

OneContact Reporting

Service Performance Report

Service: GrdRealVillaltalia, HotelRealPalacio, HotelRealOeiras, HotelRealParque, RealResidencia

| | | | Total Chamadas Atendidas | | Total Chamadas Abandonadas | | Total Chamadas Sobrepostas | | | | | | | | |
|---------------------|--------------|----------------|--------------------------|----------|----------------------------|---------|----------------------------|----------|------------------|------------------|---------------|---------------|----------------|------------------------|--|
| Date / Service Name | Start Period | Total Chamadas | # | % | # | % | # | % | Max Answer Delay | Avg Answer Delay | Max Talk Time | Avg Talk Time | Avg Queue Time | Avg Handled Queue Time | |
| 02-07-2018 | | 81 | 57 | 🟡 70.4% | 5 | ✅ 6.2% | 19 | ❌ 23.5% | 00:00:15 | 00:00:08 | 00:10:41 | 00:02:53 | 00:00:22 | 00:00:13 | |
| GrdRealVillaltalia | | 21 | 13 | 🟡 61.9% | 2 | ✅ 9.5% | 6 | ❌ 28.6% | 00:00:10 | 00:00:08 | 00:08:08 | 00:04:06 | 00:00:25 | 00:00:24 | |
| | 10:00:00 | 4 | 1 | ❌ 25.0% | 1 | ❌ 25.0% | 2 | ❌ 50.0% | 00:00:10 | 00:00:10 | 00:04:44 | 00:04:44 | 00:00:43 | 00:00:09 | |
| | 11:00:00 | 3 | 2 | 🟡 66.7% | 1 | ❌ 33.3% | 0 | ✅ 0.0% | 00:00:10 | 00:00:09 | 00:03:28 | 00:03:08 | 00:00:18 | 00:00:24 | |
| | 12:00:00 | 4 | 2 | 🟡 50.0% | 0 | ✅ 0.0% | 2 | ❌ 50.0% | 00:00:08 | 00:00:07 | 00:06:42 | 00:05:40 | 00:00:09 | 00:00:07 | |
| | 14:00:00 | 3 | 3 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:10 | 00:00:09 | 00:07:08 | 00:04:18 | 00:00:48 | 00:00:48 | |
| | 15:00:00 | 3 | 3 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:10 | 00:00:08 | 00:05:21 | 00:03:09 | 00:00:29 | 00:00:29 | |
| | 16:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:06 | 00:00:06 | 00:01:21 | 00:01:21 | 00:00:06 | 00:00:06 | |
| | 17:00:00 | 3 | 1 | ❌ 33.3% | 0 | ✅ 0.0% | 2 | ❌ 66.7% | 00:00:07 | 00:00:07 | 00:08:08 | 00:08:08 | 00:00:07 | 00:00:07 | |
| HotelRealOeiras | | 19 | 16 | 🟡 84.2% | 1 | ✅ 5.3% | 2 | 🟡 10.5% | 00:00:15 | 00:00:08 | 00:07:05 | 00:02:06 | 00:00:27 | 00:00:07 | |
| | 09:00:00 | 0 | 0 | #DIV/0! | 0 | #DIV/0! | 0 | #DIV/0! | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | |
| | 10:00:00 | 3 | 2 | 🟡 66.7% | 1 | ❌ 33.3% | 0 | ✅ 0.0% | 00:00:08 | 00:00:07 | 00:03:08 | 00:02:24 | 00:02:12 | 00:00:07 | |
| | 11:00:00 | 2 | 2 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:09 | 00:00:06 | 00:02:04 | 00:01:56 | 00:00:06 | 00:00:06 | |
| | 12:00:00 | 3 | 3 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:15 | 00:00:08 | 00:01:53 | 00:01:15 | 00:00:11 | 00:00:11 | |
| | 13:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:07 | 00:00:07 | 00:02:25 | 00:02:25 | 00:00:07 | 00:00:07 | |
| | 14:00:00 | 2 | 1 | 🟡 50.0% | 0 | ✅ 0.0% | 1 | ❌ 50.0% | 00:00:04 | 00:00:04 | 00:02:38 | 00:02:38 | 00:00:08 | 00:00:04 | |
| | 15:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:07 | 00:00:07 | 00:01:34 | 00:01:34 | 00:00:07 | 00:00:07 | |
| | 16:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:07 | 00:00:07 | 00:00:48 | 00:00:48 | 00:00:07 | 00:00:07 | |
| | 17:00:00 | 3 | 2 | 🟡 66.7% | 0 | ✅ 0.0% | 1 | ❌ 33.3% | 00:00:05 | 00:00:04 | 00:01:18 | 00:01:18 | 00:00:05 | 00:00:04 | |
| | 18:00:00 | 3 | 3 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:07 | 00:00:07 | 00:07:05 | 00:03:43 | 00:00:07 | 00:00:07 | |
| HotelRealPalacio | | 9 | 7 | 🟡 77.8% | 1 | 🟡 11.1% | 1 | 🟡 11.1% | 00:00:15 | 00:00:08 | 00:06:18 | 00:02:23 | 00:00:33 | 00:00:15 | |
| | 10:00:00 | 2 | 1 | 🟡 50.0% | 0 | ✅ 0.0% | 1 | ❌ 50.0% | 00:00:04 | 00:00:04 | 00:02:06 | 00:02:06 | 00:00:08 | 00:00:04 | |
| | 11:00:00 | 0 | 0 | #DIV/0! | 0 | #DIV/0! | 0 | #DIV/0! | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | |
| | 12:00:00 | 2 | 1 | 🟡 50.0% | 1 | ❌ 50.0% | 0 | ✅ 0.0% | 00:00:08 | 00:00:08 | 00:02:10 | 00:02:10 | 00:02:02 | 00:01:07 | |
| | 14:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:07 | 00:00:07 | 00:01:04 | 00:01:04 | 00:00:07 | 00:00:07 | |
| | 15:00:00 | 3 | 3 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:08 | 00:00:07 | 00:06:18 | 00:03:29 | 00:00:07 | 00:00:07 | |
| | 16:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:07 | 00:00:07 | 00:00:53 | 00:00:53 | 00:00:07 | 00:00:07 | |
| HotelRealParque | | 22 | 16 | 🟡 72.7% | 0 | ✅ 0.0% | 6 | ❌ 27.3% | 00:00:15 | 00:00:07 | 00:10:41 | 00:02:42 | 00:00:12 | 00:00:10 | |
| | 10:00:00 | 3 | 2 | 🟡 66.7% | 0 | ✅ 0.0% | 1 | ❌ 33.3% | 00:00:05 | 00:00:04 | 00:03:42 | 00:02:44 | 00:00:04 | 00:00:04 | |
| | 11:00:00 | 4 | 4 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:15 | 00:00:07 | 00:04:42 | 00:01:47 | 00:00:10 | 00:00:10 | |
| | 12:00:00 | 7 | 4 | 🟡 57.1% | 0 | ✅ 0.0% | 3 | ❌ 42.9% | 00:00:15 | 00:00:09 | 00:06:30 | 00:02:37 | 00:00:21 | 00:00:18 | |
| | 15:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:05 | 00:00:05 | 00:00:45 | 00:00:45 | 00:00:05 | 00:00:05 | |
| | 16:00:00 | 3 | 3 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:08 | 00:00:06 | 00:10:41 | 00:05:22 | 00:00:08 | 00:00:08 | |
| | 17:00:00 | 3 | 1 | ❌ 33.3% | 0 | ✅ 0.0% | 2 | ❌ 66.7% | 00:00:06 | 00:00:06 | 00:02:34 | 00:02:34 | 00:00:15 | 00:00:06 | |
| | 18:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:03 | 00:00:03 | 00:01:41 | 00:01:41 | 00:00:03 | 00:00:03 | |
| RealResidencia | | 10 | 5 | 🟡 50.0% | 1 | 🟡 10.0% | 4 | ❌ 40.0% | 00:00:15 | 00:00:09 | 00:05:21 | 00:03:13 | 00:00:18 | 00:00:11 | |
| | 12:00:00 | 4 | 0 | ❌ 0.0% | 0 | ✅ 0.0% | 4 | ❌ 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:18 | 00:00:00 | |
| | 14:00:00 | 3 | 3 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:12 | 00:00:08 | 00:05:21 | 00:03:23 | 00:00:08 | 00:00:08 | |
| | 15:00:00 | 1 | 1 | ✅ 100.0% | 0 | ✅ 0.0% | 0 | ✅ 0.0% | 00:00:11 | 00:00:11 | 00:03:16 | 00:03:16 | 00:00:11 | 00:00:11 | |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | |
|--------------------|----------|----|----|----------|---|---------|---|---------|----------|----------|----------|----------|----------|----------|
| | 17:00:00 | 2 | 1 | 🟡 50.0% | 1 | 🔴 50.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:09 | 00:02:41 | 00:02:41 | 00:00:36 | 00:00:20 |
| 03-07-2018 | | 80 | 68 | 🟢 85.0% | 3 | 🟢 3.8% | 9 | 🟡 11.3% | 00:00:15 | 00:00:07 | 00:12:55 | 00:02:37 | 00:00:18 | 00:00:17 |
| GrdRealVillaltalia | | 17 | 14 | 🟡 82.4% | 0 | 🟢 0.0% | 3 | 🔴 17.6% | 00:00:10 | 00:00:07 | 00:12:55 | 00:03:35 | 00:00:11 | 00:00:11 |
| | 09:00:00 | 3 | 3 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:08 | 00:05:33 | 00:04:03 | 00:00:13 | 00:00:13 |
| | 10:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:06 | 00:00:06 | 00:05:47 | 00:05:47 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:05 | 00:03:53 | 00:02:36 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 5 | 2 | 🔴 40.0% | 0 | 🟢 0.0% | 3 | 🔴 60.0% | 00:00:08 | 00:00:06 | 00:03:54 | 00:03:46 | 00:00:07 | 00:00:06 |
| | 13:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:08 | 00:01:04 | 00:00:54 | 00:00:28 | 00:00:28 |
| | 14:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:08 | 00:12:55 | 00:12:55 | 00:00:17 | 00:00:17 |
| | 15:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:08 | 00:00:08 | 00:05:24 | 00:03:48 | 00:00:08 | 00:00:08 |
| | 16:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:07 | 00:01:30 | 00:01:30 | 00:00:29 | 00:00:29 |
| | 17:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:03 | 00:00:03 | 00:00:21 | 00:00:21 | 00:00:03 | 00:00:03 |
| HotelRealOeiras | | 35 | 32 | 🟢 91.4% | 2 | 🟢 5.7% | 1 | 🟢 2.9% | 00:00:15 | 00:00:07 | 00:07:35 | 00:02:19 | 00:00:18 | 00:00:16 |
| | 09:00:00 | 4 | 3 | 🟡 75.0% | 1 | 🔴 25.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:07 | 00:07:35 | 00:04:17 | 00:00:09 | 00:00:06 |
| | 10:00:00 | 4 | 4 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:05 | 00:04:54 | 00:02:26 | 00:00:05 | 00:00:05 |
| | 11:00:00 | 4 | 4 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:06 | 00:00:06 | 00:02:03 | 00:01:39 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:10 | 00:07:28 | 00:03:46 | 00:00:14 | 00:00:14 |
| | 13:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:05 | 00:00:04 | 00:02:52 | 00:02:38 | 00:00:04 | 00:00:04 |
| | 14:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:03 | 00:00:03 | 00:00:26 | 00:00:26 | 00:00:03 | 00:00:03 |
| | 15:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:05 | 00:00:03 | 00:03:28 | 00:02:15 | 00:00:04 | 00:00:04 |
| | 16:00:00 | 7 | 7 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:07 | 00:05:18 | 00:02:36 | 00:00:08 | 00:00:08 |
| | 17:00:00 | 3 | 3 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:05 | 00:01:59 | 00:01:12 | 00:00:05 | 00:00:05 |
| | 18:00:00 | 6 | 4 | 🟡 66.7% | 1 | 🔴 16.7% | 1 | 🔴 16.7% | 00:00:15 | 00:00:11 | 00:02:51 | 00:01:23 | 00:01:13 | 00:01:18 |
| HotelRealPalacio | | 13 | 8 | 🟡 61.5% | 0 | 🟢 0.0% | 5 | 🔴 38.5% | 00:00:15 | 00:00:06 | 00:03:57 | 00:02:26 | 00:00:21 | 00:00:28 |
| | 10:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:03 | 00:00:03 | 00:03:26 | 00:03:26 | 00:00:03 | 00:00:03 |
| | 12:00:00 | 5 | 3 | 🟡 60.0% | 0 | 🟢 0.0% | 2 | 🔴 40.0% | 00:00:15 | 00:00:08 | 00:03:57 | 00:02:42 | 00:00:44 | 00:01:07 |
| | 15:00:00 | 3 | 1 | 🔴 33.3% | 0 | 🟢 0.0% | 2 | 🔴 66.7% | 00:00:05 | 00:00:05 | 00:01:08 | 00:01:08 | 00:00:08 | 00:00:05 |
| | 16:00:00 | 2 | 1 | 🟡 50.0% | 0 | 🟢 0.0% | 1 | 🔴 50.0% | 00:00:04 | 00:00:04 | 00:02:51 | 00:02:06 | 00:00:05 | 00:00:04 |
| | 17:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:08 | 00:00:08 | 00:03:02 | 00:02:30 | 00:00:08 | 00:00:08 |
| HotelRealParque | | 14 | 13 | 🟢 92.9% | 1 | 🟢 7.1% | 0 | 🟢 0.0% | 00:00:15 | 00:00:08 | 00:04:49 | 00:02:20 | 00:00:24 | 00:00:22 |
| | 09:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:08 | 00:01:33 | 00:00:58 | 00:00:57 | 00:00:57 |
| | 10:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:06 | 00:00:06 | 00:01:52 | 00:01:52 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:12 | 00:01:58 | 00:01:58 | 00:00:25 | 00:00:25 |
| | 13:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:04 | 00:00:04 | 00:03:08 | 00:03:08 | 00:00:04 | 00:00:04 |
| | 14:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:05 | 00:00:05 | 00:03:07 | 00:03:07 | 00:00:06 | 00:00:06 |
| | 16:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:09 | 00:00:08 | 00:04:29 | 00:02:56 | 00:00:08 | 00:00:08 |
| | 17:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:05 | 00:00:04 | 00:02:23 | 00:01:44 | 00:00:04 | 00:00:04 |
| | 18:00:00 | 4 | 3 | 🟡 75.0% | 1 | 🔴 25.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:10 | 00:04:49 | 00:03:00 | 00:00:41 | 00:00:34 |
| RealResidencia | | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:06 | 00:04:18 | 00:02:24 | 00:00:07 | 00:00:07 |
| | 15:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:06 | 00:04:18 | 00:02:24 | 00:00:07 | 00:00:07 |
| 04-07-2018 | | 63 | 58 | 🟢 92.1% | 3 | 🟢 4.8% | 2 | 🟢 3.2% | 00:00:15 | 00:00:08 | 00:12:36 | 00:02:39 | 00:00:14 | 00:00:14 |
| GrdRealVillaltalia | | 18 | 17 | 🟢 94.4% | 1 | 🟢 5.6% | 0 | 🟢 0.0% | 00:00:10 | 00:00:07 | 00:05:41 | 00:02:26 | 00:00:14 | 00:00:14 |
| | 09:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:07 | 00:01:09 | 00:01:09 | 00:00:08 | 00:00:08 |
| | 10:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:03 | 00:00:03 | 00:02:02 | 00:02:02 | 00:00:03 | 00:00:03 |
| | 11:00:00 | 4 | 4 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:07 | 00:05:23 | 00:02:54 | 00:00:11 | 00:00:11 |
| | 12:00:00 | 4 | 3 | 🟡 75.0% | 1 | 🔴 25.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:06 | 00:01:20 | 00:00:44 | 00:00:08 | 00:00:09 |

OneContact Reporting

Service Performance Report

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|--------------------|----------|----|----|---|--------|---|---|--------|----|---|-------|----------|----------|----------|----------|----------|----------|
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:09 | 00:02:28 | 00:02:28 | 00:00:18 | 00:00:18 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:05:41 | 00:05:41 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:01:33 | 00:01:33 | 00:00:04 | 00:00:04 |
| | 16:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:05:00 | 00:04:08 | 00:00:39 | 00:00:39 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:01:57 | 00:01:57 | 00:00:10 | 00:00:10 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:00:22 | 00:00:22 | 00:00:06 | 00:00:06 |
| HotelRealOeiras | | 25 | 22 | ✔ | 88.0% | 1 | ✔ | 4.0% | 2 | ✔ | 8.0% | 00:00:15 | 00:00:08 | 00:12:36 | 00:03:20 | 00:00:18 | 00:00:18 |
| | 09:00:00 | 3 | 2 | ⚠ | 66.7% | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:13 | 00:02:51 | 00:02:34 | 00:00:46 | 00:00:49 |
| | 10:00:00 | 6 | 4 | ⚠ | 66.7% | 0 | ✔ | 0.0% | 2 | ✖ | 33.3% | 00:00:11 | 00:00:08 | 00:04:17 | 00:03:04 | 00:00:27 | 00:00:35 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:04:55 | 00:02:02 | 00:00:04 | 00:00:04 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:03:19 | 00:02:48 | 00:00:08 | 00:00:08 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:05 | 00:02:02 | 00:01:16 | 00:00:05 | 00:00:05 |
