

OneContact Reporting

Service Performance Report

Service: GrdRealVillaltalia, HotelRealPalacio, HotelRealOeiras, HotelRealParque, RealResidencia, OutrosAssuntosLisboa

			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		6	0	❌ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	6	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
GrdRealVillaltalia		3	0	❌ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	3	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	09:15:00	1	0	❌ 0,0%	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
	12:45:00	1	0	❌ 0,0%	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
	16:45:00	1	0	❌ 0,0%	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
HotelRealPalacio		2	0	❌ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	2	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:18	00:00:00
	16:00:00	1	0	❌ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	1	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:22	00:00:00
	18:45:00	1	0	❌ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	1	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	00:00:00
RealResidencia		1	0	❌ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	1	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	15:00:00	1	0	❌ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	1	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
02-01-2018		40	40	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:08	00:11:41	00:03:04	00:00:12	00:00:12
GrdRealVillaltalia		15	15	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:06	00:11:24	00:03:08	00:00:10	00:00:10
	09:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:04:40	00:04:40	00:00:04	00:00:04
	09:45:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:02:00	00:02:00	00:00:07	00:00:07
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:05	00:00:05	00:02:12	00:02:12	00:00:05	00:00:05
	10:45:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:05:53	00:05:53	00:00:09	00:00:09
	11:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:02:56	00:02:48	00:00:22	00:00:22
	11:15:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:04:12	00:04:12	00:00:06	00:00:06
	12:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:03	00:00:03	00:00:31	00:00:26	00:00:03	00:00:03
	14:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:04	00:02:07	00:01:47	00:00:04	00:00:04
	14:15:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:01:11	00:01:11	00:00:35	00:00:35
	14:45:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:04:11	00:04:11	00:00:06	00:00:06
	15:15:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:06	00:01:11	00:01:11	00:00:13	00:00:13
	15:30:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:11:24	00:11:24	00:00:07	00:00:07
HotelRealOeiras		4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:02:28	00:01:22	00:00:14	00:00:14
	10:15:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:01:17	00:01:17	00:00:23	00:00:23
	13:45:00	1	1	✅ 100,0%	0	✅ 0,0%	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
	16:15:00	1	1	✅ 100,0%	0	✅ 0,0%	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
	16:30:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:00:44	00:00:44	00:00:19	00:00:19
HotelRealPalacio		4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:05:02	00:02:52	00:00:28	00:00:28
	10:45:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:03	00:00:03	00:00:19	00:00:19	00:00:03	00:00:03
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:05:02	00:05:02	00:00:10	00:00:10
	14:30:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:13	00:04:31	00:04:31	00:01:29	00:01:29
	17:45:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:01:38	00:01:38	00:00:10	00:00:10
HotelRealParque		11	11	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:06:54	00:02:52	00:00:10	00:00:10
	09:30:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:05:14	00:05:14	00:00:08	00:00:08
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:00:40	00:00:40	00:00:08	00:00:08
	10:15:00	1	1	✅ 100,0%	0	✅ 0,0%	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
	10:30:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:01:05	00:01:05	00:00:06	00:00:06
	10:45:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:01:03	00:01:03	00:00:06	00:00:06
	11:15:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:06:54	00:06:54	00:00:08	00:00:08
	12:00:00	1	1	✅ 100,0%	0	✅ 0,0%	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
	14:15:00	0	0	#DIV/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
	14:30:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:05:33	00:05:33	00:00:24	00:00:24

OneContact Reporting

Service Performance Report

	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:11	00:00:11	00:00:08	00:00:08
	16:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:12	00:04:45	00:03:08	00:00:12	00:00:12
OutrosAssuntosLisboa		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:06:24	00:02:27	00:00:05	00:00:05
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:31	00:00:28	00:00:04	00:00:04
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:24	00:06:24	00:00:08	00:00:08
RealResidencia		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:11:41	00:06:39	00:00:09	00:00:09
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:13	00:05:13	00:00:08	00:00:08
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:03	00:03:03	00:00:10	00:00:10
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:11:41	00:11:41	00:00:09	00:00:09
03-01-2018		54	49	✔	90,7%	1	✔	1,9%	0	✔	0,0%	4	✔	7,4%	00:00:16	00:00:09	00:19:16	00:03:00	00:00:12	00:00:11
GrdRealVillaitalia		18	16	✔	88,9%	0	✔	0,0%	0	✔	0,0%	2	⚠	11,1%	00:00:10	00:00:07	00:19:16	00:04:54	00:00:13	00:00:12
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:46	00:04:46	00:00:04	00:00:04
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:16	00:04:16	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:58	00:04:58	00:00:08	00:00:08
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:05:03	00:05:03	00:00:04	00:00:04
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:05:01	00:05:01	00:00:05	00:00:05
	12:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	12:15:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:17	00:02:27	00:00:17	00:00:17
	12:30:00	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	00:00:09	00:00:09
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:55	00:02:55	00:00:33	00:00:33
	13:30:00	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	00:00:22	00:00:00
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:19:16	00:19:16	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:10:03	00:10:03	00:00:15	00:00:15
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:59	00:04:59	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	00:00:43	00:00:43	00:00:07	00:00:07
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:35	00:00:35	00:00:17	00:00:17
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:22	00:00:22	00:00:08	00:00:08
HotelRealOeiras		11	11	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:08	00:02:02	00:00:07	00:00:07
	09:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:20	00:02:50	00:00:07	00:00:07
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:58	00:01:58	00:00:08	00:00:08
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:20	00:01:20	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	00:00:45	00:00:45	00:00:05	00:00:05
	15:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:08	00:03:29	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:43	00:01:42	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	00:01:14	00:01:14	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	00:01:01	00:01:01	00:00:11	00:00:11
HotelRealPalacio		11	9	✔	81,8%	0	✔	0,0%	0	✔	0,0%	2	✖	18,2%	00:00:16	00:00:10	00:05:16	00:02:34	00:00:13	00:00:14
	09:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:12	00:03:05	00:02:14	00:00:18	00:00:18
	09:45:00	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
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:05:16	00:04:52	00:00:10	00:00:10
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:39	00:02:39	00:00:08	00:00:08
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:41	00:00:41	00:00:08	00:00:08
	14:15:00	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
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:55	00:00:55	00:00:43	00:00:43
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:58	00:03:58	00:00:04	00:00:04
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:36	00:00:36	00:00:05	00:00:05
	18:15:00	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	00:00:06	00:00:00
HotelRealParque		11	10	✔	90,9%	1	✔	9,1%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:39	00:01:55	00:00:17	00:00:14
	09:45:00	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	00:00:09	00:00:09
	10:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:25	00:02:22	00:00:14	00:00:14
	12:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:39	00:02:51	00:00:09	00:00:09
05-02-2018	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:00:41	00:00:41	00:00:14	00:00:14

