

OneContact Reporting

Team Summary Daily Report

Team: Algarve

Agent	First Login Time	Last Logout Time	Total Logged Time	Login Tries	Ready Time				Not Ready Time				Available Time				Work %
					Total	Avg	Max	Min	Total	Avg	Max	Min	Total	Avg	Max	Min	
01-06-2018	08:16:00	19:01:44	1.05:07:13	4	21:30:11	00:12:10	00:15:00	00:00:06	07:37:02	00:08:28	00:15:00	00:00:01	17:20:36	00:04:59	00:15:00	00:00:00	19,34
claudia.nunes	10:02:12	19:01:44	08:59:32	1	07:37:55	00:12:23	00:15:00	00:00:07	01:21:37	00:05:50	00:15:00	00:00:01	06:08:27	00:05:03	00:15:00	00:00:00	19,54
jorge.coelho	13:00:21	15:03:19	02:02:58	1	00:30:30	00:07:38	00:09:54	00:03:12	01:32:28	00:10:16	00:15:00	00:02:35	00:22:46	00:03:15	00:09:54	00:00:00	25,36
manuela.martins	08:42:23	16:58:26	08:16:03	1	07:13:51	00:12:24	00:15:00	00:00:34	01:02:12	00:05:11	00:15:00	00:00:03	06:04:09	00:05:12	00:15:00	00:00:00	16,07
susana.silva	08:16:00	18:04:40	09:48:40	1	06:07:55	00:12:16	00:15:00	00:00:06	03:40:45	00:11:37	00:15:00	00:00:11	04:45:14	00:04:50	00:15:00	00:00:00	22,47
02-06-2018	09:16:43	17:10:14	08:29:25	2	07:11:27	00:12:20	00:15:00	00:00:15	01:17:31	00:04:51	00:15:00	00:00:02	05:35:09	00:04:56	00:15:00	00:00:00	22,32
jorge.coelho	10:25:39	11:01:33	00:35:54	1	00:00:00	00:00:00	00:00:00	00:00:00	00:35:54	00:08:58	00:15:00	00:01:33	00:00:00	00:00:00	00:00:00	00:00:00	0
manuela.martins	09:16:43	17:10:14	07:53:31	1	07:11:27	00:12:20	00:15:00	00:00:15	00:41:37	00:03:28	00:15:00	00:00:02	05:35:09	00:04:56	00:15:00	00:00:00	22,32
04-06-2018	09:01:34	19:00:14	1.12:11:18	6	1.06:25:01	00:11:37	00:15:00	00:00:01	05:46:17	00:05:30	00:15:00	00:00:02	1.00:29:11	00:05:11	00:15:00	00:00:00	19,5
claudia.nunes	09:06:54	18:01:08	08:53:53	2	07:19:24	00:10:59	00:15:00	00:01:05	01:34:29	00:04:43	00:15:00	00:00:02	06:06:40	00:05:19	00:15:00	00:00:00	16,55
milena.boto	09:41:27	19:00:14	09:18:47	1	07:37:43	00:10:54	00:15:00	00:00:01	01:41:04	00:05:03	00:15:00	00:00:04	05:59:58	00:04:14	00:15:00	00:00:00	21,36
patricia.farinha	09:02:24	18:00:55	08:58:06	2	07:49:12	00:12:02	00:15:00	00:00:50	01:08:54	00:05:44	00:15:00	00:00:02	06:23:45	00:05:29	00:15:00	00:00:00	18,21
susana.silva	09:01:34	18:02:06	09:00:32	1	07:38:42	00:12:44	00:15:00	00:00:41	01:21:50	00:07:26	00:15:00	00:00:13	05:58:48	00:06:05	00:15:00	00:00:00	21,78
05-06-2018	08:06:04	19:00:41	1.22:52:17	12	1.12:47:11	00:12:00	00:15:00	00:00:03	10:04:55	00:06:52	00:15:00	00:00:01	1.09:07:55	00:06:06	00:15:00	00:00:00	9,93
claudia.nunes	08:06:04	17:03:41	08:57:14	2	06:43:38	00:12:14	00:15:00	00:00:03	02:13:36	00:07:02	00:15:00	00:00:01	05:57:08	00:04:58	00:15:00	00:00:00	11,52
