

OneContact Reporting

Team Summary Daily Report

Team: Lisboa

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	09:30:52	18:58:22	1.15:25:36	11	23:26:45	00:11:15	00:15:00	00:00:04	15:58:50	00:09:19	00:15:00	00:00:02	20:26:58	00:05:08	00:15:00	00:00:00	12,78
barradas.susana	09:30:52	16:41:20	07:10:28	1	03:29:23	00:11:38	00:15:00	00:00:50	03:41:05	00:09:37	00:15:00	00:00:02	03:08:04	00:05:42	00:15:00	00:00:00	10,18
carina.diogo	10:38:13	18:58:22	08:20:03	2	06:55:15	00:12:13	00:15:00	00:00:27	01:24:48	00:07:04	00:15:00	00:00:02	06:02:39	00:05:15	00:15:00	00:00:00	12,67
liliana.manalvo	10:30:35	18:55:49	08:16:46	5	04:27:29	00:11:09	00:15:00	00:00:40	03:49:16	00:09:33	00:15:00	00:00:02	04:01:15	00:05:02	00:15:00	00:00:00	9,81
maria.veloso	09:37:43	17:03:15	07:25:32	1	05:49:26	00:12:57	00:15:00	00:03:20	01:36:06	00:08:00	00:15:00	00:00:05	04:45:52	00:06:30	00:15:00	00:00:00	18,19
susana.oliveira	10:42:32	18:55:54	08:12:47	2	02:45:12	00:07:31	00:15:00	00:00:04	05:27:35	00:10:14	00:15:00	00:00:03	02:29:08	00:03:19	00:15:00	00:00:00	9,73
02-06-2018	10:00:18	17:08:35	06:20:44	2	06:02:37	00:12:57	00:15:00	00:00:30	00:18:07	00:03:37	00:11:17	00:00:02	05:23:14	00:06:06	00:15:00	00:00:00	10,86
barradas.susana	10:00:18	17:08:35	06:20:44	2	06:02:37	00:12:57	00:15:00	00:00:30	00:18:07	00:03:37	00:11:17	00:00:02	05:23:14	00:06:06	00:15:00	00:00:00	10,86
04-06-2018	09:01:31	18:56:56	1.05:09:02	15	22:58:41	00:09:19	00:15:00	00:00:10	06:10:18	00:04:21	00:15:00	00:00:01	18:35:25	00:03:48	00:15:00	00:00:00	19,1
carina.diogo	09:01:31	16:29:55	07:17:36	2	06:30:32	00:11:50	00:15:00	00:00:10	00:47:03	00:03:55	00:15:00	00:00:01	04:56:24	00:03:57	00:15:00	00:00:00	24,1
raquel.barroyer	10:32:11	18:56:56	07:55:50	6	06:13:36	00:09:07	00:15:00	00:00:18	01:42:12	00:04:27	00:15:00	00:00:03	05:11:19	00:04:12	00:15:00	00:00:00	16,67
susana.oliveira	10:36:30	18:54:50	08:02:26	2	06:31:32	00:09:06	00:15:00	00:00:14	01:30:54	00:03:38	00:15:00	00:00:02	05:10:46	00:03:30	00:15:00	00:00:00	20,63
tania.sobral	09:03:29	17:31:55	05:53:10	5	03:43:01	00:07:12	00:15:00	00:00:12	02:10:09	00:05:12	00:15:00	00:00:01	03:16:56	00:03:31	00:14:44	00:00:00	11,7
05-06-2018	08:53:10	18:58:06	1.13:37:53	8	23:58:15	00:11:42	00:15:00	00:00:07	13:39:36	00:08:55	00:15:00	00:00:02	20:33:10	00:05:26	00:15:00	00:00:00	14,26
barradas.susana	10:36:34	18:58:06	08:21:32	1	07:22:07	00:12:17	00:15:00	00:01:10	00:59:25	00:05:24	00:15:00	00:00:02	06:30:54	00:05:17	00:15:00	00:00:00	11,58
