

# OneContact Reporting

## Team Detail Daily Report

Team: Lisboa

Date / Agent	Handled Interactions	Transferred Interactions	Abandoned Interactions	Rejected Interactions	Talk Time				Ring Time (Handled Interactions)				Wrapup Time				Preview Time			
					Total	Avg	Max	Min	Total	Avg	Max	Min	Total	Avg	Max	Min	Total	Avg	Max	Min
02-07-2018	59	5	3	25	03:06:15	00:02:55	00:10:41	00:00:30	00:06:29	00:00:07	00:00:22	00:00:03	00:20:17	00:00:20	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	22	2	1	7	01:14:50	00:03:07	00:10:41	00:00:30	00:02:03	00:00:06	00:00:09	00:00:03	00:00:44	00:00:02	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	9	0	1	5	00:20:18	00:02:15	00:04:44	00:00:48	00:00:57	00:00:06	00:00:11	00:00:04	00:04:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	20	2	0	6	01:11:12	00:03:14	00:08:08	00:00:46	00:02:16	00:00:07	00:00:12	00:00:03	00:10:32	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	8	1	1	7	00:19:55	00:02:13	00:04:42	00:00:49	00:01:13	00:00:09	00:00:22	00:00:04	00:04:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
03-07-2018	77	6	1	19	03:20:16	00:02:25	00:12:55	00:00:05	00:07:45	00:00:06	00:00:25	00:00:02	00:24:10	00:00:18	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	14	0	1	3	00:45:24	00:03:15	00:12:55	00:00:22	00:01:08	00:00:05	00:00:07	00:00:03	00:02:21	00:00:10	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	11	0	0	3	00:17:17	00:01:34	00:03:17	00:00:18	00:01:31	00:00:08	00:00:25	00:00:03	00:05:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	23	4	0	5	01:00:18	00:02:14	00:07:28	00:00:05	00:02:09	00:00:06	00:00:09	00:00:02	00:01:49	00:00:04	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	12	2	0	4	00:38:56	00:02:47	00:05:33	00:00:17	00:01:07	00:00:06	00:00:08	00:00:03	00:06:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	17	0	0	4	00:38:21	00:02:15	00:04:49	00:00:07	00:01:50	00:00:06	00:00:09	00:00:03	00:08:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
04-07-2018	54	13	2	18	02:45:31	00:02:28	00:12:36	00:00:02	00:06:08	00:00:07	00:00:16	00:00:02	00:17:12	00:00:16	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	12	2	2	9	00:25:57	00:01:51	00:04:55	00:00:08	00:01:08	00:00:06	00:00:12	00:00:02	00:01:39	00:00:08	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	1	0	0	0	00:01:10	00:01:10	00:01:10	00:01:10	00:00:11	00:00:11	00:00:11	00:00:11	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	20	6	0	0	00:52:14	00:02:01	00:10:43	00:00:02	00:02:15	00:00:07	00:00:16	00:00:03	00:02:19	00:00:06	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	12	2	0	3	00:52:00	00:03:43	00:12:36	00:00:38	00:01:20	00:00:07	00:00:10	00:00:04	00:06:43	00:00:29	00:00:31	00:00:12	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	9	3	0	6	00:34:10	00:02:51	00:12:21	00:00:13	00:01:14	00:00:08	00:00:16	00:00:02	00:06:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
05-07-2018	58	8	1	19	03:38:17	00:03:18	00:29:50	00:00:19	00:06:53	00:00:07	00:00:23	00:00:02	00:15:01	00:00:14	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	11	2	1	7	01:05:59	00:05:05	00:29:50	00:00:25	00:01:24	00:00:08	00:00:12	00:00:03	00:02:31	00:00:13	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	25	5	0	5	01:32:17	00:03:05	00:14:16	00:00:29	00:02:30	00:00:06	00:00:23	00:00:03	00:01:30	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	17	1	0	1	00:45:19	00:02:31	00:06:08	00:00:19	00:02:20	00:00:08	00:00:21	00:00:02	00:08:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	5	0	0	6	00:14:42	00:02:56	00:07:15	00:00:44	00:00:39	00:00:08	00:00:09	00:00:07	00:02:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
06-07-2018	68	9	1	31	03:49:50	00:02:59	00:13:08	00:00:02	00:06:22	00:00:06	00:00:12	00:00:01	00:17:09	00:00:14	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	15	3	1	14	00:57:22	00:03:11	00:13:08	00:00:11	00:01:22	00:00:05	00:00:10	00:00:01	00:02:35	00:00:09	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	1	0	0	1	00:01:31	00:01:31	00:01:31	00:01:31	00:00:04	00:00:04	00:00:04	00:00:04	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	31	1	0	7	01:22:20	00:02:34	00:07:03	00:00:02	00:02:41	00:00:05	00:00:10	00:00:01	00:02:34	00:00:05	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	11	4	0	4	00:54:20	00:03:37	00:10:21	00:00:31	00:01:08	00:00:06	00:00:09	00:00:04	00:06:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	7	1	0	5	00:17:07	00:02:08	00:05:27	00:00:17	00:00:52	00:00:07	00:00:12	00:00:02	00:04:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	3	0	0	0	00:17:10	00:05:43	00:08:17	00:01:03	00:00:15	00:00:05	00:00:08	00:00:02	00:01:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
07-07-2018	10	2	0	4	00:26:13	00:02:11	00:07:43	00:00:11	00:01:00	00:00:06	00:00:10	00:00:01	00:06:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	10	2	0	4	00:26:13	00:02:11	00:07:43	00:00:11	00:01:00	00:00:06	00:00:10	00:00:01	00:06:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
09-07-2018	80	12	1	33	04:19:49	00:02:49	00:12:58	00:00:11	00:08:11	00:00:06	00:00:14	00:00:02	00:28:11	00:00:19	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	29	3	1	8	01:33:42	00:02:56	00:12:58	00:00:21	00:02:33	00:00:05	00:00:14	00:00:02	00:02:58	00:00:06	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	8	0	0	4	00:20:35	00:02:34	00:05:20	00:01:20	00:00:41	00:00:05	00:00:07	00:00:03	00:01:36	00:00:12	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
maria.veloso	1	0	0	0	00:04:48	00:04:48	00:04:48	00:04:48	00:00:03	00:00:03	00:00:03	00:00:03	00:00:05	00:00:05	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	26	4	0	5	01:19:38	00:02:39	00:12:58	00:00:34	00:02:40	00:00:06	00:00:13	00:00:03	00:14:02	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	11	4	0	14	00:50:23	00:03:22	00:12:17	00:00:11	00:01:43	00:00:09	00:00:14	00:00:03	00:07:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	5	1	0	2	00:10:43	00:01:47	00:03:47	00:00:49	00:00:31	00:00:06	00:00:08	00:00:02	00:02:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
10-07-2018	52	10	2	20	02:09:01	00:02:05	00:07:37	00:00:06	00:05:37	00:00:06	00:00:23	00:00:03	00:19:29	00:00:19	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