jorge.coelho	10:12:18	16:55:22	01:39:03	4	00:00:00	00:00:00	00:00:00	00:00:00	01:38:52	00:09:53	00:15:00	00:02:42	00:00:00	00:00:00	00:00:00	00:00:00	0
manuela.martins	08:59:41	17:40:51	08:27:04	2	06:42:50	00:10:36	00:15:00	00:00:03	01:44:14	00:05:29	00:15:00	00:00:01	06:15:02	00:06:35	00:15:00	00:00:00	6,9
milena.boto	09:00:05	18:01:04	09:00:59	1	07:35:05	00:11:40	00:15:00	00:00:31	01:25:54	00:05:22	00:15:00	00:00:07	07:07:26	00:06:01	00:15:00	00:00:00	6,08
patricia.farinha	09:54:30	19:00:41	09:05:43	2	08:04:46	00:13:06	00:15:00	00:00:41	01:00:57	00:06:06	00:15:00	00:00:02	07:15:49	00:07:02	00:15:00	00:00:00	10,1
susana.silva	08:32:22	18:14:36	09:42:14	1	07:40:52	00:12:27	00:15:00	00:00:49	02:01:22	00:08:40	00:15:00	00:00:01	06:32:30	00:06:08	00:15:00	00:00:00	14,83
06-06-2018	08:40:13	19:01:34	1.11:12:50	7	1.06:07:12	00:13:17	00:15:00	00:00:13	05:05:38	00:07:27	00:15:00	00:00:02	1.02:18:54	00:05:53	00:15:00	00:00:00	12,63
agente.test	08:40:13	08:40:59	00:00:22	2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:22	00:00:11	00:00:13	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	0
claudia.nunes	08:57:09	18:01:54	09:04:45	1	07:23:55	00:13:03	00:15:00	00:00:46	01:40:50	00:07:12	00:15:00	00:00:06	06:36:06	00:05:55	00:15:00	00:00:00	10,77
milena.boto	08:49:11	18:00:13	09:11:02	1	08:04:03	00:13:05	00:15:00	00:00:13	01:06:59	00:08:22	00:15:00	00:00:04	07:17:12	00:05:20	00:15:00	00:00:00	9,68
patricia.farinha	08:59:33	16:59:40	07:59:46	2	07:02:26	00:14:05	00:15:00	00:07:12	00:57:20	00:07:10	00:15:00	00:00:02	06:11:13	00:08:04	00:15:00	00:00:00	12,12
susana.silva	10:04:39	19:01:34	08:56:55	1	07:36:48	00:13:03	00:15:00	00:00:29	01:20:07	00:08:54	00:15:00	00:00:02	06:14:23	00:05:08	00:15:00	00:00:00	18,04
07-06-2018	08:54:54	19:00:33	1.13:10:41	11	1.08:23:36	00:12:28	00:15:00	00:00:08	04:46:58	00:05:44	00:15:00	00:00:01	1.04:47:37	00:06:02	00:15:00	00:00:00	11,11
claudia.nunes	08:57:02	18:00:34	09:03:22	2	07:39:34	00:12:06	00:15:00	00:00:31	01:23:47	00:06:27	00:15:00	00:00:01	06:52:24	00:05:34	00:15:00	00:00:00	10,26
jorge.coelho	11:38:04	11:52:13	00:11:54	2	00:00:00	00:00:00	00:00:00	00:00:00	00:11:52	00:03:57	00:06:56	00:02:19	00:00:00	00:00:00	00:00:00	00:00:00	0
manuela.martins	13:00:35	13:46:10	00:45:35	1	00:45:28	00:11:22	00:15:00	00:01:06	00:00:03	00:00:03	00:00:03	00:00:03	00:35:22	00:07:04	00:15:00	00:01:48	22,21
milena.boto	08:54:54	18:00:08	09:04:50	2	08:04:41	00:13:06	00:15:00	00:00:08	01:00:09	00:06:01	00:15:00	00:00:02	06:57:06	00:06:44	00:15:00	00:00:00	13,94
