

OneContact Reporting

Service Performance Report

Service: GrdRealSantaEulalia, RealMarinaHotel/Resi, RealBellavistaHotel, OutrosAssuntosAlgarv

			Total Chamadas Atendidas		Total Chamadas Abandonadas		Total Chamadas Rejeitadas		Total Chamadas Sobrepostas							
Date / Service Name	Start Period	Total Chamadas	#	%	#	%	#	%	#	%	Max Answer Delay	Avg Answer Delay	Max Talk Time	Avg Talk Time	Avg Queue Time	Avg Handled Queue Time
01-01-2018		9	3	☒ 33,3%	2	☒ 22,2%	0	☒ 0,0%	4	☒ 44,4%	00:00:14	00:00:09	00:23:33	00:09:58	00:00:07	00:00:10
GrdRealSantaEulalia		1	0	☒ 0,0%	1	☒ 100,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:06	00:00:06	00:00:00	00:00:00	00:00:06	00:00:00
	14:15:00	1	0	☒ 0,0%	1	☒ 100,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:06	00:00:06	00:00:00	00:00:00	00:00:06	00:00:00
RealBellavistaHotel		2	0	☒ 0,0%	1	☒ 50,0%	0	☒ 0,0%	1	☒ 50,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	16:30:00	2	0	☒ 0,0%	1	☒ 50,0%	0	☒ 0,0%	1	☒ 50,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
RealMarinaHotel/Resi		6	3	🟡 50,0%	0	☑ 0,0%	0	☒ 0,0%	3	☒ 50,0%	00:00:14	00:00:10	00:23:33	00:09:58	00:00:08	00:00:10
	15:15:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:14	00:00:14	00:05:51	00:05:51	00:00:14	00:00:14
	15:30:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:11	00:00:11	00:00:30	00:00:30	00:00:11	00:00:11
	16:30:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:05	00:00:05	00:23:33	00:23:33	00:00:05	00:00:05
	17:00:00	1	0	☒ 0,0%	0	☑ 0,0%	0	☒ 0,0%	1	☒ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
	17:15:00	2	0	☒ 0,0%	0	☑ 0,0%	0	☒ 0,0%	2	☒ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
02-01-2018		37	35	☑ 94,6%	0	☑ 0,0%	1	☒ 2,7%	1	☑ 2,7%	00:00:41	00:00:09	00:12:14	00:03:26	00:00:10	00:00:09
GrdRealSantaEulalia		13	12	☑ 92,3%	0	☑ 0,0%	0	☒ 0,0%	1	☑ 7,7%	00:00:13	00:00:09	00:05:15	00:02:28	00:00:09	00:00:09
	09:15:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:06	00:00:06	00:01:38	00:01:38	00:00:06	00:00:06
	09:30:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:08	00:00:08	00:01:47	00:01:47	00:00:08	00:00:08
	10:00:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:11	00:00:11	00:02:14	00:02:14	00:00:11	00:00:11
	11:45:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:08	00:00:08	00:02:19	00:02:19	00:00:08	00:00:08
	13:30:00	1	0	☒ 0,0%	0	☑ 0,0%	0	☒ 0,0%	1	☒ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	14:15:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:08	00:00:08	00:04:23	00:04:23	00:00:09	00:00:09
	14:30:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:07	00:00:07	00:01:53	00:01:53	00:00:07	00:00:07
	15:00:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:13	00:00:13	00:05:15	00:05:15	00:00:13	00:00:13
	15:30:00	2	2	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:10	00:00:10	00:03:05	00:01:54	00:00:10	00:00:10
	15:45:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:05	00:00:05	00:01:07	00:01:07	00:00:05	00:00:05
	16:45:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:09	00:00:09	00:03:09	00:03:09	00:00:09	00:00:09
	17:15:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:09	00:00:09	00:01:57	00:01:57	00:00:09	00:00:09
OutrosAssuntosAlgarv		2	1	🟡 50,0%	0	☑ 0,0%	1	☑ 50,0%	0	☑ 0,0%	00:00:41	00:00:24	00:02:21	00:02:21	00:00:24	00:00:08
	13:45:00	2	1	🟡 50,0%	0	☑ 0,0%	1	☑ 50,0%	0	☑ 0,0%	00:00:41	00:00:24	00:02:21	00:02:21	00:00:24	00:00:08
RealBellavistaHotel		8	8	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:14	00:00:08	00:02:46	00:01:17	00:00:09	00:00:09
	09:30:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:10	00:00:10	00:02:46	00:02:46	00:00:11	00:00:11
	09:45:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:14	00:00:14	00:02:39	00:02:39	00:00:14	00:00:14
	13:30:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:11	00:00:11	00:01:16	00:01:16	00:00:11	00:00:11
	14:15:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:03	00:00:03	00:00:57	00:00:57	00:00:03	00:00:03
	14:45:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:11	00:00:11	00:00:49	00:00:49	00:00:11	00:00:11
	15:00:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:06	00:00:06	00:01:09	00:01:09	00:00:06	00:00:06
	16:00:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:07	00:00:05	00:00:56	00:00:36	00:00:07	00:00:07
	16:15:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:07	00:00:07	00:00:44	00:00:44	00:00:07	00:00:07
RealMarinaHotel/Resi		14	14	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:15	00:00:09	00:12:14	00:05:45	00:00:10	00:00:10
	10:00:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:06	00:00:06	00:06:36	00:06:36	00:00:06	00:00:06
	11:30:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:15	00:00:12	00:06:15	00:06:15	00:00:08	00:00:08
	11:45:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:09	00:00:09	00:12:14	00:12:14	00:00:24	00:00:24
	13:15:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:11	00:00:11	00:03:57	00:03:57	00:00:12	00:00:12
	14:00:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:12	00:00:12	00:09:24	00:09:24	00:00:12	00:00:12
	14:15:00	1	1	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:09	00:00:09	00:09:16	00:09:16	00:00:09	00:00:09
	14:30:00	3	3	☑ 100,0%	0	☑ 0,0%	0	☒ 0,0%	0	☑ 0,0%	00:00:11	00:00:09	00:08:06	00:04:00	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:46	00:00:46	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:02	00:04:02	00:00:07	00:00:07
	16:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:07:04	00:05:21	00:00:08	00:00:08
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:15	00:05:15	00:00:09	00:00:09
03-01-2018		46	46	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:18	00:00:09	00:12:36	00:03:25	00:00:10	00:00:10
GrdRealSantaEulalia		15	15	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:16	00:00:08	00:12:36	00:04:56	00:00:10	00:00:10
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:07:34	00:07:34	00:00:04	00:00:04
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:12:36	00:12:36	00:00:05	00:00:05
	10:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:39	00:02:46	00:00:23	00:00:23
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:38	00:06:22	00:00:10	00:00:10
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:05:33	00:05:33	00:00:04	00:00:04
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:10	00:06:10	00:00:07	00:00:07
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:04:49	00:04:49	00:00:04	00:00:04
	13:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:16	00:00:16	00:03:11	00:03:11	00:00:16	00:00:16
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:16	00:01:20	00:00:09	00:00:09
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:39	00:06:39	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:41	00:06:41	00:00:11	00:00:11
	16:45:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:07	00:00:07	00:00:59	00:00:59	00:00:00	00:00:00
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:03	00:05:03	00:00:08	00:00:08
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:05:49	00:04:20	00:00:08	00:00:08
OutrosAssuntosAlgarv		1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:28	00:02:28	00:00:05	00:00:05
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:28	00:02:28	00:00:05	00:00:05
RealBellavistaHotel		16	16	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:11:16	00:02:40	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:15	00:01:15	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:50	00:01:50	00:00:04	00:00:04
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:11:16	00:11:16	00:00:11	00:00:11
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:00:57	00:00:41	00:00:14	00:00:14
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:11	00:01:11	00:00:23	00:00:23
	15:15:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:21	00:04:42	00:00:08	00:00:08
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:25	00:02:43	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:18	00:01:01	00:00:06	00:00:06
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:29	00:02:29	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:59	00:00:59	00:00:14	00:00:14
	18:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:12	00:04:17	00:02:38	00:00:12	00:00:12
RealMarinaHotel/Resi		14	14	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:18	00:00:09	00:09:18	00:02:34	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:31	00:01:20	00:00:09	00:00:09
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:07:59	00:07:59	00:00:04	00:00:04
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:18	00:00:11	00:03:22	00:02:29	00:00:04	00:00:04
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:57	00:03:57	00:00:04	00:00:04
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:21	00:03:21	00:00:09	00:00:09
	13:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:02	00:00:50	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:59	00:01:03	00:00:18	00:00:18
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:43	00:01:43	00:00:07	00:00:07
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:09:18	00:09:18	00:00:15	00:00:15
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:16	00:00:16	00:00:10	00:00:10	00:00:16	00:00:16
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:43	00:00:43	00:00:09	00:00:09
04-01-2018		62	60	✔	96,8%	0	✔	0,0%	1	✘	1,6%	1	✔	1,6%	00:00:18	00:00:09	00:21:57	00:03:36	00:00:11	00:00:11
GrdRealSantaEulalia		33	32	✔	97,0%	0	✔	0,0%	0	✘	0,0%	1	✔	3,0%	00:00:18	00:00:09	00:14:23	00:03:21	00:00:12	00:00:12
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:26	00:01:26	00:00:22	00:00:22
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:02	00:01:02	00:00:09	00:00:09
	10:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:11:53	00:06:50	00:00:12	00:00:12
05-02-2018	09:52:50	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:06:33	00:03:50	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:57	00:02:08	00:00:08	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:01:07	00:00:39	00:00:13	00:00:13
	11:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:21	00:02:02	00:00:14	00:00:14
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:01:46	00:01:46	00:00:13	00:00:13
	12:45:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:12	00:00:44	00:00:44	00:00:00	00:00:00
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:14:23	00:14:23	00:00:44	00:00:44
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:45	00:03:45	00:00:07	00:00:07
	13:45:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:43	00:02:43	00:00:21	00:00:21
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:59	00:00:59	00:00:24	00:00:24
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:03	00:01:03	00:00:21	00:00:21
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:10:06	00:05:33	00:00:16	00:00:16
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:46	00:00:45	00:00:06	00:00:06
	15:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:07:15	00:04:26	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:17	00:01:17	00:00:10	00:00:10
	16:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:18	00:00:10	00:07:44	00:03:46	00:00:06	00:00:06
	16:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:06:59	00:04:28	00:00:06	00:00:06
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:27	00:02:27	00:00:04	00:00:04
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:06:11	00:06:11	00:00:03	00:00:03
	18:15:00	3	2	🟡	66,7%	0	✔	0,0%	0	✘	0,0%	1	✘	33,3%	00:00:12	00:00:11	00:08:35	00:04:39	00:00:13	00:00:11
OutrosAssuntosAlgarv		2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:03:19	00:03:09	00:00:06	00:00:06
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:19	00:03:19	00:00:04	00:00:04
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:59	00:02:59	00:00:09	00:00:09
RealBellavistaHotel		15	14	✔	93,3%	0	✔	0,0%	1	✘	6,7%	0	✔	0,0%	00:00:15	00:00:09	00:12:14	00:03:24	00:00:09	00:00:09
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:30	00:04:30	00:00:06	00:00:06
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:34	00:01:34	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:57	00:02:57	00:00:11	00:00:11
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:35	00:03:35	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:06	00:01:06	00:00:04	00:00:04
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:39	00:01:39	00:00:06	00:00:06
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:49	00:00:49	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:33	00:00:33	00:00:12	00:00:12
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:15	00:03:15	00:00:09	00:00:09
	14:45:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:12:14	00:12:14	00:00:28	00:00:28
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:47	00:00:47	00:00:07	00:00:07
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:05:51	00:05:51	00:00:06	00:00:06
	16:00:00	1	0	✘	0,0%	0	✔	0,0%	1	✔	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:15	00:00:00
	16:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:08:08	00:04:22	00:00:04	00:00:04
RealMarinaHotel/Resi		12	12	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:21:57	00:04:31	00:00:11	00:00:11
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:28	00:05:28	00:00:10	00:00:10
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:19	00:02:19	00:00:12	00:00:12
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:07:17	00:07:17	00:00:14	00:00:14
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:57	00:00:57	00:00:13	00:00:13
	13:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:21:57	00:21:57	00:00:05	00:00:05
	14:15:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:13	00:00:13	00:00:30	00:00:30	00:00:00	00:00:00
	14:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:06:20	00:04:26	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:21	00:02:21	00:00:07	00:00:07
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:07:42	00:07:42	00:00:13	00:00:13
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:33	00:01:33	00:00:09	00:00:09
	16:45:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:45	00:00:45	00:00:00	00:00:00
05-02-2018 17:00:00	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:52	00:02:52	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	17:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:11	00:00:11	00:00:43	00:00:43	00:00:11	00:00:11
05-01-2018		66	61	✔92,4%	2	✔3,0%	0	✘0,0%	3	✔4,5%	00:00:22	00:00:09	00:13:53	00:03:38	00:00:11	00:00:11
GrdRealSantaEulalia		16	14	✔87,5%	1	✔6,3%	0	✘0,0%	1	✔6,3%	00:00:15	00:00:09	00:07:35	00:03:05	00:00:11	00:00:10
	10:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:11	00:01:01	00:01:01	00:00:22	00:00:22
	11:30:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	11:45:00	2	2	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:08	00:00:06	00:05:34	00:03:25	00:00:14	00:00:14
	13:15:00	2	1	🟡50,0%	0	✔0,0%	0	✘0,0%	1	✘50,0%	00:00:06	00:00:06	00:00:59	00:00:59	00:00:08	00:00:06
	13:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:04	00:00:04	00:04:03	00:04:03	00:00:04	00:00:04
	15:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:14	00:00:10	00:01:54	00:01:54	00:00:05	00:00:05
	15:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:04	00:00:04	00:07:35	00:07:35	00:00:04	00:00:04
	15:45:00	1	0	✘0,0%	1	✘100,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:10	00:00:00	00:00:00	00:00:19	00:00:00
	16:00:00	3	3	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:11	00:00:09	00:03:54	00:02:30	00:00:10	00:00:10
	16:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:13	00:00:13	00:01:26	00:01:26	00:00:13	00:00:13
	17:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:06	00:00:06	00:01:29	00:01:29	00:00:06	00:00:06
	17:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:13	00:00:13	00:05:39	00:05:39	00:00:13	00:00:13
	18:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:10	00:00:10	00:04:41	00:04:41	00:00:10	00:00:10
OutrosAssuntosAlgarv		4	4	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:22	00:00:11	00:04:05	00:02:02	00:00:11	00:00:11
	09:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:22	00:00:22	00:02:28	00:02:28	00:00:22	00:00:22
	13:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:11	00:00:11	00:00:27	00:00:27	00:00:11	00:00:11
	15:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:05	00:00:05	00:04:05	00:04:05	00:00:05	00:00:05
	17:45:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:05	00:00:05	00:01:08	00:01:08	00:00:05	00:00:05
RealBellavistaHotel		18	16	✔88,9%	1	✔5,6%	0	✘0,0%	1	✔5,6%	00:00:16	00:00:09	00:08:56	00:02:26	00:00:12	00:00:12
	09:15:00	2	2	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:10	00:00:37	00:00:35	00:00:20	00:00:20
	09:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:08	00:00:08	00:02:41	00:02:41	00:00:08	00:00:08
	10:00:00	2	2	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:10	00:00:09	00:07:44	00:05:33	00:00:10	00:00:10
	10:45:00	2	2	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:11	00:00:09	00:08:56	00:05:22	00:00:09	00:00:09
	11:00:00	3	3	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:13	00:00:08	00:01:47	00:01:01	00:00:10	00:00:10
	11:15:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:08	00:00:08	00:00:23	00:00:23	00:00:00	00:00:00
	11:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:06	00:00:06	00:00:57	00:00:57	00:00:08	00:00:08
	12:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:13	00:00:13	00:02:45	00:02:45	00:00:13	00:00:13
	12:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:05	00:00:05	00:04:13	00:04:13	00:00:05	00:00:05
	13:15:00	2	1	🟡50,0%	0	✔0,0%	0	✘0,0%	1	✘50,0%	00:00:10	00:00:10	00:03:45	00:03:45	00:00:13	00:00:10
	14:00:00	1	0	✘0,0%	1	✘100,0%	0	✘0,0%	0	✔0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	15:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:09	00:00:08	00:02:17	00:01:25	00:00:06	00:00:06
	15:45:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:16	00:00:16	00:01:27	00:01:27	00:00:32	00:00:32
RealMarinaHotel/Resi		28	27	✔96,4%	0	✔0,0%	0	✘0,0%	1	✔3,6%	00:00:15	00:00:08	00:13:53	00:04:55	00:00:10	00:00:10
	09:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:09	00:00:14	00:00:14	00:00:18	00:00:18
	09:30:00	3	3	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:08	00:00:06	00:08:49	00:04:30	00:00:06	00:00:06
	10:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:08	00:00:51	00:00:39	00:00:21	00:00:21
	10:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:10	00:00:10	00:01:08	00:01:08	00:00:10	00:00:10
	10:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:12	00:00:12	00:11:03	00:11:03	00:00:12	00:00:12
	10:45:00	2	2	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:09	00:13:24	00:05:36	00:00:12	00:00:12
	12:00:00	2	2	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:10	00:05:10	00:03:39	00:00:15	00:00:15
	12:15:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	12:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:04	00:00:04	00:11:50	00:11:50	00:00:20	00:00:20
	13:15:00	1	0	✘0,0%	0	✔0,0%	0	✘0,0%	1	✘100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	13:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:11	00:00:11	00:08:00	00:08:00	00:00:11	00:00:11
	14:00:00	3	3	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:11	00:13:53	00:08:01	00:00:11	00:00:11
	14:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:08	00:00:08	00:01:05	00:01:05	00:00:09	00:00:09
	15:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:08	00:00:08	00:04:22	00:04:22	00:00:08	00:00:08
	15:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:09	00:00:09	00:09:10	00:09:10	00:00:09	00:00:09
05-02-2018 9:52:50	15:30:00	3	3	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:06	00:00:05	00:11:11	00:06:29	00:00:05	00:00:05