carina.diogo	08:53:18	16:46:06	07:52:48	1	00:00:00	00:00:00	00:00:00	00:00:00	07:52:47	00:14:20	00:15:00	00:01:05	00:00:00	00:00:00	00:00:00	00:00:00	0
liliana.manalvo	08:53:10	16:41:34	07:48:24	1	06:19:04	00:12:38	00:15:00	00:00:07	01:29:20	00:06:52	00:15:00	00:00:11	05:25:18	00:05:15	00:15:00	00:00:00	14,18
raquel.barroyer	10:35:22	18:55:07	08:19:45	1	07:09:18	00:12:16	00:15:00	00:00:16	01:10:26	00:05:02	00:15:00	00:00:03	05:41:44	00:06:00	00:15:00	00:00:00	20,4
susana.oliveira	16:57:58	18:52:44	01:54:46	1	01:17:49	00:08:39	00:15:00	00:03:19	00:36:57	00:04:37	00:11:41	00:00:04	01:07:50	00:04:31	00:15:00	00:00:00	12,83
tania.sobral	09:10:00	15:39:27	03:20:38	3	01:49:57	00:08:27	00:15:00	00:00:17	01:30:41	00:06:59	00:15:00	00:00:02	01:47:24	00:05:39	00:15:00	00:00:00	2,32
06-06-2018	08:40:13	19:02:16	1.19:23:02	12	22:36:47	00:10:21	00:15:00	00:00:08	20:46:14	00:09:06	00:15:00	00:00:01	19:09:14	00:04:25	00:15:00	00:00:00	15,3
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
barradas.susana	10:41:26	19:01:18	08:19:24	2	07:08:08	00:11:16	00:15:00	00:00:52	01:11:15	00:03:45	00:15:00	00:00:01	06:06:36	00:04:49	00:15:00	00:00:00	14,37
carina.diogo	09:12:43	16:32:17	07:19:34	1	00:46:08	00:11:32	00:15:00	00:04:21	06:33:26	00:13:34	00:15:00	00:02:17	00:39:14	00:04:54	00:11:47	00:00:00	14,96
liliana.manalvo	08:59:16	16:26:59	07:27:43	1	06:26:46	00:12:05	00:15:00	00:00:37	01:00:57	00:06:06	00:15:00	00:00:03	05:50:41	00:04:37	00:15:00	00:00:00	9,33
raquel.barroyer	10:33:52	19:02:16	08:28:24	1	04:44:50	00:09:11	00:15:00	00:00:08	03:43:34	00:07:59	00:15:00	00:00:03	03:45:55	00:04:11	00:15:00	00:00:00	20,68
susana.oliveira	09:55:11	18:56:14	07:28:06	2	01:58:27	00:09:07	00:15:00	00:00:17	05:29:39	00:10:59	00:15:00	00:00:03	01:30:11	00:03:20	00:15:00	00:00:00	23,86
tania.sobral	09:11:09	17:09:06	04:19:29	3	01:32:28	00:07:07	00:15:00	00:00:22	02:47:01	00:08:47	00:15:00	00:00:01	01:16:37	00:04:02	00:15:00	00:00:00	17,14
07-06-2018	08:47:04	18:58:26	1.14:14:28	6	22:22:24	00:11:53	00:15:00	00:00:04	15:52:01	00:10:57	00:15:00	00:00:01	18:19:55	00:04:59	00:15:00	00:00:00	18,06
barradas.susana	10:40:14	18:20:28	07:35:48	2	05:37:50	00:10:33	00:15:00	00:00:04	01:57:57	00:07:52	00:15:00	00:00:01	04:44:40	00:05:00	00:15:00	00:00:00	15,74
carina.diogo	10:31:42	18:55:29	08:23:47	1	07:20:40	00:12:35	00:15:00	00:00:09	01:03:06	00:06:19	00:15:00	00:00:02	05:54:20	00:04:47	00:15:00	00:00:00	19,59
liliana.manalvo	08:47:04	16:33:52	07:46:48	1	06:54:22	00:12:11	00:15:00	00:00:37	00:52:26	00:04:46	00:15:00	00:00:07	05:35:49	00:05:10	00:15:00	00:00:00	18,96
raquel.barroyer	09:58:30	16:23:27	06:24:57	1	00:46:49	00:09:22	00:15:00	00:00:33	05:38:08	00:14:05	00:15:00	00:00:14	00:34:41	00:04:20	00:12:02	00:00:00	25,92
susana.oliveira	10:55:18	18:58:26	08:03:08	1	01:42:43	00:14:40	00:15:00	00:13:25	06:20:24	00:14:05	00:15:00	00:00:42	01:30:25	00:05:19	00:15:00	00:00:00	11,97
08-06-2018	08:55:06	19:14:38	1.15:54:48	10	1.02:02:31	00:11:00	00:15:00	00:00:03	13:52:14	00:08:40	00:15:00	00:00:02	22:05:32	00:04:56	00:15:00	00:00:00	15,17
barradas.susana	10:34:04	19:11:39	08:37:16	2	07:12:26	00:11:05	00:15:00	00:00:11	01:24:49	00:05:18	00:15:00	00:00:02	06:07:39	00:05:20	00:15:00	00:00:00	14,98
carina.diogo	09:03:21	16:30:38	07:26:34	2	01:58:15	00:10:45	00:15:00	00:01:08	05:28:18	00:12:38	00:15:00	00:00:02	01:42:48	00:04:07	00:15:00	00:00:00	13,07
liliana.manalvo	08:55:06	16:32:19	07:37:13	1	06:29:36	00:12:10	00:15:00	00:00:07	01:07:37	00:06:09	00:15:00	00:00:03	05:07:22	00:04:20	00:15:00	00:00:00	21,11
raquel.barroyer	10:38:42	19:01:35	08:18:25	2	06:07:54	00:12:16	00:15:00	00:01:00	02:10:31	00:08:42	00:15:00	00:00:05	05:07:03	00:05:18	00:15:00	00:00:00	16,54
susana.oliveira	15:24:49	19:14:38	03:49:49	1	02:53:25	00:09:38	00:15:00	00:00:43	00:56:24	00:05:38	00:15:00	00:00:04	02:45:13	00:06:07	00:15:00	00:00:00	4,73
tania.sobral	09:34:16	13:40:34	04:05:31	2	01:20:55	00:06:45	00:15:00	00:00:03	02:44:35	00:09:09	00:15:00	00:00:02	01:15:27	00:03:58	00:14:39	00:00:00	6,76
09-06-2018	09:25:21	16:59:23	07:33:56	3	06:18:59	00:12:14	00:15:00	00:00:24	01:14:57	00:05:21	00:15:00	00:00:01	05:44:01	00:05:13	00:15:00	00:00:00	9,23
carina.diogo	09:25:21	16:59:23	07:33:56	3	06:18:59	00:12:14	00:15:00	00:00:24	01:14:57	00:05:21	00:15:00	00:00:01	05:44:01	00:05:13	00:15:00	00:00:00	9,23
11-06-2018	08:45:56	19:00:12	1.21:01:01	9	1.06:17:27	00:11:22	00:15:00	00:00:12	14:43:32	00:09:36	00:15:00	00:00:01	1.01:57:31	00:05:49	00:15:00	00:00:00	14,3
ana.garcia	09:32:10	18:04:45	08:30:13	2	07:37:26	00:11:44	00:15:00	00:00:12	00:52:47	00:04:48	00:15:00	00:00:02	06:32:02	00:06:46	00:15:00	00:00:00	14,3
barradas.susana	10:37:10	19:00:12	08:23:02	1	07:24:37	00:11:24	00:15:00	00:00:12	00:58:25	00:05:19	00:15:00	00:00:01	06:40:58	00:05:44	00:15:00	00:00:00	9,82

OneContact Reporting

Team Summary Daily Report

liliana.manalvo	10:30:16	18:58:33	08:27:49	3	07:31:38	00:12:12	00:15:00	00:01:30	00:56:11	00:04:41	00:15:00	00:00:02	06:26:07	00:05:46	00:15:00	00:00:00	14,51