patricia.farinha	09:59:43	19:00:33	09:00:10	3	08:09:21	00:12:14	00:15:00	00:00:08	00:50:49	00:04:37	00:15:00	00:00:01	07:27:03	00:05:40	00:15:00	00:00:00	8,64
susana.silva	08:55:52	18:00:42	09:04:50	1	07:44:32	00:12:33	00:15:00	00:00:14	01:20:18	00:06:42	00:15:00	00:00:04	06:55:42	00:06:18	00:15:00	00:00:00	10,51
08-06-2018	07:52:54	19:07:39	1.13:44:20	7	1.07:42:27	00:13:07	00:15:00	00:00:03	06:01:43	00:08:02	00:15:00	00:00:02	1.03:16:17	00:05:56	00:15:00	00:00:00	13,99
claudia.nunes	08:56:58	18:00:15	09:03:17	1	07:28:05	00:12:27	00:15:00	00:00:10	01:35:12	00:06:48	00:15:00	00:00:02	06:28:40	00:05:24	00:15:00	00:00:00	13,26
manuela.martins	13:44:34	19:07:39	01:38:40	3	01:38:20	00:09:50	00:15:00	00:00:22	00:00:10	00:00:03	00:00:04	00:00:02	01:22:18	00:04:50	00:15:00	00:00:00	16,31
milena.boto	07:52:54	16:59:59	09:07:05	1	06:46:38	00:14:31	00:15:00	00:06:40	02:20:27	00:11:42	00:15:00	00:01:21	06:15:15	00:05:17	00:15:00	00:00:00	7,72
patricia.farinha	09:04:07	18:00:03	08:55:56	1	07:50:56	00:12:44	00:15:00	00:00:03	01:05:00	00:07:13	00:15:00	00:00:03	06:52:54	00:07:15	00:15:00	00:00:00	12,32
susana.silva	09:01:29	18:00:51	08:59:22	1	07:58:28	00:14:04	00:15:00	00:00:37	01:00:54	00:08:42	00:15:00	00:00:02	06:17:10	00:06:24	00:15:00	00:00:00	21,17
09-06-2018	09:09:57	17:00:21	07:50:24	1	06:54:26	00:11:31	00:15:00	00:00:10	00:55:58	00:04:40	00:15:00	00:00:04	03:59:38	00:04:31	00:15:00	00:00:00	42,18
susana.silva	09:09:57	17:00:21	07:50:24	1	06:54:26	00:11:31	00:15:00	00:00:10	00:55:58	00:04:40	00:15:00	00:00:04	03:59:38	00:04:31	00:15:00	00:00:00	42,18
11-06-2018	08:53:44	19:00:40	1.11:33:17	6	1.06:50:03	00:12:10	00:15:00	00:00:07	04:43:12	00:05:33	00:15:00	00:00:02	1.01:15:07	00:05:25	00:15:00	00:00:00	18,1
claudia.nunes	08:59:46	17:57:02	08:57:16	1	07:50:29	00:12:23	00:15:00	00:00:11	01:06:47	00:05:08	00:15:00	00:00:03	06:28:22	00:05:33	00:15:00	00:00:00	17,45

OneContact Reporting

Team Summary Daily Report

jorge.coelho	15:07:51	15:09:56	00:02:05	1	00:00:00	00:00:00	00:00:00	00:00:00	00:02:04	00:02:04	00:02:04	00:02:04	00:00:00	00:00:00	00:00:00	00:00:00	0
manuela.martins	08:53:44	17:36:24	08:42:40	1	07:21:44	00:11:56	00:15:00	00:01:17	01:20:56	00:06:45	00:15:00	00:00:02	06:11:32	00:05:01	00:15:00	00:00:00	15,89
milena.boto	09:59:07	19:00:40	08:59:26	2	07:42:29	00:11:34	00:15:00	00:00:40	01:16:56	00:05:08	00:15:00	00:00:03	05:52:04	00:04:27	00:15:00	00:00:00	23,87
patricia.farinha	09:04:07	17:55:57	08:51:50	1	07:55:21	00:12:51	00:15:00	00:00:07	00:56:29	00:05:39	00:15:00	00:00:05	06:43:09	00:07:04	00:15:00	00:00:00	15,19