OneContact Reporting

Team Detail Daily Report

ana.garcia	20	2	0	7	00:43:33	00:01:59	00:04:45	00:00:13	00:02:08	00:00:06	00:00:19	00:00:03	00:01:12	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	13	4	1	3	00:30:10	00:01:46	00:06:49	00:00:33	00:01:12	00:00:06	00:00:08	00:00:03	00:08:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	2	0	0	1	00:02:27	00:01:14	00:01:17	00:01:10	00:00:12	00:00:06	00:00:07	00:00:05	00:00:06	00:00:03	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	8	2	0	4	00:31:59	00:03:12	00:07:37	00:00:06	00:00:52	00:00:06	00:00:09	00:00:04	00:04:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	6	2	1	5	00:12:35	00:01:34	00:03:41	00:00:29	00:01:01	00:00:10	00:00:23	00:00:05	00:04:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	3	0	0	0	00:08:17	00:02:46	00:04:04	00:00:50	00:00:12	00:00:04	00:00:04	00:00:04	00:01:10	00:00:23	00:00:30	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
11-07-2018	67	8	1	37	03:30:01	00:02:48	00:14:38	00:00:04	00:07:16	00:00:07	00:00:14	00:00:01	00:31:02	00:00:25	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	13	3	0	12	00:45:09	00:02:49	00:10:37	00:00:04	00:01:02	00:00:05	00:00:10	00:00:01	00:02:03	00:00:08	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	19	2	0	11	00:28:49	00:01:22	00:02:37	00:00:11	00:02:12	00:00:07	00:00:14	00:00:03	00:10:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	1	0	0	2	00:01:01	00:01:01	00:01:01	00:01:01	00:00:05	00:00:05	00:00:05	00:00:05	00:00:01	00:00:01	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	24	3	0	6	01:34:58	00:03:31	00:11:30	00:00:29	00:02:35	00:00:06	00:00:12	00:00:03	00:13:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	6	0	0	3	00:23:32	00:03:55	00:14:38	00:00:39	00:00:52	00:00:09	00:00:13	00:00:05	00:03:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	4	0	1	3	00:16:32	00:04:08	00:05:47	00:00:45	00:00:30	00:00:08	00:00:11	00:00:02	00:01:57	00:00:29	00:00:30	00:00:27	00:00:00	00:00:00	00:00:00	00:00:00
12-07-2018	64	7	2	16	03:16:05	00:02:46	00:18:56	00:00:17	00:07:57	00:00:07	00:00:35	00:00:01	00:29:07	00:00:25	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	16	1	1	0	00:30:35	00:01:48	00:06:26	00:00:20	00:01:35	00:00:06	00:00:10	00:00:04	00:08:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	11	4	0	2	00:57:07	00:03:48	00:18:56	00:00:17	00:01:13	00:00:07	00:00:19	00:00:02	00:01:36	00:00:06	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	24	1	1	4	01:11:45	00:02:52	00:14:11	00:00:37	00:02:44	00:00:07	00:00:20	00:00:01	00:12:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	7	1	0	6	00:22:32	00:02:49	00:06:56	00:00:31	00:01:25	00:00:12	00:00:35	00:00:06	00:04:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	6	0	0	4	00:14:06	00:02:21	00:05:52	00:00:26	00:01:00	00:00:10	00:00:11	00:00:07	00:03:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
13-07-2018	54	8	4	24	02:42:34	00:02:37	00:13:17	00:00:00	00:05:43	00:00:06	00:00:21	00:00:02	00:24:06	00:00:24	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	11	2	0	6	00:40:36	00:03:07	00:08:19	00:00:15	00:00:59	00:00:05	00:00:10	00:00:03	00:01:24	00:00:06	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	11	2	1	8	00:25:21	00:01:57	00:07:05	00:00:06	00:01:08	00:00:06	00:00:15	00:00:03	00:06:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	6	1	2	2	00:25:35	00:03:39	00:13:17	00:00:21	00:00:38	00:00:06	00:00:13	00:00:03	00:02:10	00:00:19	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	21	2	0	4	01:06:44	00:02:54	00:11:30	00:00:00	00:02:05	00:00:06	00:00:15	00:00:02	00:11:02	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	2	1	0	3	00:01:27	00:00:29	00:00:40	00:00:14	00:00:28	00:00:14	00:00:21	00:00:07	00:01:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	3	0	1	1	00:02:51	00:00:57	00:01:30	00:00:30	00:00:25	00:00:08	00:00:09	00:00:07	00:01:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
