

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	
01-06-2018		79	55	🟡 69,6%	5	✅ 6,3%	15	❌ 19,0%	00:00:18	00:00:09	00:12:32	00:02:36	00:00:18	00:00:13	
GrdRealVillaltalia		18	10	🟡 55,6%	2	🟡 11,1%	6	❌ 33,3%	00:00:10	00:00:07	00:12:32	00:04:20	00:00:20	00:00:08	
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:02:50	00:02:50	00:00:09	00:00:09	
	11:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:05	00:00:04	00:01:56	00:01:18	00:00:04	00:00:04	
	13:00:00	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	
	14:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:11:13	00:08:02	00:00:12	00:00:12	
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:01:15	00:01:15	00:00:08	00:00:08	
	16:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:04	00:12:32	00:08:42	00:00:06	00:00:06	
	17:00:00	9	1	❌ 11,1%	2	❌ 22,2%	6	❌ 66,7%	00:00:10	00:00:09	00:02:41	00:02:41	00:00:33	00:00:09	
	18:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:00:35	00:00:35	00:00:07	00:00:07	
HotelRealOeiras		31	22	🟡 71,0%	2	✅ 6,5%	6	❌ 19,4%	00:00:15	00:00:10	00:04:33	00:02:05	00:00:21	00:00:17	
	10:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:02:43	00:01:56	00:00:14	00:00:14	
	11:00:00	6	6	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:07	00:04:01	00:01:43	00:00:09	00:00:09	
	12:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:09	00:04:11	00:02:45	00:00:09	00:00:09	
	13:00:00	2	1	🟡 50,0%	1	❌ 50,0%	0	✅ 0,0%	00:00:15	00:00:11	00:03:19	00:03:19	00:00:55	00:00:08	
	14:00:00	5	2	❌ 40,0%	0	✅ 0,0%	3	❌ 60,0%	00:00:15	00:00:13	00:03:07	00:02:53	00:00:10	00:00:18	
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:00:47	00:00:47	00:00:24	00:00:24	
	16:00:00	3	2	🟡 66,7%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:02:22	00:01:32	00:00:14	00:00:14	
	17:00:00	7	3	❌ 42,9%	1	🟡 14,3%	3	❌ 42,9%	00:00:15	00:00:08	00:04:33	00:02:28	00:00:40	00:00:40	
	18:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:01:52	00:01:52	00:00:23	00:00:23	
HotelRealPalacio		5	4	🟡 80,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:03:44	00:02:08	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	00:03:44	00:03:44	00:00:06	00:00:06	
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:15	00:02:16	00:02:16	00:00:30	00:00:30	
	12:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:08	00:02:20	00:01:16	00:00:08	00:00:08	
	15:00:00	1	0	❌ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:13	00:00:00	00:00:00	00:00:13	00:00:00	
HotelRealParque		23	17	🟡 73,9%	1	✅ 4,3%	3	🟡 13,0%	00:00:18	00:00:09	00:08:33	00:02:21	00:00:13	00:00:10	
	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	00:00:04	00:00:00	
	10:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:09	00:02:20	00:02:04	00:00:09	00:00:09	
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:02:03	00:02:03	00:00:07	00:00:07	
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:02:06	00:02:06	00:00:07	00:00:07	
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:00:45	00:00:45	00:00:08	00:00:08	
	15:00:00	9	7	🟡 77,8%	0	✅ 0,0%	0	✅ 0,0%	00:00:18	00:00:10	00:08:33	00:02:35	00:00:11	00:00:09	
	16:00:00	4	3	🟡 75,0%	0	✅ 0,0%	1	❌ 25,0%	00:00:15	00:00:09	00:01:32	00:01:04	00:00:13	00:00:13	
	17:00:00	1	0	❌ 0,0%	1	❌ 100,0%	0	✅ 0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:05	00:00:00	
	18:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:07:30	00:07:30	00:00:23	00:00:23	
RealResidencia		2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:02:58	00:02:58	00:00:22	00:00:22	
	12:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:02:58	00:02:58	00:00:22	00:00:22	
02-06-2018		13	11	🟡 84,6%	1	✅ 7,7%	1	✅ 7,7%	00:00:15	00:00:10	00:04:37	00:02:16	00:00:43	00:00:11	
GrdRealVillaltalia		4	3	🟡 75,0%	0	✅ 0,0%	1	❌ 25,0%	00:00:09	00:00:09	00:02:47	00:02:15	00:00:12	00:00:09	
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:02:47	00:02:47	00:00:09	00:00:09	
	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	00:00:20	00:00:00	
	15:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:02:28	00:01:58	00:00:09	00:00:09	
HotelRealOeiras		7	7	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:03:01	00:01:57	00:00:11	00:00:11	
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:14	00:01:13	00:01:13	00:00:15	00:00:15	
	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	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:06	00:03:01	00:02:17	00:00:12	00:00:12	
	14:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:10	00:02:46	00:01:52	00:00:10	00:00:10	

OneContact Reporting

Service Performance Report

HotelRealPalacio		1	0	❌	0,0%	1	❌	100,0%	0	✅	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:06:55	00:00:00
	12:00:00	1	0	❌	0,0%	1	❌	100,0%	0	✅	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:06:55	00:00:00
HotelRealParque		1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:12	00:04:37	00:04:37	00:00:12	00:00:12
	11:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:12	00:04:37	00:04:37	00:00:12	00:00:12
04-06-2018		110	98	✅	89,1%	2	✅	1,8%	7	✅	6,4%	00:00:20	00:00:09	00:13:33	00:01:52	00:00:17	00:00:16
GrdRealVillaltalia		28	27	✅	96,4%	1	✅	3,6%	0	✅	0,0%	00:00:11	00:00:08	00:13:33	00:02:50	00:00:27	00:00:24
	09:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:06	00:13:33	00:06:57	00:00:11	00:00:11
	10:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:07:02	00:03:44	00:00:42	00:00:42
	11:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:09:52	00:04:29	00:00:16	00:00:16
	12:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:09	00:02:21	00:02:21	00:00:22	00:00:22
	13:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:08	00:03:51	00:03:51	00:00:24	00:00:24
	14:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:09	00:06:06	00:03:31	00:00:12	00:00:12
	15:00:00	7	6	✅	85,7%	1	⚠️	14,3%	0	✅	0,0%	00:00:10	00:00:07	00:01:13	00:00:37	00:00:41	00:00:31
	16:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:04:22	00:02:06	00:00:37	00:00:37
	17:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:04:12	00:02:10	00:00:15	00:00:15
	18:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:00:19	00:00:19	00:00:18	00:00:18
HotelRealOeiras		37	35	✅	94,6%	0	✅	0,0%	2	✅	5,4%	00:00:15	00:00:09	00:04:22	00:01:25	00:00:10	00:00:10
	09:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:14	00:00:10	00:00:55	00:00:31	00:00:10	00:00:10
	10:00:00	6	6	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:09	00:02:16	00:01:13	00:00:10	00:00:10
	11:00:00	9	9	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:13	00:00:09	00:03:33	00:01:49	00:00:09	00:00:09
	12:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:10	00:01:47	00:01:17	00:00:10	00:00:10
	13:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:09	00:01:19	00:00:44	00:00:11	00:00:11
	14:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:09	00:04:22	00:02:37	00:00:14	00:00:14
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:11	00:01:00	00:00:50	00:00:16	00:00:16
	16:00:00	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
	17:00:00	4	2	⚠️	50,0%	0	✅	0,0%	2	❌	50,0%	00:00:15	00:00:10	00:01:29	00:01:05	00:00:11	00:00:14
	18:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:08	00:02:28	00:02:04	00:00:08	00:00:08
HotelRealPalacio		10	9	✅	90,0%	0	✅	0,0%	1	⚠️	10,0%	00:00:15	00:00:10	00:02:35	00:01:25	00:00:19	00:00:19
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:04	00:00:04	00:01:09	00:01:09	00:00:04	00:00:04
	12:00:00	4	3	⚠️	75,0%	0	✅	0,0%	1	❌	25,0%	00:00:15	00:00:10	00:02:20	00:01:33	00:00:13	00:00:13
	14:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:12	00:00:41	00:00:38	00:00:23	00:00:23
	16:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:09	00:01:59	00:01:59	00:00:09	00:00:09
	17:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:11	00:01:11	00:01:11	00:01:11	00:01:11
	18:00:00	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
HotelRealParque		33	25	⚠️	75,8%	1	✅	3,0%	4	⚠️	12,1%	00:00:20	00:00:11	00:06:08	00:01:26	00:00:16	00:00:16
	09:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:14	00:00:10	00:02:19	00:01:07	00:00:11	00:00:11
	10:00:00	4	2	⚠️	50,0%	0	✅	0,0%	1	❌	25,0%	00:00:19	00:00:12	00:01:20	00:01:12	00:00:16	00:00:20
	11:00:00	5	3	⚠️	60,0%	0	✅	0,0%	0	✅	0,0%	00:00:20	00:00:11	00:06:08	00:02:25	00:00:11	00:00:07
	12:00:00	5	5	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:11	00:01:22	00:01:03	00:00:18	00:00:18
	13:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:02:29	00:02:29	00:00:20	00:00:20
	14:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:08	00:00:34	00:00:34	00:00:25	00:00:25
	15:00:00	3	2	⚠️	66,7%	0	✅	0,0%	1	❌	33,3%	00:00:10	00:00:07	00:01:17	00:01:14	00:00:06	00:00:07
	16:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:12	00:02:55	00:01:44	00:00:18	00:00:18
	17:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:01:10	00:01:02	00:00:19	00:00:19
	18:00:00	3	1	❌	33,3%	1	❌	33,3%	1	❌	33,3%	00:00:15	00:00:12	00:02:09	00:02:09	00:00:25	00:00:22
	19:00:00	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
RealResidencia		2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:09	00:03:50	00:03:46	00:00:14	00:00:14
	11:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:06	00:00:06	00:03:50	00:03:50	00:00:06	00:00:06
	12:00:00	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
	13:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:03:42	00:03:42	00:00:22	00:00:22
05-06-2018		89	68	⚠️	76,4%	8	✅	9,0%	11	⚠️	12,4%	00:00:18	00:00:09	00:11:28	00:02:05	00:00:18	00:00:15
GrdRealVillaltalia		19	13	⚠️	68,4%	1	✅	5,3%	5	❌	26,3%	00:00:10	00:00:09	00:09:36	00:02:36	00:00:26	00:00:14
	09:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:02:30	00:02:30	00:00:17	00:00:17