OneContact Reporting

Service Performance Report

	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:03:09	00:03:09	00:00:13	00:00:13
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:36	00:01:36	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:39	00:00:39	00:00:04	00:00:04
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:47	00:06:47	00:00:08	00:00:08
	18:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:56	00:00:56	00:00:07	00:00:07
06-01-2018		24	13	🟡	54,2%	2	✔	8,3%	0	✘	0,0%	9	✘	37,5%	00:00:21	00:00:11	00:14:31	00:05:33	00:00:14	00:00:12
GrdRealSantaEulalia		11	5	✘	45,5%	1	✔	9,1%	0	✘	0,0%	5	✘	45,5%	00:00:15	00:00:10	00:12:56	00:07:14	00:00:15	00:00:12
	10:45:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:06:36	00:06:36	00:00:20	00:00:20
	12:15:00	2	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	2	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	12:30:00	1	0	✘	0,0%	1	✘	100,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:37	00:00:00
	13:45:00	5	2	✘	40,0%	0	✔	0,0%	0	✘	0,0%	3	✘	60,0%	00:00:12	00:00:10	00:04:17	00:04:14	00:00:11	00:00:10
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:08:09	00:08:09	00:00:06	00:00:06
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:12:56	00:12:56	00:00:13	00:00:13
OutrosAssuntosAlgarv		1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:21	00:00:21	00:00:55	00:00:55	00:00:21	00:00:21
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:21	00:00:21	00:00:55	00:00:55	00:00:21	00:00:21
RealBellavistaHotel		3	1	✘	33,3%	1	✘	33,3%	0	✘	0,0%	1	✘	33,3%	00:00:15	00:00:11	00:14:31	00:14:31	00:00:19	00:00:07
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:14:31	00:14:31	00:00:07	00:00:07
	15:45:00	1	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	16:15:00	1	0	✘	0,0%	1	✘	100,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:43	00:00:00
RealMarinaHotel/Resi		9	6	🟡	66,7%	0	✔	0,0%	0	✘	0,0%	3	✘	33,3%	00:00:15	00:00:10	00:08:24	00:03:26	00:00:11	00:00:12
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:38	00:01:38	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:32	00:01:32	00:00:07	00:00:07
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:08:24	00:08:24	00:00:13	00:00:13
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:02:40	00:02:40	00:00:15	00:00:15
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:53	00:03:53	00:00:21	00:00:21
	15:15:00	1	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:32	00:02:32	00:00:10	00:00:10
	16:15:00	2	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	2	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00
08-01-2018		56	54	✔	96,4%	0	✔	0,0%	0	✘	0,0%	2	✔	3,6%	00:00:45	00:00:10	00:15:53	00:03:37	00:00:12	00:00:12
GrdRealSantaEulalia		25	23	✔	92,0%	0	✔	0,0%	0	✘	0,0%	2	✔	8,0%	00:00:32	00:00:10	00:15:53	00:04:15	00:00:10	00:00:10
	09:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:24	00:02:36	00:00:10	00:00:10
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:37	00:03:37	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:31	00:05:12	00:00:16	00:00:16
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:18	00:06:18	00:00:08	00:00:08
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:06	00:04:06	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:15:53	00:15:53	00:00:10	00:00:10
	13:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:04:58	00:03:56	00:00:10	00:00:10
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:03	00:01:03	00:00:10	00:00:10
	14:45:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:07	00:00:07	00:00:55	00:00:55	00:00:00	00:00:00
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:04:37	00:04:37	00:00:07	00:00:07
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:07:27	00:07:27	00:00:05	00:00:05
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:08	00:05:08	00:00:09	00:00:09
	16:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:32	00:00:17	00:02:25	00:01:57	00:00:09	00:00:09
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:42	00:01:42	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:03	00:01:56	00:00:23	00:00:23
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:08	00:01:08	00:00:06	00:00:06
	17:30:00	2	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	2	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00
	17:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:11:41	00:07:22	00:00:06	00:00:06
	18:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:24	00:06:24	00:00:06	00:00:06
OutrosAssuntosAlgarv		3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:45	00:00:22	00:05:50	00:02:24	00:00:36	00:00:36
05-02-2018	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:21	00:00:21	00:00:08	00:00:08
05-02-2018	19:52:50																			

OneContact Reporting

Service Performance Report

	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:45	00:00:25	00:05:50	00:05:50	00:00:51	00:00:51
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:45	00:00:25	00:01:02	00:01:02	00:00:50	00:00:50
RealBellavistaHotel		7	7	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:16	00:00:10	00:07:48	00:04:19	00:00:11	00:00:11
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:09	00:01:09	00:00:09	00:00:09
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:07:14	00:07:14	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:07	00:01:07	00:00:08	00:00:08
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:07:48	00:07:48	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:41	00:03:41	00:00:20	00:00:20
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:39	00:02:39	00:00:10	00:00:10
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:16	00:00:16	00:06:38	00:06:38	00:00:16	00:00:16
RealMarinaHotel/Resi		21	21	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:11:53	00:02:50	00:00:12	00:00:12
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:17	00:02:17	00:00:05	00:00:05
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:07:32	00:07:32	00:00:23	00:00:23
	10:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:02:54	00:02:24	00:00:08	00:00:08
	10:45:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:11	00:00:11	00:00:32	00:00:32	00:00:00	00:00:00
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:03:32	00:02:16	00:00:11	00:00:11
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:55	00:03:55	00:00:06	00:00:06
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:41	00:00:41	00:00:04	00:00:04
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:30	00:00:30	00:00:09	00:00:09
	15:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:11:53	00:06:18	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:01:06	00:01:06	00:00:15	00:00:15
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:46	00:03:46	00:00:04	00:00:04
	16:30:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:05:27	00:02:46	00:00:09	00:00:09
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:07:39	00:07:39	00:00:13	00:00:13
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:33	00:00:33	00:00:21	00:00:21
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:51	00:01:51	00:00:06	00:00:06
	18:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:31	00:00:54	00:00:28	00:00:28
09-01-2018		54	53	✔	98,1%	0	✔	0,0%	0	✘	0,0%	1	✔	1,9%	00:00:43	00:00:10	00:16:40	00:04:01	00:00:11	00:00:11
GrdRealSantaEulalia		29	28	✔	96,6%	0	✔	0,0%	0	✘	0,0%	1	✔	3,4%	00:00:15	00:00:09	00:16:40	00:04:31	00:00:11	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:54	00:07:54	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:56	00:02:56	00:00:11	00:00:11
	10:30:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	10:45:00	5	5	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:07	00:06:42	00:01:50	00:00:08	00:00:08
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:07:37	00:03:58	00:00:09	00:00:09
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:16:40	00:16:40	00:00:07	00:00:07
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:55	00:03:55	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:07:14	00:07:14	00:00:23	00:00:23
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:29	00:03:29	00:00:07	00:00:07
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:53	00:03:53	00:00:22	00:00:22
	14:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:03	00:00:03	00:01:38	00:01:38	00:00:00	00:00:00
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:09:13	00:09:13	00:00:04	00:00:04
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:02:20	00:01:18	00:00:10	00:00:10
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:09:22	00:09:22	00:00:19	00:00:19
	15:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:04	00:00:04	00:00:52	00:00:52	00:00:00	00:00:00
	15:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:13:10	00:12:56	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:05:43	00:03:38	00:00:12	00:00:12
	16:15:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:04:06	00:02:31	00:00:10	00:00:10
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:38	00:05:38	00:00:19	00:00:19
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:06	00:02:06	00:00:04	00:00:04
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:05:00	00:05:00	00:00:11	00:00:11
	18:45:00	3	2	🟡	66,7%	0	✔	0,0%	0	✘	0,0%	1	✘	33,3%	00:00:12	00:00:10	00:04:15	00:03:34	00:00:12	00:00:10
OutrosAssuntosAlgarve		4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:43	00:00:21	00:11:29	00:02:58	00:00:19	00:00:19

OneContact Reporting

Service Performance Report

	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:33	00:00:33	00:00:09	00:00:09
	13:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:28	00:01:28	00:00:09	00:00:09
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:29	00:00:22	00:00:53	00:00:40	00:00:14	00:00:14
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:43	00:00:43	00:11:29	00:11:29	00:00:43	00:00:43
RealBellavistaHotel		9	9	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:16	00:00:09	00:15:08	00:03:24	00:00:10	00:00:10
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:05:16	00:05:16	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:55	00:00:34	00:00:10	00:00:10
	12:15:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:16	00:00:09	00:15:08	00:06:37	00:00:11	00:00:11
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:00:01	00:00:01	00:00:14	00:00:14
	13:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:19	00:02:19	00:00:10	00:00:10
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:41	00:04:41	00:00:08	00:00:08
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:44	00:00:44	00:00:12	00:00:12
RealMarinaHotel/Resi		12	12	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:10:35	00:03:36	00:00:11	00:00:11
	09:15:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:36	00:03:36	00:00:21	00:00:21
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:00:26	00:00:22	00:00:10	00:00:10
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:06	00:02:06	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:28	00:03:28	00:00:08	00:00:08
	14:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:08:50	00:04:54	00:00:13	00:00:13
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:02	00:04:02	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:37	00:04:37	00:00:08	00:00:08
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:06:26	00:06:26	00:00:05	00:00:05
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:17	00:01:17	00:00:07	00:00:07
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:10:35	00:05:23	00:00:12	00:00:12
10-01-2018		59	57	✔	96,6%	0	✔	0,0%	0	✘	0,0%	2	✔	3,4%	00:01:00	00:00:09	00:26:29	00:03:52	00:00:11	00:00:11
GrdRealSantaEulalia		35	33	✔	94,3%	0	✔	0,0%	0	✘	0,0%	2	✔	5,7%	00:01:00	00:00:10	00:26:29	00:04:30	00:00:10	00:00:09
	09:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:04:21	00:02:24	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:01:27	00:01:27	00:00:15	00:00:15
	10:15:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:04	00:00:04	00:00:24	00:00:24	00:00:00	00:00:00
	10:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:08:42	00:07:23	00:00:06	00:00:06
	10:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:00:52	00:00:46	00:00:09	00:00:09
	11:00:00	4	3	🟡	75,0%	0	✔	0,0%	0	✘	0,0%	1	✘	25,0%	00:01:00	00:00:22	00:05:13	00:02:53	00:00:11	00:00:09
	11:15:00	4	3	🟡	75,0%	0	✔	0,0%	0	✘	0,0%	1	✘	25,0%	00:00:14	00:00:09	00:02:58	00:02:10	00:00:11	00:00:10
	11:30:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:10	00:00:58	00:00:58	00:00:00	00:00:00
	11:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:08:02	00:03:06	00:00:17	00:00:17
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:12:25	00:07:22	00:00:12	00:00:12
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:07:33	00:07:33	00:00:04	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:05:07	00:05:07	00:00:05	00:00:05
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:09:17	00:09:17	00:00:08	00:00:08
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:04	00:01:04	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:32	00:01:23	00:00:08	00:00:08
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:10:22	00:10:22	00:00:10	00:00:10
	16:45:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:26:29	00:07:28	00:00:08	00:00:08
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:12:18	00:12:18	00:00:05	00:00:05
	17:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:05:49	00:05:14	00:00:08	00:00:08
	17:45:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:19	00:03:57	00:00:11	00:00:11
RealBellavistaHotel		9	9	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:06	00:01:53	00:00:11	00:00:11
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:06	00:05:06	00:00:21	00:00:21
	10:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:01:26	00:01:04	00:00:10	00:00:10
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:37	00:00:37	00:00:15	00:00:15
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:02:02	00:02:02	00:00:13	00:00:13
05-02-2018 9:52:50	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:47	00:01:47	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:23	00:02:23	00:00:06	00:00:06
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:43	00:01:43	00:00:11	00:00:11
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:11	00:01:11	00:00:04	00:00:04
RealMarinaHotel/Resi		15	15	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:11:07	00:03:30	00:00:14	00:00:14
	09:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:56	00:01:37	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:33	00:01:33	00:01:18	00:01:18
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:00	00:02:00	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:08:07	00:08:07	00:00:08	00:00:08
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:11:07	00:11:07	00:00:13	00:00:13
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:03:07	00:02:12	00:00:09	00:00:09
	14:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:07:10	00:04:55	00:00:08	00:00:08
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:36	00:00:36	00:00:13	00:00:13
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:36	00:05:43	00:00:14	00:00:14
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:06	00:03:06	00:00:08	00:00:08
	17:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:01:46	00:01:11	00:00:05	00:00:05
11-01-2018		36	36	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:12:50	00:03:12	00:00:12	00:00:12
GrdRealSantaEulalia		12	12	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:57	00:02:27	00:00:17	00:00:17
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:06:57	00:06:57	00:00:03	00:00:03
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:03:56	00:03:56	00:00:51	00:00:51
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:07	00:01:07	00:00:25	00:00:25
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:43	00:01:43	00:00:09	00:00:09
	12:45:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:05	00:04:05	00:00:23	00:00:23
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:01:15	00:01:15	00:00:13	00:00:13
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:53	00:01:26	00:00:14	00:00:14
	16:15:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:58	00:01:16	00:00:12	00:00:12
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:04:47	00:04:47	00:00:14	00:00:14
OutrosAssuntosAlgarv		2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:04:23	00:02:57	00:00:08	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:31	00:01:31	00:00:09	00:00:09
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:23	00:04:23	00:00:07	00:00:07
RealBellavistaHotel		8	8	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:07:14	00:02:30	00:00:09	00:00:09
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:57	00:00:57	00:00:08	00:00:08
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:06	00:02:06	00:00:22	00:00:22
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:07:14	00:07:14	00:00:05	00:00:05
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:22	00:06:22	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:59	00:00:59	00:00:06	00:00:06
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:44	00:00:44	00:00:03	00:00:03
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:11	00:01:11	00:00:11	00:00:11
	18:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:31	00:00:31	00:00:12	00:00:12
RealMarinaHotel/Resi		14	14	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:12:50	00:04:16	00:00:10	00:00:10
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:03:22	00:03:22	00:00:12	00:00:12
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:07:51	00:07:51	00:00:11	00:00:11
	11:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:34	00:03:34	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:12:03	00:12:03	00:00:08	00:00:08
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:03:13	00:01:48	00:00:14	00:00:14
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:12:50	00:12:50	00:00:04	00:00:04
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:02	00:00:02	00:00:10	00:00:10
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:03	00:04:03	00:00:07	00:00:07
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:23	00:01:23	00:00:06	00:00:06
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:03:01	00:03:01	00:00:12	00:00:12
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:10	00:04:02	00:00:16	00:00:16
05-02-2018 9:52:50	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:42	00:00:42	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

12-01-2018		43	42	✔ 97,7%	0	✔ 0,0%	0	✘ 0,0%	1	✔ 2,3%	00:00:16	00:00:08	00:13:35	00:03:12	00:00:09	00:00:09
GrdRealSantaEulalia		17	16	✔ 94,1%	0	✔ 0,0%	0	✘ 0,0%	1	✔ 5,9%	00:00:16	00:00:08	00:13:35	00:03:24	00:00:08	00:00:08
	09:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:04	00:00:04	00:13:35	00:13:35	00:00:04	00:00:04
	10:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:05	00:00:05	00:02:04	00:02:04	00:00:05	00:00:05
	10:15:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:04	00:00:04	00:06:29	00:06:29	00:00:04	00:00:04
	11:30:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:04	00:00:04	00:01:07	00:01:07	00:00:00	00:00:00
	11:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:05	00:00:05	00:03:06	00:03:06	00:00:04	00:00:04
	12:45:00	3	2	🟡 66,7%	0	✔ 0,0%	0	✘ 0,0%	1	✘ 33,3%	00:00:10	00:00:08	00:03:01	00:01:56	00:00:07	00:00:08
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:00:25	00:00:25	00:00:09	00:00:09
	13:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:04	00:00:04	00:03:08	00:03:08	00:00:04	00:00:04
	14:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:04	00:00:04	00:00:33	00:00:33	00:00:04	00:00:04
	15:15:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:04	00:00:04	00:01:32	00:01:32	00:00:05	00:00:05
	15:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:12	00:00:12	00:05:11	00:05:11	00:00:12	00:00:12
	15:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:14	00:00:14	00:01:33	00:01:33	00:00:14	00:00:14
	16:15:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:05	00:00:05	00:02:03	00:02:03	00:00:05	00:00:05
	16:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:16	00:00:16	00:01:54	00:01:54	00:00:15	00:00:15
	16:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:04:27	00:04:27	00:00:21	00:00:21
	18:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:11	00:00:11	00:06:50	00:06:50	00:00:11	00:00:11
OutrosAssuntosAlgarv		3	3	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:09	00:00:07	00:01:34	00:00:57	00:00:07	00:00:07
	11:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:01:34	00:01:34	00:00:09	00:00:09
	12:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:00:17	00:00:17	00:00:06	00:00:06
	17:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:01:01	00:01:01	00:00:07	00:00:07
RealBellavistaHotel		8	8	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:15	00:00:08	00:12:31	00:04:10	00:00:09	00:00:09
	09:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:05	00:00:05	00:01:49	00:01:49	00:00:05	00:00:05
	09:15:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:05	00:00:05	00:00:29	00:00:29	00:00:05	00:00:05
	09:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:00:55	00:00:55	00:00:19	00:00:19
	10:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:04	00:00:04	00:00:34	00:00:34	00:00:04	00:00:04
	11:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:12:31	00:12:31	00:00:06	00:00:06
	12:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:12	00:00:12	00:11:44	00:11:44	00:00:12	00:00:12
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:11	00:00:11	00:01:38	00:01:38	00:00:11	00:00:11
	17:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:03:38	00:03:38	00:00:10	00:00:10
RealMarinaHotel/Resi		15	15	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:15	00:00:08	00:08:28	00:02:55	00:00:09	00:00:09
	09:15:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:15	00:00:11	00:00:32	00:00:32	00:00:22	00:00:22
	09:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:03:00	00:03:00	00:00:10	00:00:10
	10:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:05	00:00:05	00:03:08	00:03:08	00:00:05	00:00:05
	11:15:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:02:03	00:02:03	00:00:09	00:00:09
	11:30:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:10	00:00:07	00:06:47	00:04:23	00:00:07	00:00:07
	12:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:09	00:00:08	00:05:36	00:03:29	00:00:08	00:00:08
	12:15:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:09	00:00:07	00:01:01	00:00:57	00:00:09	00:00:09
	12:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:00:04	00:00:04	00:00:06	00:00:06
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:06:15	00:06:15	00:00:09	00:00:09
	13:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:08:28	00:08:28	00:00:07	00:00:07
	14:15:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:02:15	00:01:58	00:00:07	00:00:07
	18:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:15	00:00:15	00:01:39	00:01:39	00:00:15	00:00:15
13-01-2018		12	6	🟡 50,0%	0	✔ 0,0%	0	✘ 0,0%	6	✘ 50,0%	00:00:15	00:00:10	00:40:13	00:14:05	00:00:10	00:00:12
GrdRealSantaEulalia		4	4	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:11	00:00:10	00:40:13	00:18:14	00:00:10	00:00:10
	10:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:04:52	00:04:52	00:00:09	00:00:09
	14:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:40:13	00:40:13	00:00:09	00:00:09
	14:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:11	00:00:11	00:09:11	00:09:11	00:00:11	00:00:11
	16:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✘ 0,0%	0	✔ 0,0%	00:00:11	00:00:11	00:18:39	00:18:39	00:00:11	00:00:11
OutrosAssuntosAlgarv		1	0	✘ 0,0%	0	✔ 0,0%	0	✘ 0,0%	1	✘ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	05-02-2018 9:52:50	1	0	✘ 0,0%	0	✔ 0,0%	0	✘ 0,0%	1	✘ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00

OneContact Reporting

Service Performance Report

RealBellavistaHotel		4	1	✖	25,0%	0	✔	0,0%	0	✖	0,0%	3	✖	75,0%	00:00:10	00:00:10	00:01:17	00:01:17	00:00:06	00:00:10
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:17	00:01:17	00:00:10	00:00:10
	10:45:00	2	0	✖	0,0%	0	✔	0,0%	0	✖	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	14:45:00	1	0	✖	0,0%	0	✔	0,0%	0	✖	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
RealMarinaHotel/Resi		3	1	✖	33,3%	0	✔	0,0%	0	✖	0,0%	2	✖	66,7%	00:00:15	00:00:09	00:10:18	00:10:18	00:00:15	00:00:23
	11:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:10:18	00:10:18	00:00:23	00:00:23
	12:15:00	1	0	✖	0,0%	0	✔	0,0%	0	✖	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	14:45:00	1	0	✖	0,0%	0	✔	0,0%	0	✖	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
15-01-2018		58	54	✔	93,1%	1	✔	1,7%	0	✖	0,0%	3	✔	5,2%	00:00:15	00:00:08	00:18:58	00:03:40	00:00:11	00:00:10
GrdRealSantaEulalia		31	28	✔	90,3%	1	✔	3,2%	0	✖	0,0%	2	✔	6,5%	00:00:15	00:00:09	00:18:58	00:04:16	00:00:14	00:00:11
	10:00:00	4	3	🟡	75,0%	0	✔	0,0%	0	✖	0,0%	1	✖	25,0%	00:00:15	00:00:08	00:05:03	00:02:24	00:00:13	00:00:12
	10:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:16:28	00:10:16	00:00:17	00:00:17
	10:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:28	00:04:34	00:00:16	00:00:16
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:43	00:03:43	00:00:06	00:00:06
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:06:29	00:06:29	00:00:13	00:00:13
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:29	00:02:37	00:00:12	00:00:12
	12:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:50	00:02:05	00:00:05	00:00:05
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:26	00:03:26	00:00:07	00:00:07
	13:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:01	00:01:01	00:00:09	00:00:09
	13:45:00	2	0	✖	0,0%	1	✖	50,0%	0	✖	0,0%	1	✖	50,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:47	00:00:00
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:03:24	00:03:24	00:00:11	00:00:11
	15:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:07	00:00:07	00:00:15	00:00:15	00:00:00	00:00:00
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:05:26	00:05:26	00:00:07	00:00:07
	15:30:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:14:41	00:06:19	00:00:06	00:00:06
	16:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:18:58	00:10:06	00:00:17	00:00:17
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:12	00:02:12	00:00:11	00:00:11
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:06:39	00:06:39	00:00:30	00:00:30
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:03:41	00:03:41	00:00:13	00:00:13
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:22	00:01:36	00:00:06	00:00:06
	18:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:04:58	00:04:58	00:00:03	00:00:03
RealBellavistaHotel		13	12	✔	92,3%	0	✔	0,0%	0	✖	0,0%	1	✔	7,7%	00:00:15	00:00:07	00:16:07	00:03:50	00:00:08	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:31	00:02:31	00:00:04	00:00:04
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:10	00:04:10	00:00:08	00:00:08
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:16:07	00:16:07	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:11:16	00:11:16	00:00:04	00:00:04
	13:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:36	00:00:36	00:00:04	00:00:04
	13:45:00	2	1	🟡	50,0%	0	✔	0,0%	0	✖	0,0%	1	✖	50,0%	00:00:08	00:00:08	00:04:45	00:04:45	00:00:09	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:02:49	00:01:46	00:00:04	00:00:04
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:55	00:00:55	00:00:10	00:00:10
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:54	00:00:54	00:00:09	00:00:09
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:00:37	00:00:37	00:00:03	00:00:03
	17:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:32	00:00:32	00:00:22	00:00:22
RealMarinaHotel/Resi		14	14	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:51	00:02:15	00:00:10	00:00:10
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:43	00:01:43	00:00:05	00:00:05
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:05:35	00:05:35	00:00:06	00:00:06
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:41	00:00:41	00:00:13	00:00:13
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:05:00	00:02:42	00:00:06	00:00:06
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:05:51	00:05:51	00:00:03	00:00:03
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:53	00:01:53	00:00:24	00:00:24
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:24	00:02:24	00:00:05	00:00:05

OneContact Reporting

Service Performance Report

	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:22	00:00:22	00:00:20	00:00:20
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:55	00:00:55	00:00:06	00:00:06
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:57	00:00:57	00:00:22	00:00:22
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:25	00:01:25	00:00:07	00:00:07
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:39	00:01:39	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:00	00:02:00	00:00:04	00:00:04
	18:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:56	00:02:56	00:00:07	00:00:07
16-01-2018		54	52	✔	96,3%	1	✔	1,9%	0	✘	0,0%	1	✔	1,9%	00:00:16	00:00:08	00:19:05	00:02:59	00:00:09	00:00:09
GrdRealSantaEulalia		26	24	✔	92,3%	1	✔	3,8%	0	✘	0,0%	1	✔	3,8%	00:00:16	00:00:08	00:09:08	00:03:06	00:00:09	00:00:09
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:50	00:08:50	00:00:07	00:00:07
	09:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:07:34	00:05:43	00:00:06	00:00:06
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:18	00:04:18	00:00:07	00:00:07
	10:30:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:07:11	00:04:00	00:00:06	00:00:06
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:14	00:02:14	00:00:08	00:00:08
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:16	00:00:10	00:02:57	00:02:57	00:00:20	00:00:20
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:36	00:00:36	00:00:10	00:00:10
	13:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:20	00:00:52	00:00:06	00:00:06
	14:15:00	2	1	🟡	50,0%	1	✘	50,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:27	00:00:27	00:00:10	00:00:10
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:04	00:00:04	00:00:05	00:00:05
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:01:00	00:01:00	00:00:13	00:00:13
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:02:06	00:01:24	00:00:10	00:00:10
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:10	00:03:10	00:00:25	00:00:25
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:46	00:00:46	00:00:12	00:00:12
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:15	00:01:15	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:05:05	00:04:44	00:00:08	00:00:08
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:09:08	00:09:08	00:00:05	00:00:05
	18:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:10	00:02:10	00:00:09	00:00:09
	18:45:00	1	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
OutrosAssuntosAlgarv		1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:23	00:00:23	00:00:05	00:00:05
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:23	00:00:23	00:00:05	00:00:05
RealBellavistaHotel		12	12	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:08:02	00:02:03	00:00:08	00:00:08
	09:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:50	00:01:23	00:00:07	00:00:07
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:51	00:00:51	00:00:03	00:00:03
	11:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:03:33	00:02:28	00:00:10	00:00:10
	11:45:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:11	00:00:11	00:00:58	00:00:58	00:00:00	00:00:00
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:21	00:02:21	00:00:11	00:00:11
	12:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:09	00:01:16	00:00:08	00:00:08
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:41	00:00:41	00:00:09	00:00:09
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:00:26	00:00:22	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:48	00:04:48	00:00:06	00:00:06
	18:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:08:02	00:08:02	00:00:03	00:00:03
RealMarinaHotel/Resi		15	15	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:19:05	00:03:49	00:00:09	00:00:09
	09:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:18	00:04:06	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:40	00:04:40	00:00:08	00:00:08
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:21	00:02:21	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:00	00:00:57	00:00:08	00:00:08
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:06:54	00:06:54	00:00:13	00:00:13
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:30	00:08:30	00:00:08	00:00:08
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:23	00:00:23	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:27	00:01:28	00:00:07	00:00:07
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:19:05	00:19:05	00:00:06	00:00:06
05-02-2018 9:52:50	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:10	00:02:10	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	17:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:10	00:01:06	00:00:10	00:00:10
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:51	00:01:51	00:00:17	00:00:17
17-01-2018		64	62	✔	96,9%	1	✔	1,6%	0	✘	0,0%	1	✔	1,6%	00:00:15	00:00:08	00:11:06	00:03:32	00:00:09	00:00:09
GrdRealSantaEulalia		27	26	✔	96,3%	0	✔	0,0%	0	✘	0,0%	1	✔	3,7%	00:00:15	00:00:07	00:10:58	00:04:25	00:00:08	00:00:08
	09:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:08:29	00:07:22	00:00:05	00:00:05
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:32	00:01:35	00:00:07	00:00:07
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:09	00:06:09	00:00:07	00:00:07
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:12	00:00:12	00:00:11	00:00:11
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:09:29	00:09:29	00:00:08	00:00:08
	12:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:41	00:02:32	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:07:17	00:07:17	00:00:02	00:00:02
	13:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:29	00:03:44	00:00:14	00:00:14
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:07:45	00:07:45	00:00:02	00:00:02
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:15	00:03:18	00:00:08	00:00:08
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:13	00:01:13	00:00:04	00:00:04
	15:45:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:04:01	00:03:38	00:00:07	00:00:07
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:58	00:01:58	00:00:10	00:00:10
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:47	00:02:47	00:00:11	00:00:11
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:10:58	00:10:30	00:00:09	00:00:09
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:08:59	00:08:59	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:11	00:01:11	00:00:08	00:00:08
	18:15:00	2	1	🟡	50,0%	0	✔	0,0%	0	✘	0,0%	1	✘	50,0%	00:00:10	00:00:10	00:01:36	00:01:36	00:00:10	00:00:10
OutrosAssuntosAlgarv		4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:08	00:03:50	00:02:02	00:00:08	00:00:08
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:09	00:01:09	00:00:05	00:00:05
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:03:50	00:03:50	00:00:14	00:00:14
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:24	00:02:24	00:00:06	00:00:06
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:45	00:00:45	00:00:06	00:00:06
RealBellavistaHotel		20	20	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:20	00:02:39	00:00:10	00:00:10
	11:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:05:14	00:03:14	00:00:11	00:00:11
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:37	00:02:37	00:00:09	00:00:09
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:47	00:00:47	00:00:11	00:00:11
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:38	00:01:38	00:00:03	00:00:03
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:25	00:01:25	00:00:09	00:00:09
	14:30:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:04:28	00:03:29	00:00:06	00:00:06
	14:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:05:10	00:02:53	00:00:11	00:00:11
	15:15:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:20	00:02:56	00:00:15	00:00:15
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:27	00:01:27	00:00:08	00:00:08
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:15	00:01:15	00:00:08	00:00:08
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:03	00:02:03	00:00:09	00:00:09
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:01	00:03:44	00:00:06	00:00:06
RealMarinaHotel/Resi		13	12	✔	92,3%	1	✔	7,7%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:11:06	00:03:30	00:00:12	00:00:12
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:07:50	00:07:50	00:00:11	00:00:11
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:55	00:04:55	00:00:04	00:00:04
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:18	00:02:18	00:00:18	00:00:18
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:50	00:00:50	00:00:15	00:00:15
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:11:06	00:11:06	00:00:08	00:00:08
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:10	00:02:10	00:00:19	00:00:19
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:29	00:01:29	00:00:15	00:00:15
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:17	00:01:17	00:00:21	00:00:21
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:58	00:03:58	00:00:07	00:00:07
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:48	00:00:48	00:00:09	00:00:09
05-02-2018	17:00:00 9:52:50	1	0	✘	0,0%	1	✘	100,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:00	00:00:00	00:00:06	00:00:00

OneContact Reporting

Service Performance Report

	18:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:17	00:02:17	00:00:11	00:00:11
	18:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:03:06	00:03:06	00:00:12	00:00:12
18-01-2018		56	53	✔	94,6%	2	✔	3,6%	0	✘	0,0%	1	✔	1,8%	00:00:21	00:00:09	00:14:29	00:03:16	00:00:12	00:00:10
GrdRealSantaEulalia		31	30	✔	96,8%	0	✔	0,0%	0	✘	0,0%	1	✔	3,2%	00:00:15	00:00:08	00:14:29	00:03:18	00:00:11	00:00:10
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:02:19	00:02:19	00:00:10	00:00:10
	10:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:01:37	00:01:10	00:00:10	00:00:10
	10:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:01:56	00:01:33	00:00:06	00:00:06
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:04:39	00:04:39	00:00:11	00:00:11
	11:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:53	00:05:05	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:00	00:02:39	00:00:07	00:00:07
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:27	00:01:27	00:00:26	00:00:26
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:35	00:01:35	00:00:12	00:00:12
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:30	00:00:30	00:00:08	00:00:08
	14:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:07:32	00:04:11	00:00:06	00:00:06
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:00:28	00:00:28	00:00:18	00:00:18
	14:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:34	00:01:59	00:00:11	00:00:11
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:22	00:02:22	00:00:20	00:00:20
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:43	00:03:43	00:00:09	00:00:09
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:37	00:01:47	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:08:08	00:05:38	00:00:16	00:00:16
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:04	00:04:04	00:00:10	00:00:10
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:02	00:06:02	00:00:12	00:00:12
	17:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:14:29	00:10:14	00:00:09	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:50	00:01:50	00:00:06	00:00:06
	18:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:05:00	00:05:00	00:00:11	00:00:11
	18:30:00	2	1	⚠	50,0%	0	✔	0,0%	0	✘	0,0%	1	✘	50,0%	00:00:07	00:00:07	00:03:16	00:03:16	00:00:10	00:00:07
OutrosAssuntosAlgarv		4	3	⚠	75,0%	1	✘	25,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:10:23	00:04:12	00:00:06	00:00:07
	09:15:00	2	1	⚠	50,0%	1	✘	50,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:31	00:00:31	00:00:04	00:00:04
	10:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:10:23	00:10:23	00:00:08	00:00:08
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:41	00:01:41	00:00:09	00:00:09
RealBellavistaHotel		7	7	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:05:00	00:02:50	00:00:09	00:00:09
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:41	00:02:41	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:01:56	00:01:46	00:00:08	00:00:08
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:52	00:01:52	00:00:11	00:00:11
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:05:00	00:05:00	00:00:11	00:00:11
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:38	00:03:38	00:00:05	00:00:05
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:03:07	00:03:07	00:00:12	00:00:12
RealMarinaHotel/Resi		14	13	✔	92,9%	1	✔	7,1%	0	✘	0,0%	0	✔	0,0%	00:00:21	00:00:10	00:10:23	00:03:12	00:00:19	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:58	00:04:58	00:00:04	00:00:04
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:46	00:00:46	00:00:04	00:00:04
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:09	00:01:09	00:00:05	00:00:05
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:02	00:05:02	00:00:24	00:00:24
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:07:31	00:07:31	00:00:28	00:00:28
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:44	00:00:44	00:00:09	00:00:09
	14:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:11	00:10:23	00:05:31	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:18	00:01:18	00:00:09	00:00:09
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:06	00:01:06	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:54	00:02:54	00:00:10	00:00:10
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:21	00:00:16	00:03:26	00:01:52	00:00:10	00:00:10
	18:15:00	1	0	✘	0,0%	1	✘	100,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:04	00:00:00
05-02-2018 9:52:50	18:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:13	00:02:13	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

19-01-2018		62	61	✔	98,4%	1	✔	1,6%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:28:27	00:04:05	00:00:10	00:00:10
GrdRealSantaEulalia		20	20	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:12:43	00:04:01	00:00:10	00:00:10
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:48	00:01:48	00:00:07	00:00:07
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:28	00:05:28	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:30	00:02:06	00:00:14	00:00:14
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:03	00:01:03	00:00:12	00:00:12
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:09:06	00:08:38	00:00:10	00:00:10
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:59	00:01:59	00:00:04	00:00:04
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:04:02	00:04:02	00:00:15	00:00:15
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:06:00	00:06:00	00:00:12	00:00:12
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:23	00:01:23	00:00:08	00:00:08
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:51	00:01:51	00:00:11	00:00:11
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:12:43	00:12:43	00:00:22	00:00:22
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:25	00:01:25	00:00:12	00:00:12
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:22	00:03:22	00:00:10	00:00:10
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:24	00:01:24	00:00:05	00:00:05
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:41	00:04:41	00:00:10	00:00:10
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:20	00:03:20	00:00:08	00:00:08
	18:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:07:32	00:04:12	00:00:04	00:00:04
OutrosAssuntosAlgarv		2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:05:17	00:03:23	00:00:07	00:00:07
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:29	00:01:29	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:17	00:05:17	00:00:08	00:00:08
RealBellavistaHotel		13	13	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:28:27	00:03:41	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:34	00:00:34	00:00:07	00:00:07
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:04:15	00:04:15	00:00:11	00:00:11
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:01:10	00:00:50	00:00:11	00:00:11
	12:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:03:35	00:02:10	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:27	00:01:27	00:00:10	00:00:10
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:45	00:02:45	00:00:09	00:00:09
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:31	00:00:31	00:00:13	00:00:13
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:38	00:02:38	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:20	00:01:19	00:00:06	00:00:06
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:21	00:02:21	00:00:07	00:00:07
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:28:27	00:28:27	00:00:13	00:00:13
RealMarinaHotel/Resi		27	26	✔	96,3%	1	✔	3,7%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:17:05	00:04:24	00:00:10	00:00:10
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:04:41	00:04:41	00:00:11	00:00:11
	09:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:06:20	00:05:40	00:00:08	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:30	00:02:28	00:00:16	00:00:16
	10:30:00	2	1	🟡	50,0%	1	✘	50,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:12	00:04:12	00:00:06	00:00:08
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:10	00:01:10	00:00:09	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:10:55	00:05:02	00:00:06	00:00:06
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:09	00:02:09	00:00:06	00:00:06
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:17:05	00:17:05	00:00:03	00:00:03
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:41	00:00:41	00:00:12	00:00:12
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:07:36	00:07:36	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:44	00:03:44	00:00:36	00:00:36
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:47	00:01:47	00:00:11	00:00:11
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:16:35	00:16:35	00:00:04	00:00:04
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:32	00:01:32	00:00:05	00:00:05
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:01	00:06:01	00:00:11	00:00:11
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:01:23	00:01:23	00:00:15	00:00:15
05-02-2018 9:52:50	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:13	00:04:14	00:02:32	00:00:14	00:00:14