14-07-2018	11	0	1	4	00:33:49	00:03:04	00:10:05	00:00:16	00:01:12	00:00:07	00:00:13	00:00:04	00:05:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	11	0	1	4	00:33:49	00:03:04	00:10:05	00:00:16	00:01:12	00:00:07	00:00:13	00:00:04	00:05:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
16-07-2018	67	5	1	11	04:09:23	00:03:28	00:12:42	00:00:04	00:06:10	00:00:06	00:00:22	00:00:01	00:10:12	00:00:09	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	18	2	0	3	01:26:13	00:04:19	00:12:22	00:00:36	00:01:20	00:00:04	00:00:10	00:00:02	00:01:49	00:00:06	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	1	0	0	0	00:00:47	00:00:47	00:00:47	00:00:47	00:00:04	00:00:04	00:00:04	00:00:04	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	17	1	0	2	01:01:48	00:03:26	00:12:42	00:00:04	00:01:51	00:00:07	00:00:22	00:00:02	00:00:45	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	21	2	1	1	01:04:47	00:02:49	00:11:51	00:00:09	00:01:44	00:00:05	00:00:11	00:00:01	00:02:08	00:00:06	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	10	0	0	5	00:35:48	00:03:35	00:08:48	00:00:29	00:01:11	00:00:07	00:00:14	00:00:05	00:05:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
17-07-2018	31	7	6	13	01:22:02	00:02:10	00:08:34	00:00:01	00:02:52	00:00:06	00:00:14	00:00:02	00:05:52	00:00:09	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	6	0	0	2	00:24:02	00:04:00	00:06:16	00:01:57	00:00:36	00:00:06	00:00:14	00:00:03	00:01:03	00:00:10	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	11	3	0	4	00:19:18	00:01:23	00:03:19	00:00:01	00:01:00	00:00:05	00:00:12	00:00:02	00:01:09	00:00:05	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	9	3	4	3	00:23:41	00:01:58	00:05:55	00:00:05	00:00:49	00:00:05	00:00:10	00:00:02	00:00:40	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	4	1	2	1	00:14:02	00:02:48	00:08:34	00:00:41	00:00:21	00:00:05	00:00:07	00:00:04	00:02:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	1	0	0	3	00:00:59	00:00:59	00:00:59	00:00:59	00:00:06	00:00:06	00:00:06	00:00:06	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
18-07-2018	53	4	0	7	03:05:18	00:03:15	00:17:09	00:00:22	00:04:53	00:00:06	00:00:18	00:00:02	00:13:53	00:00:16	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	15	2	0	2	00:57:57	00:03:25	00:12:17	00:00:22	00:01:05	00:00:04	00:00:09	00:00:02	00:00:15	00:00:01	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	16	2	0	1	00:56:22	00:03:08	00:09:46	00:00:26	00:01:24	00:00:05	00:00:09	00:00:03	00:04:08	00:00:14	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	15	0	0	2	00:43:19	00:02:53	00:07:42	00:00:40	00:01:27	00:00:06	00:00:18	00:00:03	00:07:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	4	0	0	1	00:06:54	00:01:44	00:02:14	00:01:01	00:00:35	00:00:09	00:00:12	00:00:04	00:02:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	3	0	0	1	00:20:46	00:06:55	00:17:09	00:01:25	00:00:22	00:00:07	00:00:18	00:00:02	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00