raquel.barroyer	09:00:58	16:46:11	07:45:13	1	06:10:39	00:11:14	00:15:00	00:01:27	01:34:34	00:07:16	00:15:00	00:00:06	05:01:09	00:05:23	00:15:00	00:00:00	18,75
susana.oliveira	08:45:56	16:55:07	08:09:11	1	01:33:07	00:07:46	00:15:00	00:00:17	06:36:02	00:13:39	00:15:00	00:01:44	01:17:15	00:04:33	00:15:00	00:00:00	17,04
tania.sobral	13:57:17	17:42:50	03:45:33	1	00:00:00	00:00:00	00:00:00	00:00:00	03:45:33	00:14:06	00:15:00	00:02:43	00:00:00	00:00:00	00:00:00	00:00:00	0
12-06-2018	08:34:36	18:56:23	2:00:40:37	7	1:02:45:49	00:11:43	00:15:00	00:00:16	21:54:47	00:10:16	00:15:00	00:00:01	21:51:06	00:04:50	00:15:00	00:00:00	18,35
ana.garcia	09:51:28	18:06:39	08:15:11	1	06:04:59	00:11:04	00:15:00	00:00:16	02:10:12	00:06:51	00:15:00	00:00:04	04:35:12	00:05:24	00:15:00	00:00:00	24,6
barradas.susana	10:27:46	18:56:23	08:11:22	2	06:44:06	00:13:02	00:15:00	00:03:42	01:27:15	00:06:43	00:15:00	00:00:01	06:05:54	00:05:48	00:15:00	00:00:00	9,45
liliana.manalvo	10:24:09	18:54:24	08:30:15	1	07:18:20	00:13:17	00:15:00	00:02:21	01:11:55	00:07:59	00:15:00	00:00:07	06:21:36	00:04:57	00:15:00	00:00:00	12,94
raquel.barroyer	09:12:45	16:32:15	07:19:30	1	05:22:26	00:11:57	00:15:00	00:02:10	01:57:04	00:07:19	00:15:00	00:00:05	03:52:09	00:04:23	00:15:00	00:00:00	28
susana.oliveira	08:34:36	16:45:10	08:10:34	1	01:02:21	00:06:14	00:10:48	00:00:53	07:08:13	00:11:54	00:15:00	00:00:10	00:43:09	00:01:58	00:10:33	00:00:00	30,79
tania.sobral	09:29:42	17:43:27	08:13:45	1	00:13:37	00:04:32	00:10:31	00:00:16	08:00:08	00:13:43	00:15:00	00:00:02	00:13:06	00:02:37	00:10:16	00:00:00	3,79
13-06-2018	09:59:42	17:37:26	14:29:15	5	12:28:20	00:09:51	00:15:00	00:00:06	02:00:54	00:03:16	00:15:00	00:00:01	10:46:15	00:04:41	00:15:00	00:00:00	13,64
carina.diogo	10:01:07	17:37:26	07:35:42	3	06:29:05	00:10:48	00:15:00	00:00:33	01:06:36	00:04:10	00:15:00	00:00:01	05:33:51	00:04:50	00:15:00	00:00:00	14,2
susana.oliveira	09:59:42	17:00:13	06:53:33	2	05:59:15	00:08:59	00:15:00	00:00:06	00:54:18	00:02:35	00:15:00	00:00:01	05:12:24	00:04:32	00:15:00	00:00:00	13,04
14-06-2018	09:07:45	19:00:37	1.15:48:45	5	1.03:14:24	00:12:12	00:15:00	00:00:17	12:29:43	00:09:09	00:15:00	00:00:01	23:47:01	00:06:11	00:15:00	00:00:00	12,69
ana.garcia	09:29:04	18:09:32	08:40:28	1	06:31:33	00:12:14	00:15:00	00:01:22	02:04:18	00:07:19	00:15:00	00:00:04	05:44:45	00:06:16	00:15:00	00:00:00	11,95