OneContact Reporting

Service Performance Report

	16:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:07:42	00:04:00	00:00:04	00:00:04
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:31	00:01:31	00:00:23	00:00:23
	17:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:02:24	00:02:02	00:00:10	00:00:10
20-01-2018		26	14	🟡	53,8%	0	✔	0,0%	1	✘	3,8%	11	✘	42,3%	00:00:16	00:00:10	00:13:24	00:05:12	00:00:14	00:00:17
GrdRealSantaEulalia		16	6	✘	37,5%	0	✔	0,0%	1	✘	6,3%	9	✘	56,3%	00:00:16	00:00:11	00:13:24	00:05:54	00:00:12	00:00:10
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:24	00:01:24	00:00:12	00:00:12
	10:30:00	7	1	✘	14,3%	0	✔	0,0%	0	✘	0,0%	6	✘	85,7%	00:00:05	00:00:05	00:07:59	00:07:59	00:00:08	00:00:05
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:18	00:01:18	00:00:11	00:00:11
	12:45:00	2	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	2	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	00:00:00
	13:00:00	1	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:16	00:00:16	00:04:46	00:04:46	00:00:16	00:00:16
	14:15:00	1	0	✘	0,0%	0	✔	0,0%	1	✔	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:39	00:00:00
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:13:24	00:13:24	00:00:13	00:00:13
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:06:31	00:06:31	00:00:05	00:00:05
OutrosAssuntosAlgarv		1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:07:40	00:07:40	00:00:03	00:00:03
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:07:40	00:07:40	00:00:03	00:00:03
RealBellavistaHotel		2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:54	00:03:37	00:00:12	00:00:12
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:20	00:03:20	00:00:10	00:00:10
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:03:54	00:03:54	00:00:15	00:00:15
RealMarinaHotel/Resi		7	5	🟡	71,4%	0	✔	0,0%	0	✘	0,0%	2	✘	28,6%	00:00:15	00:00:10	00:08:27	00:04:30	00:00:22	00:00:29
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:45	00:00:45	00:00:15	00:00:15
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:02:44	00:02:44	00:00:13	00:00:13
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:18	00:07:18	00:01:41	00:01:41
	13:15:00	1	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	13:30:00	1	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:08:27	00:08:27	00:00:06	00:00:06
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:03:18	00:03:18	00:00:11	00:00:11
22-01-2018		52	46	✔	88,5%	0	✔	0,0%	0	✘	0,0%	6	🟡	11,5%	00:00:17	00:00:09	00:10:45	00:03:34	00:00:10	00:00:10
GrdRealSantaEulalia		24	22	✔	91,7%	0	✔	0,0%	0	✘	0,0%	2	✔	8,3%	00:00:15	00:00:08	00:10:45	00:03:43	00:00:10	00:00:10
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:08	00:02:08	00:00:12	00:00:12
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:10:44	00:10:44	00:00:15	00:00:15
	10:45:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:06:16	00:04:05	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:10:32	00:10:32	00:00:09	00:00:09
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:28	00:01:28	00:00:04	00:00:04
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:03	00:01:03	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:22	00:01:22	00:00:22	00:00:22
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:10	00:01:10	00:00:05	00:00:05
	13:30:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:03:39	00:03:08	00:00:13	00:00:13
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:21	00:05:21	00:00:07	00:00:07
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:03	00:03:03	00:00:10	00:00:10
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:30	00:02:30	00:00:05	00:00:05
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:10:45	00:10:45	00:00:08	00:00:08
	15:45:00	1	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:02	00:01:02	00:00:10	00:00:10
	16:15:00	1	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:09	00:02:44	00:00:06	00:00:06
	17:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:37	00:01:46	00:00:24	00:00:24
OutrosAssuntosAlgarv		2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:08:56	00:04:58	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:00	00:01:00	00:00:05	00:00:05
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:08:56	00:08:56	00:00:10	00:00:10
RealBellavistaHotel		6	4	🟡	66,7%	0	✔	0,0%	0	✘	0,0%	2	✘	33,3%	00:00:15	00:00:09	00:04:45	00:02:25	00:00:12	00:00:12
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:20	00:03:20	00:00:09	00:00:09
05-02-2018 9:52:50		1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:20	00:03:20	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:00:49	00:00:49	00:00:17	00:00:17
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:00:45	00:00:45	00:00:14	00:00:14
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:45	00:04:45	00:00:06	00:00:06
	17:00:00	2	0	✖	0,0%	0	✔	0,0%	0	✖	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00
RealMarinaHotel/Resi		20	18	✔	90,0%	0	✔	0,0%	0	✖	0,0%	2	⚠	10,0%	00:00:17	00:00:09	00:09:23	00:03:28	00:00:09	00:00:09
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:42	00:01:42	00:00:05	00:00:05
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:05	00:02:05	00:00:06	00:00:06
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:02:10	00:02:10	00:00:14	00:00:14
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:50	00:06:50	00:00:07	00:00:07
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:26	00:02:50	00:00:04	00:00:04
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:02:33	00:02:33	00:00:14	00:00:14
	13:15:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:01:57	00:00:55	00:00:10	00:00:10
	13:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:17	00:00:09	00:04:55	00:02:30	00:00:12	00:00:12
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:06:49	00:06:49	00:00:10	00:00:10
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:20	00:02:20	00:00:07	00:00:07
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:09:23	00:09:23	00:00:07	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:07	00:02:07	00:00:08	00:00:08
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:08:08	00:08:08	00:00:18	00:00:18
	16:00:00	3	1	✖	33,3%	0	✔	0,0%	0	✖	0,0%	2	✖	66,7%	00:00:06	00:00:06	00:02:46	00:02:46	00:00:07	00:00:06
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:38	00:06:38	00:00:11	00:00:11
23-01-2018		69	64	✔	92,8%	1	✔	1,4%	0	✖	0,0%	4	✔	5,8%	00:00:15	00:00:09	00:15:48	00:03:22	00:00:12	00:00:12
GrdRealSantaEulalia		29	29	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:15:48	00:03:28	00:00:11	00:00:11
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:05:12	00:05:12	00:00:11	00:00:11
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:11	00:03:11	00:00:11	00:00:11
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:18	00:01:30	00:00:07	00:00:07
	10:30:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:53	00:01:36	00:00:08	00:00:08
	10:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:03:22	00:02:29	00:00:13	00:00:13
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:40	00:03:40	00:00:09	00:00:09
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:02:50	00:02:50	00:00:13	00:00:13
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:15	00:04:15	00:00:05	00:00:05
	13:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:26	00:02:26	00:00:07	00:00:07
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:54	00:03:54	00:00:07	00:00:07
	14:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:15:48	00:08:34	00:00:10	00:00:10
	14:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:17	00:02:04	00:00:14	00:00:14
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:10:27	00:10:27	00:00:04	00:00:04
	15:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:30	00:02:01	00:00:06	00:00:06
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:41	00:00:41	00:00:12	00:00:12
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:49	00:05:49	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:09	00:04:09	00:00:05	00:00:05
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:21	00:03:21	00:00:33	00:00:33
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:42	00:04:42	00:00:22	00:00:22
	17:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:03	00:01:12	00:00:20	00:00:20
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:25	00:05:25	00:00:07	00:00:07
	19:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:54	00:07:54	00:00:08	00:00:08
OutrosAssuntosAlgarv		1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:03	00:03:03	00:00:10	00:00:10
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:03	00:03:03	00:00:10	00:00:10
RealBellavistaHotel		18	15	✔	83,3%	1	✔	5,6%	0	✖	0,0%	2	⚠	11,1%	00:00:15	00:00:09	00:06:53	00:02:16	00:00:11	00:00:10
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:43	00:04:43	00:00:04	00:00:04
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:20	00:01:20	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:24	00:01:24	00:00:12	00:00:12
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:32	00:01:32	00:00:06	00:00:06
05-02-2018 9:52:50	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:43	00:01:43	00:00:04	00:00:04

OneContact Reporting

Service Performance Report

	11:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:05	00:00:05	00:06:53	00:06:53	00:00:05	00:00:05
	11:45:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	12:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:05	00:00:05	00:01:02	00:01:02	00:00:21	00:00:21
	12:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:09	00:00:09	00:02:21	00:02:21	00:00:09	00:00:09
	13:00:00	2	2	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:07	00:00:06	00:00:48	00:00:40	00:00:06	00:00:06
	14:15:00	2	1	🟡50,0%	1	✘50,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:13	00:03:04	00:03:04	00:00:13	00:00:11
	14:45:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:03	00:00:03	00:00:42	00:00:42	00:00:03	00:00:03
	16:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:12	00:00:12	00:01:34	00:01:34	00:00:12	00:00:12
	16:45:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:13	00:01:05	00:01:05	00:00:27	00:00:27
	17:45:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:12	00:05:09	00:05:09	00:00:25	00:00:25
	18:30:00	2	0	✘0,0%	0	✔0,0%	0	✘0,0%	2	✘100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
RealMarinaHotel/Resi		21	19	✔90,5%	0	✔0,0%	0	✘0,0%	2	✔9,5%	00:00:15	00:00:10	00:13:28	00:04:03	00:00:14	00:00:15
	09:00:00	1	0	✘0,0%	0	✔0,0%	0	✘0,0%	1	✘100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	09:15:00	3	2	🟡66,7%	0	✔0,0%	0	✘0,0%	1	✘33,3%	00:00:15	00:00:10	00:03:39	00:02:49	00:00:19	00:00:24
	09:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:12	00:00:12	00:00:40	00:00:40	00:00:12	00:00:12
	10:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:12	00:01:46	00:01:46	00:00:23	00:00:23
	10:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:10	00:00:40	00:00:40	00:00:06	00:00:06
	10:45:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:07	00:00:07	00:13:28	00:13:28	00:00:22	00:00:22
	11:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:12	00:00:12	00:01:25	00:01:25	00:00:12	00:00:12
	11:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:10	00:04:55	00:04:55	00:00:20	00:00:20
	11:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:13	00:01:42	00:01:42	00:00:26	00:00:26
	12:15:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	12:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:09	00:00:09	00:05:12	00:05:12	00:00:25	00:00:25
	13:45:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:11	00:02:18	00:02:18	00:00:07	00:00:07
	14:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:07	00:00:07	00:00:21	00:00:21	00:00:22	00:00:22
	14:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:10	00:00:10	00:13:19	00:13:19	00:00:10	00:00:10
	14:45:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:07	00:00:07	00:01:03	00:01:03	00:00:07	00:00:07
	15:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:08	00:00:08	00:03:44	00:03:44	00:00:08	00:00:08
	15:45:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:12	00:00:10	00:01:39	00:01:24	00:00:08	00:00:08
	16:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:09	00:00:09	00:04:37	00:04:37	00:00:09	00:00:09
	17:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:14	00:00:14	00:03:57	00:03:57	00:00:14	00:00:14
	18:45:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:06	00:00:06	00:13:19	00:13:19	00:00:06	00:00:06
24-01-2018		54	51	✔94,4%	1	✔1,9%	0	✘0,0%	2	✔3,7%	00:00:15	00:00:09	00:19:31	00:03:29	00:00:10	00:00:10
GrdRealSantaEulalia		12	12	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:08	00:18:09	00:02:45	00:00:09	00:00:09
	09:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:09	00:00:09	00:01:59	00:01:59	00:00:09	00:00:09
	11:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:08	00:00:08	00:00:21	00:00:21	00:00:08	00:00:08
	13:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:09	00:00:09	00:04:53	00:04:53	00:00:10	00:00:10
	14:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:07	00:00:07	00:02:46	00:02:46	00:00:07	00:00:07
	15:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:12	00:00:12	00:01:17	00:01:17	00:00:12	00:00:12
	15:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:08	00:00:07	00:00:38	00:00:26	00:00:08	00:00:08
	15:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:08	00:00:08	00:01:51	00:01:51	00:00:08	00:00:08
	16:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:04	00:00:04	00:01:34	00:01:34	00:00:04	00:00:04
	16:45:00	2	2	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:09	00:00:06	00:18:09	00:09:30	00:00:06	00:00:06
	17:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:15	00:00:09	00:02:03	00:01:14	00:00:24	00:00:24
	18:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:06	00:00:06	00:01:34	00:01:34	00:00:06	00:00:06
OutrosAssuntosAlgarv		1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:08	00:00:06	00:03:02	00:01:47	00:00:04	00:00:04
	14:00:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:04	00:00:04	00:00:32	00:00:32	00:00:00	00:00:00
	14:15:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:08	00:00:08	00:03:02	00:03:02	00:00:04	00:00:04
RealBellavistaHotel		18	16	✔88,9%	0	✔0,0%	0	✘0,0%	2	🟡11,1%	00:00:15	00:00:09	00:19:31	00:04:33	00:00:11	00:00:10
	09:00:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:06	00:00:06	00:00:42	00:00:42	00:00:06	00:00:06
	09:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:08	00:00:08	00:19:31	00:19:31	00:00:08	00:00:08
05-02-2018 9:52:50	10:30:00	1	1	✔100,0%	0	✔0,0%	0	✘0,0%	0	✔0,0%	00:00:06	00:00:06	00:01:59	00:01:59	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:06:05	00:03:40	00:00:07	00:00:07
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:28	00:02:28	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:19	00:01:29	00:00:16	00:00:16
	13:15:00	3	1	✘	33,3%	0	✔	0,0%	0	✘	0,0%	2	✘	66,7%	00:00:07	00:00:07	00:01:15	00:01:15	00:00:10	00:00:07
	14:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:12	00:00:12	00:00:23	00:00:23	00:00:00	00:00:00
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:08:12	00:08:12	00:00:12	00:00:12
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:52	00:01:52	00:00:11	00:00:11
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:42	00:00:42	00:00:24	00:00:24
	16:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:14:11	00:09:13	00:00:10	00:00:10
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:42	00:01:42	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:09:51	00:09:51	00:00:07	00:00:07
RealMarinaHotel/Resi		23	22	✔	95,7%	1	✔	4,3%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:31	00:03:17	00:00:10	00:00:10
	09:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:03:52	00:03:08	00:00:07	00:00:07
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:24	00:05:24	00:00:07	00:00:07
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:04	00:03:04	00:00:10	00:00:10
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:01:25	00:00:49	00:00:10	00:00:10
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:07:51	00:04:05	00:00:06	00:00:06
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:59	00:08:59	00:00:07	00:00:07
	12:00:00	1	0	✘	0,0%	1	✘	100,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:00:00	00:00:00	00:00:19	00:00:00
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:30	00:06:30	00:00:06	00:00:06
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:00	00:06:00	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:11	00:02:11	00:00:12	00:00:12
	13:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:05:22	00:03:14	00:00:05	00:00:05
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:51	00:00:51	00:00:25	00:00:25
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:58	00:01:58	00:00:10	00:00:10
	15:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:53	00:02:14	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:18	00:02:18	00:00:11	00:00:11
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:24	00:03:24	00:00:21	00:00:21
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:22	00:00:22	00:00:20	00:00:20
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:34	00:00:34	00:00:09	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:09:31	00:09:31	00:00:07	00:00:07
25-01-2018		57	51	✔	89,5%	0	✔	0,0%	0	✘	0,0%	6	⚠	10,5%	00:00:15	00:00:09	00:22:32	00:04:10	00:00:11	00:00:12
GrdRealSantaEulalia		21	20	✔	95,2%	0	✔	0,0%	0	✘	0,0%	1	✔	4,8%	00:00:15	00:00:09	00:22:32	00:05:52	00:00:12	00:00:12
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:12:10	00:12:10	00:00:10	00:00:10
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:19	00:01:19	00:00:20	00:00:20
	11:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:14:14	00:14:13	00:00:04	00:00:04
	14:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:03:40	00:02:18	00:00:12	00:00:12
	14:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:06:07	00:03:33	00:00:10	00:00:10
	15:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:11:00	00:11:00	00:00:37	00:00:37
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:09	00:02:09	00:00:22	00:00:22
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:17:36	00:17:36	00:00:12	00:00:12
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:22:32	00:22:32	00:00:09	00:00:09
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:39	00:02:39	00:00:07	00:00:07
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:06	00:06:06	00:00:10	00:00:10
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:01:41	00:01:04	00:00:11	00:00:11
	17:45:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:59	00:02:34	00:00:11	00:00:11
	18:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:39	00:02:39	00:00:18	00:00:18
	18:30:00	2	1	⚠	50,0%	0	✔	0,0%	0	✘	0,0%	1	✘	50,0%	00:00:04	00:00:04	00:00:49	00:00:49	00:00:05	00:00:04
OutrosAssuntosAlgarv		1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:19	00:00:19	00:00:10	00:00:10
	18:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:19	00:00:19	00:00:10	00:00:10
RealBellavistaHotel		13	11	✔	84,6%	0	✔	0,0%	0	✘	0,0%	2	✘	15,4%	00:00:15	00:00:09	00:06:54	00:02:37	00:00:11	00:00:10