| | 15:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:12:21 | 00:04:10 | 00:00:05 | 00:00:05 |
| | 16:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:12:36 | 00:05:10 | 00:00:17 | 00:00:17 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:04:03 | 00:02:16 | 00:00:06 | 00:00:06 |
| | 18:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:10:43 | 00:05:18 | 00:00:15 | 00:00:15 |
| HotelRealPalacio | | 11 | 11 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:07:48 | 00:01:52 | 00:00:09 | 00:00:09 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:07:48 | 00:04:09 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:02:08 | 00:02:08 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:07 | 00:00:54 | 00:00:52 | 00:00:07 | 00:00:07 |
| | 14:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:01:00 | 00:00:39 | 00:00:13 | 00:00:13 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:03:11 | 00:03:11 | 00:00:10 | 00:00:10 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:00:29 | 00:00:29 | 00:00:06 | 00:00:06 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:02:50 | 00:02:50 | 00:00:09 | 00:00:09 |
| HotelRealParque | | 8 | 8 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:03:22 | 00:02:04 | 00:00:11 | 00:00:11 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:01:53 | 00:01:53 | 00:00:22 | 00:00:22 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:01:55 | 00:01:50 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:01:56 | 00:01:56 | 00:00:05 | 00:00:05 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:02:14 | 00:02:07 | 00:00:08 | 00:00:08 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:03:22 | 00:02:26 | 00:00:17 | 00:00:17 |
| RealResidencia | | 1 | 0 | ✖ | 0.0% | 1 | ✖ | 100.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:00:00 | 00:00:00 | 00:00:05 | 00:00:00 |
| | 18:00:00 | 1 | 0 | ✖ | 0.0% | 1 | ✖ | 100.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:00:00 | 00:00:00 | 00:00:05 | 00:00:00 |
| 05-07-2018 | | 97 | 54 | ⚠ | 55.7% | 7 | ✔ | 7.2% | 36 | ✖ | 37.1% | 00:00:15 | 00:00:08 | 00:29:50 | 00:03:27 | 00:00:21 | 00:00:24 |
| GrdRealVillaltalia | | 22 | 15 | ⚠ | 68.2% | 2 | ✔ | 9.1% | 5 | ✖ | 22.7% | 00:00:10 | 00:00:07 | 00:07:15 | 00:02:45 | 00:00:13 | 00:00:11 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:04:18 | 00:04:18 | 00:00:20 | 00:00:20 |
| | 10:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:06 | 00:03:45 | 00:02:38 | 00:00:12 | 00:00:12 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:01:58 | 00:01:10 | 00:00:08 | 00:00:08 |
| | 12:00:00 | 3 | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 2 | ✖ | 66.7% | 00:00:04 | 00:00:04 | 00:01:56 | 00:01:56 | 00:00:09 | 00:00:05 |
| | 13:00:00 | 4 | 3 | ⚠ | 75.0% | 1 | ✖ | 25.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:07:15 | 00:03:15 | 00:00:14 | 00:00:16 |
| | 14:00:00 | 3 | 2 | ⚠ | 66.7% | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:05:57 | 00:03:32 | 00:00:12 | 00:00:14 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:03:59 | 00:03:59 | 00:00:08 | 00:00:08 |
| | 16:00:00 | 4 | 1 | ✖ | 25.0% | 0 | ✔ | 0.0% | 3 | ✖ | 75.0% | 00:00:07 | 00:00:07 | 00:02:00 | 00:02:00 | 00:00:21 | 00:00:07 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:01:38 | 00:01:38 | 00:00:04 | 00:00:04 |
| HotelRealOeiras | | 41 | 17 | ✖ | 41.5% | 4 | ✔ | 9.8% | 20 | ✖ | 48.8% | 00:00:15 | 00:00:10 | 00:29:50 | 00:04:27 | 00:00:32 | 00:00:46 |
| | 10:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:03:44 | 00:01:55 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:04:50 | 00:03:37 | 00:00:12 | 00:00:12 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|---|---|-------|----|---|--------|----------|----------|----------|----------|----------|----------|
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:01:20 | 00:01:20 | 00:00:09 | 00:00:09 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:01:24 | 00:01:24 | 00:00:08 | 00:00:08 |
| | 15:00:00 | 18 | 5 | ✖ | 27.8% | 2 | ⚠ | 11.1% | 11 | ✖ | 61.1% | 00:00:15 | 00:00:12 | 00:29:50 | 00:08:32 | 00:00:56 | 00:02:17 |
| | 16:00:00 | 6 | 1 | ✖ | 16.7% | 1 | ✖ | 16.7% | 4 | ✖ | 66.7% | 00:00:04 | 00:00:04 | 00:01:21 | 00:01:21 | 00:00:08 | 00:00:04 |
| | 17:00:00 | 5 | 2 | ✖ | 40.0% | 0 | ✔ | 0.0% | 3 | ✖ | 60.0% | 00:00:09 | 00:00:09 | 00:06:14 | 00:05:11 | 00:00:07 | 00:00:09 |
| | 18:00:00 | 3 | 0 | ✖ | 0.0% | 1 | ✖ | 33.3% | 2 | ✖ | 66.7% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:50 | 00:00:00 |
| HotelRealPalacio | | 11 | 5 | ✖ | 45.5% | 1 | ✔ | 9.1% | 5 | ✖ | 45.5% | 00:00:15 | 00:00:09 | 00:08:57 | 00:03:15 | 00:00:14 | 00:00:13 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:01:19 | 00:01:19 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:03:32 | 00:03:32 | 00:00:36 | 00:00:36 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:08:57 | 00:08:57 | 00:00:08 | 00:00:08 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:01:10 | 00:01:10 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 1 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 1 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:05 | 00:00:00 |
| | 16:00:00 | 5 | 0 | ✖ | 0.0% | 1 | ✖ | 20.0% | 4 | ✖ | 80.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:17 | 00:00:00 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:01:16 | 00:01:16 | 00:00:08 | 00:00:08 |
| HotelRealParque | | 22 | 16 | ⚠ | 72.7% | 0 | ✔ | 0.0% | 6 | ✖ | 27.3% | 00:00:15 | 00:00:07 | 00:06:46 | 00:02:35 | 00:00:14 | 00:00:15 |
| | 09:00:00 | 2 | 1 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 1 | ✖ | 50.0% | 00:00:15 | 00:00:12 | 00:00:52 | 00:00:52 | 00:00:15 | 00:00:25 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:13 | 00:04:05 | 00:04:05 | 00:00:26 | 00:00:26 |
| | 12:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:05 | 00:05:32 | 00:02:37 | 00:00:05 | 00:00:05 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:00:44 | 00:00:44 | 00:00:07 | 00:00:07 |
| | 15:00:00 | 5 | 4 | ⚠ | 80.0% | 0 | ✔ | 0.0% | 1 | ✖ | 20.0% | 00:00:06 | 00:00:04 | 00:06:46 | 00:03:30 | 00:00:32 | 00:00:34 |
| | 16:00:00 | 3 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 3 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:13 | 00:00:00 |
| | 17:00:00 | 4 | 3 | ⚠ | 75.0% | 0 | ✔ | 0.0% | 1 | ✖ | 25.0% | 00:00:07 | 00:00:05 | 00:03:07 | 00:02:41 | 00:00:04 | 00:00:05 |
| | 18:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:03:26 | 00:01:57 | 00:00:08 | 00:00:08 |
| RealResidencia | | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:14:16 | 00:14:16 | 00:00:08 | 00:00:08 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:14:16 | 00:14:16 | 00:00:08 | 00:00:08 |
| 06-07-2018 | | 81 | 69 | ✔ | 85.2% | 4 | ✔ | 4.9% | 8 | ✔ | 9.9% | 00:00:15 | 00:00:07 | 00:13:08 | 00:03:08 | 00:00:18 | 00:00:17 |
| GrdRealVillaltalia | | 31 | 25 | ⚠ | 80.6% | 3 | ✔ | 9.7% | 3 | ✔ | 9.7% | 00:00:10 | 00:00:07 | 00:10:21 | 00:03:29 | 00:00:28 | 00:00:29 |
| | 09:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:09 | 00:05:27 | 00:03:06 | 00:00:12 | 00:00:12 |
| | 10:00:00 | 4 | 3 | ⚠ | 75.0% | 1 | ✖ | 25.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:01:35 | 00:00:55 | 00:00:31 | 00:00:08 |
| | 11:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:07:50 | 00:04:48 | 00:00:18 | 00:00:18 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:06:31 | 00:03:35 | 00:00:23 | 00:00:23 |
| | 13:00:00 | 6 | 3 | ⚠ | 50.0% | 2 | ✖ | 33.3% | 1 | ✖ | 16.7% | 00:00:10 | 00:00:08 | 00:10:21 | 00:08:58 | 00:00:38 | 00:01:12 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:06:46 | 00:05:12 | 00:00:22 | 00:00:22 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:01:36 | 00:01:36 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:01:28 | 00:01:28 | 00:00:17 | 00:00:17 |
| | 17:00:00 | 8 | 6 | ⚠ | 75.0% | 0 | ✔ | 0.0% | 2 | ✖ | 25.0% | 00:00:10 | 00:00:08 | 00:03:01 | 00:01:23 | 00:00:35 | 00:00:43 |
| HotelRealOeiras | | 33 | 31 | ✔ | 93.9% | 0 | ✔ | 0.0% | 2 | ✔ | 6.1% | 00:00:15 | 00:00:07 | 00:08:17 | 00:02:25 | 00:00:12 | 00:00:11 |
| | 09:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:02:47 | 00:01:24 | 00:00:26 | 00:00:26 |
| | 10:00:00 | 7 | 7 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:07 | 00:08:17 | 00:03:26 | 00:00:08 | 00:00:08 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:05 | 00:04:13 | 00:03:06 | 00:00:05 | 00:00:05 |
| | 12:00:00 | 5 | 3 | ⚠ | 60.0% | 0 | ✔ | 0.0% | 2 | ✖ | 40.0% | 00:00:04 | 00:00:03 | 00:05:39 | 00:04:00 | 00:00:11 | 00:00:03 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:00:33 | 00:00:33 | 00:00:05 | 00:00:05 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:03:59 | 00:03:59 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 6 | 6 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:03:00 | 00:01:58 | 00:00:12 | 00:00:12 |
| | 16:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:06 | 00:02:03 | 00:00:55 | 00:00:16 | 00:00:16 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:00:36 | 00:00:36 | 00:00:21 | 00:00:21 |

OneContact Reporting

Service Performance Report

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|--------------------|----------|-----|----|---------|--------|----|---------|--------|----|---------|--------|----------|----------|----------|----------|----------|----------|
| | 18:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:03:58 | 00:02:27 | 00:00:06 | 00:00:06 |
| HotelRealPalacio | | 6 | 6 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:06:13 | 00:03:46 | 00:00:08 | 00:00:08 |
| | 09:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:06:13 | 00:04:29 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:04:33 | 00:04:33 | 00:00:06 | 00:00:06 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:02:50 | 00:02:16 | 00:00:14 | 00:00:14 |
| HotelRealParque | | 8 | 5 | ⚠ | 62.5% | 1 | ⚠ | 12.5% | 2 | ✖ | 25.0% | 00:00:15 | 00:00:09 | 00:13:08 | 00:05:58 | 00:00:18 | 00:00:12 |
| | 09:00:00 | 1 | 0 | ✖ | 0.0% | 1 | ✖ | 100.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:01:11 | 00:00:00 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:00:40 | 00:00:40 | 00:00:07 | 00:00:07 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:04:51 | 00:04:51 | 00:00:05 | 00:00:05 |
| | 14:00:00 | 1 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 1 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:05 | 00:00:00 |
| | 15:00:00 | 1 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 1 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:09 | 00:00:00 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:07:03 | 00:05:36 | 00:00:12 | 00:00:12 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:13:08 | 00:13:08 | 00:00:21 | 00:00:21 |
| RealResidencia | | 3 | 2 | ⚠ | 66.7% | 0 | ✔ | 0.0% | 1 | ✖ | 33.3% | 00:00:08 | 00:00:06 | 00:01:20 | 00:01:16 | 00:00:07 | 00:00:06 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:01:12 | 00:01:12 | 00:00:08 | 00:00:08 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:01:20 | 00:01:20 | 00:00:05 | 00:00:05 |
| | 17:00:00 | 1 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 1 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:09 | 00:00:00 |
| 07-07-2018 | | 18 | 12 | ⚠ | 66.7% | 1 | ✔ | 5.6% | 5 | ✖ | 27.8% | 00:00:15 | 00:00:07 | 00:07:43 | 00:02:11 | 00:00:17 | 00:00:09 |
| GrdRealVillaltalia | | 4 | 3 | ⚠ | 75.0% | 0 | ✔ | 0.0% | 1 | ✖ | 25.0% | 00:00:10 | 00:00:05 | 00:07:43 | 00:04:00 | 00:00:11 | 00:00:12 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:06 | 00:07:43 | 00:07:43 | 00:00:20 | 00:00:20 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:06 | 00:02:30 | 00:02:30 | 00:00:13 | 00:00:13 |
| | 13:00:00 | 2 | 1 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 1 | ✖ | 50.0% | 00:00:03 | 00:00:03 | 00:01:47 | 00:01:47 | 00:00:06 | 00:00:03 |
| HotelRealOeiras | | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:07 | 00:05:27 | 00:03:05 | 00:00:08 | 00:00:08 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:05:27 | 00:05:27 | 00:00:09 | 00:00:09 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:02:23 | 00:01:54 | 00:00:07 | 00:00:07 |
| HotelRealPalacio | | 6 | 4 | ⚠ | 66.7% | 0 | ✔ | 0.0% | 2 | ✖ | 33.3% | 00:00:10 | 00:00:08 | 00:01:03 | 00:00:39 | 00:00:07 | 00:00:08 |
| | 09:00:00 | 1 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 1 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:02 | 00:00:00 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:00:54 | 00:00:54 | 00:00:05 | 00:00:05 |
| | 13:00:00 | 4 | 3 | ⚠ | 75.0% | 0 | ✔ | 0.0% | 1 | ✖ | 25.0% | 00:00:10 | 00:00:09 | 00:01:03 | 00:00:34 | 00:00:09 | 00:00:09 |
| HotelRealParque | | 4 | 1 | ✖ | 25.0% | 1 | ✖ | 25.0% | 2 | ✖ | 50.0% | 00:00:15 | 00:00:10 | 00:01:08 | 00:01:08 | 00:00:48 | 00:00:06 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:01:08 | 00:01:08 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 3 | 0 | ✖ | 0.0% | 1 | ✖ | 33.3% | 2 | ✖ | 66.7% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:01:01 | 00:00:00 |