OneContact Reporting

Team Detail Daily Report

19-07-2018	43	8	0	13	02:43:25	00:03:12	00:12:46	00:00:22	00:05:06	00:00:07	00:00:23	00:00:02	00:08:56	00:00:11	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	9	2	0	4	00:22:05	00:02:00	00:04:51	00:00:46	00:00:58	00:00:06	00:00:17	00:00:03	00:00:55	00:00:05	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	10	1	0	1	00:57:54	00:05:16	00:11:05	00:00:22	00:00:53	00:00:05	00:00:11	00:00:02	00:00:09	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	10	3	0	3	00:35:36	00:02:44	00:06:10	00:00:27	00:01:07	00:00:07	00:00:14	00:00:03	00:00:22	00:00:02	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	6	0	0	3	00:10:35	00:01:46	00:02:53	00:01:01	00:00:56	00:00:09	00:00:23	00:00:02	00:03:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	8	2	0	2	00:37:15	00:03:44	00:12:46	00:00:55	00:01:12	00:00:09	00:00:15	00:00:02	00:04:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
20-07-2018	46	4	5	17	02:18:40	00:02:46	00:17:21	00:00:05	00:05:53	00:00:08	00:00:48	00:00:01	00:08:38	00:00:11	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	8	1	0	4	00:16:16	00:01:48	00:03:23	00:00:18	00:00:47	00:00:06	00:00:08	00:00:04	00:00:41	00:00:05	00:00:13	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	16	1	3	2	00:51:16	00:03:01	00:12:06	00:00:05	00:01:12	00:00:04	00:00:10	00:00:01	00:00:22	00:00:01	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	6	2	0	3	00:11:45	00:01:28	00:03:16	00:00:32	00:00:27	00:00:04	00:00:08	00:00:02	00:00:35	00:00:05	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	8	0	2	7	00:07:46	00:00:58	00:02:21	00:00:05	00:01:33	00:00:12	00:00:39	00:00:02	00:03:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	8	0	0	1	00:51:37	00:06:27	00:17:21	00:00:05	00:01:54	00:00:14	00:00:48	00:00:08	00:04:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
21-07-2018	14	0	1	7	00:36:17	00:02:36	00:04:58	00:00:53	00:01:21	00:00:06	00:00:11	00:00:01	00:02:10	00:00:09	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	14	0	1	7	00:36:17	00:02:36	00:04:58	00:00:53	00:01:21	00:00:06	00:00:11	00:00:01	00:02:10	00:00:09	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
23-07-2018	75	4	5	23	03:15:56	00:02:29	00:11:54	00:00:00	00:09:20	00:00:07	00:00:27	00:00:00	00:28:26	00:00:22	00:00:32	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	21	2	1	5	00:51:02	00:02:13	00:06:20	00:00:04	00:02:17	00:00:07	00:00:17	00:00:00	00:11:32	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	27	0	2	3	01:08:18	00:02:32	00:08:34	00:00:00	00:03:23	00:00:08	00:00:22	00:00:01	00:02:51	00:00:06	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	7	2	0	3	00:18:47	00:02:05	00:06:35	00:00:26	00:00:46	00:00:07	00:00:09	00:00:02	00:04:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	11	0	2	4	00:26:28	00:02:24	00:05:09	00:00:29	00:01:24	00:00:08	00:00:14	00:00:03	00:05:32	00:00:30	00:00:32	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	9	0	0	8	00:31:21	00:03:29	00:11:54	00:00:12	00:01:30	00:00:10	00:00:27	00:00:01	00:04:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
