-11-2018 | 64 | 8 | 4 | 33 | 03:28:23 | 00:02:54 | 00:11:36 | 00:00:18 | 00:08:36 | 00:00:08 | 00:00:21 | 00:00:01 | 00:36:03 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 19 | 0 | 1 | 8 | 01:00:51 | 00:03:12 | 00:11:36 | 00:00:35 | 00:02:19 | 00:00:07 | 00:00:12 | 00:00:05 | 00:09:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 13 | 1 | 1 | 10 | 00:35:43 | 00:02:33 | 00:07:27 | 00:00:40 | 00:02:11 | 00:00:10 | 00:00:13 | 00:00:08 | 00:07:02 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 8 | 2 | 0 | 9 | 00:27:06 | 00:02:43 | 00:08:12 | 00:00:18 | 00:00:47 | 00:00:06 | 00:00:08 | 00:00:04 | 00:05:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 24 | 5 | 2 | 6 | 01:24:43 | 00:02:55 | 00:10:05 | 00:00:29 | 00:03:19 | 00:00:08 | 00:00:21 | 00:00:01 | 00:14:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 10-11-2018 | 20 | 0 | 0 | 5 | 01:13:44 | 00:03:41 | 00:16:02 | 00:00:15 | 00:02:45 | 00:00:08 | 00:00:25 | 00:00:01 | 00:10:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 20 | 0 | 0 | 5 | 01:13:44 | 00:03:41 | 00:16:02 | 00:00:15 | 00:02:45 | 00:00:08 | 00:00:25 | 00:00:01 | 00:10:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 12-11-2018 | 77 | 19 | 3 | 23 | 03:54:40 | 00:02:27 | 00:11:35 | 00:00:00 | 00:09:20 | 00:00:07 | 00:00:19 | 00:00:00 | 00:44:30 | 00:00:30 | 00:00:31 | 00:00:07 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 1 | 1 | 0 | 0 | 00:07:01 | 00:03:30 | 00:05:50 | 00:01:11 | 00:00:11 | 00:00:11 | 00:00:11 | 00:00:11 | 00:01:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 27 | 5 | 0 | 3 | 01:41:13 | 00:03:10 | 00:09:55 | 00:00:21 | 00:02:15 | 00:00:05 | 00:00:09 | 00:00:01 | 00:14:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 15 | 8 | 2 | 9 | 00:32:01 | 00:01:24 | 00:03:53 | 00:00:24 | 00:02:25 | 00:00:10 | 00:00:19 | 00:00:02 | 00:10:02 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 12 | 3 | 0 | 5 | 00:32:14 | 00:02:09 | 00:06:34 | 00:00:34 | 00:01:47 | 00:00:09 | 00:00:19 | 00:00:02 | 00:07:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 19 | 2 | 1 | 6 | 00:52:30 | 00:02:30 | 00:11:35 | 00:00:13 | 00:02:34 | 00:00:08 | 00:00:12 | 00:00:02 | 00:10:09 | 00:00:29 | 00:00:31 | 00:00:07 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 3 | 0 | 0 | 0 | 00:09:41 | 00:03:14 | 00:05:04 | 00:00:00 | 00:00:08 | 00:00:03 | 00:00:06 | 00:00:00 | 00:01:19 | 00:00:26 | 00:00:30 | 00:00:19 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 13-11-2018 | 78 | 14 | 0 | 47 | 04:23:20 | 00:02:52 | 00:11:30 | 00:00:00 | 00:10:08 | 00:00:08 | 00:00:22 | 00:00:01 | 00:46:02 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 1 | 0 | 0 | 0 | 00:03:51 | 00:03:51 | 00:03:51 | 00:03:51 | 00:00:15 | 00:00:15 | 00:00:15 | 00:00:15 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 16 | 6 | 0 | 15 | 00:54:50 | 00:02:30 | 00:07:48 | 00:00:07 | 00:02:04 | 00:00:08 | 00:00:22 | 00:00:05 | 00:11:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 21 | 1 | 0 | 6 | 01:26:14 | 00:03:55 | 00:11:06 | 00:00:32 | 00:02:28 | 00:00:07 | 00:00:13 | 00:00:01 | 00:11:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 15 | 4 | 0 | 11 | 00:33:46 | 00:01:47 | 00:09:10 | 00:00:03 | 00:02:00 | 00:00:08 | 00:00:13 | 00:00:01 | 00:09:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 12 | 0 | 0 | 8 | 00:38:13 | 00:03:11 | 00:11:30 | 00:00:00 | 00:01:32 | 00:00:08 | 00:00:16 | 00:00:04 | 00:06:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 12 | 3 | 0 | 7 | 00:46:10 | 00:03:05 | 00:11:10 | 00:00:20 | 00:01:29 | 00:00:07 | 00:00:11 | 00:00:05 | 00:07:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 1 | 0 | 0 | 0 | 00:00:16 | 00:00:16 | 00:00:16 | 00:00:16 | 00:00:20 | 00:00:20 | 00:00:20 | 00:00:20 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 14-11-2018 | 108 | 15 | 3 | 56 | 05:14:17 | 00:02:33 | 00:16:45 | 00:00:00 | 00:13:34 | 00:00:08 | 00:00:23 | 00:00:02 | 00:59:03 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 26 | 2 | 0 | 12 | 01:00:46 | 00:02:10 | 00:10:03 | 00:00:00 | 00:03:07 | 00:00:07 | 00:00:23 | 00:00:02 | 00:14:02 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 26 | 0 | 0 | 19 | 01:13:11 | 00:02:49 | 00:06:40 | 00:00:12 | 00:03:11 | 00:00:07 | 00:00:16 | 00:00:02 | 00:13:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 27 | 4 | 0 | 9 | 00:58:41 | 00:01:54 | 00:08:03 | 00:00:10 | 00:02:27 | 00:00:05 | 00:00:13 | 00:00:03 | 00:14:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 18 | 8 | 2 | 12 | 01:08:29 | 00:02:38 | 00:09:41 | 00:00:03 | 00:02:54 | 00:00:10 | 00:00:17 | 00:00:05 | 00:12:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 5 | 1 | 1 | 4 | 00:26:55 | 00:04:29 | 00:15:39 | 00:00:59 | 00:00:54 | 00:00:11 | 00:00:18 | 00:00:04 | 00:03:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 6 | 0 | 0 | 0 | 00:26:15 | 00:04:22 | 00:16:45 | 00:00:10 | 00:01:01 | 00:00:10 | 00:00:21 | 00:00:02 | 00:02:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 15-11-2018 | 72 | 8 | 0 | 39 | 04:54:42 | 00:03:41 | 00:17:05 | 00:00:05 | 00:09:36 | 00:00:08 | 00:00:38 | 00:00:01 | 00:39:35 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| agente.test | 0 | 0 | 0 | 2 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 14 | 2 | 0 | 10 | 00:39:33 | 00:02:28 | 00:05:43 | 00:00:24 | 00:02:06 | 00:00:09 | 00:00:29 | 00:00:04 | 00:07:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 19 | 3 | 0 | 7 | 01:26:14 | 00:03:55 | 00:14:55 | 00:00:37 | 00:01:37 | 00:00:05 | 00:00:09 | 00:00:01 | 00:11:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 15 | 2 | 0 | 11 | 01:06:05 | 00:03:53 | 00:12:31 | 00:00:31 | 00:02:47 | 00:00:11 | 00:00:38 | 00:00:04 | 00:08:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 1 | 0 | 0 | 0 | 00:01:12 | 00:01:12 | 00:01:12 | 00:01:12 | 00:00:12 | 00:00:12 | 00:00:12 | 00:00:12 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 23 | 1 | 0 | 9 | 01:41:38 | 00:04:14 | 00:17:05 | 00:00:05 | 00:02:54 | 00:00:08 | 00:00:24 | 00:00:02 | 00:12:02 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 16-11-2018 | 84 | 7 | 2 | 33 | 03:39:31 | 00:02:25 | 00:12:08 | 00:00:03 | 00:10:24 | 00:00:07 | 00:00:15 | 00:00:01 | 00:43:32 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 5 | 0 | 0 | 1 | 00:11:51 | 00:02:22 | 00:06:01 | 00:00:45 | 00:00:21 | 00:00:04 | 00:00:05 | 00:00:03 | 00:02:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 13 | 0 | 1 | 12 | 00:30:34 | 00:02:21 | 00:07:29 | 00:00:15 | 00:01:32 | 00:00:07 | 00:00:13 | 00:00:04 | 00:06:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 22 | 2 | 0 | 8 | 01:04:09 | 00:02:40 | 00:12:08 | 00:00:03 | 00:02:16 | 00:00:06 | 00:00:11 | 00:00:04 | 00:11:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 18 | 2 | 0 | 7 | 00:53:37 | 00:02:41 | 00:07:21 | 00:00:21 | 00:03:04 | 00:00:10 | 00:00:14 | 00:00:02 | 00:09:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |

OneContact Reporting

Team Detail Daily Report

| | | | | | | | | | | | | | | | | | | | | |
|-------------------|----|----|---|----|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| susana.oliveira | 0 | 0 | 0 | 1 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 26 | 3 | 1 | 4 | 00:59:20 | 00:02:03 | 00:08:28 | 00:00:03 | 00:03:11 | 00:00:07 | 00:00:15 | 00:00:01 | 00:13:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 17-11-2018 | 18 | 0 | 0 | 5 | 00:49:00 | 00:02:43 | 00:10:05 | 00:00:22 | 00:01:49 | 00:00:06 | 00:00:12 | 00:00:02 | 00:09:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 18 | 0 | 0 | 5 | 00:49:00 | 00:02:43 | 00:10:05 | 00:00:22 | 00:01:49 | 00:00:06 | 00:00:12 | 00:00:02 | 00:09:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 19-11-2018 | 64 | 11 | 0 | 26 | 03:47:41 | 00:03:02 | 00:11:42 | 00:00:11 | 00:08:28 | 00:00:08 | 00:00:14 | 00:00:02 | 00:36:35 | 00:00:30 | 00:00:33 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 15 | 1 | 0 | 6 | 00:59:41 | 00:03:44 | 00:11:42 | 00:00:20 | 00:01:47 | 00:00:07 | 00:00:14 | 00:00:03 | 00:08:03 | 00:00:30 | 00:00:33 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 9 | 3 | 0 | 8 | 00:30:42 | 00:02:34 | 00:08:49 | 00:00:11 | 00:01:31 | 00:00:10 | 00:00:12 | 00:00:05 | 00:06:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 27 | 6 | 0 | 6 | 01:36:55 | 00:02:56 | 00:11:03 | 00:00:22 | 00:03:21 | 00:00:07 | 00:00:14 | 00:00:02 | 00:15:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 13 | 1 | 0 | 6 | 00:40:23 | 00:02:53 | 00:06:49 | 00:00:22 | 00:01:49 | 00:00:08 | 00:00:14 | 00:00:05 | 00:07:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 20-11-2018 | 80 | 4 | 2 | 36 | 03:35:45 | 00:02:34 | 00:13:48 | 00:00:01 | 00:08:48 | 00:00:07 | 00:00:13 | 00:00:01 | 00:41:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| agente.test | 0 | 0 | 0 | 1 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 24 | 0 | 0 | 11 | 00:47:47 | 00:01:59 | 00:07:33 | 00:00:07 | 00:01:55 | 00:00:05 | 00:00:11 | 00:00:02 | 00:12:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 20 | 1 | 1 | 11 | 00:25:21 | 00:01:12 | 00:05:35 | 00:00:03 | 00:01:58 | 00:00:06 | 00:00:11 | 00:00:03 | 00:10:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 12 | 3 | 0 | 10 | 00:41:58 | 00:02:48 | 00:08:43 | 00:00:01 | 00:01:54 | 00:00:10 | 00:00:12 | 00:00:01 | 00:07:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 23 | 0 | 1 | 3 | 01:26:51 | 00:03:47 | 00:09:25 | 00:01:09 | 00:02:56 | 00:00:08 | 00:00:13 | 00:00:03 | 00:11:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 1 | 0 | 0 | 0 | 00:13:48 | 00:13:48 | 00:13:48 | 00:13:48 | 00:00:05 | 00:00:05 | 00:00:05 | 00:00:05 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 21-11-2018 | 84 | 4 | 1 | 29 | 03:06:58 | 00:02:07 | 00:11:46 | 00:00:05 | 00:09:36 | 00:00:07 | 00:00:15 | 00:00:01 | 00:42:34 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 30 | 1 | 1 | 9 | 01:18:44 | 00:02:32 | 00:11:46 | 00:00:05 | 00:03:13 | 00:00:06 | 00:00:14 | 00:00:01 | 00:15:32 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 22 | 2 | 0 | 6 | 00:34:23 | 00:01:26 | 00:09:53 | 00:00:09 | 00:01:53 | 00:00:05 | 00:00:09 | 00:00:02 | 00:12:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 25 | 1 | 0 | 11 | 00:59:15 | 00:02:17 | 00:10:14 | 00:00:06 | 00:03:47 | 00:00:09 | 00:00:15 | 00:00:01 | 00:12:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 7 | 0 | 0 | 3 | 00:14:36 | 00:02:05 | 00:06:42 | 00:00:06 | 00:00:43 | 00:00:06 | 00:00:11 | 00:00:02 | 00:03:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 22-11-2018 | 63 | 6 | 0 | 26 | 03:37:03 | 00:03:09 | 00:13:21 | 00:00:01 | 00:07:01 | 00:00:07 | 00:00:13 | 00:00:01 | 00:34:33 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 18 | 1 | 0 | 9 | 01:03:43 | 00:03:21 | 00:12:37 | 00:00:10 | 00:01:32 | 00:00:05 | 00:00:10 | 00:00:01 | 00:09:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 9 | 0 | 0 | 2 | 00:20:38 | 00:02:18 | 00:05:09 | 00:00:30 | 00:00:48 | 00:00:05 | 00:00:09 | 00:00:04 | 00:04:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 12 | 3 | 0 | 10 | 00:49:20 | 00:03:17 | 00:13:21 | 00:00:18 | 00:01:56 | 00:00:10 | 00:00:13 | 00:00:02 | 00:07:32 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 21 | 2 | 0 | 4 | 01:12:01 | 00:03:08 | 00:11:16 | 00:00:01 | 00:02:22 | 00:00:07 | 00:00:13 | 00:00:02 | 00:11:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 3 | 0 | 0 | 1 | 00:11:21 | 00:03:47 | 00:04:22 | 00:02:47 | 00:00:23 | 00:00:08 | 00:00:12 | 00:00:03 | 00:01:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 23-11-2018 | 63 | 9 | 0 | 16 | 03:13:51 | 00:02:42 | 00:10:14 | 00:00:13 | 00:08:08 | 00:00:08 | 00:00:19 | 00:00:02 | 00:34:33 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| agente.test | 0 | 0 | 0 | 1 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 16 | 3 | 0 | 7 | 00:35:16 | 00:01:51 | 00:06:04 | 00:00:13 | 00:01:43 | 00:00:06 | 00:00:12 | 00:00:02 | 00:09:02 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 13 | 1 | 0 | 1 | 00:52:54 | 00:03:47 | 00:09:43 | 00:00:38 | 00:01:26 | 00:00:07 | 00:00:11 | 00:00:03 | 00:06:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 16 | 2 | 0 | 5 | 00:34:27 | 00:01:55 | 00:05:30 | 00:00:30 | 00:02:39 | 00:00:10 | 00:00:19 | 00:00:02 | 00:09:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 16 | 3 | 0 | 2 | 01:03:23 | 00:03:20 | 00:10:14 | 00:00:25 | 00:02:13 | 00:00:08 | 00:00:15 | 00:00:04 | 00:09:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 2 | 0 | 0 | 0 | 00:07:51 | 00:03:56 | 00:06:00 | 00:01:51 | 00:00:07 | 00:00:04 | 00:00:04 | 00:00:03 | 00:01:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 24-11-2018 | 15 | 1 | 0 | 2 | 00:43:08 | 00:02:42 | 00:06:24 | 00:00:22 | 00:02:21 | 00:00:09 | 00:00:12 | 00:00:02 | 00:08:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 15 | 1 | 0 | 2 | 00:43:08 | 00:02:42 | 00:06:24 | 00:00:22 | 00:02:21 | 00:00:09 | 00:00:12 | 00:00:02 | 00:08:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 26-11-2018 | 65 | 9 | 5 | 37 | 03:08:41 | 00:02:33 | 00:09:39 | 00:00:00 | 00:09:11 | 00:00:08 | 00:00:25 | 00:00:02 | 00:33:04 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 16 | 5 | 0 | 7 | 01:01:10 | 00:02:55 | 00:08:14 | 00:00:26 | 00:01:28 | 00:00:06 | 00:00:10 | 00:00:03 | 00:10:02 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 18 | 2 | 2 | 8 | 00:36:05 | 00:01:48 | 00:06:35 | 00:00:00 | 00:02:51 | 00:00:10 | 00:00:25 | 00:00:04 | 00:08:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 24 | 2 | 1 | 11 | 01:29:39 | 00:03:27 | 00:09:39 | 00:00:10 | 00:03:26 | 00:00:09 | 00:00:14 | 00:00:02 | 00:13:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 7 | 0 | 2 | 11 | 00:01:47 | 00:00:15 | 00:00:46 | 00:00:00 | 00:01:26 | 00:00:12 | 00:00:25 | 00:00:03 | 00:01:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 27-11-2018 | 77 | 8 | 3 | 44 | 03:32:01 | 00:02:30 | 00:15:06 | 00:00:12 | 00:10:59 | 00:00:09 | 00:00:44 | 00:00:01 | 00:38:35 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 19 | 3 | 0 | 7 | 00:44:25 | 00:02:01 | 00:09:47 | 00:00:21 | 00:01:47 | 00:00:06 | 00:00:12 | 00:00:02 | 00:10:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| jessica.goncalves | 3 | 0 | 0 | 3 | 00:09:53 | 00:03:18 | 00:06:14 | 00:01:28 | 00:01:07 | 00:00:22 | 00:00:44 | 00:00:10 | 00:01:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 12 | 2 | 2 | 13 | 00:48:24 | 00:03:27 | 00:14:27 | 00:00:22 | 00:01:31 | 00:00:08 | 00:00:12 | 00:00:05 | 00:07:02 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 24 | 2 | 0 | 11 | 00:55:57 | 00:02:09 | 00:11:07 | 00:00:12 | 00:04:12 | 00:00:10 | 00:00:44 | 00:00:02 | 00:12:03 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 12 | 1 | 1 | 10 | 00:34:45 | 00:02:40 | 00:15:06 | 00:00:16 | 00:01:42 | 00:00:08 | 00:00:14 | 00:00:04 | 00:05:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 4 | 0 | 0 | 0 | 00:11:19 | 00:02:50 | 00:08:23 | 00:00:16 | 00:00:30 | 00:00:08 | 00:00:11 | 00:00:03 | 00:01:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |

OneContact Reporting

Team Detail Daily Report

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|-------------------|----|----|---|----|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| tania.sobral | 3 | 0 | 0 | 0 | 00:07:18 | 00:02:26 | 00:04:52 | 00:00:22 | 00:00:10 | 00:00:03 | 00:00:05 | 00:00:01 | 00:01:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 28-11-2018 | 50 | 12 | 0 | 27 | 02:27:56 | 00:02:23 | 00:07:23 | 00:00:14 | 00:06:45 | 00:00:08 | 00:00:18 | 00:00:01 | 00:29:46 | 00:00:29 | 00:00:33 | 00:00:02 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 16 | 4 | 0 | 5 | 00:41:37 | 00:02:05 | 00:05:45 | 00:00:32 | 00:02:07 | 00:00:08 | 00:00:15 | 00:00:03 | 00:10:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| jessica.goncalves | 7 | 0 | 0 | 2 | 00:15:40 | 00:02:14 | 00:04:04 | 00:00:14 | 00:01:00 | 00:00:09 | 00:00:12 | 00:00:02 | 00:02:13 | 00:00:19 | 00:00:30 | 00:00:02 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 16 | 2 | 0 | 7 | 00:45:37 | 00:02:32 | 00:06:27 | 00:00:17 | 00:01:50 | 00:00:07 | 00:00:18 | 00:00:01 | 00:09:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 9 | 5 | 0 | 7 | 00:36:10 | 00:02:35 | 00:07:23 | 00:00:51 | 00:01:27 | 00:00:10 | 00:00:12 | 00:00:08 | 00:07:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 2 | 1 | 0 | 6 | 00:08:52 | 00:02:57 | 00:06:10 | 00:00:55 | 00:00:21 | 00:00:10 | 00:00:13 | 00:00:08 | 00:01:33 | 00:00:31 | 00:00:33 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 29-11-2018 | 55 | 4 | 5 | 43 | 02:48:38 | 00:02:51 | 00:17:55 | 00:00:02 | 00:06:43 | 00:00:07 | 00:00:24 | 00:00:01 | 00:27:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 21 | 3 | 0 | 14 | 00:43:03 | 00:01:48 | 00:08:03 | 00:00:02 | 00:02:11 | 00:00:06 | 00:00:12 | 00:00:02 | 00:10:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| jessica.goncalves | 5 | 0 | 0 | 0 | 00:14:54 | 00:02:59 | 00:05:21 | 00:00:22 | 00:00:53 | 00:00:11 | 00:00:11 | 00:00:09 | 00:02:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 16 | 1 | 2 | 13 | 00:46:03 | 00:02:43 | 00:06:35 | 00:00:16 | 00:02:11 | 00:00:08 | 00:00:24 | 00:00:03 | 00:08:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 10 | 0 | 0 | 12 | 00:56:52 | 00:05:41 | 00:17:55 | 00:00:31 | 00:00:58 | 00:00:06 | 00:00:11 | 00:00:01 | 00:05:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 3 | 0 | 3 | 3 | 00:07:46 | 00:02:35 | 00:03:17 | 00:01:33 | 00:00:30 | 00:00:10 | 00:00:12 | 00:00:08 | 00:01:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 0 | 0 | 0 | 1 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 30-11-2018 | 71 | 11 | 1 | 30 | 03:42:45 | 00:02:43 | 00:16:47 | 00:00:00 | 00:08:44 | 00:00:07 | 00:00:15 | 00:00:01 | 00:37:21 | 00:00:29 | 00:00:33 | 00:00:02 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 20 | 4 | 0 | 6 | 00:36:50 | 00:01:32 | 00:05:39 | 00:00:00 | 00:02:07 | 00:00:06 | 00:00:13 | 00:00:01 | 00:11:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| jessica.goncalves | 12 | 2 | 0 | 3 | 01:00:46 | 00:04:20 | 00:16:47 | 00:00:57 | 00:01:47 | 00:00:09 | 00:00:10 | 00:00:08 | 00:05:18 | 00:00:24 | 00:00:30 | 00:00:02 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 22 | 1 | 1 | 13 | 01:08:08 | 00:02:58 | 00:14:15 | 00:00:00 | 00:02:31 | 00:00:07 | 00:00:15 | 00:00:01 | 00:11:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 13 | 4 | 0 | 7 | 00:48:52 | 00:02:52 | 00:10:28 | 00:00:23 | 00:01:52 | 00:00:09 | 00:00:12 | 00:00:01 | 00:08:03 | 00:00:30 | 00:00:33 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 3 | 0 | 0 | 1 | 00:05:43 | 00:01:54 | 00:03:53 | 00:00:13 | 00:00:17 | 00:00:06 | 00:00:09 | 00:00:02 | 00:01:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 1 | 0 | 0 | 0 | 00:02:26 | 00:02:26 | 00:02:26 | 00:02:26 | 00:00:10 | 00:00:10 | 00:00:10 | 00:00:10 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 01-12-2018 | 9 | 1 | 1 | 7 | 00:55:40 | 00:05:34 | 00:15:50 | 00:00:33 | 00:01:23 | 00:00:09 | 00:00:13 | 00:00:05 | 00:05:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 9 | 1 | 1 | 7 | 00:55:40 | 00:05:34 | 00:15:50 | 00:00:33 | 00:01:23 | 00:00:09 | 00:00:13 | 00:00:05 | 00:05:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 03-12-2018 | 74 | 9 | 5 | 29 | 03:46:20 | 00:02:44 | 00:12:46 | 00:00:09 | 00:08:19 | 00:00:07 | 00:00:13 | 00:00:02 | 00:41:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 22 | 2 | 0 | 5 | 00:56:12 | 00:02:20 | 00:12:46 | 00:00:23 | 00:02:17 | 00:00:06 | 00:00:13 | 00:00:03 | 00:12:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 13 | 3 | 4 | 15 | 01:02:16 | 00:03:54 | 00:10:22 | 00:00:09 | 00:01:30 | 00:00:07 | 00:00:09 | 00:00:04 | 00:07:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 21 | 4 | 1 | 5 | 01:02:11 | 00:02:29 | 00:11:35 | 00:00:13 | 00:02:05 | 00:00:06 | 00:00:12 | 00:00:03 | 00:12:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 18 | 0 | 0 | 4 | 00:45:41 | 00:02:32 | 00:04:55 | 00:00:55 | 00:02:27 | 00:00:08 | 00:00:13 | 00:00:02 | 00:09:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 04-12-2018 | 55 | 7 | 1 | 20 | 02:38:33 | 00:02:33 | 00:08:22 | 00:00:01 | 00:06:58 | 00:00:08 | 00:00:15 | 00:00:01 | 00:31:02 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 9 | 2 | 1 | 6 | 00:26:14 | 00:02:23 | 00:07:36 | 00:00:01 | 00:00:40 | 00:00:04 | 00:00:07 | 00:00:01 | 00:05:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 12 | 2 | 0 | 7 | 00:25:22 | 00:01:49 | 00:06:32 | 00:00:07 | 00:01:21 | 00:00:07 | 00:00:13 | 00:00:03 | 00:07:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 14 | 1 | 0 | 2 | 00:48:36 | 00:03:14 | 00:08:22 | 00:00:25 | 00:01:56 | 00:00:08 | 00:00:15 | 00:00:04 | 00:07:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 8 | 2 | 0 | 4 | 00:24:08 | 00:02:25 | 00:06:06 | 00:00:33 | 00:01:18 | 00:00:10 | 00:00:12 | 00:00:08 | 00:05:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 12 | 0 | 0 | 1 | 00:34:13 | 00:02:51 | 00:04:51 | 00:01:04 | 00:01:43 | 00:00:09 | 00:00:14 | 00:00:04 | 00:06:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 05-12-2018 | 70 | 11 | 2 | 34 | 04:22:50 | 00:03:15 | 00:11:48 | 00:00:02 | 00:08:30 | 00:00:07 | 00:00:15 | 00:00:01 | 00:40:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 11 | 5 | 1 | 9 | 00:37:55 | 00:02:22 | 00:08:46 | 00:00:02 | 00:00:46 | 00:00:04 | 00:00:07 | 00:00:02 | 00:08:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 14 | 1 | 0 | 12 | 00:43:10 | 00:02:53 | 00:05:51 | 00:00:19 | 00:01:36 | 00:00:07 | 00:00:15 | 00:00:02 | 00:07:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 15 | 2 | 0 | 2 | 01:26:42 | 00:05:06 | 00:11:48 | 00:00:37 | 00:01:38 | 00:00:07 | 00:00:10 | 00:00:02 | 00:08:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 16 | 1 | 0 | 7 | 00:51:28 | 00:03:02 | 00:07:36 | 00:00:30 | 00:02:21 | 00:00:09 | 00:00:14 | 00:00:01 | 00:08:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 14 | 2 | 1 | 4 | 00:43:35 | 00:02:43 | 00:05:57 | 00:00:47 | 00:02:09 | 00:00:09 | 00:00:12 | 00:00:02 | 00:08:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 06-12-2018 | 56 | 9 | 2 | 36 | 02:48:34 | 00:02:36 | 00:11:24 | 00:00:13 | 00:06:56 | 00:00:07 | 00:00:19 | 00:00:02 | 00:32:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 7 | 1 | 0 | 5 | 00:15:06 | 00:01:53 | 00:03:45 | 00:00:40 | 00:00:30 | 00:00:04 | 00:00:09 | 00:00:02 | 00:04:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 13 | 1 | 0 | 14 | 00:41:01 | 00:02:56 | 00:05:34 | 00:00:25 | 00:01:29 | 00:00:07 | 00:00:13 | 00:00:04 | 00:07:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 13 | 3 | 0 | 4 | 00:40:09 | 00:02:31 | 00:06:36 | 00:00:18 | 00:01:30 | 00:00:07 | 00:00:09 | 00:00:05 | 00:08:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 12 | 2 | 1 | 7 | 00:36:15 | 00:02:35 | 00:05:47 | 00:00:16 | 00:01:43 | 00:00:09 | 00:00:19 | 00:00:02 | 00:07:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 11 | 2 | 1 | 6 | 00:36:03 | 00:02:46 | 00:11:24 | 00:00:13 | 00:01:44 | 00:00:09 | 00:00:13 | 00:00:05 | 00:06:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 07-12-2018 | 47 | 11 | 1 | 31 | 02:38:51 | 00:02:44 | 00:14:21 | 00:00:05 | 00:05:48 | 00:00:07 | 00:00:27 | 00:00:03 | 00:28:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 4 | 1 | 0 | 3 | 00:21:03 | 00:04:13 | 00:11:02 | 00:01:24 | 00:00:20 | 00:00:05 | 00:00:06 | 00:00:04 | 00:02:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |

OneContact Reporting

Team Detail Daily Report

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|-------------------|-----|----|----|----|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| joana.magalhaes | 8 | 3 | 1 | 11 | 00:26:50 | 00:02:26 | 00:05:23 | 00:00:41 | 00:00:57 | 00:00:07 | 00:00:11 | 00:00:03 | 00:05:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 13 | 4 | 0 | 6 | 00:38:29 | 00:02:16 | 00:08:45 | 00:00:05 | 00:01:21 | 00:00:06 | 00:00:11 | 00:00:04 | 00:08:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 8 | 3 | 0 | 6 | 00:27:33 | 00:02:30 | 00:09:19 | 00:00:43 | 00:01:07 | 00:00:08 | 00:00:14 | 00:00:05 | 00:05:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 14 | 0 | 0 | 5 | 00:44:56 | 00:03:13 | 00:14:21 | 00:00:07 | 00:02:03 | 00:00:09 | 00:00:27 | 00:00:03 | 00:07:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 08-12-2018 | 8 | 1 | 0 | 3 | 00:26:38 | 00:02:58 | 00:04:38 | 00:00:42 | 00:00:51 | 00:00:06 | 00:00:10 | 00:00:01 | 00:04:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 8 | 1 | 0 | 3 | 00:26:38 | 00:02:58 | 00:04:38 | 00:00:42 | 00:00:51 | 00:00:06 | 00:00:10 | 00:00:01 | 00:04:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 10-12-2018 | 123 | 7 | 11 | 52 | 05:10:05 | 00:02:23 | 00:13:17 | 00:00:00 | 00:14:27 | 00:00:07 | 00:00:53 | 00:00:02 | 00:52:09 | 00:00:27 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 28 | 2 | 1 | 13 | 01:09:34 | 00:02:19 | 00:08:49 | 00:00:25 | 00:02:53 | 00:00:06 | 00:00:12 | 00:00:03 | 00:14:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| jessica.goncalves | 41 | 0 | 3 | 9 | 01:01:38 | 00:01:30 | 00:08:37 | 00:00:00 | 00:03:46 | 00:00:06 | 00:00:27 | 00:00:02 | 00:13:53 | 00:00:23 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 1 | 0 | 0 | 0 | 00:00:07 | 00:00:07 | 00:00:07 | 00:00:07 | 00:00:04 | 00:00:04 | 00:00:04 | 00:00:04 | 00:00:08 | 00:00:08 | 00:00:08 | 00:00:08 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 29 | 3 | 1 | 14 | 01:48:38 | 00:03:24 | 00:13:17 | 00:00:02 | 00:03:54 | 00:00:08 | 00:00:18 | 00:00:02 | 00:15:02 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 19 | 2 | 1 | 14 | 00:50:43 | 00:02:25 | 00:09:36 | 00:00:07 | 00:03:16 | 00:00:10 | 00:00:53 | 00:00:03 | 00:07:05 | 00:00:27 | 00:00:30 | 00:00:01 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 5 | 0 | 5 | 2 | 00:19:25 | 00:03:53 | 00:11:24 | 00:00:07 | 00:00:34 | 00:00:07 | 00:00:09 | 00:00:04 | 00:01:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 11-12-2018 | 65 | 4 | 8 | 35 | 03:44:57 | 00:03:16 | 00:22:07 | 00:00:05 | 00:08:51 | 00:00:08 | 00:00:17 | 00:00:02 | 00:34:33 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 13 | 0 | 0 | 2 | 00:32:44 | 00:02:31 | 00:05:51 | 00:00:10 | 00:01:28 | 00:00:07 | 00:00:16 | 00:00:02 | 00:06:32 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| jessica.goncalves | 11 | 0 | 2 | 5 | 00:58:23 | 00:05:18 | 00:22:07 | 00:00:05 | 00:01:44 | 00:00:09 | 00:00:17 | 00:00:04 | 00:05:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 9 | 2 | 1 | 7 | 00:34:33 | 00:03:08 | 00:09:14 | 00:00:13 | 00:01:01 | 00:00:07 | 00:00:12 | 00:00:03 | 00:05:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 18 | 1 | 1 | 9 | 01:07:35 | 00:03:33 | 00:10:21 | 00:00:24 | 00:02:37 | 00:00:09 | 00:00:13 | 00:00:02 | 00:09:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 14 | 1 | 4 | 12 | 00:31:42 | 00:02:07 | 00:06:10 | 00:00:05 | 00:02:01 | 00:00:09 | 00:00:15 | 00:00:02 | 00:07:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 12-12-2018 | 70 | 10 | 4 | 56 | 05:03:09 | 00:03:47 | 00:36:14 | 00:00:11 | 00:09:29 | 00:00:08 | 00:00:15 | 00:00:00 | 00:38:36 | 00:00:30 | 00:00:31 | 00:00:03 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 18 | 2 | 1 | 12 | 00:52:03 | 00:02:36 | 00:07:37 | 00:00:38 | 00:01:55 | 00:00:06 | 00:00:13 | 00:00:02 | 00:09:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| jessica.goncalves | 19 | 1 | 0 | 7 | 02:19:45 | 00:06:59 | 00:36:14 | 00:00:39 | 00:02:48 | 00:00:09 | 00:00:15 | 00:00:02 | 00:09:34 | 00:00:29 | 00:00:31 | 00:00:03 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 8 | 2 | 2 | 20 | 00:25:25 | 00:02:32 | 00:05:59 | 00:00:11 | 00:00:52 | 00:00:06 | 00:00:10 | 00:00:01 | 00:05:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 12 | 4 | 0 | 8 | 00:28:55 | 00:01:48 | 00:05:00 | 00:00:11 | 00:01:46 | 00:00:09 | 00:00:12 | 00:00:00 | 00:07:32 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 12 | 1 | 1 | 8 | 00:56:47 | 00:04:22 | 00:15:18 | 00:00:51 | 00:01:55 | 00:00:10 | 00:00:15 | 00:00:07 | 00:06:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 1 | 0 | 0 | 1 | 00:00:14 | 00:00:14 | 00:00:14 | 00:00:14 | 00:00:13 | 00:00:13 | 00:00:13 | 00:00:13 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 13-12-2018 | 54 | 8 | 2 | 38 | 03:45:13 | 00:03:38 | 00:26:16 | 00:00:27 | 00:07:49 | 00:00:09 | 00:00:27 | 00:00:03 | 00:30:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 9 | 3 | 0 | 6 | 00:33:55 | 00:02:50 | 00:08:10 | 00:00:35 | 00:00:36 | 00:00:04 | 00:00:05 | 00:00:03 | 00:05:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| jessica.goncalves | 12 | 2 | 1 | 3 | 01:03:10 | 00:04:31 | 00:20:30 | 00:01:03 | 00:02:01 | 00:00:10 | 00:00:20 | 00:00:07 | 00:07:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 12 | 1 | 0 | 12 | 00:29:38 | 00:02:17 | 00:05:02 | 00:00:29 | 00:01:42 | 00:00:08 | 00:00:12 | 00:00:05 | 00:06:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 13 | 1 | 0 | 6 | 01:09:36 | 00:04:58 | 00:26:16 | 00:00:27 | 00:01:48 | 00:00:08 | 00:00:13 | 00:00:03 | 00:06:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 8 | 1 | 1 | 11 | 00:28:54 | 00:03:13 | 00:07:20 | 00:00:31 | 00:01:42 | 00:00:13 | 00:00:27 | 00:00:08 | 00:04:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 14-12-2018 | 80 | 7 | 2 | 41 | 03:43:35 | 00:02:34 | 00:36:02 | 00:00:05 | 00:09:39 | 00:00:07 | 00:00:34 | 00:00:01 | 00:37:02 | 00:00:30 | 00:00:31 | 00:00:01 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| agente.test | 3 | 0 | 0 | 0 | 00:01:12 | 00:00:24 | 00:00:50 | 00:00:10 | 00:00:17 | 00:00:06 | 00:00:06 | 00:00:05 | 00:00:31 | 00:00:16 | 00:00:30 | 00:00:01 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 18 | 2 | 0 | 8 | 00:28:50 | 00:01:26 | 00:03:33 | 00:00:08 | 00:01:36 | 00:00:05 | 00:00:10 | 00:00:02 | 00:09:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| jessica.goncalves | 16 | 0 | 2 | 7 | 01:42:37 | 00:06:25 | 00:36:02 | 00:00:16 | 00:02:37 | 00:00:10 | 00:00:34 | 00:00:01 | 00:07:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 10 | 2 | 0 | 13 | 00:28:21 | 00:02:22 | 00:05:39 | 00:00:05 | 00:01:21 | 00:00:08 | 00:00:15 | 00:00:03 | 00:06:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 1 | 0 | 0 | 0 | 00:00:08 | 00:00:08 | 00:00:08 | 00:00:08 | 00:00:03 | 00:00:03 | 00:00:03 | 00:00:03 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 15 | 1 | 0 | 8 | 00:38:25 | 00:02:24 | 00:18:54 | 00:00:08 | 00:01:53 | 00:00:08 | 00:00:11 | 00:00:05 | 00:07:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 9 | 2 | 0 | 3 | 00:20:02 | 00:01:49 | 00:06:22 | 00:00:08 | 00:01:07 | 00:00:07 | 00:00:14 | 00:00:01 | 00:04:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 8 | 0 | 0 | 2 | 00:04:00 | 00:00:30 | 00:01:30 | 00:00:05 | 00:00:45 | 00:00:06 | 00:00:14 | 00:00:02 | 00:02:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 15-12-2018 | 18 | 1 | 1 | 8 | 00:51:26 | 00:02:42 | 00:09:22 | 00:00:15 | 00:02:49 | 00:00:09 | 00:00:21 | 00:00:05 | 00:09:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| jessica.goncalves | 11 | 1 | 0 | 1 | 00:38:27 | 00:03:12 | 00:09:22 | 00:00:37 | 00:01:43 | 00:00:09 | 00:00:16 | 00:00:05 | 00:06:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 7 | 0 | 1 | 7 | 00:12:59 | 00:01:51 | 00:07:47 | 00:00:15 | 00:01:06 | 00:00:09 | 00:00:21 | 00:00:05 | 00:03:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 17-12-2018 | 66 | 9 | 1 | 27 | 03:12:21 | 00:02:34 | 00:13:47 | 00:00:00 | 00:09:17 | 00:00:08 | 00:00:15 | 00:00:01 | 00:35:06 | 00:00:30 | 00:00:31 | 00:00:04 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 2 | 0 | 0 | 1 | 00:02:30 | 00:01:15 | 00:01:31 | 00:00:59 | 00:00:08 | 00:00:04 | 00:00:07 | 00:00:01 | 00:01:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 14 | 3 | 0 | 9 | 00:37:17 | 00:02:12 | 00:06:14 | 00:00:09 | 00:01:25 | 00:00:06 | 00:00:10 | 00:00:03 | 00:07:34 | 00:00:28 | 00:00:30 | 00:00:04 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 13 | 3 | 0 | 4 | 00:37:50 | 00:02:22 | 00:11:47 | 00:00:19 | 00:02:08 | 00:00:10 | 00:00:15 | 00:00:07 | 00:06:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |

OneContact Reporting

Team Detail Daily Report

| | | | | | | | | | | | | | | | | | | | | |
|-------------------|----|----|---|----|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| susana.oliveira | 13 | 0 | 0 | 8 | 00:30:16 | 00:02:20 | 00:09:39 | 00:00:07 | 00:02:09 | 00:00:10 | 00:00:15 | 00:00:04 | 00:06:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 24 | 3 | 1 | 5 | 01:24:28 | 00:03:08 | 00:13:47 | 00:00:00 | 00:03:27 | 00:00:09 | 00:00:13 | 00:00:02 | 00:13:32 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 18-12-2018 | 67 | 5 | 4 | 34 | 03:16:43 | 00:02:44 | 00:10:36 | 00:00:08 | 00:10:33 | 00:00:09 | 00:00:32 | 00:00:01 | 00:33:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| jessica.goncalves | 11 | 1 | 0 | 4 | 00:55:41 | 00:04:38 | 00:10:36 | 00:00:35 | 00:01:47 | 00:00:10 | 00:00:13 | 00:00:07 | 00:05:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 11 | 0 | 1 | 9 | 00:29:42 | 00:02:42 | 00:09:43 | 00:00:30 | 00:01:30 | 00:00:08 | 00:00:19 | 00:00:03 | 00:05:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 13 | 2 | 1 | 7 | 00:33:47 | 00:02:15 | 00:06:46 | 00:00:11 | 00:01:53 | 00:00:09 | 00:00:10 | 00:00:07 | 00:06:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 16 | 2 | 0 | 7 | 00:39:38 | 00:02:12 | 00:06:15 | 00:00:08 | 00:02:44 | 00:00:10 | 00:00:19 | 00:00:01 | 00:08:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 15 | 0 | 2 | 6 | 00:37:47 | 00:02:31 | 00:04:28 | 00:00:39 | 00:02:28 | 00:00:10 | 00:00:32 | 00:00:01 | 00:07:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 1 | 0 | 0 | 1 | 00:00:08 | 00:00:08 | 00:00:08 | 00:00:08 | 00:00:11 | 00:00:11 | 00:00:11 | 00:00:11 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 19-12-2018 | 41 | 10 | 1 | 33 | 02:37:37 | 00:03:05 | 00:14:41 | 00:00:23 | 00:05:47 | 00:00:08 | 00:00:15 | 00:00:02 | 00:24:32 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 7 | 6 | 0 | 11 | 00:25:06 | 00:01:56 | 00:06:25 | 00:00:23 | 00:00:52 | 00:00:07 | 00:00:12 | 00:00:03 | 00:05:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 16 | 2 | 0 | 7 | 00:51:29 | 00:02:52 | 00:06:49 | 00:00:49 | 00:02:27 | 00:00:09 | 00:00:15 | 00:00:03 | 00:09:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 4 | 0 | 0 | 8 | 00:14:10 | 00:03:32 | 00:08:16 | 00:01:00 | 00:00:33 | 00:00:08 | 00:00:10 | 00:00:05 | 00:02:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 11 | 2 | 1 | 6 | 01:02:38 | 00:04:49 | 00:14:41 | 00:00:38 | 00:01:29 | 00:00:08 | 00:00:12 | 00:00:02 | 00:06:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 3 | 0 | 0 | 1 | 00:04:14 | 00:01:25 | 00:02:40 | 00:00:33 | 00:00:26 | 00:00:09 | 00:00:09 | 00:00:08 | 00:01:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 20-12-2018 | 49 | 5 | 2 | 26 | 03:02:23 | 00:03:23 | 00:15:41 | 00:00:23 | 00:08:03 | 00:00:10 | 00:00:50 | 00:00:02 | 00:26:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 1 | 0 | 0 | 0 | 00:02:10 | 00:02:10 | 00:02:10 | 00:02:10 | 00:00:09 | 00:00:09 | 00:00:09 | 00:00:09 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 5 | 3 | 1 | 5 | 00:09:35 | 00:01:12 | 00:03:03 | 00:00:33 | 00:00:39 | 00:00:08 | 00:00:10 | 00:00:06 | 00:03:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 19 | 0 | 1 | 5 | 01:05:41 | 00:03:27 | 00:12:01 | 00:00:23 | 00:02:49 | 00:00:09 | 00:00:50 | 00:00:02 | 00:09:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 8 | 2 | 0 | 5 | 00:38:41 | 00:03:52 | 00:07:45 | 00:00:34 | 00:01:30 | 00:00:11 | 00:00:14 | 00:00:09 | 00:05:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 5 | 0 | 0 | 8 | 00:20:57 | 00:04:11 | 00:10:02 | 00:01:36 | 00:00:40 | 00:00:08 | 00:00:11 | 00:00:05 | 00:02:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 11 | 0 | 0 | 3 | 00:45:19 | 00:04:07 | 00:15:41 | 00:00:25 | 00:02:16 | 00:00:12 | 00:00:46 | 00:00:03 | 00:05:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 21-12-2018 | 60 | 6 | 0 | 49 | 04:02:10 | 00:03:40 | 00:21:44 | 00:00:08 | 00:07:30 | 00:00:08 | 00:00:20 | 00:00:02 | 00:30:33 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| jessica.goncalves | 13 | 0 | 0 | 11 | 01:18:10 | 00:06:01 | 00:21:44 | 00:00:18 | 00:01:41 | 00:00:08 | 00:00:10 | 00:00:02 | 00:06:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 