OneContact Reporting

Service Performance Report

	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:51	00:01:51	00:00:08	00:00:08
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:10	00:01:10	00:00:22	00:00:22
	11:30:00	4	2	🟡	50,0%	0	✔	0,0%	0	✘	0,0%	2	✘	50,0%	00:00:07	00:00:07	00:01:35	00:01:12	00:00:11	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:06:54	00:04:50	00:00:06	00:00:06
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:45	00:02:45	00:00:08	00:00:08
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:04:32	00:04:32	00:00:12	00:00:12
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:04	00:01:04	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:54	00:00:54	00:00:20	00:00:20
	18:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:26	00:04:26	00:00:07	00:00:07
RealMarinaHotel/Resi		22	19	✔	86,4%	0	✔	0,0%	0	✘	0,0%	3	🟡	13,6%	00:00:15	00:00:09	00:13:58	00:03:18	00:00:11	00:00:12
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:04	00:01:04	00:00:08	00:00:08
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:01	00:01:01	00:00:14	00:00:14
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:01:01	00:00:58	00:00:09	00:00:09
	11:15:00	2	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	2	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:50	00:00:36	00:00:07	00:00:07
	11:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:06:35	00:04:33	00:00:16	00:00:16
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:06	00:02:06	00:00:13	00:00:13
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:05:51	00:05:51	00:00:11	00:00:11
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:03	00:01:03	00:00:07	00:00:07
	13:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:35	00:04:28	00:00:09	00:00:09
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:51	00:05:51	00:00:08	00:00:08
	15:00:00	1	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	15:45:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:12	00:00:25	00:00:25	00:00:00	00:00:00
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:13:58	00:08:21	00:00:28	00:00:28
	16:15:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:07:46	00:03:37	00:00:07	00:00:07
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:03:06	00:03:06	00:00:14	00:00:14
26-01-2018		67	61	✔	91,0%	1	✔	1,5%	0	✘	0,0%	5	✔	7,5%	00:00:15	00:00:08	00:22:07	00:04:26	00:00:08	00:00:08
GrdRealSantaEulalia		28	27	✔	96,4%	1	✔	3,6%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:22:07	00:06:09	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:08:24	00:08:24	00:00:11	00:00:11
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:22:07	00:12:16	00:00:12	00:00:12
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:00	00:04:00	00:00:04	00:00:04
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:06:10	00:06:10	00:00:11	00:00:11
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:10:33	00:10:33	00:00:23	00:00:23
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:16:14	00:06:22	00:00:03	00:00:03
	13:15:00	3	2	🟡	66,7%	1	✘	33,3%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:06:21	00:05:46	00:00:07	00:00:06
	13:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:45	00:03:12	00:00:07	00:00:07
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:51	00:04:51	00:00:06	00:00:06
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:02	00:02:42	00:01:50	00:00:03	00:00:03
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:05:46	00:05:46	00:00:04	00:00:04
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:01:09	00:01:09	00:00:15	00:00:15
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:45	00:00:45	00:00:12	00:00:12
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:12:03	00:12:03	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:05:58	00:04:21	00:00:10	00:00:10
	16:30:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:09:50	00:04:25	00:00:06	00:00:06
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:59	00:01:59	00:00:03	00:00:03
	18:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:36	00:05:36	00:00:09	00:00:09
	18:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:20:13	00:20:13	00:00:09	00:00:09
	19:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:09:38	00:09:38	00:00:10	00:00:10
OutrosAssuntosAlgarv		2	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	2	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	18:30:00	1	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	18:45:00	1	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
RealBellavistaHotel		18	16	✔	88,9%	0	✔	0,0%	0	✘	0,0%	2	🟡	11,1%	00:00:13	00:00:07	00:15:43	00:03:37	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	09:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:01:34	00:01:28	00:00:06	00:00:06
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:40	00:03:40	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:28	00:00:28	00:00:05	00:00:05
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:00	00:01:00	00:00:05	00:00:05
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:31	00:02:31	00:00:11	00:00:11
	14:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:15:43	00:08:19	00:00:06	00:00:06
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:53	00:01:53	00:00:05	00:00:05
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:44	00:00:44	00:00:05	00:00:05
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:14:42	00:14:42	00:00:04	00:00:04
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:19	00:01:19	00:00:07	00:00:07
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:54	00:00:54	00:00:13	00:00:13
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:56	00:02:56	00:00:11	00:00:11
	18:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:09	00:04:07	00:00:10	00:00:10
	18:45:00	2	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	2	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
RealMarinaHotel/Resi		19	18	✔	94,7%	0	✔	0,0%	0	✘	0,0%	1	✔	5,3%	00:00:15	00:00:08	00:07:23	00:02:42	00:00:09	00:00:09
	09:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:05:11	00:03:15	00:00:04	00:00:04
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:15	00:01:15	00:00:11	00:00:11
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:31	00:02:31	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:55	00:00:55	00:00:06	00:00:06
	13:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:35	00:01:35	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:02:05	00:01:12	00:00:06	00:00:06
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:50	00:04:50	00:00:08	00:00:08
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:07:23	00:07:23	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:53	00:03:20	00:00:06	00:00:06
	16:15:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:06:26	00:03:34	00:00:15	00:00:15
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:15	00:01:15	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:46	00:01:46	00:00:11	00:00:11
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:40	00:01:40	00:00:13	00:00:13
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:50	00:00:50	00:00:07	00:00:07
	19:00:00	1	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
27-01-2018		29	19	⚠	65,5%	0	✔	0,0%	0	✘	0,0%	10	✘	34,5%	00:00:15	00:00:08	00:28:38	00:03:44	00:00:14	00:00:17
GrdRealSantaEulalia		9	5	⚠	55,6%	0	✔	0,0%	0	✘	0,0%	4	✘	44,4%	00:00:15	00:00:08	00:28:38	00:07:52	00:00:24	00:00:38
	09:30:00	2	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	2	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:23	00:01:23	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:15	00:01:15	00:00:05	00:00:05
	14:45:00	3	1	✘	33,3%	0	✔	0,0%	0	✘	0,0%	2	✘	66,7%	00:00:10	00:00:10	00:05:52	00:05:52	00:00:11	00:00:10
	15:45:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	16:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:28:38	00:15:25	00:01:24	00:01:24
RealBellavistaHotel		7	4	⚠	57,1%	0	✔	0,0%	0	✘	0,0%	3	✘	42,9%	00:00:11	00:00:09	00:04:21	00:02:18	00:00:10	00:00:09
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:59	00:02:59	00:00:07	00:00:07
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:39	00:00:39	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:11	00:01:11	00:00:10	00:00:10
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:04:21	00:04:21	00:00:11	00:00:11
	14:45:00	3	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	3	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
RealMarinaHotel/Resi		13	10	⚠	76,9%	0	✔	0,0%	0	✘	0,0%	3	✘	23,1%	00:00:15	00:00:08	00:07:50	00:02:15	00:00:09	00:00:09
	09:30:00	3	1	✘	33,3%	0	✔	0,0%	0	✘	0,0%	2	✘	66,7%	00:00:06	00:00:06	00:07:50	00:07:50	00:00:05	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:16	00:02:16	00:00:05	00:00:05
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:31	00:00:31	00:00:08	00:00:08
	12:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✘	0,0%	1	✘	33,3%	00:00:07	00:00:06	00:01:25	00:00:53	00:00:10	00:00:06
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:00:51	00:00:51	00:00:23	00:00:23
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:33	00:00:33	00:00:05	00:00:05
05-02-2018 9:52:50	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:18	00:01:18	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:15	00:06:15	00:00:08	00:00:08
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:12	00:01:12	00:00:14	00:00:14
29-01-2018		63	57	✔	90,5%	0	✔	0,0%	0	✖	0,0%	6	✔	9,5%	00:00:16	00:00:09	00:16:09	00:04:36	00:00:11	00:00:10
GrdRealSantaEulalia		28	24	✔	85,7%	0	✔	0,0%	0	✖	0,0%	4	⚠	14,3%	00:00:16	00:00:09	00:16:09	00:05:15	00:00:12	00:00:12
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:03	00:03:03	00:00:06	00:00:06
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:10:05	00:10:05	00:00:11	00:00:11
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:04:24	00:04:24	00:00:11	00:00:11
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:24	00:01:24	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:13	00:03:13	00:00:09	00:00:09
	12:15:00	4	1	✖	25,0%	0	✔	0,0%	0	✖	0,0%	3	✖	75,0%	00:00:10	00:00:10	00:14:19	00:14:19	00:00:15	00:00:25
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:54	00:03:54	00:00:03	00:00:03
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:08:06	00:08:06	00:00:08	00:00:08
	13:30:00	2	1	⚠	50,0%	0	✔	0,0%	0	✖	0,0%	1	✖	50,0%	00:00:06	00:00:06	00:00:47	00:00:47	00:00:11	00:00:06
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:07:06	00:07:06	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:01:28	00:00:58	00:00:08	00:00:08
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:03:06	00:03:01	00:00:13	00:00:13
	14:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:16	00:00:12	00:10:15	00:07:38	00:00:06	00:00:06
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:08	00:01:08	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:08:01	00:08:01	00:00:11	00:00:11
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:00:45	00:00:45	00:00:02	00:00:02
	15:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:16:09	00:13:26	00:00:16	00:00:16
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:05:52	00:05:52	00:00:14	00:00:14
	17:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:08:47	00:05:18	00:00:14	00:00:14
	18:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:55	00:01:55	00:00:07	00:00:07
	18:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:43	00:01:43	00:00:48	00:00:48
OutrosAssuntosAlgarv		6	6	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:16:01	00:04:49	00:00:09	00:00:09
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:16:01	00:16:01	00:00:13	00:00:13
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:14	00:00:14	00:00:12	00:00:12
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:04	00:01:04	00:00:03	00:00:03
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:51	00:00:51	00:00:04	00:00:04