12-06-2018	08:06:08	19:00:27	1.18:24:55	13	1.09:30:15	00:12:07	00:15:00	00:00:04	08:54:30	00:06:26	00:15:00	00:00:01	1.04:08:00	00:05:28	00:15:00	00:00:00	16,03
claudia.nunes	09:07:13	15:59:18	06:03:22	3	04:29:53	00:10:48	00:15:00	00:00:04	01:33:28	00:05:30	00:15:00	00:00:01	03:30:06	00:04:23	00:15:00	00:00:00	22,15
jorge.coelho	10:44:42	14:27:36	00:33:36	5	00:00:00	00:00:00	00:00:00	00:00:00	00:33:31	00:04:47	00:08:53	00:00:18	00:00:00	00:00:00	00:00:00	00:00:00	0
manuela.martins	10:01:21	19:00:27	08:58:36	2	06:51:42	00:10:50	00:15:00	00:00:09	02:06:50	00:06:20	00:15:00	00:00:01	05:45:26	00:05:09	00:15:00	00:00:00	16,1
milena.boto	08:06:08	17:00:09	08:54:01	1	06:37:18	00:13:15	00:15:00	00:00:09	02:16:43	00:07:36	00:15:00	00:00:14	05:53:33	00:06:26	00:15:00	00:00:00	11,01
patricia.farinha	09:01:43	18:00:09	08:58:26	1	08:03:45	00:13:26	00:15:00	00:00:09	00:54:41	00:06:50	00:15:00	00:00:02	06:57:56	00:05:34	00:15:00	00:00:00	13,61
susana.silva	09:04:11	18:01:05	08:56:54	1	07:27:37	00:12:06	00:15:00	00:01:03	01:29:17	00:06:52	00:15:00	00:00:02	06:00:59	00:05:38	00:15:00	00:00:00	19,35
13-06-2018	08:56:26	19:07:20	1.10:53:28	6	1.05:56:11	00:12:18	00:15:00	00:00:22	04:57:17	00:05:19	00:15:00	00:00:01	1.01:23:58	00:05:52	00:15:00	00:00:00	15,16
claudia.nunes	09:02:07	17:05:27	08:03:20	1	06:42:49	00:11:51	00:15:00	00:00:22	01:20:31	00:05:22	00:15:00	00:00:01	05:56:31	00:04:57	00:15:00	00:00:00	11,49
manuela.martins	09:07:42	09:08:36	00:00:54	1	00:00:50	00:00:50	00:00:50	00:00:50	00:00:04	00:00:04	00:00:04	00:00:04	00:00:11	00:00:06	00:00:07	00:00:04	78
milena.boto	08:56:26	17:52:15	08:55:27	2	07:25:07	00:11:25	00:15:00	00:00:38	01:30:20	00:04:45	00:15:00	00:00:02	06:24:15	00:06:12	00:15:00	00:00:00	13,67
patricia.farinha	09:01:11	17:51:22	08:50:11	1	07:53:39	00:13:09	00:15:00	00:00:22	00:56:32	00:06:17	00:15:00	00:00:06	06:49:58	00:06:57	00:15:00	00:00:00	13,45
susana.silva	10:03:44	19:07:20	09:03:36	1	07:53:46	00:13:10	00:15:00	00:01:21	01:09:50	00:05:49	00:15:00	00:00:02	06:13:03	00:05:44	00:15:00	00:00:00	21,26
14-06-2018	08:13:11	19:00:26	1.15:18:01	9	1.09:16:29	00:12:24	00:15:00	00:00:16	06:01:31	00:05:50	00:15:00	00:00:01	1.04:30:07	00:05:47	00:15:00	00:00:00	14,34
claudia.nunes	10:06:34	19:00:26	08:52:50	2	07:48:55	00:12:20	00:15:00	00:01:35	01:03:55	00:04:00	00:15:00	00:00:01	06:54:23	00:05:32	00:15:00	00:00:00	11,63
jorge.coelho	10:13:00	10:23:03	00:10:03	1	00:00:00	00:00:00	00:00:00	00:00:00	00:10:02	00:05:01	00:08:02	00:02:00	00:00:00	00:00:00	00:00:00	00:00:00	0
manuela.martins	09:05:08	18:00:42	08:55:08	2	07:14:55	00:11:09	00:15:00	00:00:42	01:40:13	00:07:43	00:15:00	00:00:01	06:05:53	00:04:41	00:15:00	00:00:00	15,87