| RealResidencia | | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:01:12 | 00:01:12 | 00:00:07 | 00:00:07 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:01:12 | 00:01:12 | 00:00:07 | 00:00:07 |
| 09-07-2018 | | 116 | 80 | ⚠ | 69.0% | 10 | ✔ | 8.6% | 26 | ✖ | 22.4% | 00:00:16 | 00:00:08 | 00:12:58 | 00:02:54 | 00:00:18 | 00:00:15 |
| GrdRealVillaltalia | | 33 | 21 | ⚠ | 63.6% | 4 | ⚠ | 12.1% | 8 | ✖ | 24.2% | 00:00:10 | 00:00:07 | 00:12:58 | 00:03:57 | 00:00:16 | 00:00:12 |
| | 09:00:00 | 2 | 1 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 1 | ✖ | 50.0% | 00:00:10 | 00:00:07 | 00:06:36 | 00:06:36 | 00:00:12 | 00:00:15 |
| | 10:00:00 | 3 | 2 | ⚠ | 66.7% | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:02:41 | 00:02:33 | 00:00:37 | 00:00:06 |
| | 11:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:12:17 | 00:05:51 | 00:00:11 | 00:00:11 |
| | 13:00:00 | 11 | 6 | ⚠ | 54.5% | 2 | ✖ | 18.2% | 3 | ✖ | 27.3% | 00:00:10 | 00:00:06 | 00:04:48 | 00:02:17 | 00:00:15 | 00:00:06 |
| | 14:00:00 | 6 | 3 | ⚠ | 50.0% | 1 | ✖ | 16.7% | 2 | ✖ | 33.3% | 00:00:10 | 00:00:06 | 00:12:58 | 00:06:11 | 00:00:07 | 00:00:08 |
| | 15:00:00 | 3 | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 2 | ✖ | 66.7% | 00:00:10 | 00:00:06 | 00:01:25 | 00:01:25 | 00:00:09 | 00:00:14 |
| | 16:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:04:15 | 00:02:20 | 00:00:19 | 00:00:19 |
| | 17:00:00 | 0 | 0 | #DIV/0! | | 0 | #DIV/0! | | 0 | #DIV/0! | | 00:00:10 | 00:00:10 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:08:34 | 00:08:34 | 00:00:41 | 00:00:41 |
| HotelRealOeiras | | 46 | 29 | ⚠ | 63.0% | 6 | ⚠ | 13.0% | 11 | ✖ | 23.9% | 00:00:16 | 00:00:08 | 00:06:04 | 00:02:11 | 00:00:25 | 00:00:20 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | |
|--------------------|----------|----|----|----------|---|---------|---|----------|----------|----------|----------|----------|----------|----------|
| | 09:00:00 | 9 | 4 | 🔴 44.4% | 1 | 🟡 11.1% | 4 | 🔴 44.4% | 00:00:15 | 00:00:06 | 00:06:04 | 00:04:28 | 00:00:19 | 00:00:36 |
| | 10:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:06 | 00:02:08 | 00:01:44 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:07 | 00:02:06 | 00:01:32 | 00:00:25 | 00:00:25 |
| | 12:00:00 | 2 | 1 | 🟡 50.0% | 1 | 🔴 50.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:12 | 00:03:35 | 00:03:35 | 00:01:24 | 00:00:10 |
| | 13:00:00 | 3 | 2 | 🟡 66.7% | 0 | 🟢 0.0% | 1 | 🔴 33.3% | 00:00:07 | 00:00:06 | 00:01:07 | 00:01:06 | 00:00:26 | 00:00:36 |
| | 14:00:00 | 7 | 3 | 🔴 42.9% | 1 | 🟡 14.3% | 3 | 🔴 42.9% | 00:00:05 | 00:00:04 | 00:03:05 | 00:01:25 | 00:00:09 | 00:00:04 |
| | 15:00:00 | 5 | 3 | 🟡 60.0% | 2 | 🔴 40.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:11 | 00:02:08 | 00:01:45 | 00:00:41 | 00:00:17 |
| | 16:00:00 | 10 | 7 | 🟡 70.0% | 0 | 🟢 0.0% | 3 | 🔴 30.0% | 00:00:16 | 00:00:08 | 00:05:30 | 00:01:56 | 00:00:23 | 00:00:22 |
| | 17:00:00 | 3 | 3 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:09 | 00:02:41 | 00:01:53 | 00:00:13 | 00:00:13 |
| | 18:00:00 | 2 | 1 | 🟡 50.0% | 1 | 🔴 50.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:12 | 00:02:19 | 00:02:19 | 00:01:04 | 00:00:20 |
| | 19:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:07 | 00:02:44 | 00:02:44 | 00:00:07 | 00:00:07 |
| HotelRealPalacio | | 16 | 12 | 🟡 75.0% | 0 | 🟢 0.0% | 4 | 🔴 25.0% | 00:00:15 | 00:00:08 | 00:12:58 | 00:03:42 | 00:00:11 | 00:00:11 |
| | 09:00:00 | 5 | 3 | 🟡 60.0% | 0 | 🟢 0.0% | 2 | 🔴 40.0% | 00:00:15 | 00:00:08 | 00:05:28 | 00:03:16 | 00:00:08 | 00:00:11 |
| | 10:00:00 | 3 | 3 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:08 | 00:00:06 | 00:05:03 | 00:02:36 | 00:00:07 | 00:00:07 |
| | 11:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:07 | 00:01:18 | 00:01:18 | 00:00:07 | 00:00:07 |
| | 12:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:10 | 00:07:03 | 00:07:03 | 00:00:19 | 00:00:19 |
| | 14:00:00 | 1 | 0 | 🔴 0.0% | 0 | 🟢 0.0% | 1 | 🔴 100.0% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:08 | 00:00:00 |
| | 15:00:00 | 5 | 4 | 🟡 80.0% | 0 | 🟢 0.0% | 1 | 🔴 20.0% | 00:00:11 | 00:00:08 | 00:12:58 | 00:04:54 | 00:00:16 | 00:00:14 |
| HotelRealParque | | 20 | 18 | 🟢 90.0% | 0 | 🟢 0.0% | 2 | 🟡 10.0% | 00:00:15 | 00:00:08 | 00:11:07 | 00:02:09 | 00:00:11 | 00:00:12 |
| | 09:00:00 | 5 | 4 | 🟡 80.0% | 0 | 🟢 0.0% | 1 | 🔴 20.0% | 00:00:15 | 00:00:07 | 00:02:13 | 00:01:12 | 00:00:19 | 00:00:22 |
| | 10:00:00 | 4 | 4 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:05 | 00:00:04 | 00:03:04 | 00:01:38 | 00:00:04 | 00:00:04 |
| | 12:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:14 | 00:00:14 | 00:03:52 | 00:02:34 | 00:00:14 | 00:00:14 |
| | 13:00:00 | 3 | 3 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:09 | 00:00:07 | 00:11:07 | 00:04:44 | 00:00:07 | 00:00:07 |
| | 14:00:00 | 2 | 1 | 🟡 50.0% | 0 | 🟢 0.0% | 1 | 🔴 50.0% | 00:00:07 | 00:00:07 | 00:00:58 | 00:00:58 | 00:00:06 | 00:00:07 |
| | 16:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:10 | 00:03:00 | 00:02:08 | 00:00:16 | 00:00:16 |
| | 17:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:12 | 00:00:12 | 00:00:11 | 00:00:11 | 00:00:12 | 00:00:12 |
| | 18:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:08 | 00:00:08 | 00:02:25 | 00:02:25 | 00:00:08 | 00:00:08 |
| RealResidencia | | 1 | 0 | 🔴 0.0% | 0 | 🟢 0.0% | 1 | 🔴 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:04 | 00:00:00 |
| | 10:00:00 | 1 | 0 | 🔴 0.0% | 0 | 🟢 0.0% | 1 | 🔴 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:04 | 00:00:00 |
| 10-07-2018 | | 65 | 53 | 🟡 81.5% | 4 | 🟢 6.2% | 8 | 🟡 12.3% | 00:00:16 | 00:00:07 | 00:07:37 | 00:02:02 | 00:00:17 | 00:00:14 |
| GrdRealVillaltalia | | 23 | 18 | 🟡 78.3% | 3 | 🟡 13.0% | 2 | 🟢 8.7% | 00:00:10 | 00:00:07 | 00:06:49 | 00:02:22 | 00:00:26 | 00:00:16 |
| | 09:00:00 | 2 | 1 | 🟡 50.0% | 0 | 🟢 0.0% | 1 | 🔴 50.0% | 00:00:06 | 00:00:06 | 00:02:11 | 00:02:11 | 00:00:06 | 00:00:06 |
| | 10:00:00 | 6 | 3 | 🟡 50.0% | 2 | 🔴 33.3% | 1 | 🔴 16.7% | 00:00:10 | 00:00:08 | 00:05:28 | 00:03:21 | 00:00:36 | 00:00:09 |
| | 11:00:00 | 3 | 3 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:09 | 00:00:08 | 00:00:34 | 00:00:29 | 00:00:08 | 00:00:08 |
| | 12:00:00 | 4 | 4 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:07 | 00:01:28 | 00:01:00 | 00:00:09 | 00:00:09 |
| | 13:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:08 | 00:04:45 | 00:03:08 | 00:00:25 | 00:00:25 |
| | 14:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:04 | 00:00:04 | 00:06:49 | 00:06:49 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:07 | 00:02:59 | 00:02:16 | 00:00:32 | 00:00:32 |
| | 16:00:00 | 3 | 2 | 🟡 66.7% | 1 | 🔴 33.3% | 0 | 🟢 0.0% | 00:00:10 | 00:00:07 | 00:04:11 | 00:03:14 | 00:01:02 | 00:00:38 |
| HotelRealOeiras | | 20 | 18 | 🟢 90.0% | 0 | 🟢 0.0% | 2 | 🟡 10.0% | 00:00:15 | 00:00:07 | 00:07:37 | 00:02:09 | 00:00:14 | 00:00:14 |
| | 09:00:00 | 3 | 3 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:08 | 00:04:45 | 00:03:13 | 00:00:11 | 00:00:11 |
| | 10:00:00 | 6 | 5 | 🟡 83.3% | 0 | 🟢 0.0% | 1 | 🔴 16.7% | 00:00:09 | 00:00:07 | 00:07:37 | 00:03:09 | 00:00:07 | 00:00:07 |
| | 12:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:10 | 00:01:05 | 00:01:05 | 00:00:10 | 00:00:10 |
| | 14:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:06 | 00:00:06 | 00:02:28 | 00:02:28 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:09 | 00:01:55 | 00:01:25 | 00:00:14 | 00:00:14 |
| | 16:00:00 | 7 | 6 | 🟢 85.7% | 0 | 🟢 0.0% | 1 | 🟡 14.3% | 00:00:08 | 00:00:05 | 00:03:19 | 00:01:10 | 00:00:22 | 00:00:22 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | |
|--------------------|----------|----|----|----------|---|---------|----|----------|----------|----------|----------|----------|----------|----------|
| HotelRealPalacio | | 9 | 6 | 🟡 66.7% | 1 | 🟡 11.1% | 2 | 🔴 22.2% | 00:00:15 | 00:00:09 | 00:01:35 | 00:01:10 | 00:00:13 | 00:00:10 |
| | 09:00:00 | 1 | 0 | 🔴 0.0% | 0 | 🟢 0.0% | 1 | 🔴 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:07 | 00:00:00 |
| | 10:00:00 | 2 | 1 | 🟡 50.0% | 0 | 🟢 0.0% | 1 | 🔴 50.0% | 00:00:05 | 00:00:05 | 00:00:50 | 00:00:50 | 00:00:05 | 00:00:06 |
| | 12:00:00 | 3 | 3 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:08 | 00:01:35 | 00:01:14 | 00:00:08 | 00:00:08 |
| | 13:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:10 | 00:01:19 | 00:01:19 | 00:00:21 | 00:00:21 |
| | 15:00:00 | 2 | 1 | 🟡 50.0% | 1 | 🔴 50.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:10 | 00:01:10 | 00:01:10 | 00:00:26 | 00:00:05 |
| HotelRealParque | | 12 | 10 | 🟡 83.3% | 0 | 🟢 0.0% | 2 | 🔴 16.7% | 00:00:16 | 00:00:08 | 00:04:19 | 00:01:51 | 00:00:12 | 00:00:13 |
| | 09:00:00 | 3 | 1 | 🔴 33.3% | 0 | 🟢 0.0% | 2 | 🔴 66.7% | 00:00:05 | 00:00:05 | 00:04:14 | 00:04:14 | 00:00:05 | 00:00:05 |
| | 10:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:06 | 00:01:10 | 00:01:08 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:11 | 00:00:08 | 00:00:53 | 00:00:52 | 00:00:11 | 00:00:11 |
| | 13:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:04 | 00:00:04 | 00:04:19 | 00:04:19 | 00:00:04 | 00:00:04 |
| | 14:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:16 | 00:00:08 | 00:02:00 | 00:01:42 | 00:00:12 | 00:00:12 |
| | 15:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:08 | 00:03:23 | 00:01:32 | 00:00:34 | 00:00:34 |
| | 18:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:10 | 00:01:41 | 00:01:41 | 00:00:10 | 00:00:10 |
| RealResidencia | | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:04 | 00:00:04 | 00:01:16 | 00:01:16 | 00:00:04 | 00:00:04 |
| | 18:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:04 | 00:00:04 | 00:01:16 | 00:01:16 | 00:00:04 | 00:00:04 |
| 11-07-2018 | | 82 | 63 | 🟡 76.8% | 6 | 🟢 7.3% | 13 | 🔴 15.9% | 00:00:15 | 00:00:08 | 00:14:38 | 00:02:55 | 00:00:19 | 00:00:15 |
| GrdRealVillaltalia | | 23 | 14 | 🟡 60.9% | 3 | 🟡 13.0% | 6 | 🔴 26.1% | 00:00:10 | 00:00:08 | 00:14:38 | 00:04:22 | 00:00:32 | 00:00:21 |
| | 10:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:10 | 00:01:30 | 00:01:30 | 00:00:19 | 00:00:19 |
| | 11:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:08 | 00:05:56 | 00:05:56 | 00:00:17 | 00:00:17 |
| | 12:00:00 | 2 | 1 | 🟡 50.0% | 1 | 🔴 50.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:09 | 00:11:19 | 00:11:19 | 00:00:59 | 00:01:00 |
| | 13:00:00 | 9 | 3 | 🔴 33.3% | 1 | 🟡 11.1% | 5 | 🔴 55.6% | 00:00:10 | 00:00:08 | 00:07:52 | 00:03:34 | 00:00:39 | 00:00:35 |
| | 14:00:00 | 3 | 2 | 🟡 66.7% | 0 | 🟢 0.0% | 1 | 🔴 33.3% | 00:00:10 | 00:00:07 | 00:05:03 | 00:02:46 | 00:00:14 | 00:00:16 |
| | 16:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:08 | 00:07:36 | 00:04:24 | 00:00:17 | 00:00:17 |
| | 17:00:00 | 5 | 4 | 🟡 80.0% | 1 | 🔴 20.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:07 | 00:14:38 | 00:04:45 | 00:00:32 | 00:00:06 |
| HotelRealOeiras | | 37 | 27 | 🟡 73.0% | 3 | 🟢 8.1% | 7 | 🔴 18.9% | 00:00:15 | 00:00:08 | 00:10:37 | 00:02:28 | 00:00:18 | 00:00:16 |
| | 09:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:12 | 00:04:44 | 00:04:44 | 00:01:10 | 00:01:10 |
| | 10:00:00 | 5 | 2 | 🔴 40.0% | 1 | 🔴 20.0% | 2 | 🔴 40.0% | 00:00:15 | 00:00:10 | 00:10:37 | 00:05:20 | 00:00:37 | 00:00:53 |
| | 11:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:06 | 00:00:04 | 00:01:38 | 00:01:30 | 00:00:04 | 00:00:04 |
| | 12:00:00 | 4 | 4 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:08 | 00:05:53 | 00:02:31 | 00:00:14 | 00:00:14 |
| | 13:00:00 | 3 | 3 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:10 | 00:02:38 | 00:01:41 | 00:00:14 | 00:00:14 |
| | 14:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:05 | 00:02:19 | 00:01:36 | 00:00:05 | 00:00:05 |
| | 15:00:00 | 4 | 4 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:09 | 00:00:08 | 00:03:33 | 00:02:32 | 00:00:08 | 00:00:08 |
| | 16:00:00 | 3 | 3 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:10 | 00:01:50 | 00:01:29 | 00:00:14 | 00:00:14 |
| | 17:00:00 | 6 | 2 | 🔴 33.3% | 1 | 🔴 16.7% | 3 | 🔴 50.0% | 00:00:15 | 00:00:08 | 00:01:20 | 00:01:10 | 00:00:10 | 00:00:16 |
| | 18:00:00 | 7 | 4 | 🟡 57.1% | 1 | 🟡 14.3% | 2 | 🔴 28.6% | 00:00:15 | 00:00:08 | 00:05:00 | 00:03:17 | 00:00:21 | 00:00:11 |
| HotelRealPalacio | | 9 | 9 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:07 | 00:11:30 | 00:03:33 | 00:00:08 | 00:00:08 |
| | 09:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:05 | 00:00:05 | 00:01:01 | 00:01:01 | 00:00:05 | 00:00:05 |
| | 11:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:07 | 00:03:07 | 00:03:07 | 00:00:07 | 00:00:07 |
| | 12:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:05 | 00:00:05 | 00:04:34 | 00:04:34 | 00:00:05 | 00:00:05 |
| | 13:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:09 | 00:00:09 | 00:05:16 | 00:05:16 | 00:00:09 | 00:00:09 |
| | 14:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:08 | 00:00:08 | 00:01:14 | 00:01:14 | 00:00:08 | 00:00:08 |