OneContact Reporting

Service Performance Report

	14:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:00:45	00:00:45	00:00:09	00:00:09
	16:30:00	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	00:00:50	00:00:00
	16:45:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:01:09	00:01:09	00:00:17	00:00:17
	17:45:00	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
	18:15:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:11	00:03:33	00:03:33	00:00:32	00:00:32
OutrosAssuntosLisboa		1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:00:42	00:00:42	00:00:07	00:00:07
	11:45:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:00:42	00:00:42	00:00:07	00:00:07
RealResidencia		2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:03:13	00:02:24	00:00:12	00:00:12
	16:15:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:03:13	00:02:24	00:00:12	00:00:12
04-01-2018		56	46	✔82,1%	6	🟡10,7%	0	✔0,0%	4	✔7,1%	00:00:15	00:00:08	00:09:44	00:03:07	00:00:20	00:00:12
GrdRealVillaitalia		27	19	🟡70,4%	5	✘18,5%	0	✔0,0%	3	🟡11,1%	00:00:10	00:00:08	00:09:28	00:03:03	00:00:30	00:00:16
	09:15:00	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	00:00:18	00:00:00
	09:45:00	5	2	✘40,0%	1	✘20,0%	0	✔0,0%	2	✘40,0%	00:00:09	00:00:05	00:04:57	00:03:14	00:00:27	00:00:08
	10:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:08	00:05:28	00:04:52	00:00:08	00:00:08
	10:15:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:04	00:00:04	00:00:53	00:00:53	00:00:04	00:00:04
	10:45:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:09	00:01:40	00:01:40	00:00:13	00:00:13
	11:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:06	00:09:28	00:05:00	00:00:26	00:00:26
	11:45:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:06	00:06:03	00:03:24	00:00:17	00:00:17
	12:30:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:06	00:01:07	00:00:42	00:00:06	00:00:06
	13:00:00	2	0	✘0,0%	2	✘100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:56	00:00:00
	13:15:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:05	00:00:05	00:03:48	00:03:48	00:01:05	00:01:05
	13:30:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:07	00:05:19	00:05:19	00:00:22	00:00:22
	13:45:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:03:48	00:03:48	00:00:09	00:00:09
	15:00:00	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
	15:30:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:09	00:04:22	00:04:22	00:00:45	00:00:45
	16:15:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:06	00:04:34	00:02:23	00:00:06	00:00:06
	17:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:02:00	00:02:00	00:00:08	00:00:08
	19:00:00	1	0	✘0,0%	1	✘100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:02:14	00:00:00
HotelRealOeiras		13	13	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:08:53	00:03:43	00:00:09	00:00:09
	09:30:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:06	00:02:34	00:02:11	00:00:08	00:00:08
	09:45:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:04:46	00:03:03	00:00:08	00:00:08
	10:45:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:06	00:00:06	00:01:45	00:01:45	00:00:06	00:00:06
	12:15:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:12	00:07:39	00:07:39	00:00:25	00:00:25
	13:30:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:07:27	00:07:27	00:00:09	00:00:09
	13:45:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:02:35	00:02:35	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	00:00:08	00:01:37	00:01:18	00:00:08	00:00:08
	14:45:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:02:16	00:02:16	00:00:07	00:00:07
	15:30:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:10	00:04:39	00:04:39	00:00:10	00:00:10
	17:15:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:08:53	00:08:53	00:00:07	00:00:07
HotelRealPalacio		4	3	🟡75,0%	1	✘25,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:06:41	00:04:18	00:00:15	00:00:13
	10:15:00	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	00:00:22	00:00:00
	11:15:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:01:34	00:01:34	00:00:08	00:00:08
	17:15:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:11	00:04:38	00:04:38	00:00:22	00:00:22
	18:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:06:41	00:06:41	00:00:09	00:00:09
HotelRealParque		11	10	✔90,9%	0	✔0,0%	0	✔0,0%	1	✔9,1%	00:00:15	00:00:09	00:09:44	00:02:06	00:00:11	00:00:11
	11:15:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:03	00:00:03	00:01:10	00:01:10	00:00:03	00:00:03
	12:30:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:09	00:02:32	00:01:11	00:00:13	00:00:13
	13:00:00	2	1	🟡50,0%	0	✔0,0%	0	✔0,0%	1	✘50,0%	00:00:08	00:00:08	00:00:26	00:00:26	00:00:08	00:00:08
	13:30:00	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
	13:45:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:01:56	00:01:56	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	00:00:09	00:09:44	00:09:44	00:00:09	00:00:09
05-02-2018 15:45:00 15:41:44		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	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:03	00:01:03	00:00:39	00:00:39			
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:01:46	00:01:46	00:00:02	00:00:02			
OutrosAssuntosLisboa		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:21	00:04:21	00:00:04	00:00:04			
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:21	00:04:21	00:00:04	00:00:04			
05-01-2018		61	54	✔	88,5%	5	✔	8,2%	0	✔	0,0%	2	✔	3,3%	00:00:45	00:00:09	00:13:32	00:02:15	00:00:14	00:00:12
GrdRealVillaltalia		14	13	✔	92,9%	1	✔	7,1%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:13:32	00:02:37	00:00:14	00:00:11
	10:30:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00			
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:13:32	00:13:32	00:00:19	00:00:19			
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:51	00:03:51	00:00:08	00:00:08			
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:33	00:03:33	00:00:07	00:00:07			
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:00	00:00:33	00:00:08	00:00:08			
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:06	00:01:06	00:00:08	00:00:08			
	13:30:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:02	00:00:00			
	13:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:13	00:01:14	00:00:09	00:00:09			
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:29	00:00:29	00:00:09	00:00:09			
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:03	00:01:03	00:00:37	00:00:37			
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:05:44	00:05:44	00:00:04	00:00:04			
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:46	00:02:46	00:00:04	00:00:04			
	18:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:29	00:00:29	00:00:07	00:00:07			
HotelRealOeiras		19	19	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:10	00:07:18	00:02:13	00:00:14	00:00:14
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:29	00:00:29	00:00:09	00:00:09			
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:05:21	00:05:21	00:00:05	00:00:05			
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:47	00:00:47	00:00:07	00:00:07			
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:38	00:00:38	00:00:10	00:00:10			
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:37	00:01:37	00:00:08	00:00:08			
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:01:08	00:01:08	00:00:15	00:00:15			
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:28	00:00:28	00:00:21	00:00:21			
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:12	00:02:23	00:02:23	00:00:36	00:00:36			
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:38	00:00:38	00:00:04	00:00:04			
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:01	00:01:01	00:00:08	00:00:08			
	16:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:02:02	00:01:54	00:00:28	00:00:28			
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:07	00:01:07	00:00:09	00:00:09			
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:12	00:03:05	00:03:05	00:00:04	00:00:04			
	17:30:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:06:15	00:03:47	00:00:19	00:00:19			
	17:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:07:18	00:04:04	00:00:06	00:00:06			
HotelRealPalacio		9	6	🟡	66,7%	1	🟡	11,1%	0	✔	0,0%	2	✖	22,2%	00:00:15	00:00:09	00:03:57	00:02:13	00:00:13	00:00:11
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:52	00:01:52	00:00:03	00:00:03			
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:03:57	00:03:57	00:00:11	00:00:11			
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:24	00:01:24	00:00:26	00:00:26			
	15:30:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:00	00:00:00	00:00:12	00:00:00			
	15:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:01:58	00:01:41	00:00:10	00:00:10			
	16:15:00	3	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	2	✖	66,7%	00:00:08	00:00:08	00:02:44	00:02:44	00:00:14	00:00:08
HotelRealParque		15	12	✔	80,0%	3	✖	20,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:41	00:01:29	00:00:13	00:00:11
	10:00:00	3	2	🟡	66,7%	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:34	00:01:10	00:00:19	00:00:16
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:08	00:01:08	00:00:10	00:00:10			
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:15	00:01:15	00:00:08	00:00:08			
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:01	00:02:01	00:00:09	00:00:09			
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:41	00:02:41	00:00:20	00:00:20			
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:28	00:00:28	00:00:06	00:00:06			
	16:30:00	3	2	🟡	66,7%	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:02:33	00:01:51	00:00:10	00:00:14
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:45	00:01:45	00:00:10	00:00:10			
05-02-2018 9:41:44		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:44	00:00:44	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	17:30:00	2	1	🟡 50,0%	1	🔴 50,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:05	00:00:05	00:01:42	00:01:42	00:00:20	00:00:06
OutrosAssuntosLisboa		2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:45	00:00:21	00:06:46	00:04:34	00:00:32	00:00:32
	12:30:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:45	00:00:26	00:02:22	00:02:22	00:00:54	00:00:54
	18:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:11	00:00:11	00:06:46	00:06:46	00:00:11	00:00:11
RealResidencia		2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:06	00:00:05	00:04:22	00:02:39	00:00:05	00:00:05
	16:30:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:06	00:00:06	00:04:22	00:04:22	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	00:00:56	00:00:56	00:00:04	00:00:04
06-01-2018		18	12	🟡 66,7%	2	🟡 11,1%	0	🟢 0,0%	4	🔴 22,2%	00:00:15	00:00:06	00:09:35	00:03:20	00:00:17	00:00:05
GrdRealVillaltalia		6	4	🟡 66,7%	1	🔴 16,7%	0	🟢 0,0%	1	🔴 16,7%	00:00:10	00:00:07	00:04:44	00:02:07	00:00:11	00:00:06
	11:30:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:05	00:00:05	00:02:18	00:02:18	00:00:05	00:00:05
	11:45:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:08	00:00:49	00:00:43	00:00:08	00:00:08
	12:45:00	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	00:00:05	00:00:00
	13:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:05	00:00:05	00:04:44	00:04:44	00:00:05	00:00:05
	16:00:00	1	0	🔴 0,0%	1	🔴 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:37	00:00:00
HotelRealOeiras		3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:04	00:00:03	00:06:43	00:04:31	00:00:03	00:00:03
	11:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:04	00:00:03	00:06:43	00:05:35	00:00:03	00:00:03
	15:45:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:04	00:00:04	00:02:23	00:02:23	00:00:04	00:00:04
HotelRealPalacio		4	3	🟡 75,0%	0	🟢 0,0%	0	🟢 0,0%	1	🔴 25,0%	00:00:07	00:00:05	00:09:35	00:04:37	00:00:04	00:00:05
	09:30:00	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	00:00:04	00:00:00
	13:15:00	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
	16:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:04	00:00:04	00:01:31	00:01:31	00:00:04	00:00:04
	16:15:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:03	00:00:03	00:09:35	00:09:35	00:00:03	00:00:03
HotelRealParque		4	1	🔴 25,0%	1	🔴 25,0%	0	🟢 0,0%	2	🔴 50,0%	00:00:15	00:00:10	00:02:52	00:02:52	00:00:53	00:00:05
	09:30:00	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	00:00:22	00:00:00
	13:15:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:05	00:00:05	00:02:52	00:02:52	00:00:05	00:00:05
	14:15:00	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	00:03:00	00:00:00
	14:30:00	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
RealResidencia		1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:06	00:00:06	00:01:12	00:01:12	00:00:06	00:00:06
	11:45:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:06	00:00:06	00:01:12	00:01:12	00:00:06	00:00:06
08-01-2018		49	47	🟢 95,9%	1	🟢 2,0%	0	🟢 0,0%	1	🟢 2,0%	00:00:45	00:00:11	00:17:53	00:02:58	00:00:20	00:00:18
GrdRealVillaltalia		9	7	🟡 77,8%	1	🟡 11,1%	0	🟢 0,0%	1	🟡 11,1%	00:00:10	00:00:08	00:17:53	00:07:03	00:00:26	00:00:13
	09:45:00	1	0	🔴 0,0%	1	🔴 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:02:12	00:00:00
	10:00:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	10:15:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:08	00:08:03	00:08:03	00:00:25	00:00:25
	12:30:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:08	00:03:31	00:03:31	00:00:17	00:00:17
	14:45:00	2	1	🟡 50,0%	0	🟢 0,0%	0	🟢 0,0%	1	🔴 50,0%	00:00:07	00:00:07	00:04:11	00:04:11	00:00:08	00:00:08
	15:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:06	00:00:06	00:04:54	00:04:54	00:00:06	00:00:06
	16:45:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:08	00:10:10	00:10:10	00:00:08	00:00:08
	17:45:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:10	00:17:53	00:17:53	00:00:11	00:00:11
	18:15:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:08	00:00:41	00:00:41	00:00:17	00:00:17
HotelRealOeiras		20	20	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:09	00:11:44	00:02:34	00:00:15	00:00:15
	10:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:11	00:01:48	00:01:48	00:00:34	00:00:34
	11:15:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:12	00:01:21	00:01:21	00:00:23	00:00:23
	11:45:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:12	00:00:12	00:09:56	00:09:56	00:00:13	00:00:13
	12:00:00	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
	13:30:00	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
	14:00:00	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
	14:30:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:11	00:00:10	00:01:27	00:01:01	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	00:00:11	00:01:51	00:01:51	00:00:35	00:00:35
	15:30:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:09	00:09:04	00:05:16	00:00:16	00:00:16
	15:45:00	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
05-02-2018 9:41:44	16:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:11	00:01:12	00:00:47	00:00:15	00:00:15

OneContact Reporting

Service Performance Report

	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:23	00:01:23	00:00:24	00:00:24
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:01:42	00:01:42	00:00:07	00:00:07
	16:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:12	00:01:38	00:00:14	00:00:14
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:56	00:02:56	00:00:22	00:00:22
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:00:58	00:00:38	00:00:07	00:00:07
	18:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:11:44	00:11:44	00:00:07	00:00:07
HotelRealPalacio		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:12	00:01:36	00:00:18	00:00:18
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:34	00:00:34	00:00:10	00:00:10
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:01:17	00:01:17	00:00:29	00:00:29
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:09	00:01:09	00:00:23	00:00:23
	12:00:00	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	00:00:08	00:00:08
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:29	00:00:29	00:00:25	00:00:25
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:12	00:03:12	00:00:08	00:00:08
	14:30:00	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
	14:45:00	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	00:00:39	00:00:39
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:08	00:03:08	00:00:09	00:00:09
	16:15:00	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	00:00:07	00:00:07
HotelRealParque		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:08:19	00:02:18	00:00:14	00:00:14
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:08:19	00:08:19	00:00:11	00:00:11
	12:30:00	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	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:45	00:01:45	00:00:22	00:00:22
	15:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:18	00:01:46	00:00:07	00:00:07
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:18	00:00:54	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:02	00:02:18	00:00:23	00:00:23
	16:30:00	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
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:42	00:01:42	00:00:23	00:00:23
OutrosAssuntosLisboa		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:38	00:03:43	00:02:51	00:01:18	00:01:18
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:44	00:00:44	00:01:59	00:01:59	00:00:44	00:00:44
	15:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:45	00:00:45	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%	00:00:45	00:00:32	00:03:43	00:03:43	00:01:51	00:01:51
09-01-2018		47	39	✔	83,0%	6	🟡	12,8%	1	✔	2,1%	1	✔	2,1%	00:00:18	00:00:09	00:18:06	00:02:44	00:00:24	00:00:13
GrdRealVillaltalia		11	9	✔	81,8%	2	✖	18,2%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:09:04	00:02:48	00:00:26	00:00:14
	09:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:02:36	00:00:00
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:57	00:02:57	00:00:05	00:00:05
	11:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:40	00:01:38	00:00:10	00:00:10
	11:30:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:07	00:04:07	00:00:14	00:00:14
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:41	00:00:41	00:00:32	00:00:32
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:34	00:02:34	00:00:10	00:00:10
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:00:22	00:00:22	00:00:23	00:00:23
	13:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:04	00:09:04	00:00:13	00:00:13
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:13	00:02:13	00:00:07	00:00:07
	16:45:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:00	00:00:00	00:00:05	00:00:00
HotelRealOeiras		13	11	✔	84,6%	2	✖	15,4%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:51	00:01:45	00:00:29	00:00:13
	10:15:00	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
	10:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:22	00:02:14	00:00:08	00:00:08
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:51	00:04:51	00:00:37	00:00:37
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:57	00:00:57	00:00:11	00:00:11
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:37	00:02:37	00:00:09	00:00:09
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:35	00:01:35	00:00:04	00:00:04
	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	00:02:11	00:00:00
05-02-2018 9:41:44	16:30:00	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	00:01:44	00:00:00

OneContact Reporting

Service Performance Report

	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:15	00:01:15	00:00:09	00:00:09
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:00:02	00:00:02	00:00:40	00:00:40
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:01:46	00:01:08	00:00:07	00:00:07
HotelRealPalacio		10	8	✔	80,0%	1	🟡	10,0%	1	🟡	10,0%	0	✔	0,0%	00:00:18	00:00:12	00:03:40	00:02:12	00:00:24	00:00:14
	09:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:33	00:01:32	00:00:06	00:00:06
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:03:40	00:03:40	00:00:16	00:00:16
	12:15:00	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
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:36	00:01:36	00:00:54	00:00:54
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:10	00:01:10	00:00:04	00:00:04
	16:00:00	2	1	🟡	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:01:44	00:01:44	00:01:00	00:00:11
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:49	00:02:49	00:00:07	00:00:07
	17:15:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:18	00:00:18	00:00:00	00:00:00	00:00:18	00:00:00
HotelRealParque		8	6	🟡	75,0%	1	🟡	12,5%	0	✔	0,0%	1	🟡	12,5%	00:00:15	00:00:07	00:18:06	00:06:01	00:00:18	00:00:09
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:02	00:02:02	00:00:06	00:00:06
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:35	00:02:35	00:00:09	00:00:09
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:46	00:06:46	00:00:07	00:00:07
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:54	00:04:54	00:00:04	00:00:04
	16:15:00	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	00:00:46	00:00:00
	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%	00:00:09	00:00:09	00:18:06	00:18:06	00:00:25	00:00:25
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:45	00:01:45	00:00:03	00:00:03
RealResidencia		5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:28	00:01:41	00:00:15	00:00:15
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:32	00:01:32	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:28	00:03:28	00:00:19	00:00:19
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:59	00:00:59	00:00:20	00:00:20
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:59	00:00:59	00:00:05	00:00:05
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:28	00:01:28	00:00:22	00:00:22
10-01-2018		57	53	✔	93,0%	2	✔	3,5%	0	✔	0,0%	2	✔	3,5%	00:00:34	00:00:09	00:12:53	00:02:49	00:00:12	00:00:11
GrdRealVillaltalia		21	21	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:12:53	00:03:36	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	00:01:11	00:01:11	00:00:04	00:00:04
	10:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:02:47	00:02:21	00:00:04	00:00:04
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:32	00:01:08	00:00:12	00:00:12
	11:15:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:30	00:01:50	00:00:15	00:00:15
	11:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:07:19	00:04:58	00:00:22	00:00:22
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:12:53	00:12:53	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	00:00:09	00:07:39	00:07:39	00:00:19	00:00:19
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:02:37	00:02:37	00:00:13	00:00:13
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:37	00:00:37	00:00:06	00:00:06
	15:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:21	00:02:24	00:00:12	00:00:12
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:07:49	00:07:49	00:00:04	00:00:04
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:21	00:04:21	00:00:10	00:00:10
	18:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:08:04	00:08:04	00:00:08	00:00:08
	18:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:03:31	00:02:15	00:00:09	00:00:09
HotelRealOeiras		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:50	00:02:27	00:00:11	00:00:11
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:59	00:02:59	00:00:08	00:00:08
	11:45:00	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
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:05:50	00:05:50	00:00:12	00:00:12
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:05:38	00:05:38	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:01:48	00:01:06	00:00:11	00:00:11
	15:30:00	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
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:19	00:01:19	00:00:30	00:00:30
05-02-2018 9:41:44	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:31	00:02:31	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:55	00:00:55	00:00:03	00:00:03
HotelRealPalacio		7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:01	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%	00:00:15	00:00:09	00:03:17	00:03:17	00:00:19	00:00:19
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:06:01	00:06:01	00:00:09	00:00:09
	15:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:02	00:03:58	00:00:26	00:00:26
	16:00:00	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
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:09	00:00:09	00:00:18	00:00:18
	18:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:01	00:00:01	00:01:23	00:01:23	00:00:31	00:00:31
HotelRealParque		17	14	✔	82,4%	1	✔	5,9%	0	✔	0,0%	2	⚠	11,8%	00:00:15	00:00:08	00:05:15	00:02:11	00:00:10	00:00:08
	09:00:00	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	00:00:04	00:00:00
	09:15:00	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	00:00:41	00:00:00
	09:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:03	00:01:30	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:35	00:00:35	00:00:06	00:00:06
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:06	00:03:06	00:00:09	00:00:09
	11:00:00	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
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:15	00:05:15	00:00:08	00:00:08
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:58	00:00:58	00:00:22	00:00:22
	12:00:00	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
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:02:01	00:02:01	00:00:14	00:00:14
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:42	00:02:42	00:00:06	00:00:06
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:41	00:03:41	00:00:04	00:00:04
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:50	00:03:50	00:00:08	00:00:08
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:45	00:00:45	00:00:10	00:00:10
	18:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:07	00:02:07	00:00:04	00:00:04
OutrosAssuntosLisboa		3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	00:00:34	00:00:15	00:01:21	00:00:50	00:00:15	00:00:06
	11:15:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:34	00:00:34	00:00:00	00:00:00	00:00:34	00:00:00
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:19	00:00:19	00:00:08	00:00:08
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:21	00:01:21	00:00:03	00:00:03
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:35	00:00:35	00:00:10	00:00:10
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:35	00:00:35	00:00:10	00:00:10
11-01-2018		53	40	⚠	75,5%	2	✔	3,8%	0	✔	0,0%	11	✖	20,8%	00:00:15	00:00:08	00:14:51	00:02:46	00:00:15	00:00:12
GrdRealVillaltalia		17	12	⚠	70,6%	1	✔	5,9%	0	✔	0,0%	4	✖	23,5%	00:00:10	00:00:08	00:14:51	00:03:09	00:00:15	00:00:16
	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	00:00:09	00:00:00
	09:30:00	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	00:00:06	00:00:00
	10:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:10	00:00:07	00:01:26	00:01:26	00:00:44	00:01:18
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:00:41	00:00:41	00:00:03	00:00:03
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:24	00:01:24	00:00:19	00:00:19
	13:45:00	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	00:00:11	00:00:00
	14:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:06:32	00:06:32	00:00:25	00:00:25
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:31	00:01:31	00:00:17	00:00:17
	15:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:40	00:02:06	00:00:06	00:00:06
	15:30:00	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	00:00:06	00:00:06
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:34	00:00:34	00:00:04	00:00:04
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:30	00:01:30	00:00:09	00:00:09
	17:15:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:29	00:00:00
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:06	00:04:06	00:00:08	00:00:08
	19:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:14:51	00:14:51	00:00:08	00:00:08
HotelRealOeiras		15	9	⚠	60,0%	1	✔	6,7%	0	✔	0,0%	5	✖	33,3%	00:00:15	00:00:09	00:06:04	00:02:13	00:00:21	00:00:11
	09:15:00	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	00:00:05	00:00:00
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:08	00:06:04	00:03:14	00:00:03	00:00:03
05-02-2018 9:41:44	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:35	00:04:35	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:46	00:01:46	00:00:08	00:00:08
	13:30:00	4	0	✘	0,0%	1	✘	25,0%	0	✔	0,0%	3	✘	75,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:50	00:00:00
	15:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:11	00:01:18	00:00:20	00:00:20
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:03:33	00:03:33	00:00:11	00:00:11
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:02:39	00:01:32	00:00:19	00:00:19
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:36	00:01:36	00:00:11	00:00:11
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:48	00:00:48	00:00:05	00:00:05
HotelRealPalacio		9	7	⚠	77,8%	0	✔	0,0%	0	✔	0,0%	2	✘	22,2%	00:00:15	00:00:09	00:04:42	00:02:54	00:00:15	00:00:14
	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	00:00:22	00:00:00
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:35	00:03:35	00:00:08	00:00:08
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:38	00:00:38	00:00:22	00:00:22
	11:45:00	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	00:00:26	00:00:26
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:56	00:02:56	00:00:06	00:00:06
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:42	00:04:42	00:00:07	00:00:07
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:08	00:01:08	00:00:07	00:00:07
	18:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:03	00:03:03	00:00:19	00:00:19
HotelRealParque		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:11:21	00:03:12	00:00:06	00:00:06
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:31	00:00:31	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:11:21	00:11:21	00:00:07	00:00:07
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:05:40	00:03:10	00:00:09	00:00:09
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:31	00:02:31	00:00:09	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:27	00:03:27	00:00:03	00:00:03
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:46	00:00:46	00:00:03	00:00:03
	16:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:03	00:06:42	00:02:48	00:00:04	00:00:04
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:54	00:01:54	00:00:04	00:00:04
OutrosAssuntosLisboa		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:00:49	00:00:34	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	00:00:18	00:00:18	00:00:07	00:00:07
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:49	00:00:49	00:00:04	00:00:04
RealResidencia		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	00:00:10	00:00:10
	16:15:00	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	00:00:10	00:00:10
12-01-2018		75	65	✔	86,7%	2	✔	2,7%	0	✔	0,0%	8	⚠	10,7%	00:00:16	00:00:07	00:16:10	00:03:04	00:00:12	00:00:09
GrdRealVillaltalia		16	11	⚠	68,8%	1	✔	6,3%	0	✔	0,0%	4	✘	25,0%	00:00:10	00:00:06	00:16:10	00:05:44	00:00:13	00:00:07
	09:00:00	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	00:00:04	00:00:00
	09:15:00	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	00:00:07	00:00:00
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:37	00:04:37	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:16:10	00:16:10	00:00:08	00:00:08
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:21	00:01:21	00:00:06	00:00:06
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:55	00:02:55	00:00:05	00:00:05
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:07:25	00:07:25	00:00:03	00:00:03
	12:00:00	1	0	✘	0,0%	1	✘	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:48	00:00:00
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:12	00:03:12	00:00:04	00:00:04
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:50	00:03:50	00:00:14	00:00:14
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:40	00:00:40	00:00:09	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:12:07	00:12:07	00:00:07	00:00:07
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:06:22	00:06:22	00:00:03	00:00:03
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:21	00:04:21	00:00:07	00:00:07
HotelRealOeiras		18	18	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:08:36	00:02:38	00:00:09	00:00:09
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:41	00:02:41	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	00:02:27	00:02:27	00:00:05	00:00:05
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:01	00:04:01	00:00:19	00:00:19
	12:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:02:40	00:02:24	00:00:07	00:00:07
05-02-2018 9:41:44	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:05	00:05:05	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%	00:00:07	00:00:07	00:05:06	00:05:06	00:00:07	00:00:07
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:08	00:01:10	00:00:07	00:00:07
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:29	00:02:29	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:40	00:01:40	00:00:03	00:00:03
	16:45:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:55	00:01:32	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	00:01:06	00:01:06	00:00:04	00:00:04
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:25	00:01:25	00:00:23	00:00:23
	18:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:08:36	00:05:18	00:00:10	00:00:10
HotelRealPalacio		10	9	✔	90,0%	0	✔	0,0%	0	✔	0,0%	1	⚠	10,0%	00:00:16	00:00:07	00:05:47	00:02:27	00:00:10	00:00:11
	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	00:00:06	00:00:00
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:18	00:04:18	00:00:05	00:00:05
	11:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:10	00:01:35	00:00:22	00:00:22
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:16	00:00:16	00:00:06	00:00:06
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:30	00:01:30	00:00:08	00:00:08
	14:45:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:10	00:01:17	00:01:17	00:00:00	00:00:00
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:00	00:02:10	00:00:12	00:00:12
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:12	00:04:53	00:03:08	00:00:07	00:00:07
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:05:47	00:05:47	00:00:04	00:00:04
HotelRealParque		26	24	✔	92,3%	0	✔	0,0%	0	✔	0,0%	2	✔	7,7%	00:00:15	00:00:08	00:08:38	00:02:36	00:00:09	00:00:09
	09:15:00	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	00:00:04	00:00:00
	10:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:08:38	00:05:10	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:01	00:02:01	00:00:05	00:00:05
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:01	00:03:01	00:00:06	00:00:06
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:53	00:02:27	00:00:09	00:00:09
	12:30:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:13	00:05:58	00:05:58	00:00:30	00:00:39
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:48	00:00:48	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	00:00:09	00:05:11	00:05:11	00:00:19	00:00:19
	15:00:00	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	00:00:08	00:00:08
	15:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:00	00:01:19	00:00:04	00:00:04
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:39	00:04:39	00:00:08	00:00:08
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:08	00:02:08	00:00:04	00:00:04
	17:15:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:02:20	00:01:30	00:00:07	00:00:07
	17:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:33	00:02:54	00:00:06	00:00:06
	17:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:00:57	00:00:39	00:00:09	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:48	00:01:48	00:00:14	00:00:14
OutrosAssuntosLisboa		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:26	00:02:26	00:00:05	00:00:05
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:26	00:02:26	00:00:05	00:00:05
RealResidencia		4	2	⚠	50,0%	1	✖	25,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:12	00:03:17	00:01:56	00:00:50	00:00:10
	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	00:00:10	00:00:00
	09:15:00	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	00:02:48	00:00:00
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:35	00:00:35	00:00:10	00:00:10
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:17	00:03:17	00:00:10	00:00:10
13-01-2018		19	16	✔	84,2%	0	✔	0,0%	0	✔	0,0%	3	✖	15,8%	00:00:12	00:00:06	00:13:31	00:04:26	00:00:06	00:00:06
GrdRealVillaltalia		11	9	✔	81,8%	0	✔	0,0%	0	✔	0,0%	2	✖	18,2%	00:00:08	00:00:06	00:08:56	00:03:18	00:00:06	00:00:06
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:48	00:01:48	00:00:04	00:00:04
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:56	00:04:46	00:00:07	00:00:07
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:55	00:06:55	00:00:06	00:00:06
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:02:22	00:01:26	00:00:05	00:00:05
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:30	00:01:30	00:00:05	00:00:05
	13:30:00	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	00:00:08	00:00:00
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:48	00:01:48	00:00:03	00:00:03
05-02-2018 9:41:44		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:16	00:05:16	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

HotelRealOeiras		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:13:31	00:09:37	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	00:05:43	00:05:43	00:00:03	00:00:03
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:13:31	00:13:31	00:00:08	00:00:08
HotelRealPalacio		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:06	00:12:43	00:04:51	00:00:06	00:00:06
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:23	00:00:23	00:00:03	00:00:03
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:31	00:02:31	00:00:06	00:00:06
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:46	00:03:46	00:00:03	00:00:03
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:12:43	00:12:43	00:00:12	00:00:12
HotelRealParque		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:42	00:02:42	00:00:08	00:00:08
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:42	00:02:42	00:00:08	00:00:08
OutrosAssuntosLisboa		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
15-01-2018		87	71	✔	81,6%	6	✔	6,9%	0	✔	0,0%	10	⚠	11,5%	00:00:16	00:00:09	00:08:08	00:02:05	00:00:20	00:00:14
GrdRealVillaltalia		23	18	⚠	78,3%	2	✔	8,7%	0	✔	0,0%	3	⚠	13,0%	00:00:10	00:00:08	00:07:00	00:02:31	00:00:25	00:00:16
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:36	00:02:36	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:03:26	00:03:26	00:00:13	00:00:13
	10:15:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	10:30:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:00:00	00:00:00	00:02:29	00:00:00
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:05	00:01:11	00:00:12	00:00:12
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:07:00	00:07:00	00:00:08	00:00:08
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:16	00:00:16	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:00:28	00:00:28	00:00:24	00:00:24
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:03:52	00:03:52	00:00:19	00:00:19
	13:30:00	4	2	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	2	✖	50,0%	00:00:09	00:00:09	00:02:37	00:02:34	00:00:13	00:00:09
	14:00:00	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
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:55	00:01:55	00:00:18	00:00:18
	15:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:48	00:03:48	00:00:26	00:00:26
	16:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:40	00:01:24	00:00:06	00:00:06
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:22	00:02:22	00:00:26	00:00:26
	17:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	17:15:00	3	1	✖	33,3%	1	✖	33,3%	0	✔	0,0%	1	✖	33,3%	00:00:10	00:00:07	00:03:37	00:03:37	00:00:51	00:00:45
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:16	00:04:16	00:00:16	00:00:16
HotelRealOeiras		24	21	✔	87,5%	3	⚠	12,5%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:21	00:01:40	00:00:26	00:00:18
	09:30:00	4	2	⚠	50,0%	2	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:02	00:01:54	00:01:15	00:00:50
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:35	00:02:35	00:00:13	00:00:13
	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	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:48	00:01:48	00:00:36	00:00:23
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:21	00:00:58	00:00:09	00:00:09
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:44	00:01:44	00:00:10	00:00:10
	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%	00:00:08	00:00:08	00:02:30	00:02:30	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	00:00:15	00:01:15	00:01:15	00:00:15	00:00:15
	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	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:03:02	00:02:52	00:00:24	00:00:24
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:34	00:00:34	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	00:00:46	00:00:46	00:00:40	00:00:40
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:49	00:00:49	00:00:21	00:00:21
	15:15:00	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	00:00:10	00:00:10
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:10	00:01:10	00:00:07	00:00:07
	16:00:00	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
05-02-2018 9:41:44	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:20	00:01:20	00:00:20	00:00:20

OneContact Reporting

Service Performance Report

	16:30:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:00:40	00:00:40	00:00:06	00:00:06
	16:45:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:06	00:01:13	00:00:52	00:00:06	00:00:06
	17:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:01:18	00:01:18	00:00:07	00:00:07
	18:30:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:05:21	00:05:21	00:00:09	00:00:09
HotelRealPalacio		18	13	🟡	72,2%	1	✔️	5,6%	0	✔️	0,0%	4	❌	22,2%	00:00:16	00:00:09	00:08:08	00:01:59	00:00:16	00:00:11
	09:30:00	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	00:00:17	00:00:00
	09:45:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:02:52	00:02:52	00:00:08	00:00:08
	11:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:00:39	00:00:39	00:00:09	00:00:09
	11:30:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:03:31	00:03:31	00:00:11	00:00:11
	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	00:00:11	00:00:00
	13:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:01:05	00:01:05	00:00:19	00:00:19
	13:15:00	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	00:01:00	00:00:00
	14:15:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:16	00:00:12	00:08:08	00:08:08	00:00:23	00:00:23
	14:45:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:04	00:00:37	00:00:36	00:00:06	00:00:06
	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:02:33	00:02:33	00:00:08	00:00:08
	15:45:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:14	00:00:10	00:02:37	00:01:36	00:00:10	00:00:10
	16:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:06	00:01:01	00:00:31	00:00:08	00:00:08
	17:15:00	2	1	🟡	50,0%	0	✔️	0,0%	0	✔️	0,0%	1	❌	50,0%	00:00:07	00:00:07	00:03:17	00:03:17	00:00:07	00:00:08
HotelRealParque		19	16	✔️	84,2%	0	✔️	0,0%	0	✔️	0,0%	3	❌	15,8%	00:00:15	00:00:09	00:05:06	00:02:28	00:00:10	00:00:11
	09:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:13	00:00:12	00:04:45	00:03:59	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	00:00:09	00:02:46	00:02:10	00:00:16	00:00:16
	09:30:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:04:28	00:02:32	00:00:09	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	00:03:39	00:03:39	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	00:00:15	00:00:58	00:00:58	00:00:15	00:00:15
	11:00:00	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
	12:15:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:04:33	00:04:33	00:00:06	00:00:06
	15:15:00	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
	15:45:00	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	00:00:08	00:00:08
	16:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:07	00:02:29	00:01:28	00:00:10	00:00:10
	16:15:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:01:42	00:01:42	00:00:07	00:00:07
	17:15:00	2	1	🟡	50,0%	0	✔️	0,0%	0	✔️	0,0%	1	❌	50,0%	00:00:08	00:00:08	00:02:11	00:02:11	00:00:09	00:00:08
	18:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:11	00:05:06	00:02:56	00:00:16	00:00:16
OutrosAssuntosLisboa		1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:05	00:00:05	00:00:39	00:00:39	00:00:05	00:00:05
	11:15:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:05	00:00:05	00:00:39	00:00:39	00:00:05	00:00:05
RealResidencia		2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:01:20	00:01:04	00:00:10	00:00:10
	09:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:01:20	00:01:20	00:00:10	00:00:10
	09:15:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:00:47	00:00:47	00:00:09	00:00:09
16-01-2018		55	54	✔️	98,2%	0	✔️	0,0%	0	✔️	0,0%	1	✔️	1,8%	00:00:45	00:00:09	00:22:05	00:03:13	00:00:13	00:00:13
GrdRealVillaitalia		20	19	✔️	95,0%	0	✔️	0,0%	0	✔️	0,0%	1	✔️	5,0%	00:00:10	00:00:07	00:22:05	00:04:37	00:00:10	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	00:01:22	00:01:08	00:00:04	00:00:04
	09:30:00	3	2	🟡	66,7%	0	✔️	0,0%	0	✔️	0,0%	1	❌	33,3%	00:00:10	00:00:07	00:06:52	00:05:40	00:00:13	00:00:17
	10:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:06	00:02:14	00:02:14	00:00:13	00:00:13
	10:15:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:06:07	00:06:07	00:00:10	00:00:10
	11:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:03	00:00:03	00:03:16	00:03:16	00:00:03	00:00:03
	11:15:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:03	00:00:03	00:01:53	00:01:53	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	00:02:14	00:01:24	00:00:08	00:00:08
	13:15:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:07	00:22:05	00:16:32	00:00:07	00:00:07
	13:30:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:05	00:00:05	00:06:18	00:06:18	00:00:05	00:00:05
	14:15:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:07	00:03:31	00:03:31	00:00:14	00:00:14
	14:30:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:02:34	00:02:34	00:00:08	00:00:08
	15:45:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:01:51	00:01:51	00:00:20	00:00:20
05-02-2018 9:41:44	16:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:02:43	00:02:43	00:00:09	00:00:09

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	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:39	00:02:39	00:00:14	00:00:14			
	17:00:00	0	0		#DIV/0!	0		#DIV/0!	0		#DIV/0!	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00			
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:10:20	00:10:20	00:00:15	00:00:15			
	17:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:30	00:02:08	00:00:08	00:00:08			
HotelRealOeiras		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:08:23	00:02:05	00:00:13	00:00:13			
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:08:23	00:04:32	00:00:08	00:00:08			
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:32	00:01:32	00:00:11	00:00:11			
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:01:27	00:01:27	00:00:41	00:00:41			
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:44	00:03:44	00:00:21	00:00:21			
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:53	00:00:53	00:00:08	00:00:08			
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:15	00:00:15	00:00:22	00:00:22			
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:51	00:02:51	00:00:06	00:00:06			
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:55	00:00:55	00:00:12	00:00:12			
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:22	00:02:22	00:00:06	00:00:06			
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:09	00:01:09	00:00:05	00:00:05			
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:12	00:02:12	00:00:18	00:00:18			
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:39	00:00:39	00:00:04	00:00:04			
HotelRealPalacio		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:55	00:02:49	00:00:13	00:00:13			
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:51	00:04:51	00:00:09	00:00:09			
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:18	00:01:18	00:00:12	00:00:12			
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:50	00:00:50	00:00:20	00:00:20			
	12:30:00	0	0		#DIV/0!	0		#DIV/0!	0		#DIV/0!	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00			
	12:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:06:55	00:04:30	00:00:22	00:00:22			
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:57	00:05:57	00:00:10	00:00:10			
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:01:25	00:00:55	00:00:05	00:00:05			
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:01:39	00:01:39	00:00:03	00:00:03			
HotelRealParque		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:35	00:02:33	00:00:10	00:00:10			
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:18	00:04:18	00:00:23	00:00:23			
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:26	00:00:26	00:00:13	00:00:13			
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:06:35	00:06:35	00:00:15	00:00:15			
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:50	00:01:50	00:00:08	00:00:08			
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:42	00:01:42	00:00:08	00:00:08			
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:49	00:01:49	00:00:03	00:00:03			
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:01:55	00:01:55	00:00:03	00:00:03			
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:52	00:01:52	00:00:06	00:00:06			
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:26	00:02:26	00:00:09	00:00:09			
OutrosAssuntosLisboa		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:32	00:01:09	00:01:09	00:01:37	00:01:37			
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:32	00:01:09	00:01:09	00:01:37	00:01:37			
RealResidencia		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:09	00:02:28	00:00:19	00:00:19			
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:05:09	00:05:09	00:00:40	00:00:40			
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:15	00:01:15	00:00:22	00:00:22			
	18:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:24	00:01:44	00:00:06	00:00:06			
17-01-2018		56	52	✔	92,9%	3	✔	5,4%	0	✔	0,0%	1	✔	1,8%	00:00:22	00:00:08	00:12:30	00:02:57	00:00:11	00:00:11
GrdRealVillaltalia		15	14	✔	93,3%	1	✔	6,7%	0	✔	0,0%	00:00:10	00:00:07	00:12:30	00:03:30	00:00:14	00:00:15			
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:01:31	00:01:31	00:00:03	00:00:03			
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:58	00:03:58	00:00:06	00:00:06			
	11:30:00	0	0		#DIV/0!	0		#DIV/0!	0		#DIV/0!	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00			
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:01	00:01:01	00:00:18	00:00:18			
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:05:33	00:05:33	00:00:27	00:00:27			
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:59	00:01:59	00:00:05	00:00:05			
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:12:30	00:12:30	00:00:03	00:00:03			
05-02-2018 9:41:44	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:05:43	00:05:43	00:00:03	00:00:03			

OneContact Reporting

Service Performance Report

	14:45:00	2	1	🟡 50,0%	1	🔴 50,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:03:20	00:03:20	00:00:18	00:00:28
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:03:32	00:03:32	00:00:39	00:00:39
	15:45:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:03	00:00:03	00:02:18	00:02:18	00:00:03	00:00:03
	16:30:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:01:55	00:01:48	00:00:19	00:00:19
	17:15:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:06	00:03:29	00:03:29	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	00:00:08	00:00:25	00:00:25	00:00:18	00:00:18
HotelRealOeiras		12	12	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:07	00:12:15	00:04:37	00:00:08	00:00:08
	09:15:00	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
	10:15:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:04	00:00:04	00:12:06	00:12:06	00:00:00	00:00:00
	10:30:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:06	00:12:15	00:06:55	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	00:09:25	00:09:25	00:00:08	00:00:08
	12:45:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:04:29	00:04:29	00:00:20	00:00:20
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:00:31	00:00:31	00:00:07	00:00:07
	13:15:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:02:59	00:02:59	00:00:10	00:00:10
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:03:03	00:03:03	00:00:07	00:00:07
	15:15:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:03	00:00:03	00:01:11	00:01:11	00:00:03	00:00:03
	15:30:00	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
	15:45:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:05	00:00:05	00:01:44	00:01:44	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	00:01:21	00:01:21	00:00:10	00:00:10
HotelRealPalacio		10	9	✅ 90,0%	0	✅ 0,0%	0	✅ 0,0%	1	🟡 10,0%	00:00:15	00:00:08	00:04:17	00:02:17	00:00:11	00:00:12
	09:30:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:04:10	00:04:10	00:00:20	00:00:20
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:00:42	00:00:42	00:00:07	00:00:07
	10:30:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:04:17	00:04:17	00:00:07	00:00:07
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:05	00:00:05	00:01:27	00:01:27	00:00:06	00:00:06
	12:30:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:03:22	00:03:22	00:00:08	00:00:08
	13:15:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:00:13	00:00:13	00:00:06	00:00:06
	14:30:00	4	3	🟡 75,0%	0	✅ 0,0%	0	✅ 0,0%	1	🔴 25,0%	00:00:15	00:00:10	00:03:22	00:02:06	00:00:14	00:00:17
HotelRealParque		13	13	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:07	00:04:00	00:01:54	00:00:11	00:00:11
	09:30:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:05	00:02:36	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%	00:00:06	00:00:06	00:02:34	00:02:34	00:00:06	00:00:06
	10:30:00	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
	10:45:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:03	00:00:03	00:00:33	00:00:33	00:00:03	00:00:03
	11:45:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:03:22	00:03:22	00:00:08	00:00:08
	12:15:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:01:13	00:01:13	00:00:08	00:00:08
	12:30:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:05	00:00:05	00:02:48	00:02:48	00:00:05	00:00:05
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:01:56	00:01:56	00:00:07	00:00:07
	14:45:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:11	00:01:50	00:01:32	00:00:12	00:00:12
	15:30:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:10	00:02:56	00:01:34	00:00:10	00:00:10
	16:30:00	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
	16:45:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:02	00:00:02	00:04:00	00:04:00	00:00:47	00:00:47
OutrosAssuntosLisboa		6	4	🟡 66,7%	2	🔴 33,3%	0	✅ 0,0%	0	✅ 0,0%	00:00:22	00:00:14	00:01:42	00:00:49	00:00:14	00:00:11
	11:15:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:03	00:00:03	00:01:24	00:01:24	00:00:03	00:00:03
	12:30:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:00:05	00:00:05	00:00:08	00:00:08
	14:30:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:22	00:00:22	00:01:42	00:01:42	00:00:22	00:00:22
	14:45:00	2	1	🟡 50,0%	1	🔴 50,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:19	00:00:15	00:00:06	00:00:06	00:00:15	00:00:11
	16:00:00	1	0	🔴 0,0%	1	🔴 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:18	00:00:18	00:00:00	00:00:00	00:00:18	00:00:00
18-01-2018		54	51	✅ 94,4%	0	✅ 0,0%	0	✅ 0,0%	3	✅ 5,6%	00:00:45	00:00:08	00:20:07	00:02:38	00:00:11	00:00:10
GrdRealVillaltalia		11	10	✅ 90,9%	0	✅ 0,0%	0	✅ 0,0%	1	✅ 9,1%	00:00:10	00:00:07	00:20:07	00:04:36	00:00:10	00:00:09
	09:45:00	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	00:00:14	00:00:00
	10:30:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	10:45:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:04:42	00:04:42	00:00:19	00:00:19
05-02-2018 9:41:44	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:20:07	00:20:07	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:00:49	00:00:49	00:00:14	00:00:14
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:01:59	00:01:10	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	00:02:04	00:02:04	00:00:03	00:00:03
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:05:23	00:03:00	00:00:09	00:00:09
	16:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:18	00:02:20	00:00:11	00:00:11
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:14:12	00:07:12	00:00:04	00:00:04
HotelRealOeiras		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:07:01	00:01:57	00:00:08	00:00:08
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:23	00:01:23	00:00:03	00:00:03
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:01:04	00:01:04	00:00:15	00:00:15
	11:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:11	00:02:16	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	00:01:04	00:01:04	00:00:11	00:00:11
	13:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:24	00:00:24	00:00:04	00:00:04
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:39	00:04:39	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:07:01	00:07:01	00:00:07	00:00:07
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:40	00:02:40	00:00:21	00:00:21
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:03	00:02:39	00:01:51	00:00:04	00:00:04
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:00:20	00:00:16	00:00:13	00:00:13
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:17	00:00:17	00:00:03	00:00:03
HotelRealPalacio		8	7	✔	87,5%	0	✔	0,0%	0	✔	0,0%	1	⚠	12,5%	00:00:11	00:00:05	00:06:49	00:02:06	00:00:08	00:00:06
	09:45:00	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	00:00:22	00:00:00
	10:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:02:19	00:01:31	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	00:06:49	00:06:49	00:00:04	00:00:04
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:02	00:01:29	00:01:06	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:08	00:04:08	00:00:08	00:00:08
	17:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:06	00:01:46	00:00:55	00:00:06	00:00:06
HotelRealParque		15	14	✔	93,3%	0	✔	0,0%	0	✔	0,0%	1	✔	6,7%	00:00:15	00:00:08	00:06:18	00:02:15	00:00:11	00:00:10
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:56	00:02:56	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:50	00:01:50	00:00:07	00:00:07
	10:15:00	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	00:00:13	00:00:00
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:17	00:04:17	00:00:06	00:00:06
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:34	00:04:34	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:40	00:00:40	00:00:06	00:00:06
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:23	00:03:23	00:00:08	00:00:08
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:38	00:00:38	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:36	00:01:36	00:00:20	00:00:20
	13:15:00	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
	13:30:00	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	00:00:25	00:00:25
	14:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:43	00:01:34	00:00:17	00:00:17
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:31	00:01:31	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:06:18	00:03:36	00:00:09	00:00:09
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:31	00:00:31	00:00:03	00:00:03
OutrosAssuntosLisboa		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:20	00:00:06	00:00:05	00:00:30	00:00:30
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:24	00:00:06	00:00:06	00:00:49	00:00:49
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:04	00:00:04	00:00:11	00:00:11
RealResidencia		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:43	00:03:08	00:00:17	00:00:17
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:43	00:04:43	00:00:11	00:00:11
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:02:21	00:02:21	00:00:39	00:00:39
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:53	00:02:53	00:00:12	00:00:12
	18:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:36	00:02:36	00:00:07	00:00:07
19-01-2018		43	41	✔	95,3%	1	✔	2,3%	0	✔	0,0%	1	✔	2,3%	00:00:30	00:00:08	00:12:37	00:03:26	00:00:13	00:00:12
GrdRealVillaltalia		11	11	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:11:45	00:04:54	00:00:13	00:00:13
05-02-2018 9:41:44		0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00

OneContact Reporting

Service Performance Report

	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:39	00:05:39	00:00:18	00:00:18	
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:58	00:04:58	00:00:08	00:00:08	
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:15	00:04:15	00:00:15	00:00:15	
	12:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	
	12:15:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:11:45	00:05:02	00:00:11	00:00:11	
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:36	00:04:36	00:00:08	00:00:08	
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:05	00:02:05	00:00:08	00:00:08	
	16:15:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:11:38	00:11:38	00:00:17	00:00:17	
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:39	00:00:39	00:00:23	00:00:23	
HotelRealOeiras		11	11	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:10:50	00:02:54	00:00:14	00:00:14	
	09:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	
	09:15:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:17	00:00:43	00:00:17	00:00:17	
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:21	00:03:21	00:00:03	00:00:03	
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:10:50	00:10:50	00:00:10	00:00:10	
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:45	00:01:45	00:00:06	00:00:06	
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:45	00:01:45	00:00:07	00:00:07	
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:03	00:05:03	00:00:19	00:00:19	
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:41	00:01:41	00:00:05	00:00:05	
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:22	00:03:22	00:00:20	00:00:20	
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:00	00:02:00	00:00:34	00:00:34	
HotelRealPalacio		5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:02:38	00:01:09	00:00:08	00:00:08	
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:00:49	00:00:49	00:00:17	00:00:17	
	13:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:19	00:00:52	00:00:06	00:00:06	
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:38	00:02:38	00:00:07	00:00:07	
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:34	00:00:34	00:00:07	00:00:07	
HotelRealParque		11	11	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:08:46	00:03:08	00:00:14	00:00:14	
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:24	00:01:24	00:00:08	00:00:08	
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:04	00:01:04	00:00:11	00:00:11	
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:25	00:00:25	00:00:05	00:00:05	
	10:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	
	10:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:06:54	00:04:34	00:00:24	00:00:24	
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:22	00:00:22	00:00:04	00:00:04	
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:07	00:02:07	00:00:07	00:00:07	
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:32	00:03:32	00:00:07	00:00:07	
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:08:46	00:08:46	00:00:10	00:00:10	
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:05:43	00:05:43	00:00:03	00:00:03	
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:56	00:01:56	00:00:49	00:00:49	
OutrosAssuntosLisboa		2	0	✖	0,0%	1	✖	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:30	00:00:30	00:00:00	00:00:00
	10:15:00	2	0	✖	0,0%	1	✖	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:30	00:00:30	00:00:19	00:00:00
RealResidencia		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:12:37	00:04:50	00:00:06	00:00:06	
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:13	00:00:13	00:00:07	00:00:07	
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:41	00:01:41	00:00:04	00:00:04	
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:12:37	00:12:37	00:00:07	00:00:07	
20-01-2018		13	8	🟡	61,5%	1	✔	7,7%	0	✔	0,0%	4	✖	30,8%	00:00:15	00:00:09	00:07:08	00:02:50
GrdRealVillaltalia		3	1	✖	33,3%	1	✖	33,3%	0	✔	0,0%	1	✖	33,3%	00:00:07	00:00:07	00:01:40	00:01:40
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:40	00:01:40	00:00:07	00:00:07	
	14:15:00	2	0	✖	0,0%	1	✖	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:00	00:00:00	00:00:16	00:00:00
HotelRealOeiras		4	3	🟡	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:08	00:03:35	00:02:53
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:48	00:02:48	00:00:05	00:00:05	
	15:15:00	1	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:08	00:00:00
05-02-2018	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:35	00:03:35	00:02:17	00:02:17	

OneContact Reporting

Service Performance Report

	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:17	00:02:17	00:00:10	00:00:10
HotelRealPalacio		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:07:08	00:05:02	00:00:10	00:00:10
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:55	00:02:55	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	00:00:08	00:07:08	00:07:08	00:00:08	00:00:08
HotelRealParque		4	2	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	2	✖	50,0%	00:00:09	00:00:08	00:01:16	00:01:07	00:00:06	00:00:08
	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	00:00:05	00:00:00
	15:30:00	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	00:00:04	00:00:00
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:16	00:01:16	00:00:09	00:00:09
	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
22-01-2018		70	67	✔	95,7%	2	✔	2,9%	0	✔	0,0%	1	✔	1,4%	00:00:15	00:00:07	00:15:54	00:02:53	00:00:09	00:00:09
GrdRealVillaitalia		16	15	✔	93,8%	0	✔	0,0%	0	✔	0,0%	1	✔	6,3%	00:00:10	00:00:07	00:15:54	00:05:04	00:00:08	00:00:08
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:53	00:05:53	00:00:08	00:00:08
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:33	00:00:33	00:00:24	00:00:24
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:15:54	00:08:45	00:00:10	00:00:10
	12:30:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:06:56	00:03:48	00:00:07	00:00:07
	13:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:03	00:00:03	00:03:26	00:03:26	00:00:04	00:00:03
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:07:12	00:07:12	00:00:09	00:00:09
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:09:20	00:09:20	00:00:05	00:00:05
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:51	00:00:51	00:00:08	00:00:08
	15:30:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:08:22	00:08:22	00:00:14	00:00:14
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:01	00:00:01	00:07:19	00:07:19	00:00:01	00:00:01
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:00	00:03:00	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:13	00:01:13	00:00:08	00:00:08
HotelRealOeiras		18	18	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:19	00:01:59	00:00:09	00:00:09
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:55	00:01:55	00:00:08	00:00:08
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:43	00:04:43	00:00:09	00:00:09
	10:30:00	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	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:20	00:01:20	00:00:07	00:00:07
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:19	00:06:19	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:25	00:01:25	00:00:03	00:00:03
	14:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:23	00:01:22	00:00:14	00:00:14
	14:30:00	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
	15:00:00	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
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:19	00:02:19	00:00:08	00:00:08
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:21	00:01:21	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:31	00:01:21	00:00:13	00:00:13
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:53	00:00:53	00:00:08	00:00:08
	16:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:01:31	00:01:06	00:00:05	00:00:05
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:51	00:03:51	00:00:23	00:00:23
HotelRealPalacio		13	12	✔	92,3%	1	✔	7,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:24	00:02:55	00:00:12	00:00:11
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:01:13	00:01:13	00:00:13	00:00:13
	10:00:00	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
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:02	00:02:02	00:00:20	00:00:20
	10:45:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:07	00:00:07	00:00:42	00:00:42	00:00:00	00:00:00
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:05:55	00:05:55	00:00:07	00:00:07
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:28	00:03:28	00:00:04	00:00:04
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:57	00:00:57	00:00:04	00:00:04
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:22	00:05:22	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:00:43	00:00:43	00:00:26	00:00:26
	13:15:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:24	00:06:24	00:00:12	00:00:06
05-02-2018 9:41:44	13:30:00	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

OneContact Reporting

Service Performance Report

	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:01:33	00:01:33	00:00:19	00:00:19
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:54	00:01:54	00:00:08	00:00:08
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:11	00:06:11	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:29	00:01:29	00:00:12	00:00:12
HotelRealParque		20	19	✔	95,0%	1	✔	5,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:07:47	00:02:17	00:00:08	00:00:09
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:35	00:04:35	00:00:09	00:00:09
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:50	00:01:50	00:00:07	00:00:07
	10:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:02:54	00:01:44	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:00	00:01:00	00:00:04	00:00:04
	11:15:00	2	1	🟡	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:42	00:03:42	00:00:14	00:00:23
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:31	00:04:31	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	00:02:39	00:02:39	00:00:04	00:00:04
	14:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:50	00:02:18	00:00:08	00:00:08
	14:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:49	00:00:49	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:04	00:01:04	00:00:05	00:00:05
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:19	00:07:19	00:00:08	00:00:08
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:00:49	00:00:40	00:00:22	00:00:22
	16:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:07:47	00:07:47	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:04:11	00:04:11	00:00:03	00:00:03
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:07	00:00:46	00:00:36	00:00:13	00:00:13
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:37	00:00:36	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:01:25	00:00:51	00:00:07	00:00:07
OutrosAssuntosLisboa		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:59	00:02:04	00:00:08	00:00:08
	16:15:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:08	00:00:08	00:00:50	00:00:50	00:00:00	00:00:00
	16:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:59	00:02:59	00:00:08	00:00:08
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:23	00:02:23	00:00:07	00:00:07
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:26	00:02:26	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	00:02:26	00:02:26	00:00:07	00:00:07
23-01-2018		64	51	🟡	79,7%	6	✔	9,4%	0	✔	0,0%	7	🟡	10,9%	00:00:20	00:00:08	00:11:55	00:02:20	00:00:15	00:00:13
GrdRealVillaltalia		24	21	✔	87,5%	1	✔	4,2%	0	✔	0,0%	2	✔	8,3%	00:00:10	00:00:08	00:11:55	00:02:58	00:00:22	00:00:17
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:13	00:00:13	00:00:06	00:00:06
	09:15:00	2	1	🟡	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:10	00:00:08	00:07:05	00:07:05	00:00:16	00:00:07
	09:30:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:53	00:02:22	00:00:46	00:00:46
	09:45:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:04:39	00:01:40	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	00:00:07	00:06:42	00:06:42	00:00:08	00:00:08
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:20	00:07:20	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:13	00:06:13	00:00:16	00:00:16
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:17	00:00:17	00:00:25	00:00:25
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:29	00:01:29	00:00:18	00:00:18
	12:00:00	3	1	✖	33,3%	1	✖	33,3%	0	✔	0,0%	1	✖	33,3%	00:00:10	00:00:09	00:03:53	00:03:53	00:00:57	00:00:18
	12:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:23	00:02:09	00:00:07	00:00:07
	14:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:06	00:00:06	00:00:43	00:00:43	00:00:00	00:00:00
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:11:55	00:11:55	00:00:07	00:00:07
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:41	00:00:41	00:00:15	00:00:15
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:43	00:00:43	00:00:07	00:00:07
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:26	00:01:26	00:00:27	00:00:27
	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	00:00:06	00:00:06
HotelRealOeiras		14	8	🟡	57,1%	2	🟡	14,3%	0	✔	0,0%	4	✖	28,6%	00:00:15	00:00:08	00:05:08	00:01:50	00:00:11	00:00:08
	09:00:00	2	1	🟡	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:08	00:00:08	00:01:00	00:01:00	00:00:06	00:00:08
	09:15:00	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
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:05	00:01:05	00:00:06	00:00:06
05-02-2018 9:41:44	12:15:00	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	00:00:36	00:00:00

OneContact Reporting

Service Performance Report

	12:30:00	3	1	✖ 33,3%	1	✖ 33,3%	0	✔ 0,0%	1	✖ 33,3%	00:00:07	00:00:07	00:01:14	00:01:14	00:00:07	00:00:07
	12:45:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:06	00:00:06	00:01:03	00:01:03	00:00:00	00:00:00
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:03	00:00:03	00:05:08	00:05:08	00:00:06	00:00:06
	14:15:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:13	00:01:19	00:01:19	00:00:13	00:00:13
	14:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:01:40	00:01:40	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	00:00:50	00:00:50	00:00:06	00:00:06
	17:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:03:07	00:03:07	00:00:07	00:00:07
HotelRealPalacio		10	10	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:20	00:00:08	00:04:46	00:01:35	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	00:02:07	00:02:07	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	00:00:19	00:00:19	00:00:08	00:00:08
	13:30:00	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
	13:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:06	00:04:46	00:02:58	00:00:05	00:00:05
	14:30:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:20	00:00:10	00:00:30	00:00:20	00:00:08	00:00:08
	16:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:12	00:04:45	00:03:52	00:00:25	00:00:25
	16:15:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:03	00:00:03	00:01:05	00:00:54	00:00:04	00:00:04
HotelRealParque		10	10	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:06:19	00:02:34	00:00:12	00:00:12
	10:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:01:24	00:01:24	00:00:08	00:00:08
	11:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:06	00:02:58	00:01:48	00:00:10	00:00:10
	11:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:00:40	00:00:40	00:00:06	00:00:06
	14:00:00	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	00:00:08	00:00:08
	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	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:11	00:04:24	00:02:55	00:00:20	00:00:20
	16:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:01:34	00:01:34	00:00:08	00:00:08
	17:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:02:12	00:02:12	00:00:10	00:00:10
	17:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:06:19	00:06:19	00:00:09	00:00:09
OutrosAssuntosLisboa		3	1	✖ 33,3%	1	✖ 33,3%	0	✔ 0,0%	1	✖ 33,3%	00:00:07	00:00:07	00:00:21	00:00:21	00:00:06	00:00:07
	12:45:00	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	00:00:07	00:00:07
	16:00:00	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	00:00:05	00:00:00
RealResidencia		3	1	✖ 33,3%	2	✖ 66,7%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:08	00:01:45	00:01:45	00:00:11	00:00:26
	12:00:00	1	0	✖ 0,0%	1	✖ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:05	00:00:05	00:00:00	00:00:00	00:00:05	00:00:00
	12:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:13	00:01:45	00:01:45	00:00:26	00:00:26
	16:15:00	1	0	✖ 0,0%	1	✖ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:02	00:00:02	00:00:00	00:00:00	00:00:02	00:00:00
24-01-2018		51	47	✔ 92,2%	3	✔ 5,9%	0	✔ 0,0%	1	✔ 2,0%	00:00:45	00:00:10	00:11:35	00:02:43	00:00:15	00:00:13
GrdRealVillaltalia		14	14	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:08	00:11:35	00:04:18	00:00:15	00:00:15
	09:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:03:41	00:03:41	00:00:06	00:00:06
	10:15:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:00:57	00:00:57	00:00:26	00:00:26
	11:15:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:08	00:07:36	00:04:20	00:00:10	00:00:10
	11:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:03	00:00:03	00:00:49	00:00:49	00:00:03	00:00:03
	12:15:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:08:17	00:08:17	00:00:10	00:00:10
	12:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:00:36	00:00:36	00:00:08	00:00:08
	14:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:02:17	00:02:17	00:00:06	00:00:06
	14:15:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:11:35	00:11:35	00:00:31	00:00:31
	14:45:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	15:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:06:33	00:06:33	00:01:06	00:01:06
	15:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:04	00:00:04	00:03:49	00:03:49	00:00:05	00:00:05
	16:00:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	16:15:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:04:25	00:04:25	00:00:18	00:00:18
	16:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:05	00:00:05	00:04:09	00:04:09	00:00:05	00:00:05
HotelRealOeiras		13	10	⚠ 76,9%	2	✖ 15,4%	0	✔ 0,0%	1	✔ 7,7%	00:00:15	00:00:10	00:04:55	00:01:32	00:00:17	00:00:10
	09:30:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:12	00:00:12	00:00:12	00:00:23	00:00:23
	09:45:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:04:55	00:04:55	00:00:08	00:00:08
05-02-2018 9:41:44	10:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:00:56	00:00:56	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	10:15:00	3	0	🔴 0,0%	2	🔴 66,7%	0	🟢 0,0%	1	🔴 33,3%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:41	00:00:00
	10:30:00	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
	10:45:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:11	00:00:11	00:01:44	00:01:44	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	00:01:02	00:01:02	00:00:08	00:00:08
	15:45:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:07	00:00:07	00:01:06	00:01:06	00:00:07	00:00:07
	17:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:11	00:00:11	00:02:35	00:02:10	00:00:11	00:00:11
	17:15:00	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
HotelRealPalacio		9	9	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:09	00:06:34	00:03:16	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	00:05:14	00:05:14	00:00:14	00:00:14
	11:30:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:11	00:05:53	00:04:20	00:00:16	00:00:16
	12:00:00	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
	13:45:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:12	00:02:17	00:02:17	00:00:23	00:00:23
	15:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:07	00:00:06	00:06:34	00:04:04	00:00:06	00:00:06
	17:30:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:08	00:00:53	00:00:53	00:00:08	00:00:08
	18:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:04	00:00:04	00:02:47	00:02:47	00:00:04	00:00:04
HotelRealParque		12	12	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:08	00:03:23	00:01:48	00:00:13	00:00:13
	09:45:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:12	00:01:12	00:01:12	00:01:08	00:01:08
	10:30:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:04	00:00:04	00:03:00	00:03:00	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	00:01:07	00:01:07	00:00:08	00:00:08
	13:30:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:11	00:00:11	00:02:35	00:02:35	00:00:11	00:00:11
	14:30:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:11	00:00:11	00:03:23	00:03:23	00:00:11	00:00:11
	14:45:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:08	00:01:50	00:01:21	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	00:00:41	00:00:41	00:00:07	00:00:07
	17:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:03	00:00:03	00:00:43	00:00:43	00:00:04	00:00:04
	17:45:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:08	00:02:43	00:02:43	00:00:08	00:00:08
	18:30:00	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
OutrosAssuntosLisboa		3	2	🟡 66,7%	1	🔴 33,3%	0	🟢 0,0%	0	🟢 0,0%	00:00:45	00:00:25	00:00:44	00:00:31	00:00:32	00:00:28
	09:15:00	1	0	🔴 0,0%	1	🔴 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:45	00:00:45	00:00:00	00:00:00	00:00:38	00:00:00
	12:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:09	00:00:18	00:00:18	00:00:09	00:00:09
	13:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:45	00:00:24	00:00:44	00:00:44	00:00:48	00:00:48
25-01-2018		54	52	🟢 96,3%	0	🟢 0,0%	0	🟢 0,0%	2	🟢 3,7%	00:00:15	00:00:08	00:08:12	00:02:24	00:00:10	00:00:10
GrdRealVillaltalia		11	10	🟢 90,9%	0	🟢 0,0%	0	🟢 0,0%	1	🟢 9,1%	00:00:10	00:00:08	00:08:12	00:03:14	00:00:12	00:00:10
	09:15:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:06	00:01:30	00:00:55	00:00:06	00:00:06
	09:30:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:09	00:08:12	00:08:12	00:00:09	00:00:09
	09:45:00	3	2	🟡 66,7%	0	🟢 0,0%	0	🟢 0,0%	1	🔴 33,3%	00:00:10	00:00:09	00:02:54	00:02:37	00:00:17	00:00:13
	10:45:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:07	00:00:04	00:02:59	00:02:56	00:00:08	00:00:08
	14:15:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:07	00:04:35	00:04:35	00:00:14	00:00:14
	16:30:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:08	00:01:44	00:01:44	00:00:18	00:00:18
	17:30:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:10	00:04:17	00:04:17	00:00:10	00:00:10
	18:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:08	00:03:48	00:03:48	00:00:08	00:00:08
HotelRealOeiras		10	10	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:14	00:00:08	00:04:21	00:01:59	00:00:09	00:00:09
	09:15:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:04	00:00:04	00:02:51	00:02:51	00:00:04	00:00:04
	10:45:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:09	00:00:08	00:00:08	00:00:09	00:00:09
	11:30:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:06	00:03:56	00:02:10	00:00:08	00:00:08
	11:45:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:14	00:00:11	00:04:21	00:03:28	00:00:11	00:00:11
	12:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:07	00:00:07	00:01:45	00:01:45	00:00:07	00:00:07
	13:15:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:09	00:01:03	00:01:03	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	00:01:21	00:01:21	00:00:08	00:00:08
	15:45:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:05	00:00:05	00:00:30	00:00:30	00:00:05	00:00:05
	16:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:14	00:00:14	00:02:57	00:02:57	00:00:15	00:00:15
HotelRealPalacio		11	10	🟢 90,9%	0	🟢 0,0%	0	🟢 0,0%	1	🟢 9,1%	00:00:15	00:00:07	00:05:10	00:02:32	00:00:08	00:00:08
05-02-2018 09:41:44	09:15:00	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

OneContact Reporting

Service Performance Report

	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:43	00:03:43	00:00:03	00:00:03
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:17	00:01:17	00:00:05	00:00:05
	10:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:02:11	00:01:45	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:02:30	00:01:54	00:00:09	00:00:09
	15:15:00	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	00:00:05	00:00:05
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:16	00:03:16	00:00:10	00:00:10
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:05:10	00:05:10	00:00:04	00:00:04
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:38	00:01:38	00:00:19	00:00:19
HotelRealParque		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:13	00:02:09	00:00:11	00:00:11
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:47	00:03:47	00:00:09	00:00:09
	09:30:00	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
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:58	00:02:58	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:38	00:01:38	00:00:23	00:00:23
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:30	00:00:30	00:00:12	00:00:12
	11:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:04:05	00:02:18	00:00:08	00:00:08
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:27	00:00:27	00:00:09	00:00:09
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:00:57	00:00:42	00:00:09	00:00:09
	13:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:47	00:01:47	00:00:14	00:00:14
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:05	00:02:05	00:00:11	00:00:11
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:30	00:00:30	00:00:24	00:00:24
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:05:34	00:03:38	00:00:09	00:00:09
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:16	00:01:16	00:00:12	00:00:12
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:13	00:06:13	00:00:07	00:00:07
	17:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:20	00:01:20	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:12	00:03:12	00:00:08	00:00:08
RealResidencia		5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:04:01	00:02:12	00:00:08	00:00:08
	10:15:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:05	00:00:05	00:00:51	00:00:51	00:00:00	00:00:00
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:19	00:03:19	00:00:05	00:00:05
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:01:57	00:01:12	00:00:03	00:00:03
	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	00:04:01	00:04:01	00:00:19	00:00:19
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:27	00:03:27	00:00:08	00:00:08
	18:15:00	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
26-01-2018		61	56	✔	91,8%	0	✔	0,0%	0	✔	0,0%	5	✔	8,2%	00:00:16	00:00:08	00:14:53	00:03:19	00:00:15	00:00:15
GrdRealVillaltalia		21	21	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:13:25	00:03:48	00:00:21	00:00:21
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:28	00:02:28	00:00:04	00:00:04
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:43	00:03:43	00:00:08	00:00:08
	10:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:16	00:00:57	00:00:12	00:00:12
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:44	00:01:44	00:00:28	00:00:28
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:50	00:01:50	00:00:05	00:00:05
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:02:17	00:01:22	00:00:19	00:00:19
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:48	00:04:48	00:00:06	00:00:06
	12:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:34	00:03:10	00:01:20	00:01:20
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:56	00:03:56	00:00:07	00:00:07
	15:15:00	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
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:31	00:02:31	00:00:17	00:00:17
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:20	00:00:20	00:00:13	00:00:13
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:12:24	00:12:24	00:00:43	00:00:43
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:17	00:02:17	00:00:21	00:00:21
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:24	00:02:24	00:00:09	00:00:09
	17:30:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
05-02-2018 9:41:44	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:11	00:02:11	00:00:15	00:00:15

OneContact Reporting

Service Performance Report

	18:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:06	00:00:06	00:09:18	00:09:18	00:00:17	00:00:17
	18:30:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:08:16	00:08:16	00:00:25	00:00:25
	18:45:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	19:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:05	00:00:05	00:13:25	00:13:25	00:00:16	00:00:16
HotelRealOeiras		14	12	✔85,7%	0	✔0,0%	0	✔0,0%	2	🟡14,3%	00:00:15	00:00:09	00:14:53	00:03:37	00:00:12	00:00:14
	11:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:00:12	00:00:12	00:00:20	00:00:20
	11:30:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:00:40	00:00:40	00:00:08	00:00:08
	12:45:00	3	1	✖33,3%	0	✔0,0%	0	✔0,0%	2	✖66,7%	00:00:05	00:00:05	00:01:15	00:01:15	00:00:04	00:00:05
	14:00:00	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
	14:15:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:11	00:04:31	00:04:31	00:00:41	00:00:41
	15:15:00	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
	15:30:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:03	00:00:03	00:10:03	00:10:03	00:00:18	00:00:18
	15:45:00	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
	16:15:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:10	00:00:10	00:00:34	00:00:34	00:00:00	00:00:00
	16:30:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:02	00:00:02	00:14:53	00:14:53	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	00:03:19	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%	00:00:08	00:00:08	00:01:01	00:01:01	00:00:08	00:00:08
	18:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:05:16	00:03:14	00:00:14	00:00:14
	18:30:00	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
HotelRealPalacio		16	13	✔81,3%	0	✔0,0%	0	✔0,0%	3	✖18,8%	00:00:16	00:00:09	00:06:19	00:03:08	00:00:12	00:00:12
	09:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:10	00:04:10	00:04:10	00:00:10	00:00:10
	09:30:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:01:57	00:01:57	00:00:07	00:00:07
	09:45:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:02:30	00:02:30	00:00:07	00:00:07
	10:30:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:03:45	00:03:45	00:00:08	00:00:08
	11:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:04	00:00:04	00:01:16	00:01:16	00:00:04	00:00:04
	11:30:00	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
	12:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:01:39	00:01:39	00:00:20	00:00:20
	12:30:00	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	00:00:08	00:00:08
	12:45:00	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	00:00:09	00:00:00
	13:30:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:05	00:00:05	00:06:06	00:06:06	00:00:05	00:00:05
	15:15:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:12	00:02:52	00:02:52	00:00:24	00:00:24
	16:45:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:16	00:00:12	00:06:19	00:06:19	00:00:37	00:00:37
	17:45:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:13	00:00:13	00:01:50	00:01:50	00:00:13	00:00:13
	18:30:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:10	00:02:16	00:02:16	00:00:10	00:00:10
HotelRealParque		9	9	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:06:55	00:02:23	00:00:10	00:00:10
	10:45:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:06	00:00:06	00:01:42	00:01:42	00:00:06	00:00:06
	11:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:05	00:06:55	00:02:48	00:00:06	00:00:06
	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%	00:00:08	00:00:08	00:02:35	00:02:35	00:00:25	00:00:25
	14:30:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:04:32	00:04:32	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	00:01:07	00:01:07	00:00:08	00:00:08
	15:45:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:05	00:00:05	00:01:56	00:01:56	00:00:05	00:00:05
	16:45:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:09	00:01:34	00:01:34	00:00:19	00:00:19
	17:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:01:58	00:01:58	00:00:08	00:00:08
OutrosAssuntosLisboa		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
	18:15:00	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
27-01-2018		28	14	🟡50,0%	8	✖28,6%	0	✔0,0%	6	✖21,4%	00:00:15	00:00:07	00:08:29	00:02:25	00:00:21	00:00:18
GrdRealVillaltalia		17	7	✖41,2%	7	✖41,2%	0	✔0,0%	3	✖17,6%	00:00:10	00:00:07	00:02:53	00:01:54	00:00:19	00:00:30
	09:30:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:05	00:01:47	00:01:47	00:00:15	00:00:15
	10:15:00	3	0	✖0,0%	2	✖66,7%	0	✔0,0%	1	✖33,3%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	10:30:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:06	00:01:37	00:01:26	00:00:11	00:00:11
05-02-2018 9:41:44	10:45:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:06	00:00:06	00:00:24	00:00:24	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:33	00:02:33	00:02:26	00:02:26
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:53	00:02:53	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	00:02:49	00:02:49	00:00:09	00:00:09
	16:45:00	7	0	✖	0,0%	5	✖	71,4%	0	✔	0,0%	2	✖	28,6%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:12	00:00:00
HotelRealOeiras		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:21	00:02:09	00:00:06	00:00:06
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:11	00:01:11	00:00:06	00:00:06
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:54	00:01:54	00:00:06	00:00:06
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:21	00:03:21	00:00:07	00:00:07
HotelRealPalacio		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:30	00:02:02	00:00:06	00:00:06
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:33	00:00:33	00:00:06	00:00:06
	15:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:30	00:03:30	00:00:07	00:00:07
HotelRealParque		4	1	✖	25,0%	1	✖	25,0%	0	✔	0,0%	2	✖	50,0%	00:00:15	00:00:10	00:08:29	00:08:29	00:00:52	00:00:06
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:08:29	00:08:29	00:00:06	00:00:06
	12:00:00	0	0	#DIV/0!	#DIV/0!	0	#DIV/0!	#DIV/0!	0	#DIV/0!	#DIV/0!	0	#DIV/0!	#DIV/0!	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	12:15:00	3	0	✖	0,0%	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:07	00:00:00
RealResidencia		2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:10	00:00:10	00:01:28	00:01:28	00:00:14	00:00:10
	11:15:00	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	00:00:17	00:00:00
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:28	00:01:28	00:00:10	00:00:10
29-01-2018		76	71	✔	93,4%	1	✔	1,3%	0	✔	0,0%	4	✔	5,3%	00:00:45	00:00:08	00:14:58	00:02:55	00:00:10	00:00:10
GrdRealVillaltalia		31	30	✔	96,8%	0	✔	0,0%	0	✔	0,0%	1	✔	3,2%	00:00:12	00:00:06	00:14:58	00:03:58	00:00:07	00:00:07
	09:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:17	00:01:17	00:00:14	00:00:14
	09:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:22	00:00:22	00:00:07	00:00:07
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:08:14	00:04:18	00:00:04	00:00:04
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:43	00:02:37	00:00:05	00:00:05
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:13:21	00:13:21	00:00:05	00:00:05
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:14:58	00:14:58	00:00:03	00:00:03
	11:30:00	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
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:10:26	00:10:26	00:00:06	00:00:06
	12:30:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:40	00:02:41	00:00:07	00:00:07
	13:00:00	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	00:00:09	00:00:09
	14:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:08:52	00:06:50	00:00:08	00:00:08
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:09:55	00:05:14	00:00:05	00:00:05
	15:45:00	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
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:52	00:01:52	00:00:05	00:00:05
	16:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:10	00:01:02	00:00:10	00:00:10
	16:45:00	5	4	✔	80,0%	0	✔	0,0%	0	✔	0,0%	1	✖	20,0%	00:00:10	00:00:07	00:06:21	00:04:23	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:03:36	00:03:29	00:00:07	00:00:07
	17:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:02:16	00:01:31	00:00:07	00:00:07
	17:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:00:47	00:00:45	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:37	00:06:37	00:00:10	00:00:10
HotelRealOeiras		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:18	00:02:09	00:00:08	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:27	00:02:27	00:00:07	00:00:07
	09:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:16	00:00:48	00:00:06	00:00:06
	10:15:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:03:56	00:02:57	00:00:08	00:00:08
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:11	00:01:11	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:43	00:00:43	00:00:13	00:00:13
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:43	00:00:43	00:00:06	00:00:06
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:59	00:01:59	00:00:11	00:00:11
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:23	00:01:23	00:00:04	00:00:04
	17:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:18	00:04:32	00:00:12	00:00:12
HotelRealPalacio		13	11	✔	84,6%	0	✔	0,0%	0	✔	0,0%	2	✖	15,4%	00:00:15	00:00:08	00:03:41	00:02:07	00:00:10	00:00:10
05-02-2018 09:41:44	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:56	00:00:56	00:00:03	00:00:03