milena.boto	09:02:30	18:00:50	08:58:20	1	07:53:21	00:13:09	00:15:00	00:00:24	01:04:59	00:04:38	00:15:00	00:00:04	06:59:30	00:06:46	00:15:00	00:00:00	11,38
patricia.farinha	09:03:03	11:59:58	02:56:55	1	02:56:27	00:14:42	00:15:00	00:11:29	00:00:28	00:00:28	00:00:28	00:00:28	02:35:07	00:09:07	00:15:00	00:00:04	12,09
susana.silva	08:13:11	17:38:05	09:24:45	2	07:22:51	00:12:18	00:15:00	00:00:16	02:01:54	00:07:37	00:15:00	00:00:03	05:55:14	00:05:33	00:15:00	00:00:00	19,78
15-06-2018	08:48:52	19:03:47	1.03:34:13	6	22:36:02	00:11:30	00:15:00	00:00:03	04:58:10	00:06:21	00:15:00	00:00:02	18:17:27	00:04:43	00:15:00	00:00:00	19,07
jorge.coelho	09:35:48	13:51:05	01:30:31	2	00:44:46	00:04:29	00:11:37	00:01:40	00:45:45	00:04:10	00:15:00	00:00:02	00:29:05	00:02:25	00:06:00	00:00:00	35,03
manuela.martins	08:48:52	16:51:14	08:02:22	1	06:49:11	00:11:41	00:15:00	00:00:30	01:13:11	00:06:39	00:15:00	00:00:03	05:12:49	00:04:36	00:15:00	00:00:00	23,55
milena.boto	08:55:38	18:00:03	09:04:03	2	07:46:27	00:11:58	00:15:00	00:00:03	01:17:36	00:05:58	00:15:00	00:00:02	06:37:33	00:04:31	00:15:00	00:00:00	14,77
susana.silva	10:06:30	19:03:47	08:57:17	1	07:15:38	00:12:49	00:15:00	00:03:21	01:41:38	00:08:28	00:15:00	00:00:02	05:58:00	00:05:30	00:15:00	00:00:00	17,82
16-06-2018	08:40:18	17:01:20	08:21:02	1	07:09:28	00:12:38	00:15:00	00:01:18	01:11:32	00:07:09	00:15:00	00:00:31	05:10:47	00:05:52	00:15:00	00:00:00	27,64
patricia.farinha	08:40:18	17:01:20	08:21:02	1	07:09:28	00:12:38	00:15:00	00:01:18	01:11:32	00:07:09	00:15:00	00:00:31	05:10:47	00:05:52	00:15:00	00:00:00	27,64
18-06-2018	08:50:55	19:01:08	1.12:10:21	9	1.04:21:37	00:11:07	00:15:00	00:00:15	07:48:39	00:06:15	00:15:00	00:00:02	21:14:43	00:04:18	00:15:00	00:00:00	25,09
claudia.nunes	08:50:55	18:04:47	09:13:52	1	07:41:14	00:11:32	00:15:00	00:00:15	01:32:38	00:05:09	00:15:00	00:00:02	05:54:59	00:04:26	00:15:00	00:00:00	23,04
jorge.coelho	10:12:30	16:29:17	01:23:48	5	00:00:45	00:00:45	00:00:45	00:00:45	01:23:03	00:07:33	00:15:00	00:00:02	00:00:45	00:00:45	00:00:45	00:00:45	0
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milena.boto	08:51:14	18:00:04	09:08:50	1	07:38:36	00:11:46	00:15:00	00:00:04	01:30:14	00:05:38	00:15:00	00:00:03	05:36:03	00:03:57	00:15:00	00:00:00	26,72
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jorge.coelho	09:38:00	09:42:35	00:04:35	1	00:00:00	00:00:00	00:00:00	00:00:00	00:04:34	00:04:34	00:04:34	00:04:34	00:00:00	00:00:00	00:00:00	00:00:00	0
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OneContact Reporting

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