| | 15:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:07 | 00:02:21 | 00:02:21 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:09 | 00:11:30 | 00:06:44 | 00:00:13 | 00:00:13 |
| | 18:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:03 | 00:00:03 | 00:00:57 | 00:00:57 | 00:00:03 | 00:00:03 |
| HotelRealParque | | 11 | 11 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:08 | 00:02:37 | 00:01:23 | 00:00:09 | 00:00:09 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---------|--------|---|---------|------|---|---------|-------|----------|----------|----------|----------|----------|----------|
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:02:19 | 00:02:19 | 00:00:10 | 00:00:10 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:01:23 | 00:00:58 | 00:00:13 | 00:00:13 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:01:34 | 00:01:34 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:14 | 00:01:17 | 00:01:17 | 00:00:14 | 00:00:14 |
| | 16:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:07 | 00:02:37 | 00:01:18 | 00:00:07 | 00:00:07 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:01:41 | 00:01:41 | 00:00:09 | 00:00:09 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:01:18 | 00:01:18 | 00:00:04 | 00:00:04 |
| RealResidencia | | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:06:27 | 00:03:30 | 00:00:20 | 00:00:20 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:06:27 | 00:03:30 | 00:00:20 | 00:00:20 |
| 12-07-2018 | | 55 | 52 | ✔ | 94.5% | 0 | ✔ | 0.0% | 3 | ✔ | 5.5% | 00:00:15 | 00:00:08 | 00:18:56 | 00:03:12 | 00:00:12 | 00:00:12 |
| GrdRealVillaltalia | | 9 | 8 | ✔ | 88.9% | 0 | ✔ | 0.0% | 1 | ⚠ | 11.1% | 00:00:10 | 00:00:08 | 00:06:56 | 00:03:00 | 00:00:12 | 00:00:12 |
| | 10:00:00 | 2 | 1 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 1 | ✖ | 50.0% | 00:00:06 | 00:00:06 | 00:04:09 | 00:04:09 | 00:00:09 | 00:00:07 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:02:44 | 00:02:44 | 00:00:10 | 00:00:10 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:09 | 00:00:37 | 00:00:37 | 00:00:34 | 00:00:34 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:06:15 | 00:03:38 | 00:00:10 | 00:00:10 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:07 | 00:06:56 | 00:04:14 | 00:00:07 | 00:00:07 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:00:49 | 00:00:49 | 00:00:09 | 00:00:09 |
| HotelRealOeiras | | 20 | 19 | ✔ | 95.0% | 0 | ✔ | 0.0% | 1 | ✔ | 5.0% | 00:00:15 | 00:00:08 | 00:14:11 | 00:03:16 | 00:00:10 | 00:00:10 |
| | 09:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:03:06 | 00:02:06 | 00:00:06 | 00:00:06 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:01:58 | 00:01:58 | 00:00:09 | 00:00:09 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:00:47 | 00:00:47 | 00:00:04 | 00:00:04 |
| | 13:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:14:11 | 00:07:15 | 00:00:12 | 00:00:12 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:13 | 00:03:58 | 00:03:58 | 00:00:26 | 00:00:26 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:06 | 00:08:33 | 00:03:34 | 00:00:08 | 00:00:08 |
| | 16:00:00 | 5 | 5 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:07:34 | 00:03:29 | 00:00:11 | 00:00:11 |
| | 17:00:00 | 4 | 3 | ⚠ | 75.0% | 0 | ✔ | 0.0% | 1 | ✖ | 25.0% | 00:00:12 | 00:00:08 | 00:01:21 | 00:01:09 | 00:00:08 | 00:00:08 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:01:04 | 00:01:04 | 00:00:09 | 00:00:09 |
| HotelRealPalacio | | 12 | 12 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:18:56 | 00:03:25 | 00:00:08 | 00:00:08 |
| | 09:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:08 | 00:05:58 | 00:03:12 | 00:00:08 | 00:00:08 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:01:04 | 00:01:04 | 00:00:21 | 00:00:21 |
| | 11:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:03:05 | 00:01:46 | 00:00:04 | 00:00:04 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:03:02 | 00:01:43 | 00:00:04 | 00:00:04 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:00:31 | 00:00:31 | 00:00:07 | 00:00:07 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:02:39 | 00:02:39 | 00:00:20 | 00:00:20 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:02:42 | 00:02:42 | 00:00:05 | 00:00:05 |
| | 19:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:18:56 | 00:18:56 | 00:00:04 | 00:00:04 |
| HotelRealParque | | 11 | 10 | ✔ | 90.9% | 0 | ✔ | 0.0% | 1 | ✔ | 9.1% | 00:00:15 | 00:00:08 | 00:06:26 | 00:02:59 | 00:00:11 | 00:00:12 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:03:21 | 00:03:21 | 00:00:22 | 00:00:22 |
| | 10:00:00 | 2 | 1 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 1 | ✖ | 50.0% | 00:00:15 | 00:00:12 | 00:00:59 | 00:00:59 | 00:00:17 | 00:00:30 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:04:02 | 00:04:02 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:02:52 | 00:01:33 | 00:00:14 | 00:00:14 |
| | 16:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:06:26 | 00:05:12 | 00:00:05 | 00:00:05 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:01:15 | 00:01:15 | 00:00:07 | 00:00:07 |
| RealResidencia | | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:07:10 | 00:03:08 | 00:00:46 | 00:00:46 |
| | 09:00:00 | 0 | 0 | #DIV/0! | | 0 | #DIV/0! | | 0 | #DIV/0! | | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:07:10 | 00:03:58 | 00:01:04 | 00:01:04 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|---|---|-------|----|---|--------|----------|----------|----------|----------|----------|----------|
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:11 | 00:01:26 | 00:01:26 | 00:00:11 | 00:00:11 |
| 13-07-2018 | | 68 | 49 | ⚠ | 72.1% | 5 | ✔ | 7.4% | 14 | ✖ | 20.6% | 00:00:15 | 00:00:07 | 00:11:30 | 00:02:43 | 00:00:19 | 00:00:11 |
| GrdRealVillaltalia | | 28 | 16 | ⚠ | 57.1% | 4 | ⚠ | 14.3% | 8 | ✖ | 28.6% | 00:00:10 | 00:00:07 | 00:11:30 | 00:03:11 | 00:00:27 | 00:00:12 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:03:09 | 00:02:44 | 00:00:13 | 00:00:13 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:11:30 | 00:06:52 | 00:00:12 | 00:00:12 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:03:42 | 00:03:25 | 00:00:06 | 00:00:06 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:01:14 | 00:00:50 | 00:00:10 | 00:00:10 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:05:38 | 00:05:38 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 17 | 5 | ✖ | 29.4% | 4 | ✖ | 23.5% | 8 | ✖ | 47.1% | 00:00:10 | 00:00:08 | 00:05:44 | 00:02:14 | 00:00:37 | 00:00:17 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:03:01 | 00:03:01 | 00:00:18 | 00:00:18 |
| HotelRealOeiras | | 18 | 16 | ✔ | 88.9% | 0 | ✔ | 0.0% | 2 | ⚠ | 11.1% | 00:00:15 | 00:00:07 | 00:07:33 | 00:02:48 | 00:00:08 | 00:00:08 |
| | 09:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:06 | 00:07:33 | 00:04:12 | 00:00:06 | 00:00:06 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:00:41 | 00:00:36 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:03:12 | 00:03:12 | 00:00:05 | 00:00:05 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:06:36 | 00:03:32 | 00:00:04 | 00:00:04 |
| | 14:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:05 | 00:04:37 | 00:02:40 | 00:00:05 | 00:00:05 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:07 | 00:07:05 | 00:04:00 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 3 | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 2 | ✖ | 66.7% | 00:00:04 | 00:00:04 | 00:02:07 | 00:02:07 | 00:00:05 | 00:00:04 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:00:33 | 00:00:33 | 00:00:22 | 00:00:22 |
| | 18:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:04:12 | 00:03:12 | 00:00:18 | 00:00:18 |
| HotelRealPalacio | | 8 | 6 | ⚠ | 75.0% | 0 | ✔ | 0.0% | 2 | ✖ | 25.0% | 00:00:15 | 00:00:09 | 00:03:13 | 00:01:37 | 00:00:13 | 00:00:13 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:00:59 | 00:00:44 | 00:00:20 | 00:00:20 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:01:30 | 00:01:30 | 00:00:09 | 00:00:09 |
| | 16:00:00 | 3 | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 2 | ✖ | 66.7% | 00:00:05 | 00:00:05 | 00:03:13 | 00:03:13 | 00:00:09 | 00:00:05 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:00:44 | 00:00:44 | 00:00:22 | 00:00:22 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:02:45 | 00:02:45 | 00:00:03 | 00:00:03 |
| HotelRealParque | | 10 | 9 | ✔ | 90.0% | 0 | ✔ | 0.0% | 1 | ⚠ | 10.0% | 00:00:15 | 00:00:08 | 00:08:19 | 00:02:14 | 00:00:14 | 00:00:12 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:08:19 | 00:08:19 | 00:00:20 | 00:00:20 |
| | 11:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:04:09 | 00:02:23 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:01:23 | 00:00:52 | 00:00:28 | 00:00:28 |
| | 16:00:00 | 3 | 2 | ⚠ | 66.7% | 0 | ✔ | 0.0% | 1 | ✖ | 33.3% | 00:00:06 | 00:00:06 | 00:01:35 | 00:01:17 | 00:00:15 | 00:00:06 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:01:42 | 00:01:42 | 00:00:05 | 00:00:05 |
| RealResidencia | | 4 | 2 | ⚠ | 50.0% | 1 | ✖ | 25.0% | 1 | ✖ | 25.0% | 00:00:15 | 00:00:07 | 00:06:17 | 00:03:54 | 00:00:41 | 00:00:04 |
| | 16:00:00 | 3 | 1 | ✖ | 33.3% | 1 | ✖ | 33.3% | 1 | ✖ | 33.3% | 00:00:15 | 00:00:08 | 00:06:17 | 00:06:17 | 00:00:53 | 00:00:02 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:01:32 | 00:01:32 | 00:00:05 | 00:00:05 |
| 14-07-2018 | | 24 | 10 | ✖ | 41.7% | 4 | ✖ | 16.7% | 10 | ✖ | 41.7% | 00:00:15 | 00:00:08 | 00:04:16 | 00:02:22 | 00:00:34 | 00:00:09 |
| GrdRealVillaltalia | | 13 | 4 | ✖ | 30.8% | 3 | ✖ | 23.1% | 6 | ✖ | 46.2% | 00:00:10 | 00:00:06 | 00:04:16 | 00:02:12 | 00:00:45 | 00:00:05 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:02:00 | 00:02:00 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 3 | 0 | ✖ | 0.0% | 2 | ✖ | 66.7% | 1 | ✖ | 33.3% | 00:00:10 | 00:00:10 | 00:00:00 | 00:00:00 | 00:02:28 | 00:00:00 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:02:15 | 00:02:15 | 00:00:05 | 00:00:05 |
| | 14:00:00 | 4 | 1 | ✖ | 25.0% | 0 | ✔ | 0.0% | 3 | ✖ | 75.0% | 00:00:05 | 00:00:05 | 00:00:16 | 00:00:16 | 00:00:08 | 00:00:05 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:04:16 | 00:04:16 | 00:00:04 | 00:00:04 |
| | 16:00:00 | 3 | 0 | ✖ | 0.0% | 1 | ✖ | 33.3% | 2 | ✖ | 66.7% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:33 | 00:00:00 |
| HotelRealOeiras | | 5 | 4 | ⚠ | 80.0% | 0 | ✔ | 0.0% | 1 | ✖ | 20.0% | 00:00:15 | 00:00:10 | 00:03:37 | 00:02:38 | 00:00:13 | 00:00:14 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:02:18 | 00:02:06 | 00:00:08 | 00:00:08 |
| | 11:00:00 | 1 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 1 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:10 | 00:00:00 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|---|---|-------|---|---|--------|----------|----------|----------|----------|----------|----------|
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:03:37 | 00:03:37 | 00:00:28 | 00:00:28 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:13 | 00:02:44 | 00:02:44 | 00:00:13 | 00:00:13 |
| HotelRealPalacio | | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:02:15 | 00:02:12 | 00:00:06 | 00:00:06 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:02:09 | 00:02:09 | 00:00:07 | 00:00:07 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:02:15 | 00:02:15 | 00:00:06 | 00:00:06 |
| HotelRealParque | | 3 | 0 | ✖ | 0.0% | 1 | ✖ | 33.3% | 2 | ✖ | 66.7% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:45 | 00:00:00 |
| | 12:00:00 | 1 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 1 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:39 | 00:00:00 |
| | 16:00:00 | 2 | 0 | ✖ | 0.0% | 1 | ✖ | 50.0% | 1 | ✖ | 50.0% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:48 | 00:00:00 |
| RealResidencia | | 1 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 1 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:14 | 00:00:00 |
| | 16:00:00 | 1 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 1 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:14 | 00:00:00 |
| 16-07-2018 | | 73 | 66 | ✔ | 90.4% | 1 | ✔ | 1.4% | 6 | ✔ | 8.2% | 00:00:15 | 00:00:06 | 00:12:42 | 00:03:33 | 00:00:08 | 00:00:08 |
| GrdRealVillaltalia | | 25 | 24 | ✔ | 96.0% | 0 | ✔ | 0.0% | 1 | ✔ | 4.0% | 00:00:11 | 00:00:06 | 00:12:42 | 00:05:48 | 00:00:09 | 00:00:09 |
| | 09:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:06 | 00:11:51 | 00:08:01 | 00:00:08 | 00:00:08 |
| | 10:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:06 | 00:10:19 | 00:07:11 | 00:00:08 | 00:00:08 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:03:44 | 00:03:44 | 00:00:08 | 00:00:08 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:06:50 | 00:04:17 | 00:00:06 | 00:00:06 |
| | 13:00:00 | 2 | 1 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 1 | ✖ | 50.0% | 00:00:10 | 00:00:07 | 00:04:39 | 00:04:39 | 00:00:08 | 00:00:04 |
| | 14:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:05 | 00:04:55 | 00:02:02 | 00:00:22 | 00:00:22 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:12:00 | 00:12:00 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:06 | 00:09:40 | 00:04:32 | 00:00:08 | 00:00:08 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:12:42 | 00:06:23 | 00:00:04 | 00:00:04 |
| | 18:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:07:24 | 00:05:02 | 00:00:10 | 00:00:10 |
| | 19:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:12:22 | 00:12:22 | 00:00:10 | 00:00:10 |
| HotelRealOeiras | | 19 | 17 | ✔ | 89.5% | 0 | ✔ | 0.0% | 2 | ⚠ | 10.5% | 00:00:15 | 00:00:06 | 00:07:08 | 00:02:21 | 00:00:07 | 00:00:06 |
| | 09:00:00 | 2 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 2 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:07 | 00:00:00 |
| | 10:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:03:55 | 00:02:33 | 00:00:09 | 00:00:09 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:01:01 | 00:00:52 | 00:00:04 | 00:00:04 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:01:33 | 00:01:33 | 00:00:04 | 00:00:04 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:08 | 00:06:39 | 00:04:31 | 00:00:08 | 00:00:08 |
| | 14:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:05 | 00:03:31 | 00:01:36 | 00:00:06 | 00:00:06 |
| | 16:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:07:08 | 00:02:33 | 00:00:06 | 00:00:06 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:04:02 | 00:04:02 | 00:00:06 | 00:00:06 |
| HotelRealPalacio | | 8 | 8 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:05 | 00:07:17 | 00:02:57 | 00:00:06 | 00:00:06 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:01:40 | 00:01:12 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:07:17 | 00:04:51 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:06:55 | 00:04:46 | 00:00:06 | 00:00:06 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:02 | 00:01:05 | 00:00:58 | 00:00:04 | 00:00:04 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:02:57 | 00:02:57 | 00:00:04 | 00:00:04 |
| HotelRealParque | | 16 | 16 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:05:50 | 00:02:10 | 00:00:10 | 00:00:10 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:01:32 | 00:01:32 | 00:00:07 | 00:00:07 |
| | 10:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:01:32 | 00:01:25 | 00:00:14 | 00:00:14 |
| | 11:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:04 | 00:01:34 | 00:01:22 | 00:00:04 | 00:00:04 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:04:08 | 00:04:08 | 00:00:24 | 00:00:24 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:00:41 | 00:00:41 | 00:00:03 | 00:00:03 |
| | 15:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:03:44 | 00:03:18 | 00:00:08 | 00:00:08 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:02 | 00:01:04 | 00:00:58 | 00:00:02 | 00:00:02 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|---|---|--------|---|---|--------|----------|----------|----------|----------|----------|----------|
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:05:50 | 00:04:00 | 00:00:18 | 00:00:18 |
| RealResidencia | | 5 | 1 | ✖ | 20.0% | 1 | ✖ | 20.0% | 3 | ✖ | 60.0% | 00:00:15 | 00:00:13 | 00:00:26 | 00:00:26 | 00:00:13 | 00:00:11 |
| | 09:00:00 | 3 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 3 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:06 | 00:00:00 |
| | 10:00:00 | 2 | 1 | ⚠ | 50.0% | 1 | ✖ | 50.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:13 | 00:00:26 | 00:00:26 | 00:00:22 | 00:00:11 |
| 17-07-2018 | | 35 | 33 | ✔ | 94.3% | 2 | ✔ | 5.7% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:08:34 | 00:02:20 | 00:00:15 | 00:00:13 |
| GrdRealVillaltalia | | 10 | 10 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:06 | 00:08:34 | 00:02:43 | 00:00:08 | 00:00:08 |
| | 09:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:08:34 | 00:07:25 | 00:00:16 | 00:00:16 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:01:57 | 00:01:06 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:02:21 | 00:02:21 | 00:00:07 | 00:00:07 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:05:55 | 00:05:55 | 00:00:16 | 00:00:16 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:00:35 | 00:00:35 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:01:12 | 00:01:12 | 00:00:04 | 00:00:04 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:04 | 00:00:05 | 00:00:03 | 00:00:05 | 00:00:05 |
| HotelRealOeiras | | 13 | 13 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:05:20 | 00:02:28 | 00:00:16 | 00:00:16 |
| | 10:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:08 | 00:05:20 | 00:02:26 | 00:00:08 | 00:00:08 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:01:08 | 00:01:08 | 00:00:03 | 00:00:03 |
| | 12:00:00 | 5 | 5 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:04:35 | 00:02:10 | 00:00:10 | 00:00:10 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:04:16 | 00:04:16 | 00:00:18 | 00:00:18 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:02:31 | 00:02:31 | 00:00:05 | 00:00:05 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:02:24 | 00:02:24 | 00:00:07 | 00:00:07 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:03:41 | 00:03:41 | 00:01:43 | 00:01:43 |
| HotelRealPalacio | | 6 | 5 | ⚠ | 83.3% | 1 | ✖ | 16.7% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:03:42 | 00:01:31 | 00:00:16 | 00:00:19 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:03:42 | 00:03:42 | 00:00:51 | 00:00:51 |
| | 16:00:00 | 4 | 3 | ⚠ | 75.0% | 1 | ✖ | 25.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:01:33 | 00:00:49 | 00:00:10 | 00:00:13 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:01:27 | 00:01:27 | 00:00:06 | 00:00:06 |
| HotelRealParque | | 6 | 5 | ⚠ | 83.3% | 1 | ✖ | 16.7% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:03:19 | 00:02:00 | 00:00:22 | 00:00:07 |
| | 09:00:00 | 1 | 0 | ✖ | 0.0% | 1 | ✖ | 100.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:01:33 | 00:00:00 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:02:57 | 00:02:57 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:03:19 | 00:01:58 | 00:00:04 | 00:00:04 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:01:41 | 00:01:34 | 00:00:11 | 00:00:11 |
| 18-07-2018 | | 50 | 47 | ✔ | 94.0% | 0 | ✔ | 0.0% | 3 | ✔ | 6.0% | 00:00:15 | 00:00:06 | 00:17:09 | 00:03:29 | 00:00:09 | 00:00:09 |
| GrdRealVillaltalia | | 14 | 14 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:06 | 00:09:46 | 00:03:32 | 00:00:13 | 00:00:13 |
| | 11:00:00 | 6 | 6 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:06 | 00:09:46 | 00:04:00 | 00:00:24 | 00:00:24 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:00:26 | 00:00:26 | 00:00:05 | 00:00:05 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:02:44 | 00:02:44 | 00:00:04 | 00:00:04 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:03:39 | 00:03:33 | 00:00:04 | 00:00:04 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:03:08 | 00:03:08 | 00:00:08 | 00:00:08 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:00:48 | 00:00:48 | 00:00:09 | 00:00:09 |
| | 18:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:05:41 | 00:05:39 | 00:00:04 | 00:00:04 |
| HotelRealOeiras | | 12 | 11 | ✔ | 91.7% | 0 | ✔ | 0.0% | 1 | ✔ | 8.3% | 00:00:15 | 00:00:06 | 00:17:09 | 00:04:38 | 00:00:08 | 00:00:08 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:07:42 | 00:07:42 | 00:00:05 | 00:00:05 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:03:45 | 00:02:12 | 00:00:12 | 00:00:12 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:07 | 00:02:41 | 00:02:14 | 00:00:07 | 00:00:07 |
| | 14:00:00 | 1 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 1 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:04 | 00:00:00 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:17:09 | 00:17:09 | 00:00:24 | 00:00:24 |
| | 17:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:06:45 | 00:03:36 | 00:00:05 | 00:00:05 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|---|---|-------|---|---|--------|----------|----------|----------|----------|----------|----------|
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:04:08 | 00:04:08 | 00:00:03 | 00:00:03 |
| HotelRealPalacio | | 5 | 5 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:05:25 | 00:02:36 | 00:00:09 | 00:00:09 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:12 | 00:01:01 | 00:01:01 | 00:00:12 | 00:00:12 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:05 | 00:05:25 | 00:03:52 | 00:00:05 | 00:00:05 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:01:29 | 00:01:29 | 00:00:18 | 00:00:18 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:02:47 | 00:02:47 | 00:00:05 | 00:00:05 |
| HotelRealParque | | 19 | 17 | ✔ | 89.5% | 0 | ✔ | 0.0% | 2 | ⚠ | 10.5% | 00:00:15 | 00:00:06 | 00:12:17 | 00:02:57 | 00:00:07 | 00:00:07 |
| | 09:00:00 | 2 | 1 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 1 | ✖ | 50.0% | 00:00:09 | 00:00:09 | 00:00:53 | 00:00:53 | 00:00:06 | 00:00:09 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:05:49 | 00:04:02 | 00:00:23 | 00:00:23 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:04 | 00:04:13 | 00:03:04 | 00:00:04 | 00:00:04 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:05 | 00:02:43 | 00:02:02 | 00:00:05 | 00:00:05 |
| | 13:00:00 | 1 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 1 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:03 | 00:00:00 |
| | 14:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:05 | 00:12:17 | 00:04:50 | 00:00:05 | 00:00:05 |
| | 15:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:05 | 00:05:45 | 00:02:08 | 00:00:05 | 00:00:05 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:01:04 | 00:01:04 | 00:00:04 | 00:00:04 |
| 19-07-2018 | | 46 | 39 | ⚠ | 84.8% | 3 | ✔ | 6.5% | 4 | ✔ | 8.7% | 00:00:15 | 00:00:08 | 00:12:46 | 00:03:21 | 00:00:21 | 00:00:12 |
| GrdRealVillaltalia | | 16 | 13 | ⚠ | 81.3% | 1 | ✔ | 6.3% | 2 | ⚠ | 12.5% | 00:00:10 | 00:00:06 | 00:11:05 | 00:03:43 | 00:00:18 | 00:00:07 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:06:10 | 00:03:16 | 00:00:15 | 00:00:15 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:11:05 | 00:06:28 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:03:37 | 00:02:21 | 00:00:05 | 00:00:05 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:09:16 | 00:09:16 | 00:00:06 | 00:00:06 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:06:08 | 00:04:26 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:03 | 00:02:28 | 00:01:30 | 00:00:04 | 00:00:04 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:03:35 | 00:03:35 | 00:00:05 | 00:00:05 |
| | 18:00:00 | 2 | 1 | ⚠ | 50.0% | 1 | ✖ | 50.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:01:34 | 00:01:34 | 00:01:32 | 00:00:07 |
| | 19:00:00 | 2 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 2 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:11 | 00:00:00 |
| HotelRealOeiras | | 13 | 12 | ✔ | 92.3% | 1 | ✔ | 7.7% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:12:46 | 00:03:32 | 00:00:23 | 00:00:16 |
| | 09:00:00 | 3 | 2 | ⚠ | 66.7% | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:04:21 | 00:02:42 | 00:00:41 | 00:00:04 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:01:35 | 00:01:35 | 00:01:01 | 00:01:01 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:02:52 | 00:02:13 | 00:00:13 | 00:00:13 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:04:31 | 00:02:09 | 00:00:17 | 00:00:17 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:12:46 | 00:12:46 | 00:00:08 | 00:00:08 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:12 | 00:04:46 | 00:03:14 | 00:00:12 | 00:00:12 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:06:32 | 00:06:32 | 00:00:07 | 00:00:07 |
| HotelRealPalacio | | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:09:47 | 00:03:52 | 00:00:38 | 00:00:38 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:01:14 | 00:01:14 | 00:00:05 | 00:00:05 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:09:47 | 00:06:44 | 00:01:10 | 00:01:10 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:00:46 | 00:00:46 | 00:00:04 | 00:00:04 |
| HotelRealParque | | 8 | 7 | ✔ | 87.5% | 0 | ✔ | 0.0% | 1 | ⚠ | 12.5% | 00:00:11 | 00:00:05 | 00:05:48 | 00:02:44 | 00:00:08 | 00:00:05 |
| | 09:00:00 | 1 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 1 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:24 | 00:00:00 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:02:14 | 00:01:37 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:04:51 | 00:04:51 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:05:48 | 00:05:48 | 00:00:04 | 00:00:04 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:01:18 | 00:01:15 | 00:00:04 | 00:00:04 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:11 | 00:02:42 | 00:02:42 | 00:00:11 | 00:00:11 |
| RealResidencia | | 5 | 3 | ⚠ | 60.0% | 1 | ✖ | 20.0% | 1 | ✖ | 20.0% | 00:00:15 | 00:00:10 | 00:05:21 | 00:02:08 | 00:00:32 | 00:00:09 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | |
|--------------------|----------|----|----|----------|---|----------|---|---------|----------|----------|----------|----------|----------|----------|
| | 09:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:14 | 00:00:14 | 00:01:48 | 00:01:48 | 00:00:14 | 00:00:14 |
| | 14:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:05 | 00:00:04 | 00:05:21 | 00:02:54 | 00:00:05 | 00:00:05 |
| | 17:00:00 | 3 | 1 | ✖ 33.3% | 1 | ✖ 33.3% | 1 | ✖ 33.3% | 00:00:15 | 00:00:12 | 00:00:54 | 00:00:54 | 00:00:47 | 00:00:07 |
| 20-07-2018 | | 52 | 39 | 🟡 75.0% | 6 | 🟡 11.5% | 7 | 🟡 13.5% | 00:00:15 | 00:00:07 | 00:12:11 | 00:02:41 | 00:00:18 | 00:00:11 |
| GrdRealVillaltalia | | 18 | 15 | 🟡 83.3% | 1 | ✔ 5.6% | 2 | 🟡 11.1% | 00:00:10 | 00:00:07 | 00:12:06 | 00:03:10 | 00:00:18 | 00:00:09 |
| | 11:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:05 | 00:00:05 | 00:01:35 | 00:01:35 | 00:00:05 | 00:00:05 |
| | 12:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:03 | 00:00:03 | 00:03:47 | 00:03:47 | 00:00:03 | 00:00:03 |
| | 13:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:06 | 00:00:04 | 00:01:03 | 00:00:52 | 00:00:04 | 00:00:04 |
| | 14:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:09 | 00:00:09 | 00:02:44 | 00:02:44 | 00:00:09 | 00:00:09 |
| | 15:00:00 | 3 | 3 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:05 | 00:03:39 | 00:01:37 | 00:00:08 | 00:00:08 |
| | 16:00:00 | 6 | 3 | 🟡 50.0% | 1 | ✖ 16.7% | 2 | ✖ 33.3% | 00:00:10 | 00:00:08 | 00:12:06 | 00:07:41 | 00:00:39 | 00:00:11 |
| | 17:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:07 | 00:00:07 | 00:01:53 | 00:01:50 | 00:00:08 | 00:00:08 |
| | 18:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:08 | 00:06:27 | 00:03:50 | 00:00:16 | 00:00:16 |
| HotelRealOeiras | | 15 | 8 | 🟡 53.3% | 3 | ✖ 20.0% | 4 | ✖ 26.7% | 00:00:15 | 00:00:10 | 00:12:11 | 00:03:31 | 00:00:17 | 00:00:09 |
| | 09:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:10 | 00:03:46 | 00:03:46 | 00:00:11 | 00:00:11 |
| | 10:00:00 | 8 | 2 | ✖ 25.0% | 2 | ✖ 25.0% | 4 | ✖ 50.0% | 00:00:09 | 00:00:08 | 00:04:29 | 00:02:42 | 00:00:20 | 00:00:08 |
| | 11:00:00 | 2 | 1 | 🟡 50.0% | 1 | ✖ 50.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:14 | 00:03:56 | 00:03:56 | 00:00:26 | 00:00:13 |
| | 13:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:07 | 00:00:07 | 00:01:25 | 00:01:25 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:10 | 00:12:11 | 00:12:11 | 00:00:10 | 00:00:10 |
| | 17:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:10 | 00:00:35 | 00:00:35 | 00:00:10 | 00:00:10 |
| | 18:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:07 | 00:00:07 | 00:00:48 | 00:00:48 | 00:00:07 | 00:00:07 |
| HotelRealPalacio | | 9 | 8 | ✔ 88.9% | 1 | 🟡 11.1% | 0 | ✔ 0.0% | 00:00:15 | 00:00:07 | 00:02:43 | 00:01:41 | 00:00:08 | 00:00:06 |
| | 10:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:05 | 00:00:05 | 00:01:24 | 00:01:24 | 00:00:05 | 00:00:05 |
| | 12:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:04 | 00:00:02 | 00:02:34 | 00:02:34 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:08 | 00:00:08 | 00:00:47 | 00:00:47 | 00:00:08 | 00:00:08 |
| | 16:00:00 | 3 | 3 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:08 | 00:00:06 | 00:02:43 | 00:01:27 | 00:00:06 | 00:00:06 |
| | 17:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:14 | 00:00:09 | 00:02:21 | 00:02:12 | 00:00:09 | 00:00:09 |
| | 18:00:00 | 1 | 0 | ✖ 0.0% | 1 | ✖ 100.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:19 | 00:00:00 |
| HotelRealParque | | 6 | 6 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:06 | 00:03:16 | 00:02:04 | 00:00:30 | 00:00:30 |
| | 10:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:08 | 00:02:28 | 00:02:28 | 00:02:11 | 00:02:11 |
| | 12:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:08 | 00:01:20 | 00:01:20 | 00:00:31 | 00:00:31 |
| | 13:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:03 | 00:00:03 | 00:03:16 | 00:03:16 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:05 | 00:00:04 | 00:02:58 | 00:02:10 | 00:00:04 | 00:00:04 |
| | 16:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:04 | 00:00:04 | 00:00:58 | 00:00:58 | 00:00:04 | 00:00:04 |
| RealResidencia | | 4 | 2 | 🟡 50.0% | 1 | ✖ 25.0% | 1 | ✖ 25.0% | 00:00:15 | 00:00:09 | 00:01:22 | 00:01:12 | 00:00:30 | 00:00:04 |
| | 10:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:03 | 00:00:03 | 00:01:22 | 00:01:22 | 00:00:03 | 00:00:03 |
| | 12:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:04 | 00:00:02 | 00:01:02 | 00:01:02 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 2 | 0 | ✖ 0.0% | 1 | ✖ 50.0% | 1 | ✖ 50.0% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:56 | 00:00:00 |
| 21-07-2018 | | 18 | 12 | 🟡 66.7% | 0 | ✔ 0.0% | 6 | ✖ 33.3% | 00:00:15 | 00:00:07 | 00:04:58 | 00:02:45 | 00:00:26 | 00:00:28 |
| GrdRealVillaltalia | | 5 | 4 | 🟡 80.0% | 0 | ✔ 0.0% | 1 | ✖ 20.0% | 00:00:10 | 00:00:07 | 00:02:45 | 00:01:52 | 00:00:25 | 00:00:26 |
| | 10:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:05 | 00:00:05 | 00:00:53 | 00:00:53 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 3 | 2 | 🟡 66.7% | 0 | ✔ 0.0% | 1 | ✖ 33.3% | 00:00:10 | 00:00:07 | 00:02:45 | 00:02:08 | 00:00:37 | 00:00:46 |
| | 15:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:08 | 00:00:08 | 00:02:18 | 00:02:18 | 00:00:09 | 00:00:09 |
| HotelRealOeiras | | 9 | 6 | 🟡 66.7% | 0 | ✔ 0.0% | 3 | ✖ 33.3% | 00:00:15 | 00:00:07 | 00:04:58 | 00:03:43 | 00:00:26 | 00:00:21 |
| | 10:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:02 | 00:00:02 | 00:03:54 | 00:03:54 | 00:00:02 | 00:00:02 |
| | 11:00:00 | 3 | 2 | 🟡 66.7% | 0 | ✔ 0.0% | 1 | ✖ 33.3% | 00:00:15 | 00:00:09 | 00:04:58 | 00:04:22 | 00:00:49 | 00:00:52 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | |
|--------------------|----------|----|----|----------|---|---------|----|----------|----------|----------|----------|----------|----------|----------|
| | 12:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:03 | 00:00:03 | 00:04:38 | 00:04:38 | 00:00:03 | 00:00:03 |
| | 13:00:00 | 2 | 0 | ✖ 0.0% | 0 | ✔ 0.0% | 2 | ✖ 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:34 | 00:00:00 |
| | 15:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:10 | 00:01:24 | 00:01:24 | 00:00:10 | 00:00:10 |
| | 16:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:07 | 00:00:07 | 00:03:38 | 00:03:38 | 00:00:07 | 00:00:07 |
| HotelRealParque | | 4 | 2 | ⚠ 50.0% | 0 | ✔ 0.0% | 2 | ✖ 50.0% | 00:00:15 | 00:00:09 | 00:01:43 | 00:01:39 | 00:00:28 | 00:00:51 |
| | 11:00:00 | 2 | 1 | ⚠ 50.0% | 0 | ✔ 0.0% | 1 | ✖ 50.0% | 00:00:15 | 00:00:08 | 00:01:43 | 00:01:43 | 00:00:48 | 00:01:32 |
| | 13:00:00 | 1 | 0 | ✖ 0.0% | 0 | ✔ 0.0% | 1 | ✖ 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:07 | 00:00:00 |
| | 14:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:10 | 00:01:35 | 00:01:35 | 00:00:10 | 00:00:10 |
| 23-07-2018 | | 86 | 59 | ⚠ 68.6% | 7 | ✔ 8.1% | 20 | ✖ 23.3% | 00:00:15 | 00:00:08 | 00:11:54 | 00:02:53 | 00:00:27 | 00:00:21 |
| GrdRealVillaltalia | | 22 | 20 | ✔ 90.9% | 1 | ✔ 4.5% | 1 | ✔ 4.5% | 00:00:10 | 00:00:06 | 00:08:34 | 00:03:57 | 00:00:20 | 00:00:15 |
| | 10:00:00 | 3 | 2 | ⚠ 66.7% | 0 | ✔ 0.0% | 1 | ✖ 33.3% | 00:00:10 | 00:00:06 | 00:06:35 | 00:05:11 | 00:00:10 | 00:00:12 |
| | 11:00:00 | 6 | 5 | ⚠ 83.3% | 1 | ✖ 16.7% | 0 | ✔ 0.0% | 00:00:10 | 00:00:07 | 00:05:26 | 00:03:34 | 00:00:49 | 00:00:31 |
| | 12:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:06 | 00:00:05 | 00:06:20 | 00:03:43 | 00:00:06 | 00:00:06 |
| | 14:00:00 | 3 | 3 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:07 | 00:00:05 | 00:06:24 | 00:04:09 | 00:00:05 | 00:00:05 |
| | 15:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:06 | 00:05:28 | 00:05:16 | 00:00:05 | 00:00:05 |
| | 16:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:06 | 00:08:34 | 00:05:26 | 00:00:20 | 00:00:20 |
| | 17:00:00 | 3 | 3 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:08 | 00:00:06 | 00:04:39 | 00:02:43 | 00:00:06 | 00:00:06 |
| | 18:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:06 | 00:01:23 | 00:01:23 | 00:00:31 | 00:00:31 |
| HotelRealOeiras | | 41 | 20 | ✖ 48.8% | 5 | ⚠ 12.2% | 16 | ✖ 39.0% | 00:00:15 | 00:00:10 | 00:11:54 | 00:02:43 | 00:00:41 | 00:00:40 |
| | 09:00:00 | 3 | 3 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:08 | 00:03:56 | 00:01:59 | 00:00:08 | 00:00:08 |
| | 10:00:00 | 3 | 3 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:11 | 00:05:09 | 00:02:41 | 00:00:27 | 00:00:27 |
| | 11:00:00 | 3 | 1 | ✖ 33.3% | 1 | ✖ 33.3% | 1 | ✖ 33.3% | 00:00:15 | 00:00:12 | 00:00:08 | 00:00:08 | 00:01:27 | 00:02:39 |
| | 12:00:00 | 3 | 3 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:12 | 00:00:09 | 00:09:03 | 00:04:01 | 00:00:09 | 00:00:09 |
| | 13:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:09 | 00:00:08 | 00:03:14 | 00:02:04 | 00:00:08 | 00:00:08 |
| | 14:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:03 | 00:00:03 | 00:03:43 | 00:03:43 | 00:00:03 | 00:00:03 |
| | 15:00:00 | 4 | 3 | ⚠ 75.0% | 0 | ✔ 0.0% | 1 | ✖ 25.0% | 00:00:15 | 00:00:08 | 00:11:54 | 00:04:08 | 00:00:22 | 00:00:27 |
| | 16:00:00 | 5 | 2 | ✖ 40.0% | 0 | ✔ 0.0% | 3 | ✖ 60.0% | 00:00:09 | 00:00:08 | 00:03:57 | 00:02:42 | 00:00:06 | 00:00:08 |
| | 17:00:00 | 11 | 2 | ✖ 18.2% | 2 | ✖ 18.2% | 7 | ✖ 63.6% | 00:00:15 | 00:00:12 | 00:03:40 | 00:01:56 | 00:01:17 | 00:03:16 |
| | 18:00:00 | 6 | 0 | ✖ 0.0% | 2 | ✖ 33.3% | 4 | ✖ 66.7% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:49 | 00:00:00 |
| HotelRealPalacio | | 12 | 9 | ⚠ 75.0% | 1 | ✔ 8.3% | 2 | ✖ 16.7% | 00:00:09 | 00:00:06 | 00:05:31 | 00:02:05 | 00:00:06 | 00:00:06 |
| | 09:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:09 | 00:00:08 | 00:05:31 | 00:03:12 | 00:00:08 | 00:00:08 |
| | 11:00:00 | 2 | 0 | ✖ 0.0% | 1 | ✖ 50.0% | 1 | ✖ 50.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:04 | 00:00:00 |
| | 14:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:06 | 00:00:06 | 00:01:02 | 00:01:02 | 00:00:07 | 00:00:07 |
| | 15:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:05 | 00:00:04 | 00:01:41 | 00:01:21 | 00:00:04 | 00:00:04 |
| | 17:00:00 | 4 | 3 | ⚠ 75.0% | 0 | ✔ 0.0% | 1 | ✖ 25.0% | 00:00:08 | 00:00:07 | 00:04:36 | 00:02:05 | 00:00:08 | 00:00:07 |
| | 18:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:06 | 00:00:06 | 00:02:18 | 00:02:18 | 00:00:06 | 00:00:06 |
| HotelRealParque | | 8 | 8 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:08 | 00:03:00 | 00:01:37 | 00:00:10 | 00:00:10 |
| | 09:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:10 | 00:03:00 | 00:01:58 | 00:00:15 | 00:00:15 |
| | 10:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:06 | 00:00:06 | 00:00:38 | 00:00:38 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:03 | 00:00:03 | 00:01:22 | 00:01:22 | 00:00:04 | 00:00:04 |
| | 14:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:06 | 00:00:06 | 00:01:27 | 00:01:27 | 00:00:06 | 00:00:06 |
| | 16:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:09 | 00:02:00 | 00:02:00 | 00:00:18 | 00:00:18 |
| | 17:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:07 | 00:00:07 | 00:01:24 | 00:01:24 | 00:00:07 | 00:00:07 |
| | 18:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:06 | 00:00:06 | 00:02:12 | 00:02:12 | 00:00:06 | 00:00:06 |
| RealResidencia | | 3 | 2 | ⚠ 66.7% | 0 | ✔ 0.0% | 1 | ✖ 33.3% | 00:00:11 | 00:00:10 | 00:04:26 | 00:02:48 | 00:00:08 | 00:00:10 |
| | 12:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:08 | 00:00:08 | 00:04:26 | 00:04:26 | 00:00:08 | 00:00:08 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | |
|--------------------|----------|----|----|----------|---|---------|---|----------|----------|----------|----------|----------|----------|----------|
| | 13:00:00 | 1 | 0 | 🔴 0.0% | 0 | 🟢 0.0% | 1 | 🔴 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:04 | 00:00:00 |
| | 17:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:11 | 00:00:11 | 00:01:11 | 00:01:11 | 00:00:11 | 00:00:11 |
| 24-07-2018 | | 59 | 49 | 🟡 83.1% | 4 | 🟢 6.8% | 6 | 🟡 10.2% | 00:00:15 | 00:00:08 | 00:11:06 | 00:03:11 | 00:00:16 | 00:00:11 |
| GrdRealVillaltalia | | 14 | 13 | 🟢 92.9% | 1 | 🟢 7.1% | 0 | 🟢 0.0% | 00:00:10 | 00:00:07 | 00:07:37 | 00:02:35 | 00:00:16 | 00:00:17 |
| | 09:00:00 | 3 | 2 | 🟡 66.7% | 1 | 🔴 33.3% | 0 | 🟢 0.0% | 00:00:10 | 00:00:06 | 00:03:17 | 00:02:12 | 00:00:34 | 00:00:49 |
| | 10:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:06 | 00:06:12 | 00:03:16 | 00:00:13 | 00:00:13 |
| | 11:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:08 | 00:00:06 | 00:02:39 | 00:01:36 | 00:00:09 | 00:00:09 |
| | 13:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:09 | 00:07:37 | 00:04:44 | 00:00:14 | 00:00:14 |
| | 14:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:09 | 00:00:09 | 00:01:21 | 00:01:21 | 00:00:09 | 00:00:09 |
| | 15:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:04 | 00:00:04 | 00:06:54 | 00:06:54 | 00:00:04 | 00:00:04 |
| | 16:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:06 | 00:02:36 | 00:01:11 | 00:00:11 | 00:00:11 |
| | 17:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:07 | 00:02:13 | 00:02:13 | 00:00:22 | 00:00:22 |
| | 18:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:05 | 00:00:05 | 00:00:24 | 00:00:24 | 00:00:05 | 00:00:05 |
| HotelRealOeiras | | 28 | 19 | 🟡 67.9% | 3 | 🟡 10.7% | 6 | 🔴 21.4% | 00:00:15 | 00:00:09 | 00:11:06 | 00:03:42 | 00:00:20 | 00:00:09 |
| | 09:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:10 | 00:02:03 | 00:02:03 | 00:00:10 | 00:00:10 |
| | 10:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:06 | 00:00:04 | 00:01:02 | 00:00:54 | 00:00:04 | 00:00:04 |
| | 11:00:00 | 4 | 4 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:08 | 00:03:08 | 00:01:54 | 00:00:12 | 00:00:12 |
| | 12:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:10 | 00:05:42 | 00:04:35 | 00:00:10 | 00:00:10 |
| | 13:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:10 | 00:11:06 | 00:11:06 | 00:00:10 | 00:00:10 |
| | 14:00:00 | 5 | 1 | 🔴 20.0% | 0 | 🟢 0.0% | 4 | 🔴 80.0% | 00:00:12 | 00:00:12 | 00:03:15 | 00:03:15 | 00:00:07 | 00:00:12 |
| | 15:00:00 | 3 | 2 | 🟡 66.7% | 1 | 🔴 33.3% | 0 | 🟢 0.0% | 00:00:15 | 00:00:12 | 00:06:24 | 00:05:43 | 00:00:44 | 00:00:10 |
| | 16:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:06 | 00:04:11 | 00:03:46 | 00:00:06 | 00:00:06 |
| | 17:00:00 | 6 | 2 | 🔴 33.3% | 2 | 🔴 33.3% | 2 | 🔴 33.3% | 00:00:15 | 00:00:10 | 00:03:01 | 00:01:31 | 00:00:44 | 00:00:08 |
| | 18:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:11 | 00:00:10 | 00:07:22 | 00:06:42 | 00:00:10 | 00:00:10 |
| HotelRealPalacio | | 7 | 7 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:09 | 00:07:06 | 00:03:07 | 00:00:11 | 00:00:11 |
| | 09:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:07 | 00:01:58 | 00:01:58 | 00:00:07 | 00:00:07 |
| | 11:00:00 | 3 | 3 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:08 | 00:00:07 | 00:07:06 | 00:04:37 | 00:00:07 | 00:00:07 |
| | 13:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:12 | 00:01:32 | 00:01:32 | 00:00:25 | 00:00:25 |
| | 14:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:09 | 00:03:25 | 00:03:25 | 00:00:18 | 00:00:18 |
| | 15:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:06 | 00:00:06 | 00:01:05 | 00:01:05 | 00:00:06 | 00:00:06 |
| HotelRealParque | | 9 | 9 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:07 | 00:10:00 | 00:02:49 | 00:00:08 | 00:00:08 |
| | 11:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:07 | 00:01:14 | 00:01:14 | 00:00:07 | 00:00:07 |
| | 13:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:10 | 00:00:35 | 00:00:35 | 00:00:22 | 00:00:22 |
| | 15:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:09 | 00:00:09 | 00:01:44 | 00:01:44 | 00:00:09 | 00:00:09 |
| | 16:00:00 | 4 | 4 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:05 | 00:10:00 | 00:04:36 | 00:00:05 | 00:00:05 |
| | 17:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:11 | 00:00:08 | 00:01:52 | 00:01:44 | 00:00:08 | 00:00:08 |
| RealResidencia | | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:06 | 00:00:06 | 00:06:16 | 00:06:16 | 00:00:06 | 00:00:06 |
| | 09:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:06 | 00:00:06 | 00:06:16 | 00:06:16 | 00:00:06 | 00:00:06 |
| 25-07-2018 | | 63 | 48 | 🟡 76.2% | 6 | 🟢 9.5% | 9 | 🟡 14.3% | 00:00:15 | 00:00:08 | 00:22:21 | 00:03:25 | 00:00:16 | 00:00:11 |
| GrdRealVillaltalia | | 19 | 16 | 🟡 84.2% | 1 | 🟢 5.3% | 2 | 🟡 10.5% | 00:00:10 | 00:00:06 | 00:12:02 | 00:02:52 | 00:00:14 | 00:00:11 |
| | 09:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:06 | 00:01:06 | 00:00:50 | 00:00:14 | 00:00:14 |
| | 10:00:00 | 2 | 1 | 🟡 50.0% | 1 | 🔴 50.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:07 | 00:02:41 | 00:02:41 | 00:00:10 | 00:00:08 |
| | 11:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:06 | 00:00:06 | 00:00:26 | 00:00:26 | 00:00:06 | 00:00:06 |
| | 13:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:05 | 00:00:05 | 00:00:40 | 00:00:40 | 00:00:05 | 00:00:05 |
| | 14:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:10 | 00:04:29 | 00:04:29 | 00:00:10 | 00:00:10 |
| | 15:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:08 | 00:00:08 | 00:01:27 | 00:01:27 | 00:00:08 | 00:00:08 |

OneContact Reporting

Service Performance Report

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|--------------------|----------|----|----|---|--------|---|---|-------|---|---|--------|----------|----------|----------|----------|----------|----------|
| | 16:00:00 | 4 | 3 | 🟡 | 75.0% | 0 | ✅ | 0.0% | 1 | ❌ | 25.0% | 00:00:10 | 00:00:06 | 00:06:00 | 00:02:41 | 00:00:26 | 00:00:26 |
| | 17:00:00 | 7 | 6 | ✅ | 85.7% | 0 | ✅ | 0.0% | 1 | 🟡 | 14.3% | 00:00:07 | 00:00:05 | 00:12:02 | 00:04:12 | 00:00:13 | 00:00:06 |
| HotelRealOeiras | | 26 | 16 | 🟡 | 61.5% | 4 | ❌ | 15.4% | 6 | ❌ | 23.1% | 00:00:15 | 00:00:09 | 00:22:21 | 00:03:54 | 00:00:20 | 00:00:11 |
| | 09:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:06 | 00:01:17 | 00:01:14 | 00:00:06 | 00:00:06 |
| | 10:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:10 | 00:05:55 | 00:02:31 | 00:00:18 | 00:00:18 |
| | 11:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:09 | 00:01:33 | 00:00:55 | 00:00:10 | 00:00:10 |
| | 12:00:00 | 2 | 1 | 🟡 | 50.0% | 0 | ✅ | 0.0% | 1 | ❌ | 50.0% | 00:00:03 | 00:00:02 | 00:04:03 | 00:04:03 | 00:00:04 | 00:00:03 |
| | 13:00:00 | 4 | 1 | ❌ | 25.0% | 2 | ❌ | 50.0% | 1 | ❌ | 25.0% | 00:00:15 | 00:00:13 | 00:03:38 | 00:03:38 | 00:00:17 | 00:00:11 |
| | 15:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:07 | 00:08:47 | 00:08:47 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 2 | 1 | 🟡 | 50.0% | 1 | ❌ | 50.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:11 | 00:01:51 | 00:01:51 | 00:00:54 | 00:00:07 |
| | 17:00:00 | 9 | 4 | ❌ | 44.4% | 1 | 🟡 | 11.1% | 4 | ❌ | 44.4% | 00:00:15 | 00:00:10 | 00:22:21 | 00:08:01 | 00:00:27 | 00:00:14 |
| | 18:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:09 | 00:03:08 | 00:03:08 | 00:00:09 | 00:00:09 |
| HotelRealPalacio | | 7 | 6 | ✅ | 85.7% | 0 | ✅ | 0.0% | 1 | 🟡 | 14.3% | 00:00:15 | 00:00:08 | 00:07:14 | 00:03:30 | 00:00:11 | 00:00:11 |
| | 11:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:03 | 00:00:03 | 00:03:57 | 00:03:57 | 00:00:03 | 00:00:03 |
| | 13:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:06 | 00:07:14 | 00:04:34 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:11 | 00:04:28 | 00:03:03 | 00:00:23 | 00:00:23 |
| | 16:00:00 | 2 | 1 | 🟡 | 50.0% | 0 | ✅ | 0.0% | 1 | ❌ | 50.0% | 00:00:04 | 00:00:04 | 00:01:49 | 00:01:49 | 00:00:06 | 00:00:04 |
| HotelRealParque | | 9 | 8 | ✅ | 88.9% | 1 | 🟡 | 11.1% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:16:00 | 00:04:01 | 00:00:13 | 00:00:12 |
| | 10:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:08 | 00:00:46 | 00:00:46 | 00:00:08 | 00:00:08 |
| | 12:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:07 | 00:16:00 | 00:05:32 | 00:00:08 | 00:00:08 |
| | 13:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:07 | 00:07:43 | 00:07:43 | 00:00:07 | 00:00:07 |
| | 14:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:04 | 00:00:04 | 00:01:57 | 00:01:57 | 00:00:04 | 00:00:04 |
| | 16:00:00 | 2 | 1 | 🟡 | 50.0% | 1 | ❌ | 50.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:12 | 00:01:56 | 00:01:56 | 00:00:30 | 00:00:35 |
| | 17:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:12 | 00:00:12 | 00:01:39 | 00:01:39 | 00:00:17 | 00:00:17 |
| RealResidencia | | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:06 | 00:01:34 | 00:01:22 | 00:00:06 | 00:00:06 |
| | 17:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:04 | 00:00:04 | 00:01:34 | 00:01:34 | 00:00:04 | 00:00:04 |
| | 18:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:07 | 00:01:10 | 00:01:10 | 00:00:07 | 00:00:07 |
| 26-07-2018 | | 57 | 54 | ✅ | 94.7% | 1 | ✅ | 1.8% | 2 | ✅ | 3.5% | 00:00:24 | 00:00:07 | 00:20:34 | 00:03:21 | 00:00:13 | 00:00:11 |
| GrdRealVillaltalia | | 24 | 22 | ✅ | 91.7% | 1 | ✅ | 4.2% | 1 | ✅ | 4.2% | 00:00:10 | 00:00:07 | 00:20:34 | 00:03:39 | 00:00:15 | 00:00:11 |
| | 09:00:00 | 4 | 4 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:06 | 00:04:49 | 00:03:10 | 00:00:12 | 00:00:12 |
| | 10:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:08 | 00:12:38 | 00:06:36 | 00:00:08 | 00:00:08 |
| | 11:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:05 | 00:02:17 | 00:02:17 | 00:00:05 | 00:00:05 |
| | 12:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:08 | 00:02:13 | 00:02:13 | 00:00:06 | 00:00:06 |
| | 13:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:07 | 00:02:00 | 00:02:00 | 00:00:17 | 00:00:17 |
| | 14:00:00 | 5 | 5 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:06 | 00:04:16 | 00:01:45 | 00:00:09 | 00:00:09 |
| | 15:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:05 | 00:20:34 | 00:07:47 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 4 | 3 | 🟡 | 75.0% | 1 | ❌ | 25.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:08 | 00:12:18 | 00:04:41 | 00:00:44 | 00:00:22 |
| | 17:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:04 | 00:01:58 | 00:01:56 | 00:00:06 | 00:00:06 |
| | 18:00:00 | 1 | 0 | ❌ | 0.0% | 0 | ✅ | 0.0% | 1 | ❌ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:07 | 00:00:00 |
| HotelRealOeiras | | 13 | 12 | ✅ | 92.3% | 0 | ✅ | 0.0% | 1 | ✅ | 7.7% | 00:00:15 | 00:00:08 | 00:11:07 | 00:04:08 | 00:00:09 | 00:00:09 |
| | 10:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:06 | 00:09:02 | 00:07:02 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:05 | 00:01:33 | 00:01:33 | 00:00:05 | 00:00:05 |
| | 14:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:06 | 00:06:01 | 00:03:16 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 4 | 4 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:07 | 00:08:14 | 00:02:48 | 00:00:09 | 00:00:09 |
| | 16:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:09 | 00:01:55 | 00:01:55 | 00:00:09 | 00:00:09 |
| | 17:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:10 | 00:11:07 | 00:11:07 | 00:00:10 | 00:00:10 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|---|---|-------|---|---|--------|----------|----------|----------|----------|----------|----------|
| | 18:00:00 | 2 | 1 | 🟡 | 50.0% | 0 | ✅ | 0.0% | 1 | ❌ | 50.0% | 00:00:15 | 00:00:11 | 00:03:14 | 00:03:14 | 00:00:18 | 00:00:23 |
| HotelRealPalacio | | 9 | 9 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:07 | 00:11:27 | 00:03:38 | 00:00:08 | 00:00:08 |
| | 11:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:07 | 00:02:01 | 00:01:24 | 00:00:07 | 00:00:07 |
| | 12:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:05 | 00:11:27 | 00:04:21 | 00:00:06 | 00:00:06 |
| | 16:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:12 | 00:06:42 | 00:06:42 | 00:00:23 | 00:00:23 |
| | 17:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:04 | 00:00:04 | 00:04:42 | 00:04:42 | 00:00:05 | 00:00:05 |
| | 18:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:06 | 00:05:27 | 00:03:53 | 00:00:06 | 00:00:06 |
| HotelRealParque | | 11 | 11 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:24 | 00:00:09 | 00:03:52 | 00:01:43 | 00:00:17 | 00:00:17 |
| | 10:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:08 | 00:01:07 | 00:01:07 | 00:01:39 | 00:01:39 |
| | 12:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:07 | 00:02:26 | 00:01:33 | 00:00:07 | 00:00:07 |
| | 15:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:02:17 | 00:01:32 | 00:00:14 | 00:00:14 |
| | 17:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:04 | 00:02:32 | 00:01:26 | 00:00:04 | 00:00:04 |
| | 18:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:24 | 00:00:14 | 00:03:52 | 00:02:13 | 00:00:10 | 00:00:10 |
| 27-07-2018 | | 43 | 39 | ✅ | 90.7% | 1 | ✅ | 2.3% | 3 | ✅ | 7.0% | 00:00:15 | 00:00:08 | 00:10:40 | 00:03:05 | 00:00:18 | 00:00:12 |
| GrdRealVillaltalia | | 13 | 9 | 🟡 | 69.2% | 1 | ✅ | 7.7% | 3 | ❌ | 23.1% | 00:00:10 | 00:00:07 | 00:10:33 | 00:03:44 | 00:00:31 | 00:00:10 |
| | 09:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:08 | 00:09:23 | 00:05:12 | 00:00:26 | 00:00:26 |
| | 10:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:07 | 00:03:12 | 00:03:12 | 00:00:14 | 00:00:14 |
| | 11:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:06 | 00:03:57 | 00:02:06 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 5 | 1 | ❌ | 20.0% | 1 | ❌ | 20.0% | 3 | ❌ | 60.0% | 00:00:10 | 00:00:08 | 00:00:48 | 00:00:48 | 00:01:06 | 00:00:14 |
| | 15:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:04 | 00:10:33 | 00:07:03 | 00:00:05 | 00:00:05 |
| | 17:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:05 | 00:02:28 | 00:02:28 | 00:00:05 | 00:00:05 |
| HotelRealOeiras | | 13 | 13 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:05:34 | 00:03:20 | 00:00:12 | 00:00:12 |