24-07-2018	58	7	1	13	03:07:42	00:02:53	00:11:06	00:00:01	00:06:25	00:00:07	00:00:13	00:00:02	00:19:47	00:00:20	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	12	3	0	2	00:34:45	00:02:19	00:06:19	00:00:23	00:01:13	00:00:06	00:00:09	00:00:04	00:07:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	15	3	0	3	00:37:36	00:02:05	00:06:54	00:00:05	00:01:14	00:00:05	00:00:10	00:00:02	00:02:09	00:00:09	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	12	1	0	3	00:34:09	00:02:38	00:10:00	00:00:23	00:01:23	00:00:07	00:00:13	00:00:02	00:01:37	00:00:08	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	1	0	0	0	00:06:12	00:06:12	00:06:12	00:06:12	00:00:03	00:00:03	00:00:03	00:00:03	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	3	0	1	2	00:09:58	00:03:19	00:07:37	00:00:05	00:00:20	00:00:07	00:00:07	00:00:06	00:01:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	15	0	0	3	01:05:02	00:04:20	00:11:06	00:00:01	00:02:12	00:00:09	00:00:12	00:00:04	00:07:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
25-07-2018	46	10	2	17	03:07:08	00:03:20	00:22:21	00:00:26	00:05:01	00:00:07	00:00:12	00:00:02	00:14:40	00:00:16	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	12	1	0	3	00:28:57	00:02:14	00:06:00	00:00:31	00:01:19	00:00:07	00:00:10	00:00:03	00:06:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	8	3	0	4	00:28:54	00:02:38	00:08:47	00:00:33	00:00:49	00:00:06	00:00:10	00:00:03	00:00:12	00:00:01	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	12	4	1	1	00:52:22	00:03:16	00:12:02	00:00:26	00:00:54	00:00:04	00:00:07	00:00:02	00:00:27	00:00:02	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	6	0	1	3	00:15:28	00:02:35	00:07:43	00:00:40	00:00:42	00:00:07	00:00:12	00:00:04	00:03:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	8	2	0	6	01:01:27	00:06:09	00:22:21	00:00:38	00:01:17	00:00:10	00:00:12	00:00:07	00:05:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
26-07-2018	54	12	3	21	03:25:38	00:03:07	00:20:34	00:00:15	00:05:56	00:00:07	00:00:33	00:00:01	00:17:10	00:00:16	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	13	3	0	5	00:22:02	00:01:23	00:02:26	00:00:15	00:01:14	00:00:06	00:00:09	00:00:04	00:07:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	12	3	0	7	00:49:36	00:03:18	00:11:27	00:00:32	00:00:51	00:00:04	00:00:09	00:00:01	00:01:16	00:00:05	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	17	4	1	4	01:12:09	00:03:26	00:20:34	00:00:21	00:01:56	00:00:07	00:00:33	00:00:01	00:01:24	00:00:04	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	2	0	2	1	00:14:22	00:07:11	00:12:38	00:01:44	00:00:15	00:00:08	00:00:08	00:00:07	00:01:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	10	2	0	4	00:47:29	00:03:57	00:11:07	00:01:01	00:01:40	00:00:10	00:00:24	00:00:05	00:06:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
27-07-2018	37	7	0	17	02:26:29	00:03:20	00:12:28	00:00:27	00:03:44	00:00:06	00:00:11	00:00:03	00:10:36	00:00:14	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	7	3	0	5	00:19:01	00:01:54	00:04:12	00:00:27	00:00:50	00:00:07	00:00:11	00:00:04	00:05:02	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	9	1	0	3	00:23:06	00:02:19	00:05:34	00:00:43	00:00:47	00:00:05	00:00:09	00:00:03	00:00:11	00:00:01	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	13	1	0	3	01:00:51	00:04:21	00:12:28	00:00:42	00:01:07	00:00:05	00:00:10	00:00:03	00:00:23	00:00:02	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	1	0	0	0	00:09:23	00:09:23	00:09:23	00:09:23	00:00:06	00:00:06	00:00:06	00:00:06	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	3	2	0	2	00:10:40	00:02:08	00:05:14	00:00:53	00:00:27	00:00:09	00:00:10	00:00:08	00:02:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	4	0	0	4	00:23:28	00:05:52	00:10:40	00:03:29	00:00:27	00:00:07	00:00:09	00:00:05	00:02:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00

OneContact Reporting

Team Detail Daily Report

28-07-2018	4	0	0	0	00:14:55	00:03:44	00:04:50	00:02:19	00:00:19	00:00:05	00:00:06	00:00:03	00:00:36	00:00:09	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	4	0	0	0	00:14:55	00:03:44	00:04:50	00:02:19	00:00:19	00:00:05	00:00:06	00:00:03	00:00:36	00:00:09	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
30-07-2018	61	2	3	20	03:25:29	00:03:16	00:13:34	00:00:32	00:06:29	00:00:06	00:00:15	00:00:01	00:18:06	00:00:17	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	9	1	1	8	00:30:10	00:03:01	00:05:10	00:00:39	00:00:47	00:00:05	00:00:12	00:00:02	00:00:21	00:00:02	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	20	0	0	6	01:18:21	00:03:55	00:13:34	00:00:32	00:01:41	00:00:05	00:00:11	00:00:01	00:01:14	00:00:04	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	16	0	2	3	00:44:26	00:02:47	00:05:27	00:00:36	00:01:20	00:00:05	00:00:08	00:00:04	00:08:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	4	0	0	2	00:07:02	00:01:46	00:02:40	00:00:56	00:00:35	00:00:09	00:00:12	00:00:07	00:02:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	12	1	0	1	00:45:30	00:03:30	00:06:25	00:00:52	00:02:06	00:00:10	00:00:15	00:00:07	00:06:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
31-07-2018	64	8	0	32	03:03:10	00:02:33	00:07:48	00:00:07	00:06:36	00:00:06	00:00:12	00:00:01	00:20:00	00:00:17	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	12	4	0	11	00:33:35	00:02:06	00:05:01	00:00:35	00:01:15	00:00:06	00:00:12	00:00:01	00:01:25	00:00:06	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	20	1	0	5	00:55:50	00:02:40	00:05:59	00:00:07	00:01:49	00:00:05	00:00:10	00:00:02	00:01:04	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	17	2	0	6	00:49:57	00:02:38	00:07:48	00:00:23	00:01:42	00:00:06	00:00:09	00:00:03	00:09:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	9	1	0	5	00:27:53	00:02:47	00:06:00	00:00:59	00:01:07	00:00:07	00:00:10	00:00:05	00:05:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.liberato	4	0	0	5	00:11:38	00:02:54	00:04:27	00:00:38	00:00:32	00:00:08	00:00:09	00:00:07	00:02:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	2	0	0	0	00:04:17	00:02:08	00:03:22	00:00:55	00:00:11	00:00:06	00:00:07	00:00:04	00:01:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
TOTAL	1307	166	46	461	2.21:59:13	00:02:51	00:29:50	00:00:00	02:20:38	00:00:06	00:00:48	00:00:00	06:56:17	00:00:18	00:00:32	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00