10 | 1 | 0 | 10 | 00:22:21 | 00:02:02 | 00:05:20 | 00:00:31 | 00:01:16 | 00:00:08 | 00:00:14 | 00:00:02 | 00:05:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 11 | 3 | 0 | 7 | 00:33:39 | 00:02:24 | 00:07:27 | 00:00:08 | 00:01:27 | 00:00:08 | 00:00:20 | 00:00:04 | 00:05:32 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 5 | 2 | 0 | 14 | 00:29:34 | 00:04:13 | 00:08:57 | 00:00:25 | 00:00:45 | 00:00:09 | 00:00:11 | 00:00:05 | 00:02:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 4 | 0 | 0 | 2 | 00:10:56 | 00:02:44 | 00:05:00 | 00:01:05 | 00:00:27 | 00:00:07 | 00:00:12 | 00:00:02 | 00:02:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 14 | 0 | 0 | 5 | 00:57:21 | 00:04:06 | 00:11:02 | 00:00:26 | 00:01:40 | 00:00:07 | 00:00:14 | 00:00:02 | 00:07:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 3 | 0 | 0 | 0 | 00:10:09 | 00:03:23 | 00:05:39 | 00:00:38 | 00:00:14 | 00:00:05 | 00:00:08 | 00:00:02 | 00:01:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 22-12-2018 | 21 | 1 | 1 | 6 | 01:47:07 | 00:04:52 | 00:20:18 | 00:00:28 | 00:02:37 | 00:00:07 | 00:00:15 | 00:00:01 | 00:11:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.liberato | 21 | 1 | 1 | 6 | 01:47:07 | 00:04:52 | 00:20:18 | 00:00:28 | 00:02:37 | 00:00:07 | 00:00:15 | 00:00:01 | 00:11:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 24-12-2018 | 23 | 2 | 1 | 10 | 00:46:47 | 00:01:52 | 00:07:59 | 00:00:08 | 00:02:45 | 00:00:07 | 00:00:12 | 00:00:04 | 00:10:43 | 00:00:29 | 00:00:31 | 00:00:12 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| jessica.goncalves | 8 | 1 | 0 | 1 | 00:27:47 | 00:03:05 | 00:07:59 | 00:00:08 | 00:01:07 | 00:00:08 | 00:00:12 | 00:00:07 | 00:03:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 13 | 0 | 0 | 2 | 00:09:54 | 00:00:46 | 00:03:12 | 00:00:08 | 00:01:25 | 00:00:07 | 00:00:09 | 00:00:04 | 00:05:43 | 00:00:29 | 00:00:31 | 00:00:12 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 2 | 1 | 1 | 7 | 00:09:06 | 00:03:02 | 00:06:31 | 00:00:55 | 00:00:13 | 00:00:06 | 00:00:07 | 00:00:06 | 00:01:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 26-12-2018 | 54 | 8 | 2 | 41 | 02:35:45 | 00:02:31 | 00:17:10 | 00:00:11 | 00:07:11 | 00:00:08 | 00:00:22 | 00:00:01 | 00:28:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 10 | 0 | 0 | 7 | 00:20:42 | 00:02:04 | 00:08:50 | 00:00:11 | 00:01:25 | 00:00:08 | 00:00:22 | 00:00:04 | 00:05:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| jessica.goncalves | 12 | 1 | 1 | 10 | 00:39:54 | 00:03:04 | 00:05:36 | 00:01:04 | 00:01:49 | 00:00:09 | 00:00:14 | 00:00:02 | 00:06:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 8 | 2 | 1 | 4 | 00:32:19 | 00:03:14 | 00:17:10 | 00:00:36 | 00:00:58 | 00:00:07 | 00:00:10 | 00:00:05 | 00:04:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 15 | 3 | 0 | 9 | 00:37:40 | 00:02:06 | 00:05:23 | 00:00:13 | 00:02:05 | 00:00:08 | 00:00:14 | 00:00:03 | 00:08:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 9 | 2 | 0 | 11 | 00:25:10 | 00:02:17 | 00:06:06 | 00:00:20 | 00:00:54 | 00:00:06 | 00:00:09 | 00:00:01 | 00:05:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 27-12-2018 | 58 | 12 | 0 | 34 | 02:56:17 | 00:02:31 | 00:09:59 | 00:00:24 | 00:06:33 | 00:00:07 | 00:00:15 | 00:00:02 | 00:30:12 | 00:00:27 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 11 | 4 | 0 | 3 | 00:33:24 | 00:02:14 | 00:08:27 | 00:00:24 | 00:01:05 | 00:00:06 | 00:00:12 | 00:00:03 | 00:06:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| jessica.goncalves | 10 | 2 | 0 | 6 | 00:37:16 | 00:03:06 | 00:09:59 | 00:00:43 | 00:01:24 | 00:00:08 | 00:00:10 | 00:00:06 | 00:06:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| joana.magalhaes | 1 | 0 | 0 | 3 | 00:00:43 | 00:00:43 | 00:00:43 | 00:00:43 | 00:00:02 | 00:00:02 | 00:00:02 | 00:00:02 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| liliana.manalvo | 12 | 2 | 0 | 5 | 00:27:56 | 00:02:00 | 00:05:09 | 00:00:30 | 00:01:20 | 00:00:07 | 00:00:12 | 00:00:03 | 00:03:12 | 00:00:14 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 11 | 4 | 0 | 3 | 00:39:45 | 00:02:39 | 00:09:00 | 00:00:30 | 00:01:06 | 00:00:06 | 00:00:15 | 00:00:04 | 00:07:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |

OneContact Reporting

Team Detail Daily Report

| | | | | | | | | | | | | | | | | | | | | |
|-------------------|------|-----|-----|------|-------------|----------|----------|----------|----------|----------|----------|----------|------------|----------|----------|----------|----------|----------|----------|----------|
| ricardo.mendes | 8 | 0 | 0 | 10 | 00:13:06 | 00:01:38 | 00:03:13 | 00:00:28 | 00:00:56 | 00:00:07 | 00:00:10 | 00:00:05 | 00:04:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 3 | 0 | 0 | 4 | 00:15:20 | 00:05:07 | 00:09:49 | 00:01:42 | 00:00:29 | 00:00:10 | 00:00:14 | 00:00:04 | 00:01:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 2 | 0 | 0 | 0 | 00:08:47 | 00:04:24 | 00:07:36 | 00:01:11 | 00:00:11 | 00:00:06 | 00:00:08 | 00:00:03 | 00:01:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 28-12-2018 | 68 | 9 | 1 | 35 | 03:19:33 | 00:02:35 | 00:12:07 | 00:00:01 | 00:07:53 | 00:00:07 | 00:00:21 | 00:00:01 | 00:30:28 | 00:00:25 | 00:00:31 | 00:00:01 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 14 | 3 | 1 | 6 | 00:30:08 | 00:01:46 | 00:05:12 | 00:00:01 | 00:02:07 | 00:00:09 | 00:00:21 | 00:00:04 | 00:07:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| jessica.goncalves | 7 | 1 | 0 | 7 | 00:36:07 | 00:04:31 | 00:12:07 | 00:00:35 | 00:01:09 | 00:00:10 | 00:00:18 | 00:00:08 | 00:03:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| liliana.manalvo | 17 | 1 | 0 | 3 | 01:00:52 | 00:03:23 | 00:07:29 | 00:00:52 | 00:01:15 | 00:00:04 | 00:00:07 | 00:00:01 | 00:03:27 | 00:00:12 | 00:00:30 | 00:00:01 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| raquel.barroyer | 16 | 3 | 0 | 3 | 00:41:24 | 00:02:11 | 00:05:23 | 00:00:12 | 00:01:38 | 00:00:06 | 00:00:14 | 00:00:03 | 00:09:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 10 | 1 | 0 | 14 | 00:21:25 | 00:01:57 | 00:05:34 | 00:00:03 | 00:01:17 | 00:00:08 | 00:00:21 | 00:00:01 | 00:05:01 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| susana.oliveira | 4 | 0 | 0 | 2 | 00:09:37 | 00:02:24 | 00:03:37 | 00:01:51 | 00:00:27 | 00:00:07 | 00:00:10 | 00:00:02 | 00:02:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 29-12-2018 | 17 | 5 | 0 | 12 | 00:51:06 | 00:02:19 | 00:10:07 | 00:00:24 | 00:02:25 | 00:00:09 | 00:00:24 | 00:00:04 | 00:11:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 17 | 5 | 0 | 12 | 00:51:06 | 00:02:19 | 00:10:07 | 00:00:24 | 00:02:25 | 00:00:09 | 00:00:24 | 00:00:04 | 00:11:00 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 30-12-2018 | 0 | 0 | 0 | 1 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| agente.test | 0 | 0 | 0 | 1 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 31-12-2018 | 26 | 3 | 1 | 9 | 01:14:01 | 00:02:33 | 00:07:20 | 00:00:23 | 00:02:49 | 00:00:06 | 00:00:14 | 00:00:03 | 00:11:38 | 00:00:25 | 00:00:31 | 00:00:01 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| barradas.susana | 8 | 1 | 0 | 3 | 00:24:07 | 00:02:41 | 00:07:20 | 00:00:23 | 00:00:50 | 00:00:06 | 00:00:12 | 00:00:03 | 00:04:31 | 00:00:30 | 00:00:31 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| liliana.manalvo | 9 | 1 | 0 | 2 | 00:25:12 | 00:02:31 | 00:05:37 | 00:00:38 | 00:00:42 | 00:00:05 | 00:00:07 | 00:00:03 | 00:02:07 | 00:00:14 | 00:00:30 | 00:00:01 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| ricardo.mendes | 8 | 1 | 1 | 4 | 00:22:47 | 00:02:32 | 00:04:40 | 00:00:28 | 00:01:14 | 00:00:09 | 00:00:14 | 00:00:05 | 00:04:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| tania.sobral | 1 | 0 | 0 | 0 | 00:01:55 | 00:01:55 | 00:01:55 | 00:01:55 | 00:00:03 | 00:00:03 | 00:00:03 | 00:00:03 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| TOTAL | 4714 | 549 | 155 | 2102 | 10.01:18:39 | 00:02:45 | 00:36:14 | 00:00:00 | 09:44:54 | 00:00:07 | 00:00:57 | 00:00:00 | 1.15:58:05 | 00:00:28 | 00:00:35 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |