

OneContact Reporting

Service Performance Report

Service: GrdRealVillaltalia, HotelRealPalacio, HotelRealOeiras, HotelRealParque, RealResidencia

			Total Chamadas Atendidas		Total Chamadas Abandonadas		Total Chamadas Sobrepostas		Max Answer Delay	Avg Answer Delay	Max Talk Time	Avg Talk Time	Avg Queue Time	Avg Handled Queue Time
Date / Service Name	Start Period	Total Chamadas	#	%	#	%	#	%						
01-05-2018		18	12	🟡 66,7%	1	🟢 5,6%	5	🔴 27,8%	00:00:12	00:00:09	00:08:47	00:03:17	00:00:21	00:00:13
GrdRealVillaltalia		7	5	🟡 71,4%	1	🟡 14,3%	1	🟡 14,3%	00:00:10	00:00:09	00:02:58	00:02:15	00:00:40	00:00:18
	09:00:00	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
	10:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:07	00:00:07	00:02:17	00:02:17	00:00:17	00:00:17
	12:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:09	00:02:58	00:02:16	00:00:22	00:00:22
	13:00:00	2	0	🔴 0,0%	1	🔴 50,0%	1	🔴 50,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:34	00:00:00
	14:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:07	00:00:07	00:02:11	00:02:11	00:00:07	00:00:07
HotelRealOeiras		5	4	🟡 80,0%	0	🟢 0,0%	1	🔴 20,0%	00:00:12	00:00:10	00:05:28	00:03:03	00:00:12	00:00:10
	09:00:00	2	1	🟡 50,0%	0	🟢 0,0%	1	🔴 50,0%	00:00:12	00:00:12	00:04:18	00:04:18	00:00:14	00:00:12
	10:00:00	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
	15:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:09	00:05:28	00:03:22	00:00:10	00:00:10
HotelRealPalacio		1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:09	00:04:26	00:04:26	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	00:04:26	00:04:26	00:00:09	00:00:09
HotelRealParque		1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:09	00:02:45	00:02:45	00:00:09	00:00:09
	09:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:09	00:02:45	00:02:45	00:00:09	00:00:09
RealResidencia		4	1	🔴 25,0%	0	🟢 0,0%	3	🔴 75,0%	00:00:08	00:00:08	00:08:47	00:08:47	00:00:08	00:00:08
	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	00:00:07	00:00:00
	17:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:08	00:08:47	00:08:47	00:00:08	00:00:08
02-05-2018		76	72	🟢 94,7%	0	🟢 0,0%	4	🟢 5,3%	00:00:16	00:00:08	00:11:31	00:03:09	00:00:12	00:00:12
GrdRealVillaltalia		15	14	🟢 93,3%	0	🟢 0,0%	1	🟢 6,7%	00:00:10	00:00:07	00:11:31	00:03:57	00:00:10	00:00:10
	09:00:00	4	3	🟡 75,0%	0	🟢 0,0%	1	🔴 25,0%	00:00:10	00:00:07	00:05:59	00:03:46	00:00:10	00:00:12
	10:00:00	4	4	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:07	00:08:35	00:02:15	00:00:14	00:00:14
	12:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:08	00:06:45	00:04:08	00:00:08	00:00:08
	13:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:05	00:00:05	00:08:02	00:08:02	00:00:06	00:00:06
	14:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:08	00:05:38	00:03:30	00:00:08	00:00:08
	17:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:07	00:00:07	00:01:51	00:01:51	00:00:07	00:00:07
	18:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:09	00:11:31	00:11:31	00:00:09	00:00:09
HotelRealOeiras		23	22	🟢 95,7%	0	🟢 0,0%	1	🟢 4,3%	00:00:16	00:00:09	00:10:08	00:03:13	00:00:15	00:00:16
	09:00:00	3	2	🟡 66,7%	0	🟢 0,0%	1	🔴 33,3%	00:00:03	00:00:02	00:09:54	00:05:01	00:00:38	00:00:54
	10:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:14	00:01:33	00:01:33	00:00:11	00:00:11
	11:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:11	00:00:08	00:02:58	00:02:06	00:00:19	00:00:19
	13:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:05	00:00:05	00:04:33	00:04:33	00:00:05	00:00:05
	14:00:00	4	4	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:09	00:02:07	00:01:15	00:00:12	00:00:12
	15:00:00	4	4	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:16	00:00:09	00:10:08	00:04:05	00:00:10	00:00:10
	16:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:10	00:08:58	00:07:54	00:00:15	00:00:15
	17:00:00	4	4	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:10	00:00:08	00:04:17	00:02:41	00:00:08	00:00:08
	18:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:15	00:00:35	00:00:35	00:00:15	00:00:15
HotelRealPalacio		5	5	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:08	00:06:08	00:02:36	00:00:08	00:00:08
	11:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:06	00:00:06	00:06:08	00:06:08	00:00:06	00:00:06
	14:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:15	00:01:56	00:01:56	00:00:15	00:00:15
	15:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:04	00:00:04	00:02:10	00:02:10	00:00:04	00:00:04
	16:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:06	00:00:06	00:01:36	00:01:36	00:00:07	00:00:07
	18:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:08	00:00:08	00:01:11	00:01:11	00:00:08	00:00:08
HotelRealParque		32	30	🟢 93,8%	0	🟢 0,0%	2	🟢 6,3%	00:00:15	00:00:08	00:10:48	00:02:47	00:00:11	00:00:11
	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	00:00:05	00:00:00

OneContact Reporting

Service Performance Report

	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:08:12	00:03:59	00:00:12	00:00:12
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:07:26	00:02:41	00:00:09	00:00:09
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:10:48	00:04:01	00:00:06	00:00:06
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:35	00:02:40	00:00:10	00:00:10
	14:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:15	00:01:42	00:00:15	00:00:15
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:12	00:01:45	00:00:11	00:00:11
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:04:22	00:02:37	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:03:56	00:02:40	00:00:20	00:00:20
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:16	00:05:16	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:16	00:05:16	00:00:10	00:00:10
03-05-2018		83	69	🟡	83,1%	5	✔	6,0%	9	🟡	10,8%	00:00:15	00:00:09	00:12:20	00:02:45	00:00:23	00:00:13
GrdRealVillaltalia		24	22	✔	91,7%	1	✔	4,2%	1	✔	4,2%	00:00:10	00:00:07	00:10:59	00:03:16	00:00:28	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:10:59	00:06:47	00:00:12	00:00:12
	10:00:00	3	2	🟡	66,7%	0	✔	0,0%	1	❌	33,3%	00:00:10	00:00:08	00:02:27	00:01:24	00:00:10	00:00:12
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:49	00:03:54	00:00:12	00:00:12
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:21	00:04:00	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:31	00:04:31	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	00:03:36	00:03:36	00:00:08	00:00:08
	15:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:08:38	00:03:24	00:00:07	00:00:07
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:30	00:02:16	00:00:12	00:00:12
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:35	00:01:33	00:00:08	00:00:08
	18:00:00	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
	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	00:07:21	00:00:00
HotelRealOeiras		19	15	🟡	78,9%	2	🟡	10,5%	2	🟡	10,5%	00:00:15	00:00:10	00:05:29	00:02:22	00:00:35	00:00:21
	09:00:00	5	2	❌	40,0%	2	❌	40,0%	1	❌	20,0%	00:00:15	00:00:10	00:02:04	00:01:41	00:01:09	00:00:08
	10:00:00	4	3	🟡	75,0%	0	✔	0,0%	1	❌	25,0%	00:00:11	00:00:08	00:02:41	00:01:37	00:00:40	00:00:51
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:05:29	00:05:29	00:00:27	00:00:27
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:54	00:03:54	00:00:10	00:00:10
	14:00:00	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
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:00	00:01:46	00:00:14	00:00:14
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:04	00:03:21	00:00:16	00:00:16
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:44	00:01:30	00:00:15	00:00:15
HotelRealPalacio		14	12	✔	85,7%	1	✔	7,1%	1	✔	7,1%	00:00:15	00:00:10	00:06:29	00:02:00	00:00:20	00:00:14
	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	00:00:23	00:00:00
	10:00:00	3	2	🟡	66,7%	1	❌	33,3%	0	✔	0,0%	00:00:15	00:00:12	00:02:13	00:02:04	00:00:43	00:00:14
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:38	00:04:38	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:17	00:00:46	00:00:18	00:00:18
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:51	00:01:08	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:29	00:03:30	00:00:23	00:00:23
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:03	00:02:06	00:00:08	00:00:08
HotelRealParque		24	18	🟡	75,0%	1	✔	4,2%	5	❌	20,8%	00:00:15	00:00:09	00:12:20	00:02:52	00:00:11	00:00:12
	09:00:00	6	2	❌	33,3%	0	✔	0,0%	4	❌	66,7%	00:00:12	00:00:10	00:02:01	00:01:22	00:00:10	00:00:10
	10:00:00	3	2	🟡	66,7%	0	✔	0,0%	1	❌	33,3%	00:00:14	00:00:09	00:02:34	00:02:16	00:00:07	00:00:10
	12:00:00	2	1	🟡	50,0%	1	❌	50,0%	0	✔	0,0%	00:00:14	00:00:12	00:02:14	00:02:14	00:00:14	00:00:09
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:03:05	00:02:42	00:00:07	00:00:07
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:52	00:02:48	00:00:12	00:00:12
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:01:46	00:01:11	00:00:09	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:59	00:05:59	00:00:38	00:00:38
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:12:20	00:05:49	00:00:13	00:00:13
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:09	00:02:58	00:00:07	00:00:07
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:09	00:04:09	00:00:10	00:00:10
01-06-2018 9:16:11	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:47	00:01:47	00:00:04	00:00:04