OneContact Reporting

Service Performance Report

	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:02	00:03:02	00:00:04	00:00:04
	12:00:00	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
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:41	00:03:41	00:00:35	00:00:35
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:32	00:02:32	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:02:32	00:02:32	00:00:29	00:00:29
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:46	00:01:46	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	00:01:15	00:01:15	00:00:07	00:00:07
	16:45:00	3	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	2	✖	66,7%	00:00:09	00:00:09	00:03:21	00:03:21	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	00:01:18	00:01:18	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	00:00:52	00:00:52	00:00:05	00:00:05
HotelRealParque		11	10	✔	90,9%	1	✔	9,1%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:03:49	00:01:54	00:00:14	00:00:15
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:00:56	00:00:56	00:00:22	00:00:22
	10:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:01:52	00:01:31	00:00:06	00:00:06
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:04	00:01:04	00:00:05	00:00:05
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:50	00:02:50	00:00:06	00:00:06
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:49	00:03:49	00:00:23	00:00:23
	14:15:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:00	00:00:00	00:00:05	00:00:00
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:58	00:01:58	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	00:00:46	00:00:46	00:00:05	00:00:05
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:14	00:03:14	00:00:05	00:00:05
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:25	00:00:25	00:01:07	00:01:07
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:53	00:02:53	00:00:09	00:00:09
OutrosAssuntosLisboa		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:14	00:08:27	00:02:26	00:00:18	00:00:18
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:24	00:00:18	00:00:18	00:00:49	00:00:49
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:49	00:00:49	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	00:00:08	00:00:08	00:00:09	00:00:09
	16:15:00	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
RealResidencia		4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:08	00:04:15	00:02:04	00:00:10	00:00:11
	10:15:00	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
	10:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:15	00:02:22	00:00:14	00:00:14
	11:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:28	00:01:28	00:00:06	00:00:06
30-01-2018		61	54	✔	88,5%	4	✔	6,6%	0	✔	0,0%	3	✔	4,9%	00:00:45	00:00:08	00:05:44	00:02:07	00:00:19	00:00:11
GrdRealVillaltalia		11	10	✔	90,9%	0	✔	0,0%	0	✔	0,0%	1	✔	9,1%	00:00:10	00:00:06	00:02:35	00:01:25	00:00:09	00:00:09
	10:15:00	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	00:00:10	00:00:00
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:03	00:01:03	00:00:03	00:00:03
	11:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:02:33	00:01:43	00:00:08	00:00:08
	12:00:00	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
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:27	00:02:27	00:00:07	00:00:07
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:35	00:02:35	00:00:03	00:00:03
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:27	00:00:27	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	00:01:28	00:01:28	00:00:08	00:00:08
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:09	00:01:09	00:00:08	00:00:08
	18:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:59	00:00:56	00:00:36	00:00:36
HotelRealOeiras		19	15	⚠	78,9%	3	✖	15,8%	0	✔	0,0%	1	✔	5,3%	00:00:15	00:00:09	00:05:41	00:02:39	00:00:30	00:00:08
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:18	00:01:18	00:00:20	00:00:20
	09:45:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	1	✖	33,3%	00:00:08	00:00:07	00:03:44	00:02:58	00:00:16	00:00:07
	10:00:00	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
	10:15:00	2	0	✖	0,0%	2	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:03:04	00:00:00
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:40	00:00:40	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:22	00:00:22	00:00:04	00:00:04
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:25	00:03:25	00:00:09	00:00:09
05-02-2018 9:41:44	13:15:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:00:00	00:00:00	00:00:39	00:00:00

OneContact Reporting

Service Performance Report

	13:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:04:22	00:02:58	00:00:08	00:00:08
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:03:17	00:03:17	00:00:08	00:00:08
	15:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:05:00	00:02:52	00:00:05	00:00:05
	17:15:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:04:05	00:02:52	00:00:08	00:00:08
	18:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:18	00:01:18	00:00:07	00:00:07
	18:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:41	00:05:41	00:00:07	00:00:07
HotelRealPalacio		11	9	✔	81,8%	1	✔	9,1%	0	✔	0,0%	1	✔	9,1%	00:00:15	00:00:08	00:04:33	00:02:25	00:00:15	00:00:08
	09:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:53	00:00:53	00:00:11	00:00:11
	09:45:00	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	00:00:45	00:00:00
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:29	00:01:29	00:00:08	00:00:08
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:04:33	00:04:33	00:00:03	00:00:03
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:30	00:03:30	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:11	00:04:11	00:00:04	00:00:04
	15:00:00	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	00:00:05	00:00:05
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:51	00:02:51	00:00:03	00:00:03
	16:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:04	00:01:04	00:00:21	00:00:21
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:53	00:00:53	00:00:09	00:00:09
HotelRealParque		16	16	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:05:44	00:02:08	00:00:14	00:00:14
	10:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:29	00:02:29	00:01:05	00:01:05
	10:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:17	00:02:17	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	00:01:27	00:01:27	00:00:07	00:00:07
	12:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:54	00:04:54	00:00:08	00:00:08
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:02:30	00:01:36	00:00:06	00:00:06
	13:45:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:21	00:01:38	00:00:14	00:00:14
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:04	00:05:11	00:02:09	00:00:07	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:01	00:00:01	00:01:38	00:01:38	00:00:04	00:00:04
	15:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:13	00:00:13	00:00:07	00:00:07
	15:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:52	00:02:52	00:00:11	00:00:11
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:38	00:01:53	00:00:24	00:00:24
	17:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:44	00:05:44	00:00:22	00:00:22
	17:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:02:03	00:01:18	00:00:05	00:00:05
OutrosAssuntosLisboa		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:23	00:01:35	00:01:11	00:00:31	00:00:31
	09:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:45	00:00:25	00:01:13	00:00:58	00:00:38	00:00:38
	14:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:16	00:01:35	00:01:35	00:00:16	00:00:16
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:42	00:01:42	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	00:01:42	00:01:42	00:00:04	00:00:04
31-01-2018		78	66	✔	84,6%	5	✔	6,4%	0	✔	0,0%	7	✔	9,0%	00:00:45	00:00:09	00:16:12	00:02:38	00:00:15	00:00:12
GrdRealVillaltalia		25	20	✔	80,0%	2	✔	8,0%	0	✔	0,0%	3	⚠	12,0%	00:00:10	00:00:07	00:16:12	00:04:29	00:00:13	00:00:11
	09:45:00	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
	11:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:12	00:02:12	00:00:05	00:00:05
	11:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:18	00:02:18	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	00:00:09	00:03:30	00:03:30	00:00:09	00:00:09
	12:30:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:44	00:03:44	00:00:09	00:00:09
	12:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:07	00:04:07	00:00:17	00:00:17
	13:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	13:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:13:13	00:13:13	00:00:17	00:00:17
	13:45:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:15	00:00:15	00:00:16	00:00:16
	14:00:00	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
	14:15:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:01	00:00:01	00:16:12	00:16:12	00:00:08	00:00:08
	15:30:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:08:27	00:06:58	00:00:04	00:00:04
	15:45:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:04	00:00:04	00:09:26	00:09:26	00:00:14	00:00:25
05-02-2018 9:41:44	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:32	00:04:15	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	16:15:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:03:48	00:02:06	00:00:12	00:00:12
	16:30:00	2	1	⚠️	50,0%	1	❌	50,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:06	00:02:59	00:02:59	00:00:08	00:00:16
	16:45:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:01:43	00:01:43	00:00:08	00:00:08
	17:30:00	1	0	❌	0,0%	1	❌	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:37	00:00:00
	17:45:00	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
	18:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:00:24	00:00:24	00:00:25	00:00:25
	18:30:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:05	00:00:05	00:06:27	00:06:27	00:00:05	00:00:05
HotelRealOeiras		14	13	✔️	92,9%	1	✔️	7,1%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:08	00:08:42	00:01:59	00:00:12	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	00:00:42	00:00:42	00:00:06	00:00:06
	11:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:03:25	00:03:25	00:00:08	00:00:08
	11:45:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:06	00:01:49	00:01:16	00:00:06	00:00:06
	14:15:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:08:42	00:08:42	00:00:09	00:00:09
	14:45:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:08	00:00:59	00:00:55	00:00:22	00:00:22
	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:03	00:00:03	00:00:59	00:00:59	00:00:04	00:00:04
	15:30:00	2	1	⚠️	50,0%	1	❌	50,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:00:44	00:00:44	00:00:24	00:00:07
	15:45:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:07	00:04:44	00:02:32	00:00:10	00:00:10
	16:30:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:11	00:01:12	00:01:12	00:00:22	00:00:22
	17:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:00:56	00:00:56	00:00:09	00:00:09
	17:45:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:01:30	00:01:30	00:00:09	00:00:09
	18:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:12	00:02:07	00:02:07	00:00:12	00:00:12
HotelRealPalacio		10	8	✔️	80,0%	0	✔️	0,0%	0	✔️	0,0%	2	❌	20,0%	00:00:15	00:00:10	00:04:59	00:01:40	00:00:17	00:00:18
	09:15:00	3	1	❌	33,3%	0	✔️	0,0%	0	✔️	0,0%	2	❌	66,7%	00:00:07	00:00:07	00:04:59	00:04:59	00:00:09	00:00:07
	09:45:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:12	00:01:18	00:01:18	00:00:12	00:00:12
	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:05	00:01:38	00:01:04	00:00:08	00:00:08
	15:15:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:14	00:00:19	00:00:19	00:00:57	00:00:57
	15:30:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:06	00:00:29	00:00:27	00:00:08	00:00:08
	15:45:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:02:31	00:02:31	00:00:06	00:00:06
	17:15:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:03:09	00:03:09	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	00:00:13	00:01:24	00:01:24	00:00:40	00:00:40
HotelRealParque		24	21	✔️	87,5%	2	✔️	8,3%	0	✔️	0,0%	1	✔️	4,2%	00:00:15	00:00:09	00:05:30	00:01:52	00:00:19	00:00:11
	11:15:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:07	00:00:50	00:00:39	00:00:07	00:00:07
	11:30:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:04	00:00:04	00:02:30	00:02:30	00:00:04	00:00:04
	11:45:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:03	00:00:03	00:00:56	00:00:56	00:00:03	00:00:03
	12:15:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:08	00:02:18	00:01:39	00:00:08	00:00:08
	14:00:00	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	00:00:09	00:00:09
	14:15:00	3	1	❌	33,3%	1	❌	33,3%	0	✔️	0,0%	1	❌	33,3%	00:00:15	00:00:14	00:01:23	00:01:23	00:01:25	00:00:54
	14:30:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:07	00:05:30	00:03:24	00:00:07	00:00:07
	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:03	00:00:03	00:00:31	00:00:31	00:00:03	00:00:03
	15:15:00	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	00:00:31	00:00:00
	15:30:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:04:53	00:04:53	00:00:07	00:00:07
	15:45:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:00:29	00:00:29	00:00:18	00:00:18
	16:30:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:02:24	00:02:24	00:00:08	00:00:08
	16:45:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:03:05	00:03:05	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	00:00:08	00:02:26	00:02:26	00:00:21	00:00:21
	17:30:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:13	00:00:11	00:02:06	00:01:29	00:00:11	00:00:11
OutrosAssuntosLisboa		5	4	✔️	80,0%	0	✔️	0,0%	0	✔️	0,0%	1	❌	20,0%	00:00:45	00:00:14	00:04:39	00:01:51	00:00:16	00:00:18
	09:15:00	2	1	⚠️	50,0%	0	✔️	0,0%	0	✔️	0,0%	1	❌	50,0%	00:00:04	00:00:04	00:04:39	00:04:39	00:00:06	00:00:05
	13:30:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:45	00:00:26	00:00:24	00:00:24	00:00:52	00:00:52
	14:30:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:03	00:00:03	00:02:21	00:02:21	00:00:04	00:00:04
	17:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:11	00:00:01	00:00:01	00:00:11	00:00:11
TOTAL		1386	1216	✔️	87,7%	67	✔️	4,8%	1	✔️	0,1%	102	✔️	7,4%	00:00:45	00:00:08	00:22:05	00:02:48	00:00:14	00:00:12