OneContact Reporting

Service Performance Report

	11:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:06	00:06:51	00:03:48	00:00:06	00:00:06
	14:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:09	00:02:32	00:01:16	00:00:19	00:00:19
	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:02:20	00:02:20	00:00:10	00:00:10
	16:00:00	8	2	❌	25,0%	1	⚠️	12,5%	5	❌	62,5%	00:00:10	00:00:09	00:02:45	00:01:54	00:00:43	00:00:18
	17:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:03:03	00:02:02	00:00:16	00:00:16
	18:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:09:36	00:09:36	00:00:09	00:00:09
HotelRealOeiras		46	32	⚠️	69,6%	6	⚠️	13,0%	6	⚠️	13,0%	00:00:18	00:00:09	00:11:28	00:02:02	00:00:19	00:00:20
	09:00:00	5	4	⚠️	80,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:16	00:00:09	00:01:28	00:00:55	00:00:22	00:00:24
	10:00:00	6	2	❌	33,3%	2	❌	33,3%	1	❌	16,7%	00:00:18	00:00:12	00:01:17	00:00:38	00:01:03	00:02:32
	11:00:00	7	7	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:07	00:02:24	00:01:00	00:00:07	00:00:07
	12:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:06	00:05:19	00:01:54	00:00:08	00:00:08
	13:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:11	00:01:22	00:01:22	00:00:11	00:00:11
	14:00:00	2	1	⚠️	50,0%	1	❌	50,0%	0	✔️	0,0%	00:00:15	00:00:08	00:00:40	00:00:40	00:00:12	00:00:06
	15:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:10	00:03:39	00:01:30	00:00:10	00:00:10
	16:00:00	10	3	❌	30,0%	2	❌	20,0%	5	❌	50,0%	00:00:10	00:00:09	00:11:28	00:04:12	00:00:10	00:00:09
	17:00:00	6	5	⚠️	83,3%	1	❌	16,7%	0	✔️	0,0%	00:00:15	00:00:12	00:06:48	00:04:42	00:00:18	00:00:13
	18:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:02:32	00:02:32	00:00:08	00:00:08
HotelRealPalacio		4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:08	00:03:21	00:01:58	00:00:08	00:00:08
	11:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:07	00:03:21	00:02:18	00:00:07	00:00:07
	15:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:09	00:02:12	00:01:38	00:00:09	00:00:09
HotelRealParque		16	16	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:08	00:03:58	00:01:32	00:00:09	00:00:09
	09:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:08	00:02:00	00:01:04	00:00:13	00:00:13
	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:01:14	00:01:00	00:00:08	00:00:08
	11:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:08	00:01:52	00:01:04	00:00:08	00:00:08
	12:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:02:40	00:02:40	00:00:06	00:00:06
	13:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:03:58	00:03:58	00:00:08	00:00:08
	15:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:09	00:01:54	00:01:20	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	00:03:04	00:03:04	00:00:09	00:00:09
	17:00:00	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
RealResidencia		4	3	⚠️	75,0%	1	❌	25,0%	0	✔️	0,0%	00:00:12	00:00:08	00:03:25	00:03:12	00:00:08	00:00:10
	10:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:03:19	00:03:19	00:00:08	00:00:08
	11:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:02:51	00:02:51	00:00:10	00:00:10
	15:00:00	1	0	❌	0,0%	1	❌	100,0%	0	✔️	0,0%	00:00:02	00:00:02	00:00:00	00:00:00	00:00:02	00:00:00
	16:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:12	00:03:25	00:03:25	00:00:12	00:00:12
06-06-2018		85	63	⚠️	74,1%	6	✔️	7,1%	10	⚠️	11,8%	00:00:17	00:00:10	00:07:19	00:02:10	00:00:18	00:00:13
GrdRealVillaltalia		25	15	⚠️	60,0%	3	⚠️	12,0%	5	❌	20,0%	00:00:17	00:00:08	00:05:51	00:03:10	00:00:18	00:00:12
	09:00:00	5	3	⚠️	60,0%	0	✔️	0,0%	2	❌	40,0%	00:00:10	00:00:08	00:05:14	00:03:47	00:00:11	00:00:16
	11:00:00	2	1	⚠️	50,0%	1	❌	50,0%	0	✔️	0,0%	00:00:10	00:00:09	00:01:52	00:01:52	00:00:10	00:00:09
	13:00:00	2	1	⚠️	50,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:17	00:00:12	00:05:51	00:05:51	00:00:24	00:00:09
	14:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:05:06	00:05:06	00:00:09	00:00:09
	15:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:01:35	00:00:54	00:00:11	00:00:11
	16:00:00	5	2	❌	40,0%	1	❌	20,0%	2	❌	40,0%	00:00:10	00:00:07	00:03:54	00:03:14	00:00:30	00:00:14
	17:00:00	6	4	⚠️	66,7%	1	❌	16,7%	1	❌	16,7%	00:00:10	00:00:08	00:05:28	00:03:32	00:00:18	00:00:12
	18:00:00	1	0	❌	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:16	00:00:16	00:00:00	00:00:00	00:00:16	00:00:00
HotelRealOeiras		29	26	✔️	89,7%	1	✔️	3,4%	0	✔️	0,0%	00:00:15	00:00:11	00:04:39	00:01:28	00:00:17	00:00:14
	09:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:04:39	00:02:36	00:00:31	00:00:31
	10:00:00	5	4	⚠️	80,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:11	00:01:28	00:01:08	00:00:13	00:00:12
	11:00:00	5	5	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:10	00:03:06	00:01:39	00:00:10	00:00:10
	12:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:00:30	00:00:30	00:00:09	00:00:09
	13:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:03:53	00:02:20	00:00:08	00:00:08
	14:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:03:35	00:01:26	00:00:18	00:00:18
	15:00:00	2	1	⚠️	50,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:14	00:00:10	00:01:36	00:01:36	00:00:10	00:00:07
	16:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:01:50	00:01:13	00:00:15	00:00:15

OneContact Reporting

Service Performance Report

	17:00:00	3	2	🟡 66,7%	1	🔴 33,3%	0	🟢 0,0%	00:00:15	00:00:12	00:01:46	00:01:12	00:00:48	00:00:10
	18:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:09	00:01:37	00:00:52	00:00:12	00:00:12
HotelRealPalacio		12	7	🟡 58,3%	1	🟢 8,3%	2	🔴 16,7%	00:00:15	00:00:11	00:07:19	00:02:38	00:00:25	00:00:14
	10:00:00	1	0	🔴 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:14	00:00:00	00:00:00	00:00:43	00:00:00
	12:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:08	00:01:02	00:01:02	00:00:09	00:00:09
	13:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:10	00:03:19	00:03:19	00:00:10	00:00:10
	14:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:12	00:00:12	00:02:09	00:02:09	00:00:12	00:00:12
	16:00:00	4	0	🔴 0,0%	1	🔴 25,0%	2	🔴 50,0%	00:00:15	00:00:11	00:00:00	00:00:00	00:00:38	00:00:00
	17:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:12	00:05:22	00:03:01	00:00:26	00:00:26
	18:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:07	00:07:19	00:02:51	00:00:08	00:00:08
HotelRealParque		16	12	🟡 75,0%	1	🟢 6,3%	3	🔴 18,8%	00:00:15	00:00:09	00:03:35	00:01:52	00:00:16	00:00:11
	09:00:00	4	2	🟡 50,0%	1	🔴 25,0%	1	🔴 25,0%	00:00:15	00:00:09	00:03:35	00:02:46	00:00:31	00:00:06
	11:00:00	5	5	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:07	00:03:12	00:01:29	00:00:07	00:00:07
	14:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:07	00:00:07	00:00:24	00:00:24	00:00:07	00:00:07
	15:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:06	00:00:06	00:03:16	00:03:16	00:00:06	00:00:06
	16:00:00	4	2	🟡 50,0%	0	🟢 0,0%	2	🔴 50,0%	00:00:15	00:00:12	00:02:11	00:01:48	00:00:15	00:00:23
	18:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:11	00:02:16	00:02:16	00:00:22	00:00:22
RealResidencia		3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:12	00:06:29	00:03:24	00:00:12	00:00:12
	10:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:13	00:00:13	00:02:57	00:02:57	00:00:13	00:00:13
	12:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:12	00:06:29	00:03:37	00:00:12	00:00:12
07-06-2018		86	76	🟢 88,4%	1	🟢 1,2%	8	🟢 9,3%	00:00:15	00:00:08	00:28:12	00:02:36	00:00:14	00:00:15
GrdRealVillaltalia		31	26	🟡 83,9%	0	🟢 0,0%	5	🔴 16,1%	00:00:10	00:00:07	00:15:31	00:03:08	00:00:12	00:00:13
	09:00:00	5	1	🔴 20,0%	0	🟢 0,0%	4	🔴 80,0%	00:00:09	00:00:09	00:01:05	00:01:05	00:00:09	00:00:10
	10:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:08	00:01:10	00:00:58	00:00:08	00:00:08
	11:00:00	7	7	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:06	00:09:13	00:02:54	00:00:08	00:00:08
	12:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:08	00:07:09	00:03:50	00:00:08	00:00:08
	13:00:00	4	3	🟡 75,0%	0	🟢 0,0%	1	🔴 25,0%	00:00:10	00:00:09	00:08:06	00:04:10	00:00:14	00:00:15
	14:00:00	6	6	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:07	00:04:58	00:02:00	00:00:14	00:00:14
	15:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:08	00:03:30	00:01:59	00:00:11	00:00:11
	16:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:06	00:00:06	00:15:31	00:15:31	00:01:09	00:01:09
	17:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:07	00:00:07	00:02:55	00:02:55	00:00:07	00:00:07
HotelRealOeiras		28	25	🟢 89,3%	0	🟢 0,0%	2	🟢 7,1%	00:00:15	00:00:08	00:28:12	00:02:59	00:00:19	00:00:21
	09:00:00	4	4	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:07	00:00:05	00:04:37	00:02:38	00:01:04	00:01:04
	10:00:00	4	4	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:08	00:04:16	00:02:44	00:00:30	00:00:30
	11:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:07	00:00:06	00:28:12	00:11:22	00:00:06	00:00:06
	12:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:08	00:00:30	00:00:30	00:00:08	00:00:08
	14:00:00	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
	15:00:00	5	4	🟡 80,0%	0	🟢 0,0%	1	🔴 20,0%	00:00:09	00:00:07	00:04:10	00:01:35	00:00:07	00:00:08
	16:00:00	5	4	🟡 80,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:12	00:00:10	00:03:03	00:01:45	00:00:10	00:00:10
	17:00:00	3	2	🟡 66,7%	0	🟢 0,0%	1	🔴 33,3%	00:00:15	00:00:09	00:01:46	00:01:18	00:00:12	00:00:14
	18:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:08	00:01:20	00:00:48	00:00:08	00:00:08
HotelRealPalacio		9	8	🟢 88,9%	1	🟡 11,1%	0	🟢 0,0%	00:00:15	00:00:10	00:03:04	00:01:47	00:00:13	00:00:10
	09:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:08	00:00:58	00:00:57	00:00:08	00:00:08
	11:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:10	00:01:55	00:01:55	00:00:10	00:00:10
	12:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:07	00:00:07	00:03:04	00:03:04	00:00:08	00:00:08
	13:00:00	2	1	🟡 50,0%	1	🔴 50,0%	0	🟢 0,0%	00:00:15	00:00:11	00:02:22	00:02:22	00:00:20	00:00:03
	15:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:10	00:01:30	00:01:30	00:00:10	00:00:10
	17:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:11	00:02:10	00:01:47	00:00:17	00:00:17
HotelRealParque		12	12	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:10	00:05:31	00:01:31	00:00:12	00:00:12
	11:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:14	00:00:10	00:01:25	00:00:58	00:00:10	00:00:10
	12:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:10	00:01:11	00:00:56	00:00:21	00:00:21
	16:00:00	5	5	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:12	00:00:09	00:05:31	00:01:55	00:00:09	00:00:09
	17:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:05	00:00:05	00:03:13	00:03:13	00:00:05	00:00:05