OneContact Reporting

Service Performance Report

04-05-2018		74	66	✔	89,2%	0	✔	0,0%	5	✔	6,8%	00:00:21	00:00:08	00:14:13	00:02:56	00:00:11	00:00:11
GrdRealVillaltalia		25	24	✔	96,0%	0	✔	0,0%	1	✔	4,0%	00:00:11	00:00:07	00:14:13	00:03:33	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:01:20	00:01:12	00:00:11	00:00:11
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:02:55	00:02:02	00:00:05	00:00:05
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:13	00:01:13	00:00:11	00:00:11
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:03:37	00:01:52	00:00:11	00:00:11
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:11	00:04:18	00:00:12	00:00:12
	14:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:10	00:00:06	00:14:13	00:06:44	00:00:08	00:00:09
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:02:15	00:01:32	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:14:05	00:07:26	00:00:08	00:00:08
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:13:19	00:04:00	00:00:15	00:00:15
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:53	00:03:53	00:00:10	00:00:10
HotelRealOeiras		23	19	⚠	82,6%	0	✔	0,0%	2	✔	8,7%	00:00:21	00:00:10	00:07:43	00:02:22	00:00:13	00:00:12
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:31	00:00:31	00:00:08	00:00:08
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:07:43	00:02:29	00:00:06	00:00:06
	13:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:21	00:00:11	00:05:26	00:05:25	00:00:11	00:00:06
	14:00:00	4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:13	00:00:12	00:01:05	00:01:00	00:00:12	00:00:12
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:06:32	00:04:07	00:00:30	00:00:30
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:02:40	00:01:21	00:00:09	00:00:09
	17:00:00	6	5	⚠	83,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:49	00:01:54	00:00:14	00:00:14
HotelRealPalacio		11	10	✔	90,9%	0	✔	0,0%	1	✔	9,1%	00:00:15	00:00:09	00:03:54	00:01:55	00:00:12	00:00:12
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:23	00:02:03	00:00:07	00:00:07
	14:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:09	00:00:09	00:03:54	00:03:54	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:44	00:01:44	00:00:22	00:00:22
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:53	00:01:11	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:00	00:02:22	00:00:20	00:00:20
HotelRealParque		13	12	✔	92,3%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:10:41	00:03:03	00:00:08	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:10:41	00:10:41	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:55	00:05:55	00:00:09	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:15	00:02:33	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:36	00:02:28	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:09	00:03:09	00:00:08	00:00:08
	16:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:04:10	00:01:52	00:00:09	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:58	00:00:58	00:00:11	00:00:11
RealResidencia		2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:06	00:00:06	00:05:14	00:05:14	00:00:12	00:00:06
	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	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:05:14	00:05:14	00:00:06	00:00:06
05-05-2018		21	16	⚠	76,2%	0	✔	0,0%	5	✖	23,8%	00:00:14	00:00:08	00:10:23	00:03:11	00:00:11	00:00:10
GrdRealVillaltalia		7	5	⚠	71,4%	0	✔	0,0%	2	✖	28,6%	00:00:10	00:00:07	00:10:23	00:02:41	00:00:10	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	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:51	00:00:51	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:00:40	00:00:40	00:00:14	00:00:14
	16:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:10	00:00:08	00:10:23	00:03:58	00:00:10	00:00:12
HotelRealOeiras		7	6	✔	85,7%	0	✔	0,0%	1	⚠	14,3%	00:00:14	00:00:10	00:05:11	00:03:04	00:00:14	00:00:10
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:11	00:05:11	00:04:29	00:00:11	00:00:11
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:12	00:03:12	00:00:08	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:04:19	00:02:06	00:00:11	00:00:11
	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	00:00:36	00:00:00
HotelRealPalacio		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
	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
	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	00:00:08	00:00:00
RealResidencia		5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:06:16	00:03:49	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:16	00:06:16	00:00:07	00:00:07
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:05:07	00:02:45	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:31	00:04:31	00:00:09	00:00:09
07-05-2018		101	94	✔	93,1%	3	✔	3,0%	3	✔	3,0%	00:00:16	00:00:08	00:13:57	00:02:22	00:00:14	00:00:11
GrdRealVillaltalia		28	27	✔	96,4%	0	✔	0,0%	1	✔	3,6%	00:00:11	00:00:08	00:13:57	00:02:51	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:28	00:02:28	00:00:19	00:00:19
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:13:57	00:04:53	00:00:07	00:00:07
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:06:23	00:04:01	00:00:07	00:00:07
	12:00:00	5	4	🟡	80,0%	0	✔	0,0%	1	❌	20,0%	00:00:10	00:00:06	00:06:43	00:01:53	00:00:09	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:10	00:00:10
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:41	00:04:04	00:00:09	00:00:09
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:37	00:02:22	00:00:13	00:00:13
	16:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:07:19	00:02:41	00:00:16	00:00:16
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:26	00:02:26	00:00:09	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:26	00:01:26	00:00:31	00:00:31
HotelRealOeiras		47	41	✔	87,2%	3	✔	6,4%	2	✔	4,3%	00:00:16	00:00:09	00:12:17	00:02:14	00:00:19	00:00:11
	09:00:00	4	3	🟡	75,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:11	00:04:45	00:01:56	00:00:14	00:00:08
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:03:22	00:01:29	00:00:06	00:00:06
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:01:58	00:01:01	00:00:07	00:00:07
	12:00:00	7	6	✔	85,7%	0	✔	0,0%	1	🟡	14,3%	00:00:15	00:00:09	00:06:07	00:02:43	00:00:17	00:00:18
	13:00:00	4	3	🟡	75,0%	1	❌	25,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:23	00:02:12	00:00:32	00:00:13
	14:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:06:30	00:02:33	00:00:09	00:00:09
	15:00:00	8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:12:17	00:03:43	00:00:14	00:00:14
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:02:26	00:01:10	00:00:08	00:00:08
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:02:26	00:01:39	00:00:07	00:00:07
	18:00:00	3	1	❌	33,3%	1	❌	33,3%	1	❌	33,3%	00:00:15	00:00:12	00:01:12	00:01:12	00:01:16	00:00:07
	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	00:01:44	00:00:00
HotelRealPalacio		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:04:40	00:02:07	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:40	00:04:40	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:12	00:01:54	00:00:04	00:00:04
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:48	00:03:48	00:00:09	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:35	00:00:35	00:00:06	00:00:06
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:41	00:01:16	00:00:10	00:00:10
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:34	00:01:52	00:00:08	00:00:08
HotelRealParque		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:13	00:02:01	00:00:09	00:00:09
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:13	00:02:57	00:00:13	00:00:13
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:25	00:01:08	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:02:32	00:02:25	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:42	00:01:42	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	00:01:07	00:01:07	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:01:40	00:01:40	00:00:13	00:00:13
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:39	00:01:52	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:04:07	00:02:54	00:00:08	00:00:08
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:54	00:01:34	00:00:06	00:00:06
08-05-2018		96	87	✔	90,6%	2	✔	2,1%	6	✔	6,3%	00:00:16	00:00:09	00:14:52	00:02:56	00:00:17	00:00:15
GrdRealVillaltalia		26	24	✔	92,3%	1	✔	3,8%	0	✔	0,0%	00:00:16	00:00:08	00:14:04	00:04:19	00:00:19	00:00:14
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:07:14	00:04:42	00:00:14	00:00:14
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:14:04	00:07:30	00:00:15	00:00:15
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:04:57	00:04:05	00:00:09	00:00:09
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:12:08	00:05:45	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:09:13	00:07:00	00:00:18	00:00:18
01-06-2018 9:16:11	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:10	00:00:52	00:00:14	00:00:14

OneContact Reporting

Service Performance Report

	15:00:00	5	5	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:07	00:08:35	00:03:23	00:00:11	00:00:11
	16:00:00	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
	17:00:00	6	4	🟡66,7%	1	✖16,7%	0	✔0,0%	00:00:16	00:00:10	00:05:06	00:02:23	00:00:41	00:00:25
HotelRealOeiras		29	23	🟡79,3%	1	✔3,4%	5	✖17,2%	00:00:15	00:00:10	00:07:55	00:02:08	00:00:22	00:00:19
	09:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:11	00:02:25	00:02:25	00:00:11	00:00:11
	10:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:11	00:00:57	00:00:47	00:00:16	00:00:16
	11:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:09	00:05:31	00:02:39	00:00:12	00:00:12
	12:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:06:03	00:04:04	00:00:08	00:00:08
	13:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:14	00:00:14	00:00:42	00:00:42	00:00:14	00:00:14
	14:00:00	5	2	✖40,0%	0	✔0,0%	3	✖60,0%	00:00:15	00:00:10	00:01:58	00:01:26	00:00:50	00:01:20
	15:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:08	00:07:55	00:03:13	00:00:08	00:00:08
	16:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:09	00:02:44	00:01:25	00:00:15	00:00:15
	17:00:00	5	2	✖40,0%	1	✖20,0%	2	✖40,0%	00:00:15	00:00:12	00:00:39	00:00:39	00:00:31	00:00:26
	18:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:10	00:05:06	00:05:06	00:00:11	00:00:11
HotelRealPalacio		17	17	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:14:52	00:03:53	00:00:11	00:00:11
	09:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:12	00:11:40	00:11:40	00:00:24	00:00:24
	10:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:06	00:03:56	00:02:13	00:00:06	00:00:06
	11:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:10	00:04:06	00:03:51	00:00:10	00:00:10
	12:00:00	5	5	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:09	00:03:44	00:02:13	00:00:09	00:00:09
	14:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:09	00:06:26	00:04:04	00:00:14	00:00:14
	15:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:05:11	00:04:20	00:00:08	00:00:08
	17:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:06	00:14:52	00:05:56	00:00:12	00:00:12
	18:00:00	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
HotelRealParque		22	21	✔95,5%	0	✔0,0%	1	✔4,5%	00:00:15	00:00:09	00:06:07	00:01:44	00:00:14	00:00:14
	09:00:00	4	3	🟡75,0%	0	✔0,0%	1	✖25,0%	00:00:15	00:00:12	00:03:06	00:01:31	00:00:29	00:00:37
	10:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:08	00:02:34	00:01:41	00:00:08	00:00:08
	13:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:09	00:06:07	00:04:17	00:00:09	00:00:09
	14:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:01:07	00:00:50	00:00:23	00:00:23
	15:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:14	00:00:11	00:01:51	00:00:58	00:00:12	00:00:12
	16:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:05:35	00:02:30	00:00:15	00:00:15
	17:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:13	00:00:08	00:02:08	00:01:30	00:00:08	00:00:08
RealResidencia		2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:12	00:01:38	00:01:37	00:00:24	00:00:24
	15:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:12	00:01:38	00:01:38	00:00:24	00:00:24
	17:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:12	00:01:36	00:01:36	00:00:24	00:00:24
09-05-2018		64	58	✔90,6%	1	✔1,6%	4	✔6,3%	00:00:17	00:00:09	00:09:19	00:02:34	00:00:12	00:00:12
GrdRealVillaitalia		18	18	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:08	00:09:19	00:02:51	00:00:16	00:00:16
	09:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:07	00:04:06	00:03:12	00:00:12	00:00:12
	10:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:09	00:03:55	00:02:36	00:00:32	00:00:32
	12:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:07	00:04:53	00:02:40	00:00:10	00:00:10
	13:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:07	00:04:49	00:02:24	00:00:09	00:00:09
	15:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:02:42	00:01:44	00:00:16	00:00:16
	16:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:09:19	00:06:37	00:00:13	00:00:13
	17:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:02:07	00:02:07	00:00:09	00:00:09
HotelRealOeiras		23	19	🟡82,6%	1	✔4,3%	2	✔8,7%	00:00:17	00:00:10	00:08:04	00:02:18	00:00:13	00:00:12
	09:00:00	3	1	✖33,3%	0	✔0,0%	1	✖33,3%	00:00:17	00:00:15	00:00:34	00:00:34	00:00:12	00:00:13
	10:00:00	4	2	🟡50,0%	1	✖25,0%	1	✖25,0%	00:00:10	00:00:08	00:02:05	00:01:18	00:00:13	00:00:08
	11:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:12	00:01:10	00:01:10	00:00:25	00:00:25
	12:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:02:10	00:02:10	00:00:07	00:00:07
	13:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:14	00:00:09	00:05:49	00:02:12	00:00:10	00:00:10
	15:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:07	00:05:18	00:03:08	00:00:08	00:00:08
	16:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:11	00:08:04	00:03:28	00:00:20	00:00:20
01-06-2018 09:16:11	17:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:02:32	00:01:45	00:00:12	00:00:12

OneContact Reporting

Service Performance Report

	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:09	00:02:09	00:00:07	00:00:07
HotelRealPalacio		10	8	🟡	80,0%	0	✔	0,0%	2	✖	20,0%	00:00:15	00:00:09	00:03:38	00:01:50	00:00:11	00:00:12
	09:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:15	00:00:09	00:01:05	00:01:05	00:00:11	00:00:25
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:03:34	00:03:01	00:00:13	00:00:13
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:19	00:01:19	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:38	00:02:16	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:05	00:01:05	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:34	00:01:12	00:00:12	00:00:12
HotelRealParque		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:07:07	00:03:02	00:00:08	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:34	00:00:34	00:00:11	00:00:11
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:27	00:06:27	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:05:14	00:05:14	00:00:04	00:00:04
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:06:19	00:03:50	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	00:07:07	00:07:07	00:00:04	00:00:04
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:05:12	00:03:08	00:00:08	00:00:08
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:00:46	00:00:34	00:00:07	00:00:07
10-05-2018		87	80	✔	92,0%	2	✔	2,3%	2	✔	2,3%	00:00:15	00:00:09	00:11:03	00:02:03	00:00:12	00:00:11
GrdRealVillaitalia		20	19	✔	95,0%	1	✔	5,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:45	00:02:37	00:00:14	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:16	00:02:16	00:00:10	00:00:10
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:45	00:02:52	00:00:12	00:00:12
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:04:39	00:03:16	00:00:07	00:00:07
	13:00:00	4	3	🟡	75,0%	1	✖	25,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:49	00:02:16	00:00:37	00:00:13
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:29	00:01:29	00:00:04	00:00:04
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:43	00:02:28	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:54	00:02:54	00:00:05	00:00:05
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:02:26	00:02:01	00:00:06	00:00:06
HotelRealOeiras		33	29	✔	87,9%	1	✔	3,0%	2	✔	6,1%	00:00:15	00:00:09	00:11:03	00:02:01	00:00:11	00:00:11
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:30	00:01:05	00:00:14	00:00:14
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:05:10	00:01:56	00:00:10	00:00:10
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:05	00:02:02	00:00:06	00:00:06
	13:00:00	4	1	✖	25,0%	1	✖	25,0%	2	✖	50,0%	00:00:08	00:00:08	00:01:01	00:01:01	00:00:09	00:00:08
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:39	00:01:16	00:00:12	00:00:12
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:52	00:02:41	00:00:11	00:00:11
	16:00:00	5	4	🟡	80,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:11:03	00:04:11	00:00:12	00:00:12
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:05:33	00:02:36	00:00:08	00:00:08
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:02	00:00:48	00:00:10	00:00:10
HotelRealPalacio		12	11	✔	91,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:35	00:02:01	00:00:15	00:00:15
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:23	00:01:23	00:00:11	00:00:11
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:01:46	00:01:46	00:00:15	00:00:15
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:11	00:01:11	00:00:20	00:00:20
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:03	00:02:03	00:00:23	00:00:23
	15:00:00	3	2	🟡	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:02:22	00:02:02	00:00:18	00:00:20
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:29	00:02:16	00:00:15	00:00:15
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:05:35	00:03:38	00:00:11	00:00:11
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:01:31	00:01:00	00:00:10	00:00:10
HotelRealParque		21	20	✔	95,2%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:35	00:01:25	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:52	00:01:50	00:00:08	00:00:08
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:11	00:01:17	00:00:12	00:00:12
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:14	00:01:22	00:00:07	00:00:07
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:35	00:01:56	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:49	00:01:49	00:00:08	00:00:08
01-06-2018 9:16:11	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:02:48	00:01:48	00:00:11	00:00:11

OneContact Reporting

Service Performance Report

	16:00:00	3	2	🟡 66,7%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:07	00:00:03	00:00:03	00:00:12	00:00:12
	18:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:00:58	00:00:58	00:00:08	00:00:08
RealResidencia		1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:08	00:04:21	00:04:21	00:00:34	00:00:34
	16:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:08	00:04:21	00:04:21	00:00:34	00:00:34
11-05-2018		91	84	✅ 92,3%	3	✅ 3,3%	2	✅ 2,2%	00:00:17	00:00:09	00:09:34	00:02:32	00:00:15	00:00:11
GrdRealVillaltalia		23	20	✅ 87,0%	1	✅ 4,3%	2	✅ 8,7%	00:00:10	00:00:08	00:09:34	00:03:25	00:00:17	00:00:13
	09:00:00	2	0	❌ 0,0%	1	❌ 50,0%	1	❌ 50,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:08	00:00:00
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:05	00:00:05	00:03:02	00:03:02	00:00:51	00:00:51
	11:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:09:34	00:06:40	00:00:22	00:00:22
	12:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:09	00:04:56	00:03:04	00:00:11	00:00:11
	13:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:06:11	00:04:12	00:00:16	00:00:16
	14:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:04:36	00:02:15	00:00:08	00:00:08
	15:00:00	4	3	🟡 75,0%	0	✅ 0,0%	1	❌ 25,0%	00:00:10	00:00:09	00:06:19	00:03:12	00:00:09	00:00:09
	16:00:00	5	5	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:06:07	00:03:26	00:00:07	00:00:07
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:01:28	00:01:28	00:00:07	00:00:07
HotelRealOeiras		33	30	✅ 90,9%	1	✅ 3,0%	0	✅ 0,0%	00:00:17	00:00:10	00:07:23	00:01:57	00:00:18	00:00:10
	09:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:08	00:07:23	00:05:24	00:00:08	00:00:08
	10:00:00	5	4	🟡 80,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:17	00:00:11	00:04:45	00:02:08	00:00:11	00:00:09
	11:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:02:22	00:01:36	00:00:08	00:00:08
	12:00:00	5	5	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:07	00:02:20	00:01:30	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	00:01:03	00:01:03	00:00:08	00:00:08
	14:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:10	00:01:44	00:01:08	00:00:10	00:00:10
	15:00:00	4	2	🟡 50,0%	1	❌ 25,0%	0	✅ 0,0%	00:00:15	00:00:12	00:02:24	00:02:24	00:01:22	00:00:15
	16:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:09	00:02:18	00:01:26	00:00:09	00:00:09
	17:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:04:13	00:02:55	00:00:13	00:00:13
	18:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:16	00:00:12	00:01:51	00:01:18	00:00:12	00:00:12
HotelRealPalacio		14	14	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:07:13	00:02:13	00:00:10	00:00:10
	10:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:08	00:02:13	00:02:06	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	00:01:01	00:01:01	00:00:06	00:00:06
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:14	00:01:55	00:01:55	00:00:28	00:00:28
	15:00:00	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
	16:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:05:41	00:02:26	00:00:09	00:00:09
	17:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:05	00:02:36	00:01:53	00:00:06	00:00:06
	18:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:08	00:07:13	00:03:02	00:00:10	00:00:10
HotelRealParque		18	17	✅ 94,4%	1	✅ 5,6%	0	✅ 0,0%	00:00:15	00:00:08	00:08:39	00:02:26	00:00:12	00:00:12
	09:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:02:42	00:01:57	00:00:15	00:00:15
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:06	00:02:03	00:01:21	00:00:08	00:00:08
	11:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:02:33	00:02:30	00:00:16	00:00:16
	12:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:04:01	00:03:17	00:00:26	00:00:26
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:00:41	00:00:41	00:00:20	00:00:20
	15:00:00	3	2	🟡 66,7%	1	❌ 33,3%	0	✅ 0,0%	00:00:12	00:00:08	00:08:39	00:03:39	00:00:11	00:00:11
	16:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:03:08	00:02:18	00:00:08	00:00:08
	17:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:02:37	00:01:46	00:00:08	00:00:08
	18:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:07	00:04:44	00:02:53	00:00:07	00:00:07
RealResidencia		3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:10	00:09:02	00:04:20	00:00:10	00:00:10
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:12	00:09:02	00:09:02	00:00:12	00:00:12
	16:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:12	00:01:49	00:01:49	00:00:12	00:00:12
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:02:08	00:02:08	00:00:06	00:00:06
12-05-2018		24	19	🟡 79,2%	2	✅ 8,3%	3	🟡 12,5%	00:00:10	00:00:07	00:11:49	00:03:00	00:00:20	00:00:11
GrdRealVillaltalia		12	9	🟡 75,0%	1	✅ 8,3%	2	❌ 16,7%	00:00:10	00:00:07	00:11:49	00:03:30	00:00:32	00:00:15
	09:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:05	00:00:05	00:11:49	00:11:49	00:00:06	00:00:06
01-06-2018 9:16:11	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:09	00:01:50	00:01:50	00:00:08	00:00:08

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	11:00:00	5	3	🟡 60,0%	1	🔴 20,0%	1	🔴 20,0%	00:00:10	00:00:06	00:03:46	00:01:35	00:00:51	00:00:10
	12:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:02:38	00:02:38	00:00:08	00:00:08
	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	00:00:29	00:00:00
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:02:23	00:02:23	00:00:08	00:00:08
	16:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:06	00:05:26	00:04:00	00:00:38	00:00:38
HotelRealOeiras		1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:01:01	00:01:01	00:00:08	00:00:08
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:01:01	00:01:01	00:00:08	00:00:08
HotelRealPalacio		8	6	🟡 75,0%	1	🟡 12,5%	1	🟡 12,5%	00:00:08	00:00:06	00:05:31	00:02:44	00:00:06	00:00:07
	09:00:00	1	0	🔴 0,0%	1	🔴 100,0%	0	✅ 0,0%	00:00:01	00:00:01	00:00:00	00:00:00	00:00:01	00:00:00
	10:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:07	00:04:44	00:04:39	00:00:07	00:00:07
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:00:38	00:00:38	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	00:00:10	00:00:00
	14:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:06	00:00:33	00:00:30	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	00:05:31	00:05:31	00:00:07	00:00:07
HotelRealParque		2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:06:12	00:03:20	00:00:08	00:00:08
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:06:12	00:06:12	00:00:07	00:00:07
	16:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:00:27	00:00:27	00:00:10	00:00:10
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
	16:00:00	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
14-05-2018		121	112	✅ 92,6%	1	✅ 0,8%	6	✅ 5,0%	00:00:22	00:00:10	00:15:27	00:02:43	00:00:16	00:00:15
GrdRealVillaltalia		33	30	✅ 90,9%	0	✅ 0,0%	2	✅ 6,1%	00:00:17	00:00:09	00:15:27	00:03:45	00:00:19	00:00:20
	09:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:07:20	00:03:26	00:00:11	00:00:11
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:03:01	00:03:01	00:00:07	00:00:07
	11:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:08	00:11:23	00:05:19	00:00:24	00:00:24
	12:00:00	7	6	✅ 85,7%	0	✅ 0,0%	1	🟡 14,3%	00:00:10	00:00:09	00:04:22	00:02:42	00:00:12	00:00:12
	13:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:00:31	00:00:29	00:00:12	00:00:12
	14:00:00	6	5	🟡 83,3%	0	✅ 0,0%	0	✅ 0,0%	00:00:17	00:00:10	00:07:18	00:02:38	00:00:18	00:00:16
	15:00:00	5	5	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:09	00:10:08	00:03:08	00:00:21	00:00:21
	16:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:10:36	00:10:36	00:00:10	00:00:10
	17:00:00	3	2	🟡 66,7%	0	✅ 0,0%	1	🔴 33,3%	00:00:11	00:00:10	00:15:27	00:08:26	00:00:53	00:01:17
HotelRealOeiras		54	49	✅ 90,7%	1	✅ 1,9%	4	✅ 7,4%	00:00:15	00:00:09	00:09:13	00:02:25	00:00:13	00:00:12
	09:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:05:11	00:04:17	00:00:08	00:00:08
	10:00:00	5	5	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:04:24	00:02:14	00:00:13	00:00:13
	11:00:00	9	8	✅ 88,9%	0	✅ 0,0%	1	🟡 11,1%	00:00:13	00:00:08	00:07:33	00:02:52	00:00:15	00:00:16
	12:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:08	00:07:10	00:03:20	00:00:08	00:00:08
	13:00:00	6	6	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:09	00:03:28	00:01:15	00:00:09	00:00:09
	14:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:01:35	00:01:21	00:00:08	00:00:08
	15:00:00	13	10	🟡 76,9%	1	✅ 7,7%	2	🔴 15,4%	00:00:15	00:00:10	00:09:13	00:02:37	00:00:18	00:00:12
	16:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:04:28	00:02:11	00:00:16	00:00:16
	17:00:00	6	5	🟡 83,3%	0	✅ 0,0%	1	🔴 16,7%	00:00:13	00:00:07	00:05:59	00:02:14	00:00:08	00:00:09
	18:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:12	00:01:58	00:01:13	00:00:12	00:00:12
	19:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:06:04	00:06:04	00:00:09	00:00:09
HotelRealPalacio		13	12	✅ 92,3%	0	✅ 0,0%	0	✅ 0,0%	00:00:22	00:00:12	00:03:46	00:01:57	00:00:19	00:00:16
	09:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:13	00:03:13	00:02:30	00:00:13	00:00:13
	12:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:01:09	00:01:09	00:00:08	00:00:08
	13:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:01:38	00:01:18	00:00:16	00:00:16
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:01:53	00:01:53	00:00:23	00:00:23
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:14	00:03:26	00:03:26	00:00:14	00:00:14
	16:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:03:46	00:02:12	00:00:30	00:00:30
	17:00:00	2	1	🟡 50,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:22	00:00:15	00:00:16	00:00:16	00:00:35	00:00:07
	18:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:08	00:03:20	00:02:20	00:00:08	00:00:08
HotelRealParque	01-06-2018 9:16:11	18	18	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:12:11	00:02:14	00:00:16	00:00:16

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	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:43	00:01:43	00:00:08	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:40	00:01:46	00:00:15	00:00:15
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:13	00:03:05	00:00:32	00:00:32
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:12:11	00:04:50	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:58	00:00:54	00:00:12	00:00:12
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:26	00:01:49	00:00:18	00:00:18
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:29	00:01:50	00:00:09	00:00:09
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:01	00:01:25	00:00:16	00:00:16
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:02	00:01:02	00:00:32	00:00:32
RealResidencia		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:28	00:02:31	00:00:13	00:00:13
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:10	00:03:10	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	00:03:28	00:03:28	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:56	00:00:56	00:00:21	00:00:21
15-05-2018		142	99	🟡	69,7%	15	🟡	10,6%	23	❌	16,2%	00:00:22	00:00:10	00:18:12	00:02:53	00:00:21	00:00:17
GrdRealVillaltalia		37	23	🟡	62,2%	5	🟡	13,5%	8	❌	21,6%	00:00:14	00:00:09	00:18:12	00:04:02	00:00:37	00:00:29
	09:00:00	8	3	❌	37,5%	1	🟡	12,5%	4	❌	50,0%	00:00:10	00:00:08	00:08:12	00:03:56	00:00:09	00:00:16
	10:00:00	9	4	❌	44,4%	3	❌	33,3%	2	❌	22,2%	00:00:10	00:00:09	00:10:36	00:06:12	00:01:41	00:01:20
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:31	00:00:41	00:00:23	00:00:23
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:08:12	00:05:30	00:00:08	00:00:08
	13:00:00	5	3	🟡	60,0%	0	✔	0,0%	2	❌	40,0%	00:00:10	00:00:09	00:02:01	00:01:19	00:00:12	00:00:17
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:06:57	00:04:22	00:00:19	00:00:19
	15:00:00	2	1	🟡	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:00:04	00:00:04	00:00:36	00:00:37
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:58	00:02:24	00:00:14	00:00:14
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:18:12	00:18:12	00:00:17	00:00:17
	18:00:00	2	1	🟡	50,0%	1	❌	50,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:41	00:04:41	00:00:34	00:00:24
HotelRealOeiras		53	35	🟡	66,0%	8	❌	15,1%	6	🟡	11,3%	00:00:22	00:00:11	00:15:29	00:02:54	00:00:15	00:00:13
	09:00:00	13	5	❌	38,5%	5	❌	38,5%	2	❌	15,4%	00:00:17	00:00:11	00:05:51	00:02:45	00:00:10	00:00:13
	10:00:00	5	1	❌	20,0%	2	❌	40,0%	2	❌	40,0%	00:00:05	00:00:05	00:11:30	00:11:30	00:00:31	00:00:05
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:43	00:02:19	00:00:17	00:00:17
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:03	00:01:44	00:00:08	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:03:52	00:03:12	00:00:10	00:00:10
	14:00:00	2	1	🟡	50,0%	0	✔	0,0%	1	❌	50,0%	00:00:10	00:00:10	00:04:49	00:04:49	00:00:08	00:00:10
	15:00:00	6	4	🟡	66,7%	0	✔	0,0%	1	❌	16,7%	00:00:16	00:00:12	00:03:12	00:02:08	00:00:15	00:00:14
	16:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:08	00:02:13	00:00:13	00:00:13
	17:00:00	9	6	🟡	66,7%	1	🟡	11,1%	0	✔	0,0%	00:00:22	00:00:12	00:06:55	00:02:29	00:00:20	00:00:18
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:15:29	00:05:21	00:00:12	00:00:12
HotelRealPalacio		31	21	🟡	67,7%	1	✔	3,2%	9	❌	29,0%	00:00:15	00:00:10	00:05:49	00:01:48	00:00:15	00:00:12
	09:00:00	4	2	🟡	50,0%	0	✔	0,0%	2	❌	50,0%	00:00:13	00:00:10	00:02:31	00:01:44	00:00:09	00:00:10
	10:00:00	2	1	🟡	50,0%	0	✔	0,0%	1	❌	50,0%	00:00:09	00:00:09	00:00:37	00:00:37	00:00:08	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:03:48	00:02:26	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:01	00:00:44	00:00:08	00:00:08
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:49	00:03:28	00:00:15	00:00:15
	14:00:00	8	4	🟡	50,0%	0	✔	0,0%	4	❌	50,0%	00:00:15	00:00:10	00:01:26	00:00:45	00:00:10	00:00:13
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:59	00:01:59	00:00:10	00:00:10
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:13	00:01:16	00:00:14	00:00:14
	18:00:00	4	1	❌	25,0%	1	❌	25,0%	2	❌	50,0%	00:00:15	00:00:09	00:04:26	00:04:26	00:00:48	00:00:12
HotelRealParque		17	16	✔	94,1%	1	✔	5,9%	0	✔	0,0%	00:00:18	00:00:11	00:05:25	00:02:22	00:00:20	00:00:14
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:02:23	00:02:23	00:00:13	00:00:13
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:11	00:02:31	00:02:28	00:00:17	00:00:17
	11:00:00	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
	12:00:00	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
01-06-2018 9:16:11	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:25	00:05:25	00:00:08	00:00:08

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	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:38	00:02:46	00:00:12	00:00:12
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:04	00:00:52	00:00:12	00:00:12
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:18	00:00:14	00:02:19	00:01:26	00:00:24	00:00:24
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:17	00:03:16	00:00:14	00:00:14
	18:00:00	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
	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	00:01:41	00:00:00
RealResidencia		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:07:01	00:03:49	00:00:17	00:00:17
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:07:01	00:07:01	00:00:26	00:00:26
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:46	00:06:46	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:31	00:00:31	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:00:57	00:00:57	00:00:26	00:00:26
16-05-2018		97	71	⚠	73,2%	8	✔	8,2%	13	⚠	13,4%	00:00:21	00:00:09	00:14:07	00:02:32	00:00:23	00:00:16
GrdRealVillaltalia		38	27	⚠	71,1%	6	✖	15,8%	4	⚠	10,5%	00:00:16	00:00:08	00:14:07	00:03:13	00:00:26	00:00:15
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:20	00:02:50	00:00:10	00:00:10
	10:00:00	9	6	⚠	66,7%	1	⚠	11,1%	2	✖	22,2%	00:00:10	00:00:07	00:04:30	00:02:00	00:00:16	00:00:20
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:40	00:01:42	00:00:10	00:00:10
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:30	00:02:36	00:00:08	00:00:08
	13:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:10	00:00:07	00:14:07	00:07:31	00:00:20	00:00:24
	14:00:00	1	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:13	00:00:00	00:00:00	00:00:26	00:00:00
	15:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:09	00:00:25	00:00:25	00:00:00	00:00:00
	16:00:00	5	4	⚠	80,0%	1	✖	20,0%	0	✔	0,0%	00:00:12	00:00:10	00:04:40	00:01:45	00:00:41	00:00:19
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:34	00:07:54	00:00:15	00:00:15
	18:00:00	6	1	✖	16,7%	4	✖	66,7%	1	✖	16,7%	00:00:10	00:00:08	00:13:52	00:13:52	00:01:09	00:00:26
HotelRealOeiras		31	20	⚠	64,5%	2	✔	6,5%	7	✖	22,6%	00:00:19	00:00:11	00:09:22	00:01:33	00:00:29	00:00:21
	10:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:15	00:00:11	00:01:29	00:01:08	00:00:13	00:00:17
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:15	00:00:57	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:09:22	00:09:22	00:00:22	00:00:22
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:05	00:00:46	00:00:16	00:00:16
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:26	00:01:40	00:00:18	00:00:18
	15:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:00:59	00:00:59	00:00:20	00:00:25
	17:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:02:54	00:01:44	00:00:08	00:00:08
	18:00:00	11	2	✖	18,2%	2	✖	18,2%	6	✖	54,5%	00:00:19	00:00:15	00:00:04	00:00:04	00:00:59	00:01:40
HotelRealPalacio		8	6	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	00:00:21	00:00:12	00:09:38	00:04:27	00:00:16	00:00:16
	11:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:09	00:03:09	00:02:48	00:00:09	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:04:25	00:03:12	00:00:34	00:00:34
	18:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:21	00:00:12	00:09:38	00:07:20	00:00:12	00:00:08
HotelRealParque		20	18	✔	90,0%	0	✔	0,0%	2	⚠	10,0%	00:00:15	00:00:08	00:05:23	00:02:02	00:00:09	00:00:10
	09:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:05:23	00:03:10	00:00:08	00:00:08
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:41	00:02:00	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:37	00:02:12	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:00:45	00:00:36	00:00:08	00:00:08
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:30	00:01:52	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:01:14	00:00:53	00:00:11	00:00:11
	17:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:15	00:00:12	00:00:59	00:00:59	00:00:10	00:00:23
17-05-2018		92	75	⚠	81,5%	6	✔	6,5%	10	⚠	10,9%	00:00:15	00:00:09	00:10:11	00:02:32	00:00:15	00:00:12
GrdRealVillaltalia		17	14	⚠	82,4%	1	✔	5,9%	2	⚠	11,8%	00:00:10	00:00:08	00:07:38	00:03:55	00:00:12	00:00:14
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:45	00:05:45	00:00:07	00:00:07
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:08	00:02:50	00:00:14	00:00:14
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:29	00:02:18	00:00:13	00:00:13
	12:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:10	00:00:08	00:07:06	00:07:06	00:00:13	00:00:15
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:00	00:03:58	00:00:13	00:00:13
01-06-2018 9:16:11	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:05:28	00:02:48	00:00:15	00:00:15