barradas.susana	10:37:32	19:00:37	08:23:05	1	06:40:26	00:12:08	00:15:00	00:00:57	01:42:38	00:08:33	00:15:00	00:00:01	05:58:33	00:06:38	00:15:00	00:00:00	10,46
liliana.manalvo	10:34:30	18:58:58	08:24:28	1	07:34:52	00:13:47	00:15:00	00:01:33	00:49:36	00:06:12	00:15:00	00:00:02	06:39:02	00:06:53	00:15:00	00:00:00	12,27
raquel.barroyer	09:07:45	16:29:44	07:21:59	1	05:03:40	00:11:15	00:15:00	00:00:17	02:18:19	00:08:08	00:15:00	00:00:05	04:11:23	00:05:02	00:15:00	00:00:00	17,22
susana.oliveira	09:16:57	16:15:42	06:58:45	1	01:23:53	00:09:19	00:15:00	00:01:35	05:34:52	00:11:58	00:15:00	00:00:03	01:13:18	00:05:14	00:15:00	00:00:00	12,62
15-06-2018	08:36:00	18:58:56	1.16:57:13	11	1.04:36:14	00:13:12	00:15:00	00:00:57	12:20:58	00:10:01	00:15:00	00:00:01	1.01:31:10	00:05:29	00:15:00	00:00:00	10,78
barradas.susana	10:29:14	18:58:56	08:02:04	2	07:53:11	00:13:09	00:15:00	00:01:07	00:08:53	00:01:29	00:07:19	00:00:03	06:57:19	00:06:31	00:15:00	00:00:00	11,81
carina.diogo	10:23:41	18:54:23	08:25:33	2	07:35:25	00:13:48	00:15:00	00:03:53	00:50:08	00:07:10	00:15:00	00:00:01	06:49:43	00:05:15	00:15:00	00:00:00	10,03
liliana.manalvo	10:32:48	18:58:19	08:15:57	2	08:14:13	00:13:21	00:15:00	00:00:57	00:01:44	00:00:26	00:01:11	00:00:02	07:24:48	00:06:21	00:15:00	00:00:00	10
raquel.barroyer	09:08:40	15:21:54	05:24:03	2	03:59:54	00:12:38	00:15:00	00:00:58	01:24:09	00:06:28	00:15:00	00:00:07	03:31:07	00:05:17	00:15:00	00:00:00	12
susana.oliveira	08:36:00	16:27:46	07:51:46	1	00:53:31	00:10:42	00:15:00	00:03:07	06:58:14	00:13:29	00:15:00	00:00:21	00:48:13	00:01:47	00:15:00	00:00:00	9,9
tania.sobral	12:15:33	16:55:42	02:57:50	2	00:00:00	00:00:00	00:00:00	00:00:00	02:57:50	00:13:41	00:15:00	00:05:10	00:00:00	00:00:00	00:00:00	00:00:00	0
16-06-2018	09:29:20	16:55:06	07:25:46	1	06:05:23	00:12:36	00:15:00	00:00:37	01:20:23	00:08:02	00:15:00	00:00:03	04:54:15	00:06:41	00:15:00	00:00:00	19,47
raquel.barroyer	09:29:20	16:55:06	07:25:46	1	06:05:23	00:12:36	00:15:00	00:00:37	01:20:23	00:08:02	00:15:00	00:00:03	04:54:15	00:06:41	00:15:00	00:00:00	19,47
18-06-2018	08:24:38	19:01:29	1.13:48:27	7	1.03:50:23	00:12:12	00:15:00	00:00:13	09:58:03	00:09:30	00:15:00	00:00:02	1.00:12:09	00:05:26	00:15:00	00:00:00	13,06
ana.garcia	10:38:53	18:59:04	08:20:11	1	07:19:21	00:12:12	00:15:00	00:00:22	01:00:50	00:06:46	00:15:00	00:00:04	06:23:05	00:05:59	00:15:00	00:00:00	12,81
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OneContact Reporting

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