OneContact Reporting

Service Performance Report

	18:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:11	00:01:09	00:00:47	00:00:17	00:00:17
RealResidencia		6	5	⚠️	83,3%	0	✔️	0,0%	1	❌	16,7%	00:00:07	00:00:06	00:04:01	00:01:21	00:00:06	00:00:06
	10:00:00	2	1	⚠️	50,0%	0	✔️	0,0%	1	❌	50,0%	00:00:06	00:00:06	00:00:32	00:00:32	00:00:05	00:00:06
	11:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:00:31	00:00:31	00:00:06	00:00:06
	13:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:01:34	00:00:51	00:00:06	00:00:06
	17:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:04:01	00:04:01	00:00:08	00:00:08
08-06-2018		82	71	✔️	86,6%	1	✔️	1,2%	5	✔️	6,1%	00:00:17	00:00:09	00:07:13	00:02:16	00:00:13	00:00:12
GrdRealVillaltalia		27	24	✔️	88,9%	0	✔️	0,0%	1	✔️	3,7%	00:00:17	00:00:08	00:07:13	00:02:31	00:00:13	00:00:13
	09:00:00	5	4	⚠️	80,0%	0	✔️	0,0%	1	❌	20,0%	00:00:10	00:00:08	00:06:17	00:03:58	00:00:11	00:00:12
	10:00:00	6	5	⚠️	83,3%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:08	00:06:24	00:02:46	00:00:16	00:00:16
	11:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:06	00:00:46	00:00:38	00:00:08	00:00:08
	12:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:09	00:07:13	00:04:20	00:00:14	00:00:14
	13:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:01:18	00:01:18	00:00:09	00:00:09
	14:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:00:26	00:00:26	00:00:09	00:00:09
	15:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:08	00:05:51	00:01:42	00:00:10	00:00:10
	16:00:00	2	1	⚠️	50,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:17	00:00:10	00:01:37	00:01:37	00:00:10	00:00:03
	17:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:04:31	00:02:01	00:00:20	00:00:20
	18:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:06:19	00:06:19	00:00:09	00:00:09
HotelRealOeiras		33	29	✔️	87,9%	1	✔️	3,0%	2	✔️	6,1%	00:00:15	00:00:09	00:06:30	00:02:25	00:00:13	00:00:10
	09:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:06	00:04:26	00:02:30	00:00:06	00:00:06
	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:04:18	00:03:07	00:00:08	00:00:08
	11:00:00	5	5	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:06:07	00:03:13	00:00:11	00:00:11
	12:00:00	4	3	⚠️	75,0%	0	✔️	0,0%	1	❌	25,0%	00:00:11	00:00:09	00:02:10	00:01:45	00:00:11	00:00:14
	13:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:08	00:04:15	00:02:41	00:00:12	00:00:12
	14:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:13	00:00:09	00:04:53	00:03:13	00:00:09	00:00:09
	15:00:00	9	7	⚠️	77,8%	0	✔️	0,0%	1	⚠️	11,1%	00:00:15	00:00:11	00:01:55	00:01:07	00:00:14	00:00:12
	16:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:00:53	00:00:36	00:00:10	00:00:10
	17:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:06:30	00:06:30	00:00:07	00:00:07
	18:00:00	2	1	⚠️	50,0%	1	❌	50,0%	0	✔️	0,0%	00:00:15	00:00:12	00:03:07	00:03:07	00:00:52	00:00:07
HotelRealPalacio		4	2	⚠️	50,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:13	00:00:29	00:00:22	00:00:25	00:00:16
	09:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:00:15	00:00:15	00:00:23	00:00:23
	14:00:00	2	0	❌	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:14	00:00:00	00:00:00	00:00:34	00:00:00
	17:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:00:29	00:00:29	00:00:08	00:00:08
HotelRealParque		14	13	✔️	92,9%	0	✔️	0,0%	1	✔️	7,1%	00:00:15	00:00:09	00:04:05	00:01:39	00:00:12	00:00:13
	09:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:06	00:02:16	00:02:08	00:00:07	00:00:07
	11:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:05	00:00:52	00:00:44	00:00:08	00:00:08
	12:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:13	00:00:10	00:03:23	00:02:07	00:00:10	00:00:10
	13:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:08	00:01:10	00:01:10	00:00:17	00:00:17
	14:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:07	00:04:05	00:01:45	00:00:08	00:00:08
	16:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:01:05	00:01:05	00:00:37	00:00:37
	17:00:00	4	3	⚠️	75,0%	0	✔️	0,0%	1	❌	25,0%	00:00:15	00:00:10	00:03:37	00:01:43	00:00:11	00:00:14
RealResidencia		4	3	⚠️	75,0%	0	✔️	0,0%	1	❌	25,0%	00:00:10	00:00:08	00:04:11	00:03:01	00:00:07	00:00:08
	10:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:01:51	00:01:51	00:00:06	00:00:06
	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	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:03:01	00:03:01	00:00:08	00:00:08
	16:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:04:11	00:04:11	00:00:10	00:00:10
09-06-2018		21	16	⚠️	76,2%	2	✔️	9,5%	3	⚠️	14,3%	00:00:15	00:00:07	00:04:19	00:01:56	00:00:12	00:00:08
GrdRealVillaltalia		9	8	✔️	88,9%	1	⚠️	11,1%	0	✔️	0,0%	00:00:11	00:00:07	00:04:18	00:02:18	00:00:08	00:00:08
	09:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:02:56	00:01:48	00:00:07	00:00:07
	10:00:00	1	0	❌	0,0%	1	❌	100,0%	0	✔️	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	11:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:04:00	00:02:06	00:00:08	00:00:08
	12:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:06	00:04:18	00:04:18	00:00:12	00:00:12
	13:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:11	00:03:05	00:03:05	00:00:11	00:00:11

OneContact Reporting

Service Performance Report

	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:02:55	00:02:55	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	00:00:16	00:00:16	00:00:07	00:00:07
HotelRealOeiras		4	2	⚠️	50,0%	0	✔️	0,0%	2	❌	50,0%	00:00:07	00:00:05	00:02:53	00:02:44	00:00:06	00:00:05
	10:00:00	2	0	❌	0,0%	0	✔️	0,0%	2	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	12:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:03	00:00:03	00:02:53	00:02:53	00:00:03	00:00:03
	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:02:36	00:02:36	00:00:07	00:00:07
HotelRealPalacio		3	1	❌	33,3%	1	❌	33,3%	1	❌	33,3%	00:00:15	00:00:12	00:00:13	00:00:13	00:00:46	00:00:22
	09:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:00:13	00:00:13	00:00:22	00:00:22
	10:00:00	2	0	❌	0,0%	1	❌	50,0%	1	❌	50,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:58	00:00:00
HotelRealParque		5	5	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:06	00:04:19	00:01:22	00:00:06	00:00:06
	11:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:06	00:04:19	00:01:20	00:00:06	00:00:06
	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:01:29	00:01:29	00:00:07	00:00:07
11-06-2018		76	68	✔️	89,5%	3	✔️	3,9%	0	✔️	0,0%	00:00:15	00:00:09	00:14:34	00:03:13	00:00:19	00:00:11
GrdRealVillaltalia		24	19	⚠️	79,2%	2	✔️	8,3%	0	✔️	0,0%	00:00:15	00:00:09	00:13:32	00:03:46	00:00:15	00:00:12
	09:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:07	00:02:20	00:01:43	00:00:10	00:00:10
	10:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:01:50	00:01:50	00:00:07	00:00:07
	11:00:00	5	5	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:08	00:13:32	00:06:38	00:00:08	00:00:08
	12:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:02:35	00:02:35	00:00:09	00:00:09
	13:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:09	00:07:30	00:04:12	00:00:20	00:00:20
	14:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:06	00:11:32	00:05:17	00:00:13	00:00:13
	15:00:00	5	3	⚠️	60,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:02:46	00:02:09	00:00:15	00:00:15
	16:00:00	2	1	⚠️	50,0%	1	❌	50,0%	0	✔️	0,0%	00:00:12	00:00:12	00:02:23	00:02:23	00:00:25	00:00:12
	18:00:00	4	2	⚠️	50,0%	1	❌	25,0%	0	✔️	0,0%	00:00:14	00:00:09	00:00:55	00:00:47	00:00:24	00:00:16
HotelRealOeiras		29	27	✔️	93,1%	1	✔️	3,4%	0	✔️	0,0%	00:00:15	00:00:10	00:11:45	00:02:35	00:00:29	00:00:12
	09:00:00	2	1	⚠️	50,0%	1	❌	50,0%	0	✔️	0,0%	00:00:15	00:00:13	00:01:05	00:01:05	00:04:07	00:00:09
	10:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:04	00:00:04	00:00:52	00:00:52	00:00:04	00:00:04
	11:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:03:44	00:02:34	00:00:14	00:00:14
	12:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:11:45	00:03:49	00:00:12	00:00:12
	13:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:07:46	00:03:29	00:00:12	00:00:12
	14:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:01:37	00:01:37	00:00:10	00:00:10
	15:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:00:54	00:00:41	00:00:10	00:00:10
	16:00:00	5	4	⚠️	80,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:08	00:04:26	00:02:55	00:00:10	00:00:10
	17:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:13	00:00:11	00:02:20	00:01:30	00:00:12	00:00:12
	18:00:00	5	5	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:06:26	00:02:37	00:00:18	00:00:18
HotelRealPalacio		15	15	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:14	00:00:09	00:14:34	00:03:38	00:00:09	00:00:09
	09:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:08	00:09:21	00:04:25	00:00:07	00:00:07
	11:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:14	00:00:07	00:14:34	00:05:46	00:00:08	00:00:08
	12:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:09	00:00:46	00:00:46	00:00:09	00:00:09
	13:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:10	00:02:56	00:01:45	00:00:10	00:00:10
	14:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:02:36	00:01:58	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	00:01:49	00:01:49	00:00:11	00:00:11
	16:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:11	00:04:24	00:03:55	00:00:11	00:00:11
HotelRealParque		6	5	⚠️	83,3%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:08	00:07:47	00:03:53	00:00:08	00:00:07
	09:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:05:35	00:05:35	00:00:06	00:00:06
	14:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:07:47	00:07:47	00:00:10	00:00:10
	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:04:05	00:04:05	00:00:06	00:00:06
	16:00:00	3	2	⚠️	66,7%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:09	00:01:22	00:00:58	00:00:09	00:00:08
RealResidencia		2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:11	00:00:42	00:00:40	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	00:00:37	00:00:37	00:00:07	00:00:07
	16:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:00:42	00:00:42	00:00:38	00:00:38
12-06-2018		74	65	✔️	87,8%	3	✔️	4,1%	6	✔️	8,1%	00:00:15	00:00:09	00:18:44	00:03:21	00:00:16	00:00:16
GrdRealVillaltalia		22	21	✔️	95,5%	0	✔️	0,0%	1	✔️	4,5%	00:00:11	00:00:08	00:10:53	00:03:22	00:00:16	00:00:16
	09:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:10:53	00:07:52	00:01:16	00:01:16