| | 11:00:00 | 5 | 5 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:05:01 | 00:02:55 | 00:00:15 | 00:00:15 |
| | 13:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:09 | 00:01:05 | 00:01:05 | 00:00:09 | 00:00:09 |
| | 14:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:06 | 00:05:34 | 00:05:24 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:05:22 | 00:03:52 | 00:00:12 | 00:00:12 |
| | 16:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:12 | 00:03:35 | 00:03:35 | 00:00:23 | 00:00:23 |
| | 17:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:04 | 00:00:04 | 00:01:35 | 00:01:35 | 00:00:04 | 00:00:04 |
| HotelRealPalacio | | 7 | 7 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:08 | 00:10:40 | 00:03:40 | 00:00:12 | 00:00:12 |
| | 12:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:08 | 00:03:56 | 00:03:27 | 00:00:10 | 00:00:10 |
| | 14:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:10 | 00:04:12 | 00:04:12 | 00:00:20 | 00:00:20 |
| | 17:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:10 | 00:10:40 | 00:06:44 | 00:00:15 | 00:00:15 |
| | 18:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:06 | 00:00:42 | 00:00:38 | 00:00:06 | 00:00:06 |
| HotelRealParque | | 8 | 8 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:04:16 | 00:01:51 | 00:00:14 | 00:00:14 |
| | 09:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:03 | 00:00:03 | 00:02:00 | 00:02:00 | 00:00:03 | 00:00:03 |
| | 12:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:09 | 00:04:16 | 00:02:34 | 00:00:21 | 00:00:21 |
| | 14:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:05 | 00:00:43 | 00:00:43 | 00:00:05 | 00:00:05 |
| | 15:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:10 | 00:02:26 | 00:01:14 | 00:00:13 | 00:00:13 |
| RealResidencia | | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:10 | 00:02:09 | 00:01:31 | 00:00:10 | 00:00:10 |
| | 09:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:10 | 00:00:53 | 00:00:53 | 00:00:11 | 00:00:11 |
| | 14:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:10 | 00:02:09 | 00:02:09 | 00:00:10 | 00:00:10 |
| 28-07-2018 | | 7 | 4 | 🟡 | 57.1% | 1 | 🟡 | 14.3% | 2 | ❌ | 28.6% | 00:00:06 | 00:00:05 | 00:04:50 | 00:03:44 | 00:00:18 | 00:00:05 |
| GrdRealVillaltalia | | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:04 | 00:04:50 | 00:03:34 | 00:00:04 | 00:00:04 |
| | 10:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:05 | 00:04:50 | 00:04:50 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:03 | 00:00:03 | 00:02:19 | 00:02:19 | 00:00:03 | 00:00:03 |
| HotelRealOeiras | | 1 | 0 | ❌ | 0.0% | 0 | ✅ | 0.0% | 1 | ❌ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:08 | 00:00:00 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|--------------------|----------|----|----|---|--------|---|---|-------|----|---|--------|----------|----------|----------|----------|----------|----------|
| | 13:00:00 | 1 | 0 | ❌ | 0.0% | 0 | ✅ | 0.0% | 1 | ❌ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:08 | 00:00:00 |
| HotelRealPalacio | | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:06 | 00:04:41 | 00:03:53 | 00:00:06 | 00:00:06 |
| | 16:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:06 | 00:04:41 | 00:04:41 | 00:00:06 | 00:00:06 |
| | 17:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:05 | 00:03:05 | 00:03:05 | 00:00:05 | 00:00:05 |
| HotelRealParque | | 2 | 0 | ❌ | 0.0% | 1 | ❌ | 50.0% | 1 | ❌ | 50.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:49 | 00:00:00 |
| | 13:00:00 | 2 | 0 | ❌ | 0.0% | 1 | ❌ | 50.0% | 1 | ❌ | 50.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:49 | 00:00:00 |
| 30-07-2018 | | 71 | 59 | 🟡 | 83.1% | 5 | ✅ | 7.0% | 7 | ✅ | 9.9% | 00:00:15 | 00:00:07 | 00:13:34 | 00:03:21 | 00:00:20 | 00:00:16 |
| GrdRealVillaltalia | | 26 | 20 | 🟡 | 76.9% | 4 | ❌ | 15.4% | 2 | ✅ | 7.7% | 00:00:11 | 00:00:07 | 00:06:49 | 00:02:55 | 00:00:27 | 00:00:24 |
| | 09:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:08 | 00:00:08 | 00:00:56 | 00:00:56 | 00:00:09 | 00:00:09 |
| | 10:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:05 | 00:05:27 | 00:05:27 | 00:00:05 | 00:00:05 |
| | 11:00:00 | 4 | 3 | 🟡 | 75.0% | 1 | ❌ | 25.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:05 | 00:03:42 | 00:02:08 | 00:00:07 | 00:00:05 |
| | 12:00:00 | 4 | 4 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:05 | 00:04:04 | 00:01:48 | 00:00:05 | 00:00:05 |
| | 13:00:00 | 5 | 3 | 🟡 | 60.0% | 1 | ❌ | 20.0% | 1 | ❌ | 20.0% | 00:00:11 | 00:00:07 | 00:03:41 | 00:03:02 | 00:00:44 | 00:00:45 |
| | 16:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:08 | 00:04:16 | 00:03:18 | 00:00:30 | 00:00:30 |
| | 17:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:07 | 00:03:20 | 00:01:34 | 00:00:09 | 00:00:09 |
| | 18:00:00 | 6 | 3 | 🟡 | 50.0% | 2 | ❌ | 33.3% | 1 | ❌ | 16.7% | 00:00:10 | 00:00:06 | 00:06:49 | 00:06:01 | 00:00:54 | 00:01:07 |
| HotelRealOeiras | | 24 | 18 | 🟡 | 75.0% | 1 | ✅ | 4.2% | 5 | ❌ | 20.8% | 00:00:15 | 00:00:08 | 00:08:30 | 00:03:25 | 00:00:24 | 00:00:16 |
| | 09:00:00 | 3 | 1 | ❌ | 33.3% | 1 | ❌ | 33.3% | 1 | ❌ | 33.3% | 00:00:15 | 00:00:12 | 00:02:07 | 00:02:07 | 00:00:49 | 00:00:08 |
| | 10:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:10 | 00:02:07 | 00:02:07 | 00:00:22 | 00:00:22 |
| | 11:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:04 | 00:00:04 | 00:01:02 | 00:01:02 | 00:00:04 | 00:00:04 |
| | 12:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:15 | 00:00:08 | 00:08:30 | 00:05:51 | 00:00:12 | 00:00:12 |
| | 13:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:12 | 00:00:08 | 00:04:50 | 00:03:50 | 00:00:08 | 00:00:08 |
| | 14:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:04 | 00:00:04 | 00:02:44 | 00:02:44 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:03 | 00:00:03 | 00:01:01 | 00:01:01 | 00:00:03 | 00:00:03 |
| | 16:00:00 | 7 | 3 | ❌ | 42.9% | 0 | ✅ | 0.0% | 4 | ❌ | 57.1% | 00:00:15 | 00:00:10 | 00:05:16 | 00:03:41 | 00:00:45 | 00:01:00 |
| | 17:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:11 | 00:00:06 | 00:06:25 | 00:03:15 | 00:00:07 | 00:00:07 |
| | 18:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:05 | 00:08:14 | 00:04:08 | 00:00:05 | 00:00:05 |
| HotelRealPalacio | | 11 | 11 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:12 | 00:00:07 | 00:04:39 | 00:02:53 | 00:00:07 | 00:00:07 |
| | 09:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:12 | 00:00:10 | 00:02:40 | 00:02:00 | 00:00:10 | 00:00:10 |
| | 11:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:12 | 00:00:12 | 00:03:51 | 00:03:51 | 00:00:12 | 00:00:12 |
| | 14:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:04 | 00:03:53 | 00:02:36 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 4 | 4 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:06 | 00:04:03 | 00:02:36 | 00:00:06 | 00:00:06 |
| | 17:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:06 | 00:04:39 | 00:04:06 | 00:00:06 | 00:00:06 |
| HotelRealParque | | 9 | 9 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:13 | 00:00:08 | 00:13:34 | 00:04:15 | 00:00:08 | 00:00:08 |
| | 11:00:00 | 3 | 3 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:06 | 00:03:32 | 00:02:19 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:11 | 00:00:11 | 00:13:34 | 00:13:34 | 00:00:11 | 00:00:11 |
| | 14:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:09 | 00:00:09 | 00:04:35 | 00:04:35 | 00:00:09 | 00:00:09 |
| | 15:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:06 | 00:01:21 | 00:01:21 | 00:00:06 | 00:00:06 |
| | 16:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:13 | 00:00:12 | 00:05:50 | 00:05:30 | 00:00:12 | 00:00:12 |
| | 17:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:05 | 00:00:05 | 00:00:43 | 00:00:43 | 00:00:05 | 00:00:05 |
| RealResidencia | | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:06 | 00:07:51 | 00:07:51 | 00:00:06 | 00:00:06 |
| | 16:00:00 | 1 | 1 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:06 | 00:00:06 | 00:07:51 | 00:07:51 | 00:00:06 | 00:00:06 |
| 31-07-2018 | | 82 | 59 | 🟡 | 72.0% | 4 | ✅ | 4.9% | 19 | ❌ | 23.2% | 00:00:15 | 00:00:08 | 00:07:48 | 00:02:42 | 00:00:20 | 00:00:13 |
| GrdRealVillaltalia | | 31 | 26 | 🟡 | 83.9% | 2 | ✅ | 6.5% | 3 | ✅ | 9.7% | 00:00:10 | 00:00:07 | 00:05:10 | 00:02:34 | 00:00:23 | 00:00:14 |
| | 09:00:00 | 2 | 2 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:07 | 00:00:06 | 00:01:53 | 00:01:14 | 00:00:06 | 00:00:06 |
| | 10:00:00 | 6 | 6 | ✅ | 100.0% | 0 | ✅ | 0.0% | 0 | ✅ | 0.0% | 00:00:10 | 00:00:07 | 00:03:26 | 00:02:18 | 00:00:20 | 00:00:20 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | |
|------------------|----------|------|------|----------|----|---------|-----|----------|----------|----------|----------|----------|----------|----------|
| | 12:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:08 | 00:00:08 | 00:02:22 | 00:02:22 | 00:00:09 | 00:00:09 |
| | 13:00:00 | 7 | 5 | ⚠ 71.4% | 1 | ⚠ 14.3% | 1 | ⚠ 14.3% | 00:00:10 | 00:00:07 | 00:02:35 | 00:01:47 | 00:00:19 | 00:00:05 |
| | 14:00:00 | 6 | 3 | ⚠ 50.0% | 1 | ✖ 16.7% | 2 | ✖ 33.3% | 00:00:10 | 00:00:07 | 00:05:01 | 00:03:46 | 00:00:53 | 00:00:20 |
| | 15:00:00 | 3 | 3 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:08 | 00:05:10 | 00:04:06 | 00:00:17 | 00:00:17 |
| | 16:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:06 | 00:03:46 | 00:03:27 | 00:00:09 | 00:00:09 |
| | 17:00:00 | 3 | 3 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:07 | 00:03:49 | 00:02:22 | 00:00:18 | 00:00:18 |
| | 18:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:04 | 00:00:04 | 00:00:27 | 00:00:27 | 00:00:05 | 00:00:05 |
| HotelRealOeiras | | 15 | 13 | ✔ 86.7% | 0 | ✔ 0.0% | 2 | ⚠ 13.3% | 00:00:15 | 00:00:08 | 00:07:37 | 00:02:15 | 00:00:09 | 00:00:10 |
| | 10:00:00 | 6 | 6 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:08 | 00:07:37 | 00:02:23 | 00:00:09 | 00:00:09 |
| | 12:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:09 | 00:04:20 | 00:02:27 | 00:00:14 | 00:00:14 |
| | 13:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:10 | 00:02:02 | 00:02:02 | 00:00:10 | 00:00:10 |
| | 15:00:00 | 2 | 0 | ✖ 0.0% | 0 | ✔ 0.0% | 2 | ✖ 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:04 | 00:00:00 |
| | 16:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:10 | 00:02:14 | 00:02:14 | 00:00:10 | 00:00:10 |
| | 17:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:09 | 00:03:27 | 00:02:13 | 00:00:14 | 00:00:14 |
| | 18:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:04 | 00:00:04 | 00:01:12 | 00:01:12 | 00:00:04 | 00:00:04 |
| HotelRealPalacio | | 18 | 9 | ⚠ 50.0% | 0 | ✔ 0.0% | 9 | ✖ 50.0% | 00:00:15 | 00:00:07 | 00:05:59 | 00:03:28 | 00:00:11 | 00:00:14 |
| | 10:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:08 | 00:05:59 | 00:03:28 | 00:00:36 | 00:00:36 |
| | 14:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:08 | 00:00:08 | 00:04:01 | 00:04:01 | 00:00:08 | 00:00:08 |
| | 15:00:00 | 10 | 1 | ✖ 10.0% | 0 | ✔ 0.0% | 9 | ✖ 90.0% | 00:00:06 | 00:00:06 | 00:01:32 | 00:01:32 | 00:00:09 | 00:00:06 |
| | 16:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:10 | 00:00:08 | 00:04:27 | 00:04:26 | 00:00:08 | 00:00:08 |
| | 18:00:00 | 3 | 3 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:09 | 00:00:07 | 00:04:24 | 00:03:16 | 00:00:07 | 00:00:07 |
| HotelRealParque | | 11 | 8 | ⚠ 72.7% | 0 | ✔ 0.0% | 3 | ✖ 27.3% | 00:00:15 | 00:00:10 | 00:07:48 | 00:02:58 | 00:00:13 | 00:00:16 |
| | 09:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:09 | 00:00:09 | 00:04:09 | 00:04:09 | 00:00:09 | 00:00:09 |
| | 10:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:06 | 00:00:06 | 00:00:45 | 00:00:45 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:04 | 00:00:04 | 00:07:48 | 00:04:54 | 00:00:04 | 00:00:04 |
| | 14:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:10 | 00:03:07 | 00:03:07 | 00:00:30 | 00:00:30 |
| | 15:00:00 | 4 | 1 | ✖ 25.0% | 0 | ✔ 0.0% | 3 | ✖ 75.0% | 00:00:15 | 00:00:14 | 00:02:41 | 00:02:41 | 00:00:10 | 00:00:27 |
| | 16:00:00 | 2 | 2 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:15 | 00:00:12 | 00:02:32 | 00:01:36 | 00:00:23 | 00:00:23 |
| RealResidencia | | 7 | 3 | ✖ 42.9% | 2 | ✖ 28.6% | 2 | ✖ 28.6% | 00:00:15 | 00:00:12 | 00:06:00 | 00:03:10 | 00:01:05 | 00:00:08 |
| | 11:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:07 | 00:00:07 | 00:02:35 | 00:02:35 | 00:00:07 | 00:00:07 |
| | 15:00:00 | 4 | 0 | ✖ 0.0% | 2 | ✖ 50.0% | 2 | ✖ 50.0% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:01:48 | 00:00:00 |
| | 16:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:09 | 00:00:09 | 00:00:56 | 00:00:56 | 00:00:09 | 00:00:09 |
| | 18:00:00 | 1 | 1 | ✔ 100.0% | 0 | ✔ 0.0% | 0 | ✔ 0.0% | 00:00:08 | 00:00:08 | 00:06:00 | 00:06:00 | 00:00:08 | 00:00:08 |
| TOTAL | | 1572 | 1232 | ⚠ 78.4% | 93 | ✔ 5.9% | 247 | ✖ 15.7% | 00:00:24 | 00:00:08 | 00:29:50 | 00:02:59 | 00:00:18 | 00:00:14 |