OneContact Reporting

Service Performance Report

	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	00:00:06	00:00:00
	17:00:00	3	2	66,7%	1	33,3%	0	0,0%	00:00:10	00:00:07	00:07:38	00:06:19	00:00:12	00:00:16
HotelRealOeiras		31	26	83,9%	1	3,2%	3	9,7%	00:00:15	00:00:09	00:08:20	00:02:24	00:00:10	00:00:10
	09:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:09	00:01:10	00:01:02	00:00:10	00:00:10
	10:00:00	9	6	66,7%	1	11,1%	2	22,2%	00:00:11	00:00:07	00:02:54	00:01:53	00:00:07	00:00:08
	11:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:10	00:08:20	00:04:13	00:00:10	00:00:10
	12:00:00	2	1	50,0%	0	0,0%	1	50,0%	00:00:08	00:00:08	00:04:19	00:04:19	00:00:07	00:00:08
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:12	00:01:46	00:01:46	00:00:24	00:00:24
	14:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:06	00:00:06	00:03:52	00:03:16	00:00:06	00:00:06
	15:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:12	00:00:09	00:03:27	00:01:56	00:00:10	00:00:10
	16:00:00	4	3	75,0%	0	0,0%	0	0,0%	00:00:15	00:00:11	00:05:31	00:03:01	00:00:11	00:00:11
	17:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:11	00:02:30	00:01:04	00:00:14	00:00:14
	18:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:05	00:05:49	00:03:26	00:00:07	00:00:07
HotelRealPalacio		19	14	73,7%	1	5,3%	4	21,1%	00:00:15	00:00:09	00:04:09	00:01:44	00:00:14	00:00:15
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:01:31	00:01:31	00:00:08	00:00:08
	10:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:02:03	00:02:03	00:00:19	00:00:19
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:06	00:01:16	00:00:54	00:00:07	00:00:07
	12:00:00	3	0	0,0%	1	33,3%	2	66,7%	00:00:08	00:00:08	00:00:00	00:00:00	00:00:06	00:00:00
	13:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:12	00:00:11	00:02:56	00:01:58	00:00:11	00:00:11
	14:00:00	3	2	66,7%	0	0,0%	1	33,3%	00:00:15	00:00:10	00:04:09	00:03:08	00:00:33	00:00:39
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:01:08	00:01:08	00:00:08	00:00:08
	16:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:08	00:01:16	00:00:50	00:00:08	00:00:08
	17:00:00	4	3	75,0%	0	0,0%	1	25,0%	00:00:15	00:00:10	00:03:00	00:01:56	00:00:16	00:00:13
HotelRealParque		23	19	82,6%	3	13,0%	1	4,3%	00:00:15	00:00:11	00:10:11	00:02:23	00:00:25	00:00:13
	09:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:08	00:05:08	00:02:35	00:00:08	00:00:08
	10:00:00	6	5	83,3%	1	16,7%	0	0,0%	00:00:15	00:00:10	00:02:55	00:01:39	00:00:14	00:00:14
	12:00:00	2	0	0,0%	1	50,0%	1	50,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:40	00:00:00
	13:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:10:11	00:07:11	00:00:16	00:00:16
	14:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:09	00:02:48	00:02:14	00:00:09	00:00:09
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:07	00:01:49	00:01:49	00:00:07	00:00:07
	16:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:11	00:01:20	00:00:50	00:00:11	00:00:11
	17:00:00	2	1	50,0%	1	50,0%	0	0,0%	00:00:15	00:00:14	00:02:50	00:02:50	00:01:16	00:00:25
	18:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:12	00:01:02	00:01:02	00:00:23	00:00:23
RealResidencia		2	2	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:07	00:02:07	00:02:01	00:00:07	00:00:07
	10:00:00	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
	18:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:05	00:00:05	00:02:07	00:02:07	00:00:05	00:00:05
18-05-2018		112	93	83,0%	2	1,8%	15	13,4%	00:00:16	00:00:09	00:13:05	00:02:36	00:00:20	00:00:21
GrdRealVillaltalia		38	32	84,2%	2	5,3%	3	7,9%	00:00:15	00:00:08	00:11:39	00:03:28	00:00:27	00:00:27
	09:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:09	00:04:17	00:03:40	00:00:09	00:00:09
	10:00:00	8	7	87,5%	0	0,0%	1	12,5%	00:00:11	00:00:08	00:06:03	00:03:22	00:00:31	00:00:34
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:06:09	00:03:40	00:00:15	00:00:15
	12:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:03:34	00:01:52	00:00:22	00:00:22
	13:00:00	5	5	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:11:39	00:05:48	00:00:45	00:00:45
	14:00:00	6	5	83,3%	0	0,0%	0	0,0%	00:00:15	00:00:08	00:04:03	00:02:20	00:00:14	00:00:12
	15:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:09	00:06:04	00:03:32	00:00:16	00:00:16
	16:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:04:20	00:02:42	00:00:31	00:00:31
	17:00:00	5	2	40,0%	1	20,0%	2	40,0%	00:00:11	00:00:09	00:06:56	00:04:45	00:00:37	00:00:48
	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	00:00:37	00:00:00
HotelRealOeiras		38	30	78,9%	0	0,0%	8	21,1%	00:00:16	00:00:10	00:13:05	00:02:06	00:00:17	00:00:20
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:09	00:02:53	00:02:53	00:00:10	00:00:10
	10:00:00	6	3	50,0%	0	0,0%	3	50,0%	00:00:16	00:00:10	00:01:45	00:01:02	00:00:12	00:00:17
01-06-2018 9:16:11	12:00:00	5	5	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:02:38	00:01:02	00:00:11	00:00:11

OneContact Reporting

Service Performance Report

	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:03:43	00:03:43	00:00:11	00:00:11
	14:00:00	8	5	⚠	62,5%	0	✔	0,0%	3	✖	37,5%	00:00:09	00:00:08	00:03:16	00:01:50	00:00:08	00:00:08
	15:00:00	9	7	⚠	77,8%	0	✔	0,0%	2	✖	22,2%	00:00:15	00:00:10	00:13:05	00:02:49	00:00:36	00:00:45
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:23	00:02:12	00:00:13	00:00:13
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:03	00:00:56	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:32	00:05:32	00:00:25	00:00:25
HotelRealPalacio		20	17	✔	85,0%	0	✔	0,0%	2	⚠	10,0%	00:00:15	00:00:09	00:07:28	00:02:25	00:00:19	00:00:19
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:28	00:03:36	00:00:12	00:00:12
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:39	00:02:27	00:00:46	00:00:46
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:03:20	00:01:40	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:37	00:02:15	00:00:22	00:00:22
	14:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:43	00:01:50	00:00:19	00:00:15
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:04	00:04:34	00:02:35	00:00:08	00:00:08
	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	00:00:08	00:00:00
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:04:56	00:04:56	00:00:12	00:00:12
HotelRealParque		13	11	⚠	84,6%	0	✔	0,0%	2	✖	15,4%	00:00:14	00:00:09	00:09:53	00:01:47	00:00:08	00:00:09
	10:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:14	00:00:10	00:09:53	00:06:06	00:00:08	00:00:10
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:32	00:00:50	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:42	00:00:42	00:00:09	00:00:09
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:12	00:01:09	00:00:53	00:00:12	00:00:12
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:49	00:00:49	00:00:08	00:00:08
	18:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:08	00:00:08	00:00:40	00:00:40	00:00:06	00:00:08
RealResidencia		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:37	00:02:30	00:00:27	00:00:27
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:02:03	00:01:26	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:04:37	00:04:37	00:01:06	00:01:06
19-05-2018		15	5	✖	33,3%	3	✖	20,0%	7	✖	46,7%	00:00:11	00:00:09	00:06:01	00:03:50	00:00:23	00:00:09
GrdRealVillaltalia		3	1	✖	33,3%	1	✖	33,3%	1	✖	33,3%	00:00:09	00:00:09	00:06:01	00:06:01	00:01:23	00:00:09
	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	00:03:55	00:00:00
	14:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:09	00:00:09	00:06:01	00:06:01	00:00:08	00:00:09
HotelRealOeiras		4	0	✖	0,0%	0	✔	0,0%	4	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	10:00:00	4	0	✖	0,0%	0	✔	0,0%	4	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
HotelRealPalacio		3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:07	00:00:07	00:06:01	00:06:01	00:00:10	00:00:07
	14:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	15:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:07	00:00:07	00:06:01	00:06:01	00:00:13	00:00:07
HotelRealParque		5	3	⚠	60,0%	2	✖	40,0%	0	✔	0,0%	00:00:11	00:00:10	00:03:52	00:02:23	00:00:06	00:00:10
	10:00:00	2	0	✖	0,0%	2	✖	100,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:42	00:01:42	00:00:11	00:00:11
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:52	00:02:44	00:00:09	00:00:09
21-05-2018		97	88	✔	90,7%	3	✔	3,1%	4	✔	4,1%	00:00:18	00:00:09	00:09:36	00:02:23	00:00:20	00:00:17
GrdRealVillaltalia		29	26	✔	89,7%	1	✔	3,4%	1	✔	3,4%	00:00:18	00:00:08	00:09:36	00:03:11	00:00:17	00:00:16
	09:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	00:00:18	00:00:09	00:09:36	00:03:53	00:00:16	00:00:16
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:08:36	00:04:15	00:00:34	00:00:34
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:15	00:01:26	00:00:10	00:00:10
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:43	00:01:24	00:00:13	00:00:13
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:06:37	00:06:37	00:00:19	00:00:19
	14:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:08:16	00:03:29	00:00:16	00:00:16
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:07:59	00:04:15	00:00:06	00:00:06
	16:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:04	00:00:04	00:01:04	00:01:04	00:00:04	00:00:04
	18:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:11	00:00:10	00:01:03	00:00:59	00:00:17	00:00:08
HotelRealOeiras		38	32	⚠	84,2%	2	✔	5,3%	3	✔	7,9%	00:00:16	00:00:09	00:05:34	00:01:51	00:00:28	00:00:21
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:58	00:01:05	00:00:16	00:00:16
01-06-2018 9:16:11	10:00:00	5	1	✖	20,0%	2	✖	40,0%	2	✖	40,0%	00:00:15	00:00:11	00:01:21	00:01:21	00:01:26	00:01:07