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	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:08	00:04:29	00:03:44	00:00:08	00:00:08
	11:00:00	3	2	⚠️	66,7%	0	✔️	0,0%	1	❌	33,3%	00:00:10	00:00:08	00:02:28	00:02:26	00:00:11	00:00:12
	12:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:06:36	00:03:54	00:00:12	00:00:12
	13:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:07	00:05:14	00:04:34	00:00:08	00:00:08
	14:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:02:23	00:01:37	00:00:13	00:00:13
	15:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:07	00:04:46	00:02:22	00:00:08	00:00:08
	16:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:01:45	00:01:14	00:00:12	00:00:12
	17:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:10	00:05:37	00:04:57	00:00:10	00:00:10
HotelRealOeiras		22	18	⚠️	81,8%	2	✔️	9,1%	2	✔️	9,1%	00:00:15	00:00:10	00:09:19	00:02:14	00:00:21	00:00:18
	09:00:00	6	3	⚠️	50,0%	2	❌	33,3%	1	❌	16,7%	00:00:15	00:00:10	00:04:32	00:02:50	00:00:39	00:00:39
	11:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:15	00:07:36	00:07:36	00:00:15	00:00:15
	12:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:10	00:01:48	00:01:22	00:00:09	00:00:09
	13:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:03:18	00:03:18	00:00:08	00:00:08
	14:00:00	5	4	⚠️	80,0%	0	✔️	0,0%	1	❌	20,0%	00:00:15	00:00:10	00:09:19	00:03:01	00:00:16	00:00:18
	15:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:01:10	00:00:46	00:00:18	00:00:18
	16:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:10	00:01:44	00:01:02	00:00:10	00:00:10
	17:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:11	00:01:42	00:01:08	00:00:17	00:00:17
HotelRealPalacio		14	12	✔️	85,7%	0	✔️	0,0%	2	⚠️	14,3%	00:00:12	00:00:09	00:10:33	00:03:29	00:00:10	00:00:09
	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	00:00:19	00:00:00
	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	00:00:04	00:00:00
	12:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:08:26	00:08:26	00:00:10	00:00:10
	13:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:09	00:02:38	00:02:20	00:00:09	00:00:09
	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:01:54	00:01:54	00:00:08	00:00:08
	16:00:00	5	5	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:07	00:10:33	00:04:17	00:00:08	00:00:08
	17:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:11	00:01:29	00:01:16	00:00:11	00:00:11
HotelRealParque		15	13	✔️	86,7%	1	✔️	6,7%	1	✔️	6,7%	00:00:15	00:00:10	00:18:44	00:04:54	00:00:15	00:00:17
	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	4	3	⚠️	75,0%	0	✔️	0,0%	1	❌	25,0%	00:00:08	00:00:06	00:18:44	00:10:28	00:00:14	00:00:16
	11:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:09:13	00:03:06	00:00:32	00:00:32
	14:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:12:58	00:12:58	00:00:07	00:00:07
	15:00:00	2	1	⚠️	50,0%	1	❌	50,0%	0	✔️	0,0%	00:00:09	00:00:04	00:01:48	00:01:48	00:00:04	00:00:09
	16:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:07	00:02:25	00:01:32	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	00:00:27	00:00:27	00:00:08	00:00:08
RealResidencia		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
	15:00:00	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
13-06-2018		48	32	⚠️	66,7%	4	✔️	8,3%	9	❌	18,8%	00:00:15	00:00:09	00:08:07	00:02:28	00:00:22	00:00:13
GrdRealVillaltalia		17	12	⚠️	70,6%	2	⚠️	11,8%	1	✔️	5,9%	00:00:12	00:00:08	00:08:07	00:02:22	00:00:29	00:00:14
	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:07	00:08:07	00:03:18	00:00:13	00:00:13
	11:00:00	3	2	⚠️	66,7%	1	❌	33,3%	0	✔️	0,0%	00:00:10	00:00:08	00:02:46	00:02:26	00:00:24	00:00:16
	12:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:07	00:03:27	00:02:20	00:00:18	00:00:18
	13:00:00	4	2	⚠️	50,0%	1	❌	25,0%	1	❌	25,0%	00:00:10	00:00:08	00:01:16	00:00:50	00:01:14	00:00:16
	14:00:00	4	3	⚠️	75,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:08	00:04:16	00:01:54	00:00:11	00:00:11
	15:00:00	2	1	⚠️	50,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:10	00:04:06	00:04:06	00:00:10	00:00:08
HotelRealOeiras		10	8	⚠️	80,0%	2	❌	20,0%	0	✔️	0,0%	00:00:15	00:00:10	00:07:00	00:02:14	00:00:31	00:00:11
	11:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:08	00:07:00	00:03:46	00:00:13	00:00:13
	12:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:05	00:00:05	00:01:57	00:01:57	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	00:00:34	00:00:34	00:00:10	00:00:10
	15:00:00	1	0	❌	0,0%	1	❌	100,0%	0	✔️	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:03:02	00:00:00
	16:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:03:24	00:01:56	00:00:12	00:00:12
	17:00:00	1	0	❌	0,0%	1	❌	100,0%	0	✔️	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:38	00:00:00
HotelRealPalacio		12	8	⚠️	66,7%	0	✔️	0,0%	4	❌	33,3%	00:00:15	00:00:09	00:07:49	00:02:47	00:00:10	00:00:12
	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	00:00:08	00:00:00
	10:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:03:46	00:03:46	00:00:24	00:00:24

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Service Performance Report

	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:13	00:03:13	00:00:09	00:00:09
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:07:49	00:04:02	00:00:07	00:00:07
	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
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:16	00:02:16	00:00:23	00:00:23
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:19	00:01:49	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:20	00:01:20	00:00:08	00:00:08
HotelRealParque		9	4	✘	44,4%	0	✔	0,0%	4	✘	44,4%	00:00:15	00:00:12	00:04:14	00:02:38	00:00:12	00:00:18
	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	00:00:04	00:00:00
	10:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:14	00:02:38	00:00:16	00:00:16
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:37	00:02:37	00:00:23	00:00:23
	13:00:00	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
14-06-2018		73	63	✔	86,3%	1	✔	1,4%	7	✔	9,6%	00:00:15	00:00:09	00:10:27	00:02:37	00:00:11	00:00:12
GrdRealVillaltalia		16	13	⚠	81,3%	1	✔	6,3%	2	⚠	12,5%	00:00:10	00:00:09	00:10:27	00:03:00	00:00:11	00:00:12
	09:00:00	3	1	✘	33,3%	0	✔	0,0%	2	✘	66,7%	00:00:08	00:00:08	00:03:14	00:03:14	00:00:07	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:23	00:02:14	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:28	00:01:57	00:00:15	00:00:15
	13:00:00	2	1	⚠	50,0%	1	✘	50,0%	0	✔	0,0%	00:00:08	00:00:07	00:04:43	00:04:43	00:00:08	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:11	00:03:11	00:00:26	00:00:26
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:04:27	00:02:18	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:07	00:01:40	00:00:19	00:00:19
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:10:27	00:10:27	00:00:10	00:00:10
HotelRealOeiras		25	21	⚠	84,0%	0	✔	0,0%	3	⚠	12,0%	00:00:15	00:00:10	00:07:34	00:02:06	00:00:13	00:00:13
	09:00:00	5	2	✘	40,0%	0	✔	0,0%	3	✘	60,0%	00:00:15	00:00:09	00:07:34	00:05:06	00:00:12	00:00:14
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:59	00:02:42	00:00:12	00:00:12
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:14	00:01:22	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:36	00:00:36	00:00:11	00:00:11
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:47	00:05:47	00:00:22	00:00:22
	14:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:03:08	00:02:08	00:00:10	00:00:09
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:47	00:01:05	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:52	00:00:52	00:00:23	00:00:23
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:01:06	00:01:06	00:00:28	00:00:28
HotelRealPalacio		19	16	⚠	84,2%	0	✔	0,0%	2	⚠	10,5%	00:00:15	00:00:09	00:08:53	00:03:11	00:00:12	00:00:12
	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	00:00:08	00:00:00
	10:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✘	25,0%	00:00:09	00:00:08	00:03:00	00:02:08	00:00:10	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:23	00:02:23	00:00:21	00:00:21
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:26	00:01:26	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:01:48	00:01:12	00:00:10	00:00:10
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:08:53	00:05:36	00:00:11	00:00:11
	17:00:00	5	4	⚠	80,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:41	00:03:06	00:00:10	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:33	00:03:33	00:00:45	00:00:45
HotelRealParque		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:09	00:02:24	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	00:04:02	00:02:21	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:01:08	00:01:08	00:00:13	00:00:13
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:00	00:01:00	00:00:03	00:00:03
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:01	00:02:34	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:00	00:02:00	00:00:25	00:00:25
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:09	00:05:09	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:23	00:01:23	00:00:07	00:00:07
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:19	00:02:58	00:00:07	00:00:07
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:57	00:01:57	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:57	00:01:57	00:00:07	00:00:07
15-06-2018		102	68	⚠	66,7%	6	✔	5,9%	28	✘	27,5%	00:00:17	00:00:07	00:08:34	00:02:00	00:00:11	00:00:08
GrdRealVillaltalia		27	19	⚠	70,4%	0	✔	0,0%	8	✘	29,6%	00:00:10	00:00:06	00:08:34	00:02:44	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	09:00:00	7	0	❌0,0%	0	✅0,0%	7	❌100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	10:00:00	5	4	⚠️80,0%	0	✅0,0%	1	❌20,0%	00:00:09	00:00:06	00:07:38	00:04:11	00:00:07	00:00:06
	11:00:00	3	3	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:08	00:00:08	00:05:14	00:03:22	00:00:08	00:00:08
	12:00:00	1	1	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:06	00:00:06	00:07:34	00:07:34	00:00:06	00:00:06
	13:00:00	1	1	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:04	00:00:04	00:02:49	00:02:49	00:00:04	00:00:04
	14:00:00	3	3	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:10	00:00:07	00:08:34	00:03:31	00:00:07	00:00:07
	15:00:00	1	1	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:10	00:00:08	00:01:56	00:01:56	00:00:23	00:00:23
	16:00:00	2	2	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:09	00:00:07	00:01:51	00:00:57	00:00:08	00:00:08
	17:00:00	4	4	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:10	00:00:05	00:03:50	00:01:15	00:00:08	00:00:08
HotelRealOeiras		30	18	⚠️60,0%	5	❌16,7%	7	❌23,3%	00:00:15	00:00:07	00:06:55	00:01:55	00:00:12	00:00:07
	09:00:00	10	1	❌10,0%	3	❌30,0%	6	❌60,0%	00:00:15	00:00:12	00:02:34	00:02:34	00:00:22	00:00:09
	10:00:00	3	3	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:13	00:00:10	00:01:11	00:00:52	00:00:10	00:00:10
	11:00:00	3	3	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:08	00:00:05	00:03:56	00:02:42	00:00:06	00:00:06
	12:00:00	4	1	❌25,0%	2	❌50,0%	1	❌25,0%	00:00:10	00:00:07	00:03:47	00:02:17	00:00:08	00:00:10
	13:00:00	1	1	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:06	00:00:06	00:00:24	00:00:24	00:00:06	00:00:06
	14:00:00	2	2	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:10	00:00:08	00:00:39	00:00:37	00:00:08	00:00:08
	16:00:00	2	2	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:06	00:00:04	00:02:22	00:01:49	00:00:05	00:00:05
	17:00:00	3	3	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:08	00:00:05	00:02:50	00:01:47	00:00:05	00:00:05
	18:00:00	2	2	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:06	00:00:06	00:06:55	00:04:00	00:00:06	00:00:06
HotelRealPalacio		23	10	❌43,5%	1	✅4,3%	12	❌52,2%	00:00:10	00:00:07	00:08:04	00:02:08	00:00:14	00:00:07
	09:00:00	10	0	❌0,0%	0	✅0,0%	10	❌100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	10:00:00	5	3	⚠️60,0%	1	❌20,0%	1	❌20,0%	00:00:08	00:00:07	00:08:04	00:03:38	00:00:30	00:00:07
	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	00:00:09	00:00:00
	13:00:00	1	1	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:10	00:00:10	00:01:11	00:01:11	00:00:10	00:00:10
	14:00:00	1	1	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:06	00:00:06	00:01:18	00:01:18	00:00:06	00:00:06
	15:00:00	2	2	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:09	00:00:08	00:02:30	00:02:30	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	00:01:50	00:01:50	00:00:09	00:00:09
	18:00:00	2	2	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:06	00:00:04	00:00:49	00:00:36	00:00:04	00:00:04
HotelRealParque		21	20	✅95,2%	0	✅0,0%	1	✅4,8%	00:00:17	00:00:08	00:04:08	00:01:17	00:00:09	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	00:00:13	00:00:00
	10:00:00	1	1	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:03	00:00:03	00:02:08	00:02:08	00:00:04	00:00:04
	11:00:00	1	1	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:14	00:00:14	00:01:54	00:01:54	00:00:14	00:00:14
	12:00:00	3	3	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:13	00:00:09	00:01:31	00:01:09	00:00:09	00:00:09
	14:00:00	3	3	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:09	00:00:07	00:01:33	00:00:54	00:00:08	00:00:08
	15:00:00	6	6	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:15	00:00:09	00:04:08	00:01:32	00:00:10	00:00:10
	16:00:00	4	4	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:05	00:00:04	00:01:13	00:00:52	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	00:02:46	00:02:46	00:00:04	00:00:04
	18:00:00	1	1	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:17	00:00:12	00:00:58	00:00:38	00:00:19	00:00:19
RealResidencia		1	1	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:09	00:00:09	00:01:17	00:01:17	00:00:09	00:00:09
	15:00:00	1	1	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:09	00:00:09	00:01:17	00:01:17	00:00:09	00:00:09
16-06-2018		23	15	⚠️65,2%	1	✅4,3%	7	❌30,4%	00:00:15	00:00:09	00:11:28	00:04:01	00:00:09	00:00:09
GrdRealVillaltalia		4	3	⚠️75,0%	0	✅0,0%	1	❌25,0%	00:00:08	00:00:07	00:11:28	00:05:28	00:00:06	00:00:07
	11:00:00	3	2	⚠️66,7%	0	✅0,0%	1	❌33,3%	00:00:08	00:00:06	00:11:28	00:05:44	00:00:05	00:00:06
	13:00:00	1	1	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:08	00:00:08	00:04:57	00:04:57	00:00:09	00:00:09
HotelRealOeiras		4	2	⚠️50,0%	1	❌25,0%	1	❌25,0%	00:00:15	00:00:10	00:08:38	00:05:34	00:00:15	00:00:07
	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	00:00:05	00:00:00
	14:00:00	1	1	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:10	00:00:10	00:02:30	00:02:30	00:00:10	00:00:10
	15:00:00	1	1	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:04	00:00:04	00:08:38	00:08:38	00:00:04	00:00:04
	16:00:00	1	0	❌0,0%	1	❌100,0%	0	✅0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:41	00:00:00
HotelRealPalacio		3	2	⚠️66,7%	0	✅0,0%	1	❌33,3%	00:00:13	00:00:11	00:02:19	00:01:26	00:00:08	00:00:11
	10:00:00	2	1	⚠️50,0%	0	✅0,0%	1	❌50,0%	00:00:09	00:00:09	00:02:19	00:02:19	00:00:06	00:00:09
	15:00:00	1	1	✅100,0%	0	✅0,0%	0	✅0,0%	00:00:13	00:00:13	00:00:32	00:00:32	00:00:13	00:00:13
HotelRealParque		8	5	⚠️62,5%	0	✅0,0%	3	❌37,5%	00:00:14	00:00:08	00:07:21	00:04:52	00:00:07	00:00:08

OneContact Reporting

Service Performance Report

	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:06	00:07:21	00:04:22	00:00:06	00:00:06
	11:00:00	3	2	⚠️	66,7%	0	✔️	0,0%	1	❌	33,3%	00:00:10	00:00:08	00:06:43	00:06:14	00:00:07	00:00:08
	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	00:00:06	00:00:00
	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:14	00:00:14	00:03:11	00:03:11	00:00:14	00:00:14
RealResidencia		4	3	⚠️	75,0%	0	✔️	0,0%	1	❌	25,0%	00:00:15	00:00:08	00:04:04	00:01:48	00:00:11	00:00:14
	10:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:04	00:00:04	00:00:29	00:00:29	00:00:04	00:00:04
	11:00:00	2	1	⚠️	50,0%	0	✔️	0,0%	1	❌	50,0%	00:00:07	00:00:07	00:00:51	00:00:51	00:00:05	00:00:07
	12:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:04:04	00:04:04	00:00:30	00:00:30
18-06-2018		81	73	✔️	90,1%	4	✔️	4,9%	4	✔️	4,9%	00:00:15	00:00:07	00:13:58	00:02:12	00:00:09	00:00:08
GrdRealVillaltalia		19	18	✔️	94,7%	0	✔️	0,0%	1	✔️	5,3%	00:00:10	00:00:07	00:13:58	00:03:11	00:00:10	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	00:00:05	00:00:00
	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:05	00:00:04	00:13:58	00:08:16	00:00:04	00:00:04
	11:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:02:05	00:00:53	00:00:13	00:00:13
	12:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:07	00:01:46	00:01:44	00:00:12	00:00:12
	14:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:06	00:11:34	00:03:51	00:00:07	00:00:07
	15:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:07:53	00:04:56	00:00:06	00:00:06
	16:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:03:27	00:02:23	00:00:20	00:00:20
	17:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:07	00:02:22	00:01:29	00:00:11	00:00:11
HotelRealOeiras		24	19	⚠️	79,2%	4	❌	16,7%	1	✔️	4,2%	00:00:15	00:00:06	00:05:49	00:01:41	00:00:11	00:00:08
	09:00:00	6	4	⚠️	66,7%	2	❌	33,3%	0	✔️	0,0%	00:00:15	00:00:06	00:04:48	00:01:43	00:00:21	00:00:05
	10:00:00	3	2	⚠️	66,7%	0	✔️	0,0%	1	❌	33,3%	00:00:12	00:00:12	00:00:55	00:00:43	00:00:11	00:00:12
	11:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:07	00:01:50	00:01:42	00:00:07	00:00:07
	12:00:00	3	1	❌	33,3%	2	❌	66,7%	0	✔️	0,0%	00:00:04	00:00:02	00:05:49	00:05:49	00:00:02	00:00:04
	13:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:02:25	00:01:34	00:00:16	00:00:16
	14:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:05	00:00:05	00:02:58	00:01:28	00:00:05	00:00:05
	15:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:05	00:00:05	00:02:07	00:01:03	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	00:02:11	00:02:11	00:00:04	00:00:04
HotelRealPalacio		17	16	✔️	94,1%	0	✔️	0,0%	1	✔️	5,9%	00:00:11	00:00:07	00:08:58	00:02:32	00:00:07	00:00:07
	09:00:00	4	3	⚠️	75,0%	0	✔️	0,0%	1	❌	25,0%	00:00:04	00:00:03	00:03:38	00:02:31	00:00:04	00:00:03
	10:00:00	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
	11:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:06	00:08:58	00:06:34	00:00:06	00:00:06
	12:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:03:36	00:02:26	00:00:06	00:00:06
	13:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:01:37	00:01:37	00:00:06	00:00:06
	14:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:09	00:00:08	00:01:55	00:01:34	00:00:08	00:00:08
	15:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:10	00:06:37	00:02:42	00:00:10	00:00:10
	16:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:08	00:02:30	00:01:08	00:00:08	00:00:08
HotelRealParque		21	20	✔️	95,2%	0	✔️	0,0%	1	✔️	4,8%	00:00:15	00:00:08	00:03:44	00:01:32	00:00:08	00:00:09
	09:00:00	5	4	⚠️	80,0%	0	✔️	0,0%	1	❌	20,0%	00:00:13	00:00:08	00:03:44	00:02:28	00:00:06	00:00:08
	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:06	00:01:38	00:01:26	00:00:06	00:00:06
	11:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:08	00:01:11	00:00:47	00:00:08	00:00:08
	13:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:02:40	00:01:55	00:00:08	00:00:08
	15:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:06	00:02:30	00:01:15	00:00:06	00:00:06
	16:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:01:51	00:01:32	00:00:12	00:00:12
	17:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:01:29	00:01:29	00:00:21	00:00:21
19-06-2018		108	79	⚠️	73,1%	9	✔️	8,3%	20	❌	18,5%	00:00:15	00:00:08	00:11:27	00:02:26	00:00:21	00:00:12
GrdRealVillaltalia		26	14	⚠️	53,8%	2	✔️	7,7%	10	❌	38,5%	00:00:10	00:00:07	00:09:18	00:04:07	00:00:23	00:00:09
	09:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:06	00:01:32	00:01:03	00:00:06	00:00:06
	10:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:09:18	00:06:00	00:00:08	00:00:08
	11:00:00	7	4	⚠️	57,1%	1	⚠️	14,3%	2	❌	28,6%	00:00:10	00:00:07	00:08:24	00:03:20	00:00:12	00:00:12
	12:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:04	00:00:04	00:00:30	00:00:30	00:00:04	00:00:04
	13:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:07	00:00:06	00:03:30	00:02:36	00:00:06	00:00:06
	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:08	00:08:40	00:08:40	00:00:08	00:00:08
	16:00:00	8	0	❌	0,0%	1	⚠️	12,5%	7	❌	87,5%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:53	00:00:00

OneContact Reporting

Service Performance Report

	17:00:00	3	2	🟡 66,7%	0	✅ 0,0%	1	❌ 33,3%	00:00:10	00:00:08	00:09:17	00:07:55	00:00:12	00:00:15
HotelRealOeiras		35	24	🟡 68,6%	4	🟡 11,4%	7	❌ 20,0%	00:00:15	00:00:08	00:11:27	00:02:11	00:00:12	00:00:09
	09:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:02:29	00:01:58	00:00:04	00:00:04
	10:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:06	00:02:01	00:01:20	00:00:06	00:00:06
	11:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:06	00:02:42	00:01:23	00:00:07	00:00:07
	12:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:01:14	00:00:49	00:00:18	00:00:18
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:01:35	00:01:35	00:00:06	00:00:06
	14:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:08	00:01:06	00:00:34	00:00:10	00:00:10
	15:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:05:38	00:03:19	00:00:11	00:00:11
	16:00:00	7	1	❌ 14,3%	2	❌ 28,6%	4	❌ 57,1%	00:00:04	00:00:04	00:11:27	00:11:27	00:00:09	00:00:04
	17:00:00	5	4	🟡 80,0%	1	❌ 20,0%	0	✅ 0,0%	00:00:15	00:00:09	00:05:56	00:02:41	00:00:29	00:00:07
	18:00:00	4	0	❌ 0,0%	1	❌ 25,0%	3	❌ 75,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
HotelRealPalacio		22	20	✅ 90,9%	0	✅ 0,0%	2	✅ 9,1%	00:00:15	00:00:08	00:05:28	00:02:02	00:00:10	00:00:10
	09:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:08	00:01:39	00:01:07	00:00:10	00:00:10
	10:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:07	00:02:26	00:01:34	00:00:07	00:00:07
	11:00:00	5	3	🟡 60,0%	0	✅ 0,0%	2	❌ 40,0%	00:00:15	00:00:09	00:04:02	00:02:30	00:00:10	00:00:12
	12:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:04:37	00:03:14	00:00:14	00:00:14
	14:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:06	00:05:28	00:02:19	00:00:07	00:00:07
	15:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:06	00:03:24	00:01:50	00:00:06	00:00:06
	17:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:01:49	00:01:30	00:00:14	00:00:14
	18:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:11	00:03:10	00:03:10	00:00:11	00:00:11
HotelRealParque		23	19	🟡 82,6%	3	🟡 13,0%	1	✅ 4,3%	00:00:15	00:00:10	00:07:35	00:02:02	00:00:46	00:00:22
	09:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:00:49	00:00:49	00:00:07	00:00:07
	10:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:07	00:03:13	00:01:38	00:00:08	00:00:08
	11:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:02:33	00:01:43	00:00:30	00:00:30
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:00:52	00:00:52	00:00:22	00:00:22
	14:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:09	00:02:12	00:01:20	00:00:08	00:00:08
	15:00:00	6	4	🟡 66,7%	1	❌ 16,7%	1	❌ 16,7%	00:00:15	00:00:11	00:07:35	00:04:49	00:00:28	00:00:18
	16:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:01:51	00:01:51	00:00:10	00:00:10
	17:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:02:11	00:01:22	00:00:08	00:00:08
	18:00:00	4	2	🟡 50,0%	2	❌ 50,0%	0	✅ 0,0%	00:00:15	00:00:12	00:01:11	00:00:55	00:02:56	00:01:25
RealResidencia		2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:01:45	00:01:41	00:00:06	00:00:06
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:01:37	00:01:37	00:00:06	00:00:06
	18:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:05	00:00:05	00:01:45	00:01:45	00:00:05	00:00:05
20-06-2018		69	62	✅ 89,9%	3	✅ 4,3%	4	✅ 5,8%	00:00:15	00:00:08	00:20:56	00:02:38	00:00:11	00:00:10
GrdRealVillaltalia		24	22	✅ 91,7%	0	✅ 0,0%	2	✅ 8,3%	00:00:11	00:00:07	00:20:56	00:03:51	00:00:12	00:00:12
	09:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:10	00:01:46	00:01:41	00:00:14	00:00:14
	10:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:06	00:06:09	00:03:40	00:00:06	00:00:06
	11:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:06	00:06:12	00:02:27	00:00:06	00:00:06
	12:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:06:29	00:06:29	00:00:08	00:00:08
	13:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:04	00:20:56	00:07:37	00:00:04	00:00:04
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:01:02	00:01:02	00:00:05	00:00:05
	15:00:00	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
	16:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:06	00:03:45	00:03:02	00:00:06	00:00:06
	17:00:00	7	5	🟡 71,4%	0	✅ 0,0%	2	❌ 28,6%	00:00:10	00:00:08	00:08:01	00:04:07	00:00:14	00:00:15
	18:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:06:49	00:04:05	00:00:28	00:00:28
HotelRealOeiras		9	8	✅ 88,9%	1	🟡 11,1%	0	✅ 0,0%	00:00:15	00:00:07	00:06:08	00:02:04	00:00:09	00:00:06
	10:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:06	00:01:36	00:01:02	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	00:02:50	00:02:50	00:00:05	00:00:05
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:01:38	00:01:38	00:00:06	00:00:06
	16:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:06	00:06:08	00:03:34	00:00:06	00:00:06
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:02:01	00:02:01	00:00:07	00:00:07
	18:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:00:53	00:00:53	00:00:04	00:00:04

OneContact Reporting

Service Performance Report

	19:00:00	1	0	❌	0,0%	1	❌	100,0%	0	✅	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:33	00:00:00
HotelRealPalacio		17	15	✅	88,2%	1	✅	5,9%	1	✅	5,9%	00:00:15	00:00:09	00:04:15	00:01:53	00:00:15	00:00:11
	10:00:00	5	3	⚠️	60,0%	1	❌	20,0%	1	❌	20,0%	00:00:15	00:00:11	00:03:58	00:02:43	00:00:28	00:00:16
	11:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:05	00:01:08	00:00:33	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	00:02:42	00:01:37	00:00:14	00:00:14
	16:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:06	00:00:06	00:04:15	00:03:34	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	00:02:48	00:02:48	00:00:04	00:00:04
	18:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:03:25	00:01:12	00:00:13	00:00:13
HotelRealParque		17	16	✅	94,1%	0	✅	0,0%	1	✅	5,9%	00:00:15	00:00:07	00:08:40	00:01:54	00:00:08	00:00:08
	09:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:01:46	00:01:46	00:00:08	00:00:08
	10:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:07	00:00:50	00:00:39	00:00:07	00:00:07
	11:00:00	5	4	⚠️	80,0%	0	✅	0,0%	1	❌	20,0%	00:00:09	00:00:07	00:02:12	00:01:21	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	00:02:27	00:02:27	00:00:06	00:00:06
	14:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:06	00:00:59	00:00:38	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	00:03:38	00:03:38	00:00:06	00:00:06
	16:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:09	00:08:40	00:03:26	00:00:12	00:00:12
RealResidencia		2	1	⚠️	50,0%	1	❌	50,0%	0	✅	0,0%	00:00:15	00:00:10	00:02:53	00:02:53	00:00:16	00:00:22
	12:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:11	00:02:53	00:02:53	00:00:22	00:00:22
	14:00:00	1	0	❌	0,0%	1	❌	100,0%	0	✅	0,0%	00:00:09	00:00:09	00:00:00	00:00:00	00:00:09	00:00:00
21-06-2018		79	50	⚠️	63,3%	5	✅	6,3%	24	❌	30,4%	00:00:15	00:00:07	00:12:23	00:02:22	00:00:18	00:00:15
GrdRealVillaltalia		37	22	⚠️	59,5%	4	⚠️	10,8%	11	❌	29,7%	00:00:12	00:00:07	00:12:23	00:02:40	00:00:25	00:00:22
	09:00:00	3	2	⚠️	66,7%	0	✅	0,0%	1	❌	33,3%	00:00:06	00:00:06	00:02:30	00:02:14	00:00:05	00:00:06
	10:00:00	3	2	⚠️	66,7%	0	✅	0,0%	1	❌	33,3%	00:00:10	00:00:07	00:02:35	00:01:48	00:00:14	00:00:15
	11:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:08	00:01:07	00:00:56	00:01:12	00:01:12
	12:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:07:16	00:03:23	00:00:14	00:00:14
	13:00:00	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
	14:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:02	00:00:02	00:01:56	00:01:56	00:00:02	00:00:02
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:07	00:03:27	00:03:08	00:00:07	00:00:07
	16:00:00	11	4	❌	36,4%	2	❌	18,2%	5	❌	45,5%	00:00:10	00:00:07	00:12:23	00:03:30	00:00:34	00:00:45
	17:00:00	9	3	❌	33,3%	2	❌	22,2%	4	❌	44,4%	00:00:10	00:00:08	00:06:38	00:04:36	00:00:28	00:00:07
	18:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:07	00:01:13	00:00:52	00:00:10	00:00:10
HotelRealOeiras		25	15	⚠️	60,0%	0	✅	0,0%	10	❌	40,0%	00:00:15	00:00:06	00:07:35	00:02:06	00:00:08	00:00:09
	09:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:06	00:00:06	00:01:14	00:01:00	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	00:00:36	00:00:36	00:00:07	00:00:07
	11:00:00	5	5	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:06	00:01:49	00:01:17	00:00:08	00:00:08
	14:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:05	00:00:04	00:07:35	00:04:04	00:00:05	00:00:05
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:04	00:00:03	00:04:38	00:02:42	00:00:04	00:00:04
	16:00:00	3	2	⚠️	66,7%	0	✅	0,0%	1	❌	33,3%	00:00:07	00:00:05	00:07:30	00:03:29	00:00:06	00:00:07
	17:00:00	10	1	❌	10,0%	0	✅	0,0%	9	❌	90,0%	00:00:15	00:00:11	00:00:31	00:00:31	00:00:12	00:00:42
	18:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:06	00:00:06	00:01:41	00:01:41	00:00:06	00:00:06
HotelRealPalacio		6	5	⚠️	83,3%	1	❌	16,7%	0	✅	0,0%	00:00:15	00:00:10	00:05:44	00:02:52	00:00:28	00:00:12
	09:00:00	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
	10:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:08	00:02:26	00:02:20	00:00:12	00:00:12
	11:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:05:44	00:05:44	00:00:10	00:00:10
	14:00:00	2	1	⚠️	50,0%	1	❌	50,0%	0	✅	0,0%	00:00:15	00:00:12	00:02:31	00:02:31	00:01:04	00:00:21
HotelRealParque		6	3	⚠️	50,0%	0	✅	0,0%	3	❌	50,0%	00:00:06	00:00:05	00:04:20	00:02:28	00:00:08	00:00:06
	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	00:00:18	00:00:00
	14:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:06	00:00:06	00:04:20	00:04:20	00:00:06	00:00:06
	15:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:05	00:00:05	00:00:32	00:00:32	00:00:05	00:00:05
	16:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:05	00:00:05	00:02:31	00:02:31	00:00:06	00:00:06
	17:00:00	2	0	❌	0,0%	0	✅	0,0%	2	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
RealResidencia		5	5	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:06	00:04:00	00:01:29	00:00:12	00:00:12
	09:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:04	00:00:04	00:00:52	00:00:52	00:00:04	00:00:04

OneContact Reporting

Service Performance Report

	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:01	00:01:33	00:00:04	00:00:04
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:00:32	00:00:28	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:00	00:04:00	00:00:43	00:00:43
22-06-2018		62	49	⚠	79,0%	3	✔	4,8%	10	✖	16,1%	00:00:15	00:00:07	00:10:48	00:02:16	00:00:18	00:00:08
GrdRealVillaltalia		13	10	⚠	76,9%	1	✔	7,7%	2	✖	15,4%	00:00:10	00:00:08	00:05:32	00:02:03	00:00:52	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:22	00:01:22	00:00:07	00:00:07
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:53	00:01:44	00:00:06	00:00:06
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:43	00:01:27	00:00:16	00:00:16
	13:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:03	00:00:03	00:03:22	00:03:22	00:00:04	00:00:03
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:22	00:01:32	00:00:16	00:00:16
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:32	00:05:32	00:00:17	00:00:17
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:47	00:00:47	00:00:20	00:00:20
	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	00:00:10	00:00:00
	19:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:09:04	00:00:00
HotelRealOeiras		22	17	⚠	77,3%	1	✔	4,5%	4	✖	18,2%	00:00:15	00:00:06	00:08:26	00:02:09	00:00:07	00:00:07
	09:00:00	8	5	⚠	62,5%	0	✔	0,0%	3	✖	37,5%	00:00:09	00:00:06	00:08:26	00:02:34	00:00:06	00:00:06
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:42	00:02:42	00:00:12	00:00:12
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:52	00:01:47	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:02:23	00:01:28	00:00:05	00:00:05
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:01:12	00:01:00	00:00:06	00:00:06
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:03:44	00:02:10	00:00:05	00:00:05
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:21	00:01:21	00:00:03	00:00:03
	18:00:00	3	1	✖	33,3%	1	✖	33,3%	1	✖	33,3%	00:00:10	00:00:10	00:04:53	00:04:53	00:00:06	00:00:10
HotelRealPalacio		8	7	✔	87,5%	0	✔	0,0%	1	⚠	12,5%	00:00:09	00:00:05	00:03:39	00:01:34	00:00:06	00:00:06
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:09	00:00:09	00:02:49	00:02:49	00:00:08	00:00:09
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:01	00:00:44	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:39	00:03:39	00:00:04	00:00:04
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:01:05	00:00:52	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:40	00:01:24	00:00:04	00:00:04
HotelRealParque		18	14	⚠	77,8%	1	✔	5,6%	3	✖	16,7%	00:00:15	00:00:08	00:10:48	00:02:54	00:00:12	00:00:08
	09:00:00	5	4	⚠	80,0%	0	✔	0,0%	1	✖	20,0%	00:00:09	00:00:06	00:03:50	00:02:00	00:00:06	00:00:06
	10:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:07	00:00:06	00:03:25	00:02:18	00:00:05	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:05:04	00:03:06	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:33	00:00:33	00:00:10	00:00:10
	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
	16:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:14	00:00:11	00:10:48	00:05:56	00:00:09	00:00:12
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:27	00:02:11	00:00:11	00:00:11
	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	00:01:39	00:00:00
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:57	00:02:57	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	00:02:57	00:02:57	00:00:07	00:00:07
23-06-2018		32	19	⚠	59,4%	6	✖	18,8%	7	✖	21,9%	00:00:13	00:00:07	00:15:04	00:04:36	00:00:21	00:00:14
GrdRealVillaltalia		14	7	⚠	50,0%	5	✖	35,7%	2	⚠	14,3%	00:00:10	00:00:08	00:15:04	00:05:49	00:00:33	00:00:24
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:28	00:01:28	00:00:06	00:00:06
	12:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:07	00:00:06	00:04:04	00:02:52	00:00:26	00:00:36
	13:00:00	3	1	✖	33,3%	1	✖	33,3%	1	✖	33,3%	00:00:10	00:00:10	00:01:54	00:01:54	00:00:23	00:00:09
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:15:04	00:08:22	00:00:12	00:00:12
	15:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:57	00:00:00
	16:00:00	4	1	✖	25,0%	3	✖	75,0%	0	✔	0,0%	00:00:10	00:00:08	00:14:56	00:14:56	00:00:57	00:01:00
HotelRealOeiras		10	7	⚠	70,0%	1	⚠	10,0%	2	✖	20,0%	00:00:13	00:00:08	00:09:05	00:03:43	00:00:13	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:34	00:03:34	00:00:05	00:00:05
	12:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:58	00:02:10	00:00:15	00:00:07
	13:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:13	00:00:13	00:09:05	00:09:05	00:00:16	00:00:13
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:05:11	00:03:26	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

HotelRealPalacio		4	2	🟡	50,0%	0	✅	0,0%	2	❌	50,0%	00:00:08	00:00:06	00:06:08	00:04:19	00:00:13	00:00:06
	12:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:02:30	00:02:30	00:00:08	00:00:08
	13:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:04	00:00:04	00:06:08	00:06:08	00:00:04	00:00:04
	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	00:00:20	00:00:00
HotelRealParque		2	1	🟡	50,0%	0	✅	0,0%	1	❌	50,0%	00:00:04	00:00:04	00:02:40	00:02:40	00:00:04	00:00:04
	10:00:00	2	1	🟡	50,0%	0	✅	0,0%	1	❌	50,0%	00:00:04	00:00:04	00:02:40	00:02:40	00:00:04	00:00:04
RealResidencia		2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:07	00:07:00	00:04:42	00:00:07	00:00:07
	09:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:05	00:00:05	00:07:00	00:07:00	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	00:02:24	00:02:24	00:00:09	00:00:09
25-06-2018		108	86	🟡	79,6%	7	✅	6,5%	15	🟡	13,9%	00:00:15	00:00:07	00:13:19	00:02:39	00:00:16	00:00:16
GrdRealVillaltalia		46	32	🟡	69,6%	3	✅	6,5%	11	❌	23,9%	00:00:10	00:00:07	00:13:19	00:03:09	00:00:14	00:00:17
	09:00:00	4	1	❌	25,0%	0	✅	0,0%	3	❌	75,0%	00:00:08	00:00:08	00:00:54	00:00:54	00:00:08	00:00:08
	10:00:00	17	9	🟡	52,9%	1	✅	5,9%	7	❌	41,2%	00:00:10	00:00:07	00:05:45	00:02:15	00:00:16	00:00:22
	11:00:00	4	3	🟡	75,0%	1	❌	25,0%	0	✅	0,0%	00:00:10	00:00:07	00:01:57	00:01:08	00:00:17	00:00:18
	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	00:00:10	00:00:00
	13:00:00	7	6	✅	85,7%	1	🟡	14,3%	0	✅	0,0%	00:00:10	00:00:06	00:13:19	00:04:38	00:00:07	00:00:06
	14:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:04	00:10:21	00:04:17	00:00:22	00:00:22
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:09	00:04:02	00:03:47	00:00:18	00:00:18
	16:00:00	5	5	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:07	00:07:11	00:04:37	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	00:00:34	00:00:34	00:00:04	00:00:04
	18:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:07	00:01:15	00:01:06	00:00:10	00:00:10
HotelRealOeiras		34	29	✅	85,3%	3	✅	8,8%	2	✅	5,9%	00:00:15	00:00:07	00:10:21	00:02:09	00:00:16	00:00:15
	09:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:13	00:00:10	00:02:25	00:01:56	00:00:10	00:00:10
	10:00:00	6	4	🟡	66,7%	1	❌	16,7%	1	❌	16,7%	00:00:15	00:00:07	00:07:47	00:03:38	00:00:47	00:00:54
	11:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:07	00:02:23	00:01:12	00:00:07	00:00:07
	12:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:06	00:02:37	00:01:12	00:00:09	00:00:09
	13:00:00	4	2	🟡	50,0%	1	❌	25,0%	1	❌	25,0%	00:00:15	00:00:11	00:02:30	00:01:48	00:00:12	00:00:14
	14:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:12	00:05:18	00:03:28	00:00:30	00:00:30
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:06	00:00:49	00:00:42	00:00:06	00:00:06
	16:00:00	5	5	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:07	00:10:21	00:03:18	00:00:07	00:00:07
	17:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:04	00:00:03	00:01:47	00:01:30	00:00:04	00:00:04
	18:00:00	3	2	🟡	66,7%	1	❌	33,3%	0	✅	0,0%	00:00:05	00:00:04	00:04:11	00:01:50	00:00:03	00:00:04
HotelRealPalacio		16	13	🟡	81,3%	1	✅	6,3%	2	🟡	12,5%	00:00:15	00:00:08	00:13:15	00:03:01	00:00:23	00:00:20
	09:00:00	6	4	🟡	66,7%	0	✅	0,0%	2	❌	33,3%	00:00:15	00:00:08	00:13:15	00:05:11	00:00:31	00:00:44
	11:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:05	00:00:04	00:00:57	00:00:47	00:00:04	00:00:04
	13:00:00	2	1	🟡	50,0%	1	❌	50,0%	0	✅	0,0%	00:00:15	00:00:12	00:01:34	00:01:34	00:00:58	00:00:10
	15:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:11	00:00:41	00:00:41	00:00:07	00:00:07
	16:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:06	00:00:05	00:03:26	00:02:08	00:00:10	00:00:10
	17:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:07	00:06:08	00:04:09	00:00:10	00:00:10
HotelRealParque		7	7	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:08	00:03:13	00:01:38	00:00:09	00:00:09
	09:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:03:13	00:02:52	00:00:07	00:00:07
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:12	00:01:56	00:01:56	00:00:23	00:00:23
	11:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:04	00:00:04	00:01:36	00:01:36	00:00:04	00:00:04
	12:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:01:04	00:01:04	00:00:08	00:00:08
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:01:55	00:00:54	00:00:08	00:00:08
RealResidencia		5	5	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:08	00:04:12	00:03:03	00:00:11	00:00:11
	12:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:11	00:02:35	00:02:35	00:00:11	00:00:11
	14:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:03	00:00:03	00:03:32	00:03:32	00:00:03	00:00:03
	16:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:09	00:04:12	00:04:12	00:00:18	00:00:18
	18:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:08	00:02:45	00:02:28	00:00:12	00:00:12
26-06-2018		69	56	🟡	81,2%	4	✅	5,8%	9	🟡	13,0%	00:00:15	00:00:06	00:10:51	00:02:33	00:00:11	00:00:06
GrdRealVillaltalia		22	15	🟡	68,2%	3	🟡	13,6%	4	❌	18,2%	00:00:10	00:00:06	00:10:51	00:02:48	00:00:12	00:00:08
	09:00:00	8	1	❌	12,5%	3	❌	37,5%	4	❌	50,0%	00:00:10	00:00:06	00:00:44	00:00:44	00:00:19	00:00:03