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:05	00:02:05	00:00:12	00:00:12
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:08:40	00:08:40	00:00:11	00:00:11
RealBellavistaHotel		8	8	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:10:17	00:03:18	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:15	00:01:15	00:00:10	00:00:10
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:08:29	00:08:29	00:00:04	00:00:04
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:48	00:00:48	00:00:08	00:00:08
	12:15:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:10:17	00:10:17	00:00:21	00:00:21
	14:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:02:31	00:01:58	00:00:10	00:00:10
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:58	00:00:58	00:00:07	00:00:07
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:46	00:00:46	00:00:09	00:00:09
RealMarinaHotel/Resi		21	19	✔	90,5%	0	✔	0,0%	0	✖	0,0%	2	✔	9,5%	00:00:15	00:00:09	00:09:55	00:04:12	00:00:10	00:00:10
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:05:58	00:05:58	00:00:12	00:00:12
	11:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:14	00:01:28	00:00:13	00:00:13
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:00	00:02:00	00:00:09	00:00:09
	12:15:00	2	1	⚠	50,0%	0	✔	0,0%	0	✖	0,0%	1	✖	50,0%	00:00:07	00:00:07	00:06:35	00:06:35	00:00:12	00:00:08
	12:30:00	2	1	⚠	50,0%	0	✔	0,0%	0	✖	0,0%	1	✖	50,0%	00:00:03	00:00:03	00:02:55	00:02:55	00:00:08	00:00:03
	13:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:03	00:07:03	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:35	00:00:35	00:00:07	00:00:07
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:18	00:07:18	00:00:08	00:00:08
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:28	00:01:28	00:00:08	00:00:08
05-02-2018 9:52:50	16:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:08:05	00:07:42	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:08	00:06:08	00:00:08	00:00:08	
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:22	00:01:22	00:00:07	00:00:07	
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:27	00:01:27	00:00:14	00:00:14	
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:09:55	00:09:55	00:00:13	00:00:13	
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:50	00:02:50	00:00:19	00:00:19	
	18:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:04:20	00:02:56	00:00:10	00:00:10	
30-01-2018		67	64	✔	95,5%	1	✔	1,5%	0	✖	0,0%	2	✔	3,0%	00:00:15	00:00:09	00:22:47	00:03:55	00:00:13	00:00:11	
GrdRealSantaEulalia		29	29	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:22:47	00:03:56	00:00:10	00:00:10	
	09:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:22:47	00:12:22	00:00:08	00:00:08	
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:04:31	00:02:49	00:00:12	00:00:12	
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:11	00:02:11	00:00:23	00:00:23	
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:58	00:03:58	00:00:08	00:00:08	
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:13	00:08:13	00:00:08	00:00:08	
	11:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:07:40	00:05:06	00:00:11	00:00:11	
	11:45:00	4	4	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:06	00:12:41	00:03:32	00:00:08	00:00:08	
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:59	00:01:59	00:00:10	00:00:10	
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:07	00:08:07	00:00:07	00:00:07	
	14:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:12	00:00:54	00:00:11	00:00:11	
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:16	00:01:16	00:00:08	00:00:08	
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:08:07	00:04:35	00:00:07	00:00:07	
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:53	00:01:53	00:00:09	00:00:09	
	15:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:17	00:02:56	00:00:13	00:00:13	
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:12	00:05:12	00:00:07	00:00:07	
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:59	00:02:59	00:00:08	00:00:08	
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:03:09	00:03:09	00:00:15	00:00:15	
	17:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:01:08	00:00:52	00:00:10	00:00:10	
	18:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:34	00:01:34	00:00:07	00:00:07	
OutrosAssuntosAlgarv		4	3	🚩	75,0%	0	✔	0,0%	0	✖	0,0%	1	✖	25,0%	00:00:11	00:00:09	00:02:28	00:00:58	00:00:11	00:00:09	
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:28	00:02:28	00:00:08	00:00:08	
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:00	00:00:00	00:00:11	00:00:11	
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:25	00:00:25	00:00:08	00:00:08	
	16:45:00	1	0	✖	0,0%	0	✔	0,0%	0	✖	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00	
RealBellavistaHotel		21	20	✔	95,2%	0	✔	0,0%	0	✖	0,0%	1	✔	4,8%	00:00:15	00:00:09	00:15:47	00:04:22	00:00:12	00:00:13	
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:42	00:01:42	00:00:14	00:00:14	
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:07:07	00:07:07	00:00:15	00:00:15	
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:09:27	00:09:27	00:00:12	00:00:12	
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:54	00:00:54	00:00:10	00:00:10	
	11:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:32	00:00:28	00:00:15	00:00:15	
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:06:18	00:05:13	00:00:08	00:00:08	
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:28	00:03:28	00:01:18	00:01:18	
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:46	00:00:46	00:00:05	00:00:05	
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:29	00:00:29	00:00:10	00:00:10	
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:08:07	00:08:07	00:00:08	00:00:08	
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:03	00:01:03	00:00:08	00:00:08	
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:05:23	00:05:23	00:00:04	00:00:04	
	15:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:15:47	00:08:24	00:00:08	00:00:08	
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:53	00:00:53	00:00:07	00:00:07	
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:45	00:05:45	00:00:09	00:00:09	
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:36	00:00:36	00:00:11	00:00:11	
	16:45:00	1	0	✖	0,0%	0	✔	0,0%	0	✖	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00	
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:13:28	00:13:28	00:00:03	00:00:03	
RealMarinaHotel/Resi		05-02-2018 9:52:50	13	12	✔	92,3%	1	✔	7,7%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:40	00:03:53	00:00:21	00:00:09

OneContact Reporting

Service Performance Report

	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:09:40	00:09:40	00:00:10	00:00:10
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:07:24	00:03:52	00:00:09	00:00:09
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:07:04	00:07:04	00:00:09	00:00:09
	11:15:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:09	00:00:09	00:00:48	00:00:48	00:00:00	00:00:00
	11:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:04:40	00:03:52	00:00:07	00:00:07
	12:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	12:15:00	1	0	✘	0,0%	1	✘	100,0%	0	✘	0,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:02:35	00:00:00
	14:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:08	00:03:08	00:00:12	00:00:12
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:26	00:00:26	00:00:07	00:00:07
	16:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:39	00:03:04	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:56	00:02:56	00:00:07	00:00:07
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:05:29	00:05:29	00:00:14	00:00:14
31-01-2018		59	59	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:20	00:00:08	00:14:17	00:03:27	00:00:09	00:00:09
GrdRealSantaEulalia		37	37	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:14:17	00:03:21	00:00:08	00:00:08
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:01:07	00:00:47	00:00:06	00:00:06
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:13:01	00:13:01	00:00:08	00:00:08
	09:45:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:06:26	00:03:22	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:07:36	00:07:36	00:00:09	00:00:09
	10:15:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:13:49	00:04:42	00:00:06	00:00:06
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:33	00:01:33	00:00:05	00:00:05
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:04:45	00:04:45	00:00:14	00:00:14
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:06:04	00:06:04	00:00:10	00:00:10
	11:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:09:17	00:05:10	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:10	00:01:10	00:00:06	00:00:06
	12:15:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:12	00:00:12	00:00:26	00:00:26	00:00:00	00:00:00
	12:30:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:08:05	00:04:58	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:55	00:00:55	00:00:05	00:00:05
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:00:37	00:00:28	00:00:07	00:00:07
	13:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:26	00:01:26	00:00:10	00:00:10
	14:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:03:27	00:02:44	00:00:10	00:00:10
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:02:28	00:01:32	00:00:09	00:00:09
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:03	00:01:03	00:00:08	00:00:08
	15:30:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:47	00:01:09	00:00:13	00:00:13
	15:45:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:08:38	00:03:18	00:00:08	00:00:08
	17:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:07	00:03:39	00:01:44	00:00:08	00:00:08
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:01:56	00:01:56	00:00:05	00:00:05
	18:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:14:17	00:14:17	00:00:05	00:00:05
OutrosAssuntosAlgarv		2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:20	00:00:16	00:08:23	00:08:08	00:00:16	00:00:16
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:20	00:00:20	00:08:23	00:08:23	00:00:20	00:00:20
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:07:52	00:07:52	00:00:12	00:00:12
RealBellavistaHotel		10	10	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:08:06	00:02:55	00:00:13	00:00:13
	09:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:28	00:06:28	00:00:41	00:00:41
	11:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:08:06	00:04:34	00:00:08	00:00:08
	11:30:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:05:01	00:02:08	00:00:13	00:00:13
	13:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:58	00:02:58	00:00:07	00:00:07
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:08	00:01:08	00:00:12	00:00:12
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:23	00:01:23	00:00:08	00:00:08
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:02:29	00:02:29	00:00:02	00:00:02
RealMarinaHotel/Resi		10	10	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:07:54	00:03:33	00:00:09	00:00:09
	10:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:31	00:04:16	00:00:06	00:00:06
05-02-2018 9:52:50	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:10	00:03:10	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:07	00:04:07	00:00:09	00:00:09
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:56	00:03:56	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:07:54	00:07:54	00:00:09	00:00:09
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:13	00:02:13	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:58	00:00:58	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:04	00:02:04	00:00:20	00:00:20
	18:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:37	00:02:37	00:00:06	00:00:06
TOTAL		1341	1234	✔	92,0%	16	✔	1,2%	3	✘	0,2%	88	✔	6,6%	00:01:00	00:00:09	00:40:13	00:03:47	00:00:11	00:00:10