OneContact Reporting

Service Performance Report

	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:25	00:03:08	00:00:33	00:00:33
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:08	00:02:59	00:01:15	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:42	00:00:22	00:00:09	00:00:09
	14:00:00	7	6	✔	85,7%	0	✔	0,0%	1	⚠	14,3%	00:00:15	00:00:08	00:02:57	00:01:26	00:00:33	00:00:37
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:45	00:02:21	00:00:07	00:00:07
	16:00:00	6	5	⚠	83,3%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:12	00:05:34	00:02:25	00:00:23	00:00:20
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:04:09	00:02:06	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:54	00:02:54	00:00:09	00:00:09
HotelRealPalacio		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:14	00:02:23	00:00:16	00:00:16
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:48	00:01:48	00:00:07	00:00:07
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:14	00:02:28	00:00:11	00:00:11
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:37	00:01:37	00:00:37	00:00:37
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:02:20	00:02:20	00:00:14	00:00:14
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:09	00:02:37	00:00:23	00:00:23
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:07	00:01:07	00:00:11	00:00:11
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:39	00:03:10	00:00:14	00:00:14
HotelRealParque		16	16	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:52	00:01:46	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:36	00:00:36	00:00:13	00:00:13
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:12	00:01:17	00:00:08	00:00:08
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:06:20	00:02:59	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	00:02:45	00:01:32	00:00:07	00:00:07
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:14	00:01:08	00:00:09	00:00:09
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:04	00:00:35	00:00:14	00:00:14
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:06:52	00:03:50	00:00:11	00:00:11
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:08:23	00:08:23	00:00:24	00:00:24
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:08:23	00:08:23	00:00:24	00:00:24
22-05-2018		106	79	⚠	74,5%	10	✔	9,4%	15	⚠	14,2%	00:00:15	00:00:09	00:10:49	00:02:16	00:00:27	00:00:13
GrdRealVillaltalia		32	21	⚠	65,6%	5	✖	15,6%	5	✖	15,6%	00:00:15	00:00:08	00:10:49	00:03:12	00:00:41	00:00:14
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:34	00:01:37	00:00:15	00:00:15
	10:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:10:49	00:04:12	00:00:14	00:00:14
	12:00:00	2	0	✖	0,0%	2	✖	100,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:17	00:00:00
	13:00:00	6	5	⚠	83,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:49	00:03:17	00:00:18	00:00:17
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:28	00:03:28	00:00:19	00:00:19
	15:00:00	7	1	✖	14,3%	1	⚠	14,3%	5	✖	71,4%	00:00:10	00:00:04	00:04:49	00:04:49	00:00:14	00:00:18
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:24	00:03:24	00:00:04	00:00:04
	18:00:00	5	4	⚠	80,0%	1	✖	20,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:56	00:02:38	00:00:34	00:00:07
	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	00:10:14	00:00:00
HotelRealOeiras		36	29	⚠	80,6%	4	⚠	11,1%	3	✔	8,3%	00:00:15	00:00:09	00:09:25	00:02:01	00:00:29	00:00:11
	09:00:00	6	5	⚠	83,3%	0	✔	0,0%	1	✖	16,7%	00:00:08	00:00:07	00:04:14	00:02:32	00:00:08	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:17	00:03:17	00:00:09	00:00:09
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:35	00:01:18	00:00:20	00:00:20
	12:00:00	5	1	✖	20,0%	2	✖	40,0%	2	✖	40,0%	00:00:09	00:00:09	00:02:21	00:02:21	00:01:53	00:00:09
	13:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:15	00:00:10	00:04:09	00:02:36	00:00:20	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:44	00:00:44	00:00:24	00:00:24
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:37	00:01:57	00:00:20	00:00:20
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:30	00:01:21	00:00:12	00:00:12
	17:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:09:25	00:02:26	00:00:06	00:00:06
	18:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:15	00:00:09	00:02:57	00:01:58	00:00:35	00:00:06
HotelRealPalacio		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:25	00:02:08	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:08	00:01:08	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:52	00:00:52	00:00:10	00:00:10
01-06-2018 9:16:11	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:25	00:06:25	00:00:08	00:00:08

OneContact Reporting

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	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:25	00:01:00	00:00:14	00:00:14
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:15	00:01:15	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:17	00:02:17	00:00:10	00:00:10
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:03:45	00:02:29	00:00:06	00:00:06
HotelRealParque		28	19	🟡	67,9%	1	✔	3,6%	7	❌	25,0%	00:00:15	00:00:09	00:05:52	00:01:45	00:00:16	00:00:19
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:14	00:03:00	00:00:08	00:00:08
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:25	00:01:31	00:00:09	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:47	00:00:44	00:01:02	00:01:02
	12:00:00	5	2	❌	40,0%	0	✔	0,0%	3	❌	60,0%	00:00:15	00:00:09	00:05:52	00:02:18	00:00:09	00:00:15
	13:00:00	3	2	🟡	66,7%	1	❌	33,3%	0	✔	0,0%	00:00:10	00:00:09	00:02:53	00:01:48	00:00:09	00:00:10
	14:00:00	5	4	🟡	80,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:16	00:02:41	00:00:15	00:00:11
	15:00:00	5	1	❌	20,0%	0	✔	0,0%	4	❌	80,0%	00:00:15	00:00:09	00:01:02	00:00:46	00:00:11	00:00:24
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:02	00:00:17	00:00:17	00:00:03	00:00:03
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:50	00:00:50	00:00:09	00:00:09
23-05-2018		80	69	✔	86,3%	3	✔	3,8%	6	✔	7,5%	00:00:16	00:00:09	00:09:33	00:02:08	00:00:21	00:00:20
GrdRealVillaltalia		22	20	✔	90,9%	1	✔	4,5%	0	✔	0,0%	00:00:16	00:00:08	00:09:33	00:02:38	00:00:16	00:00:13
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:02:50	00:01:49	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:04:19	00:04:19	00:00:03	00:00:03
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:08:42	00:04:16	00:00:11	00:00:11
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:45	00:00:45	00:00:19	00:00:19
	14:00:00	2	1	🟡	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:10	00:00:59	00:00:56	00:00:44	00:00:19
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:26	00:01:28	00:00:12	00:00:12
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:05:04	00:02:20	00:00:15	00:00:15
	17:00:00	3	2	🟡	66,7%	1	❌	33,3%	0	✔	0,0%	00:00:10	00:00:08	00:01:00	00:00:48	00:00:17	00:00:22
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:09:33	00:09:33	00:00:19	00:00:19
HotelRealOeiras		28	23	🟡	82,1%	2	✔	7,1%	3	🟡	10,7%	00:00:15	00:00:09	00:08:34	00:02:00	00:00:35	00:00:33
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:06	00:02:52	00:00:51	00:00:51
	10:00:00	4	3	🟡	75,0%	0	✔	0,0%	1	❌	25,0%	00:00:15	00:00:07	00:01:56	00:01:46	00:00:14	00:00:10
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:08:34	00:03:22	00:00:11	00:00:11
	12:00:00	4	1	❌	25,0%	1	❌	25,0%	2	❌	50,0%	00:00:15	00:00:12	00:00:39	00:00:39	00:02:06	00:06:49
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:43	00:02:23	00:00:07	00:00:07
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:06:31	00:03:07	00:00:07	00:00:07
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:01:20	00:00:39	00:00:09	00:00:09
	16:00:00	2	1	🟡	50,0%	1	❌	50,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:34	00:00:34	00:00:58	00:00:28
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:49	00:00:49	00:00:22	00:00:22
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:55	00:00:40	00:00:08	00:00:08
HotelRealPalacio		8	7	✔	87,5%	0	✔	0,0%	1	🟡	12,5%	00:00:15	00:00:11	00:06:22	00:02:27	00:00:13	00:00:15
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:22	00:02:22	00:00:08	00:00:08
	12:00:00	2	1	🟡	50,0%	0	✔	0,0%	1	❌	50,0%	00:00:15	00:00:15	00:01:13	00:01:13	00:00:09	00:00:15
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:38	00:01:48	00:00:15	00:00:15
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:06:22	00:04:06	00:00:18	00:00:18
HotelRealParque		20	17	✔	85,0%	0	✔	0,0%	2	🟡	10,0%	00:00:16	00:00:10	00:04:40	00:01:37	00:00:13	00:00:13
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:27	00:04:27	00:00:11	00:00:11
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:52	00:00:40	00:00:16	00:00:16
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:17	00:01:40	00:00:24	00:00:24
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:57	00:00:54	00:00:16	00:00:16
	13:00:00	3	1	❌	33,3%	0	✔	0,0%	2	❌	66,7%	00:00:04	00:00:04	00:01:26	00:01:26	00:00:11	00:00:05
	14:00:00	3	2	🟡	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:11	00:04:40	00:02:48	00:00:11	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:01:18	00:01:11	00:00:10	00:00:10
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:09	00:01:40	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:33	00:00:33	00:00:24	00:00:24
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:48	00:01:13	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:38	00:00:38	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:48	00:01:48	00:00:08	00:00:08
24-05-2018		90	81	✔	90,0%	3	✔	3,3%	5	✔	5,6%	00:00:16	00:00:09	00:20:43	00:02:51	00:00:15	00:00:15
GrdRealVillaltalia		20	20	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:20:43	00:04:21	00:00:16	00:00:16
	09:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:08:30	00:03:34	00:00:28	00:00:28
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:06	00:00:06	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:40	00:03:40	00:00:18	00:00:18
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:20:43	00:07:24	00:00:11	00:00:11
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:00:28	00:00:28	00:00:37	00:00:37
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:53	00:03:30	00:00:09	00:00:09
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:07:38	00:03:18	00:00:13	00:00:13
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:13:48	00:07:49	00:00:07	00:00:07
HotelRealOeiras		31	27	✔	87,1%	1	✔	3,2%	3	✔	9,7%	00:00:15	00:00:10	00:07:49	00:02:16	00:00:20	00:00:17
	09:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:08	00:05:41	00:03:31	00:00:49	00:00:58
	10:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:10	00:01:44	00:01:10	00:00:16	00:00:17
	11:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:09	00:00:08	00:07:49	00:03:11	00:00:09	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:04	00:01:26	00:00:09	00:00:09
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:52	00:02:24	00:00:19	00:00:19
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:02:37	00:01:19	00:00:07	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:30	00:00:30	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:03:47	00:02:16	00:00:09	00:00:09
	17:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:36	00:02:05	00:00:12	00:00:12
	18:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:15	00:00:13	00:06:47	00:06:47	00:01:05	00:00:24
HotelRealPalacio		16	13	⚠	81,3%	2	⚠	12,5%	1	✔	6,3%	00:00:16	00:00:09	00:06:56	00:02:34	00:00:14	00:00:14
	10:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:13	00:00:00	00:00:00	00:00:26	00:00:00
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:02:54	00:01:57	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:36	00:01:32	00:00:08	00:00:08
	13:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	00:00:16	00:00:09	00:03:19	00:01:38	00:00:18	00:00:21
	14:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:15	00:00:10	00:06:03	00:04:50	00:00:14	00:00:17
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:06:56	00:06:56	00:00:25	00:00:25
HotelRealParque		22	20	✔	90,9%	0	✔	0,0%	1	✔	4,5%	00:00:15	00:00:09	00:06:19	00:02:14	00:00:10	00:00:10
	09:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:09	00:00:08	00:02:03	00:01:24	00:00:07	00:00:08
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:02:36	00:01:36	00:00:08	00:00:08
	11:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:04:02	00:01:49	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:33	00:04:33	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:06:19	00:06:19	00:00:11	00:00:11
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:54	00:00:54	00:00:22	00:00:22
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:54	00:02:24	00:00:13	00:00:13
	16:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:15	00:02:31	00:00:14	00:00:13
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:25	00:03:25	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:25	00:03:25	00:00:09	00:00:09
25-05-2018		63	59	✔	93,7%	0	✔	0,0%	1	✔	1,6%	00:00:18	00:00:09	00:16:59	00:02:30	00:00:11	00:00:11
GrdRealVillaltalia		17	15	✔	88,2%	0	✔	0,0%	1	✔	5,9%	00:00:12	00:00:08	00:16:59	00:03:18	00:00:12	00:00:11
	09:00:00	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
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:16:59	00:09:22	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:58	00:00:58	00:00:17	00:00:17
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:06:27	00:02:16	00:00:08	00:00:08
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:09:38	00:03:00	00:00:13	00:00:13
	17:00:00	5	3	⚠	60,0%	0	✔	0,0%	1	✖	20,0%	00:00:12	00:00:09	00:03:52	00:02:13	00:00:15	00:00:11
HotelRealOeiras		23	21	✔	91,3%	0	✔	0,0%	0	✔	0,0%	00:00:18	00:00:10	00:07:29	00:02:30	00:00:13	00:00:13
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:31	00:02:16	00:00:08	00:00:08
01-06-2018 9:16:11	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:06:15	00:03:31	00:00:10	00:00:10