OneContact Reporting

Service Performance Report

	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:08:23	00:02:54	00:00:09	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:44	00:02:29	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:10:51	00:05:54	00:00:11	00:00:11
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:05	00:01:50	00:01:34	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	00:04:42	00:04:42	00:00:03	00:00:03
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:01:57	00:01:16	00:00:04	00:00:04
HotelRealOeiras		24	21	✔	87,5%	0	✔	0,0%	3	⚠	12,5%	00:00:08	00:00:05	00:08:30	00:02:33	00:00:06	00:00:05
	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	00:00:13	00:00:00
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:08:30	00:03:52	00:00:04	00:00:04
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:03	00:06:14	00:03:25	00:00:03	00:00:03
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:01:28	00:01:01	00:00:04	00:00:04
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:40	00:04:18	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:03:14	00:03:12	00:00:06	00:00:06
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:52	00:01:35	00:00:04	00:00:04
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:03:06	00:02:00	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	00:02:12	00:02:12	00:00:05	00:00:05
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:35	00:01:56	00:00:06	00:00:06
HotelRealPalacio		7	5	⚠	71,4%	0	✔	0,0%	2	✖	28,6%	00:00:15	00:00:07	00:07:09	00:03:42	00:00:08	00:00:08
	09:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:04	00:00:04	00:07:09	00:07:09	00:00:07	00:00:04
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:28	00:02:16	00:00:12	00:00:12
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:43	00:03:24	00:00:06	00:00:06
HotelRealParque		13	12	✔	92,3%	1	✔	7,7%	0	✔	0,0%	00:00:15	00:00:07	00:03:14	00:01:31	00:00:19	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	00:02:44	00:00:00
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:24	00:01:20	00:00:08	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:14	00:02:12	00:00:10	00:00:10
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:18	00:00:48	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:22	00:01:32	00:00:08	00:00:08
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:02:15	00:01:38	00:00:04	00:00:04
RealResidencia		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:21	00:03:49	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	00:05:21	00:05:21	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:54	00:02:54	00:00:03	00:00:03
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:11	00:03:11	00:00:08	00:00:08
27-06-2018		55	49	✔	89,1%	2	✔	3,6%	4	✔	7,3%	00:00:16	00:00:08	00:07:13	00:02:25	00:00:18	00:00:10
GrdRealVillaltalia		13	12	✔	92,3%	1	✔	7,7%	0	✔	0,0%	00:00:10	00:00:07	00:07:13	00:03:06	00:00:18	00:00:08
	10:00:00	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
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:14	00:00:14	00:00:20	00:00:20
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:59	00:02:59	00:00:07	00:00:07
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:07:13	00:03:21	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	00:02:14	00:02:14	00:00:09	00:00:09
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:04	00:05:43	00:04:30	00:00:04	00:00:04
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:03	00:02:29	00:00:06	00:00:06
	18:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:02:12	00:00:00
HotelRealOeiras		21	19	✔	90,5%	0	✔	0,0%	2	✔	9,5%	00:00:15	00:00:08	00:06:36	00:02:01	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:11	00:00:58	00:00:06	00:00:06
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:20	00:05:30	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:36	00:03:34	00:00:06	00:00:06
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:39	00:01:26	00:00:18	00:00:18
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:03:29	00:01:41	00:00:05	00:00:05
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:35	00:00:57	00:00:11	00:00:11
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:00:49	00:00:32	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:02:40	00:01:44	00:00:19	00:00:19
	18:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:03	00:00:03	00:04:17	00:04:17	00:00:08	00:00:03
HotelRealPalacio		10	8	⚠	80,0%	0	✔	0,0%	2	✖	20,0%	00:00:15	00:00:07	00:06:37	00:02:48	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	09:00:00	2	1	🟡 50,0%	0	✅ 0,0%	1	❌ 50,0%	00:00:04	00:00:04	00:06:37	00:06:37	00:00:06	00:00:04
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:01:22	00:01:22	00:00:04	00:00:04
	12:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:00:37	00:00:37	00:00:08	00:00:08
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:00:16	00:00:16	00:00:08	00:00:08
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:03:44	00:03:44	00:00:04	00:00:04
	17:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:05:50	00:04:26	00:00:20	00:00:20
	18:00:00	2	1	🟡 50,0%	0	✅ 0,0%	1	❌ 50,0%	00:00:06	00:00:06	00:00:51	00:00:51	00:00:08	00:00:07
HotelRealParque		11	10	✅ 90,9%	1	✅ 9,1%	0	✅ 0,0%	00:00:16	00:00:09	00:04:41	00:02:09	00:00:39	00:00:10
	09:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:02:40	00:02:40	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	00:04:41	00:04:41	00:00:06	00:00:06
	12:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:00:42	00:00:42	00:00:04	00:00:04
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:01:35	00:01:35	00:00:22	00:00:22
	16:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:02:46	00:02:46	00:00:04	00:00:04
	17:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:06	00:03:42	00:02:01	00:00:06	00:00:06
	18:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:16	00:00:14	00:02:01	00:01:31	00:00:20	00:00:20
	19:00:00	1	0	❌ 0,0%	1	❌ 100,0%	0	✅ 0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:05:28	00:00:00
28-06-2018		59	56	✅ 94,9%	1	✅ 1,7%	2	✅ 3,4%	00:00:15	00:00:08	00:16:18	00:02:32	00:00:12	00:00:09
GrdRealVillaltalia		12	11	✅ 91,7%	0	✅ 0,0%	1	✅ 8,3%	00:00:10	00:00:06	00:16:18	00:04:34	00:00:08	00:00:08
	09:00:00	2	1	🟡 50,0%	0	✅ 0,0%	1	❌ 50,0%	00:00:10	00:00:06	00:06:34	00:06:34	00:00:12	00:00:16
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:04:05	00:04:05	00:00:09	00:00:09
	12:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:06	00:11:05	00:06:02	00:00:06	00:00:06
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:02:54	00:02:54	00:00:08	00:00:08
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:16:18	00:16:18	00:00:15	00:00:15
	15:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:06	00:04:56	00:02:30	00:00:08	00:00:08
	16:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:00:21	00:00:21	00:00:04	00:00:04
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:04	00:00:04	00:00:29	00:00:29	00:00:04	00:00:04
HotelRealOeiras		17	17	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:06:40	00:02:43	00:00:11	00:00:11
	09:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:05	00:00:05	00:01:27	00:01:27	00:00:05	00:00:05
	10:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:05	00:00:04	00:03:24	00:02:39	00:00:04	00:00:04
	11:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:06	00:04:02	00:02:40	00:00:06	00:00:06
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:06:40	00:06:40	00:00:24	00:00:24
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:14	00:04:11	00:04:11	00:00:30	00:00:30
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:02:23	00:02:23	00:00:09	00:00:09
	16:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:04:16	00:02:52	00:00:16	00:00:16
	17:00:00	5	5	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:04:00	00:02:04	00:00:08	00:00:08
HotelRealPalacio		13	12	✅ 92,3%	0	✅ 0,0%	1	✅ 7,7%	00:00:12	00:00:07	00:04:35	00:02:05	00:00:07	00:00:07
	09:00:00	2	1	🟡 50,0%	0	✅ 0,0%	1	❌ 50,0%	00:00:07	00:00:07	00:03:21	00:03:21	00:00:06	00:00:07
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:03:45	00:03:45	00:00:06	00:00:06
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:00:24	00:00:24	00:00:07	00:00:07
	13:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:03:04	00:02:08	00:00:10	00:00:10
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:01:27	00:01:27	00:00:07	00:00:07
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:12	00:02:47	00:02:47	00:00:12	00:00:12
	16:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:06	00:04:35	00:02:28	00:00:07	00:00:07
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:05	00:00:50	00:00:36	00:00:02	00:00:02
HotelRealParque		15	14	✅ 93,3%	1	✅ 6,7%	0	✅ 0,0%	00:00:15	00:00:08	00:02:49	00:01:13	00:00:21	00:00:10
	09:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:02:10	00:02:10	00:00:23	00:00:23
	11:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:05	00:00:05	00:02:37	00:01:52	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	00:01:04	00:01:04	00:00:07	00:00:07
	15:00:00	1	0	❌ 0,0%	1	❌ 100,0%	0	✅ 0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:03:02	00:00:00
	16:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:07	00:02:49	00:01:40	00:00:06	00:00:06
	17:00:00	8	8	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:07	00:02:47	00:00:57	00:00:10	00:00:10
RealResidencia		2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:05	00:05:05	00:03:44	00:00:05	00:00:05
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:03	00:00:03	00:02:22	00:02:22	00:00:03	00:00:03

OneContact Reporting

Service Performance Report

	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:05	00:05:05	00:00:07	00:00:07
29-06-2018		49	44	✔	89,8%	2	✔	4,1%	3	✔	6,1%	00:00:15	00:00:08	00:08:55	00:02:20	00:00:10	00:00:10
GrdRealVillaltalia		14	13	✔	92,9%	1	✔	7,1%	0	✔	0,0%	00:00:10	00:00:07	00:07:48	00:03:16	00:00:08	00:00:08
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:13	00:03:36	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:51	00:01:44	00:00:16	00:00:16
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:06:53	00:04:46	00:00:05	00:00:05
	13:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:30	00:02:30	00:00:08	00:00:05
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:25	00:00:25	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:07:16	00:04:32	00:00:06	00:00:06
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:07:48	00:03:21	00:00:06	00:00:06
HotelRealOeiras		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:06	00:08:55	00:02:24	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:56	00:00:56	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:52	00:00:52	00:00:09	00:00:09
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:02:43	00:01:08	00:00:07	00:00:07
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:40	00:02:50	00:00:04	00:00:04
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:02:00	00:02:00	00:00:13	00:00:13
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:43	00:01:43	00:00:05	00:00:05
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:08:55	00:05:56	00:00:06	00:00:06
HotelRealPalacio		9	7	⚠	77,8%	0	✔	0,0%	2	✖	22,2%	00:00:15	00:00:09	00:02:40	00:01:34	00:00:13	00:00:14
	10:00:00	4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:06	00:00:06	00:01:44	00:01:38	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	00:00:34	00:00:34	00:00:03	00:00:03
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:43	00:01:43	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:05	00:02:05	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:02:40	00:02:40	00:01:04	00:01:04
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:41	00:00:41	00:00:04	00:00:04
HotelRealParque		15	13	✔	86,7%	1	✔	6,7%	1	✔	6,7%	00:00:15	00:00:08	00:06:50	00:01:36	00:00:13	00:00:12
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:13	00:00:13	00:06:50	00:06:50	00:00:21	00:00:13
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:01:03	00:00:46	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:00	00:01:00	00:00:04	00:00:04
	12:00:00	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
	14:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:15	00:00:10	00:02:55	00:01:36	00:00:17	00:00:18
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:55	00:01:25	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:46	00:00:46	00:00:35	00:00:35
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:37	00:01:10	00:00:07	00:00:07
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:35	00:03:35	00:00:04	00:00:04
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:35	00:03:35	00:00:04	00:00:04
30-06-2018		20	11	⚠	55,0%	3	✖	15,0%	6	✖	30,0%	00:00:15	00:00:06	00:11:15	00:03:19	00:00:22	00:00:05
GrdRealVillaltalia		9	5	⚠	55,6%	1	⚠	11,1%	3	✖	33,3%	00:00:09	00:00:05	00:11:15	00:04:59	00:00:17	00:00:05
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:03:48	00:02:35	00:00:06	00:00:06
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:11:15	00:06:35	00:00:04	00:00:04
	16:00:00	4	0	✖	0,0%	1	✖	25,0%	3	✖	75,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:33	00:00:00
HotelRealOeiras		4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:09	00:00:06	00:02:37	00:02:24	00:00:05	00:00:06
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:10	00:02:10	00:00:09	00:00:09
	15:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:03	00:00:03	00:02:37	00:02:37	00:00:04	00:00:03
	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	00:00:04	00:00:00
HotelRealPalacio		3	1	✖	33,3%	1	✖	33,3%	1	✖	33,3%	00:00:04	00:00:04	00:01:36	00:01:36	00:00:18	00:00:04
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:36	00:01:36	00:00:04	00:00:04
	14:00:00	2	0	✖	0,0%	1	✖	50,0%	1	✖	50,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:26	00:00:00
HotelRealParque		4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:51	00:01:43	00:00:55	00:00:05
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:51	00:01:51	00:00:04	00:00:04
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:42	00:01:39	00:00:06	00:00:06
	16:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:03:24	00:00:00
TOTAL		1752	1403	⚠	80,1%	93	✔	5,3%	225	⚠	12,8%	00:00:20	00:00:08	00:28:12	00:02:30	00:00:16	00:00:12