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	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:21	00:01:37	00:00:12	00:00:12
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:03:35	00:02:24	00:00:08	00:00:08
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:18	00:02:02	00:00:14	00:00:14
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:29	00:04:08	00:00:20	00:00:20
	17:00:00	3	1	✘	33,3%	0	✔	0,0%	0	✔	0,0%	00:00:18	00:00:15	00:00:44	00:00:44	00:00:15	00:00:10
HotelRealPalacio		5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:10	00:01:13	00:00:09	00:00:09
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:02:10	00:01:11	00:00:04	00:00:04
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:33	00:01:33	00:00:22	00:00:22
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:39	00:01:04	00:00:08	00:00:08
HotelRealParque		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:21	00:01:46	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:03	00:01:03	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:07:21	00:07:21	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:24	00:02:24	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:19	00:01:19	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	00:03:20	00:01:51	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:42	00:00:24	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:00:34	00:00:18	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:02:01	00:02:01	00:00:15	00:00:15
RealResidencia		6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:04:35	00:02:52	00:00:07	00:00:07
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:04:35	00:02:38	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:48	00:03:25	00:00:07	00:00:07
26-05-2018		18	12	⚠	66,7%	3	✘	16,7%	3	✘	16,7%	00:00:15	00:00:10	00:09:13	00:03:07	00:00:25	00:00:13
GrdRealVillaltalia		5	3	⚠	60,0%	1	✘	20,0%	1	✘	20,0%	00:00:10	00:00:08	00:09:13	00:04:43	00:00:41	00:00:16
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:32	00:00:32	00:00:23	00:00:23
	11:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✘	50,0%	00:00:10	00:00:10	00:04:23	00:04:23	00:00:10	00:00:10
	15:00:00	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
	16:00:00	2	1	⚠	50,0%	1	✘	50,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:13	00:09:13	00:01:22	00:00:14
HotelRealOeiras		8	5	⚠	62,5%	1	⚠	12,5%	2	✘	25,0%	00:00:15	00:00:09	00:05:31	00:02:07	00:00:20	00:00:14
	09:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:31	00:03:20	00:00:22	00:00:22
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:44	00:01:12	00:00:08	00:00:08
	12:00:00	3	0	✘	0,0%	1	✘	33,3%	2	✘	66,7%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:31	00:00:00
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:32	00:01:32	00:00:12	00:00:12
HotelRealPalacio		4	3	⚠	75,0%	1	✘	25,0%	0	✔	0,0%	00:00:15	00:00:12	00:07:59	00:03:58	00:00:18	00:00:10
	10:00:00	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
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:38	00:00:38	00:00:15	00:00:15
	15:00:00	2	1	⚠	50,0%	1	✘	50,0%	0	✔	0,0%	00:00:15	00:00:12	00:07:59	00:07:59	00:00:25	00:00:10
HotelRealParque		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:51	00:00:51	00:00:12	00:00:12
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:51	00:00:51	00:00:12	00:00:12
28-05-2018		75	66	✔	88,0%	1	✔	1,3%	4	✔	5,3%	00:00:23	00:00:09	00:12:02	00:02:49	00:00:14	00:00:13
GrdRealVillaltalia		21	17	⚠	81,0%	1	✔	4,8%	1	✔	4,8%	00:00:13	00:00:08	00:12:02	00:04:16	00:00:13	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:12:02	00:06:16	00:00:15	00:00:15
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:10:44	00:08:27	00:00:04	00:00:04
	12:00:00	3	2	⚠	66,7%	1	✘	33,3%	0	✔	0,0%	00:00:10	00:00:06	00:10:02	00:06:54	00:00:09	00:00:08
	13:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:04:30	00:02:57	00:00:18	00:00:13
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:51	00:01:28	00:00:22	00:00:22
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:25	00:01:58	00:00:10	00:00:10
	16:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:01:26	00:01:11	00:00:12	00:00:12
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:10:53	00:05:37	00:00:07	00:00:07
	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	00:00:28	00:00:00
HotelRealOeiras		22	20	✔	90,9%	0	✔	0,0%	1	✔	4,5%	00:00:18	00:00:09	00:08:31	00:02:46	00:00:19	00:00:18
01-06-2018 9:16:11		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:52	00:01:55	00:00:14	00:00:14

OneContact Reporting

Service Performance Report

	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:08:31	00:03:58	00:00:12	00:00:12
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:09	00:03:00	00:00:14	00:00:14
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:02:39	00:01:46	00:00:09	00:00:09
	15:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:18	00:00:10	00:02:09	00:01:28	00:00:10	00:00:06
	17:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:10	00:05:27	00:02:56	00:00:55	00:01:02
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:52	00:03:52	00:00:03	00:00:03
HotelRealPalacio		17	14	⚠	82,4%	0	✔	0,0%	2	⚠	11,8%	00:00:23	00:00:10	00:07:09	00:02:33	00:00:12	00:00:10
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:13	00:00:08	00:07:09	00:03:46	00:00:10	00:00:14
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:01:52	00:01:37	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:31	00:01:31	00:00:05	00:00:05
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:04:09	00:02:44	00:00:08	00:00:08
	13:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:07	00:00:07	00:01:25	00:01:25	00:00:06	00:00:07
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:40	00:03:59	00:00:16	00:00:16
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:03:08	00:02:20	00:00:10	00:00:10
	16:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:23	00:00:15	00:00:58	00:00:58	00:00:23	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:24	00:01:24	00:00:10	00:00:10
HotelRealParque		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:39	00:01:29	00:00:10	00:00:10
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:02:43	00:01:26	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:46	00:00:46	00:00:09	00:00:09
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:39	00:02:05	00:00:12	00:00:12
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:02:10	00:01:12	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:36	00:00:36	00:00:21	00:00:21
	17:00:00	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
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:52	00:01:52	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:52	00:01:52	00:00:06	00:00:06
29-05-2018		79	73	✔	92,4%	1	✔	1,3%	3	✔	3,8%	00:00:18	00:00:08	00:10:02	00:02:36	00:00:14	00:00:12
GrdRealVillaitalia		28	24	✔	85,7%	1	✔	3,6%	1	✔	3,6%	00:00:18	00:00:08	00:08:41	00:03:13	00:00:16	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:41	00:01:41	00:00:10	00:00:10
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:27	00:02:09	00:00:09	00:00:09
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:01	00:03:15	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:39	00:03:39	00:00:22	00:00:22
	13:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:18	00:00:09	00:07:32	00:03:34	00:00:10	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:04	00:04:04	00:00:05	00:00:05
	15:00:00	9	7	⚠	77,8%	0	✔	0,0%	1	⚠	11,1%	00:00:14	00:00:08	00:08:41	00:03:34	00:00:13	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:07	00:04:46	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	00:01:29	00:01:29	00:00:09	00:00:09
	18:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:10	00:00:08	00:02:14	00:02:04	00:01:02	00:00:16
HotelRealOeiras		18	18	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:10:02	00:02:20	00:00:08	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:10:02	00:05:36	00:00:08	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:02:34	00:01:52	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:33	00:02:33	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:41	00:05:41	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	00:01:05	00:00:51	00:00:08	00:00:08
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:04:08	00:02:07	00:00:07	00:00:07
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:03:00	00:01:41	00:00:09	00:00:09
HotelRealPalacio		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:33	00:02:07	00:00:26	00:00:26
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:17	00:00:17	00:02:56	00:02:56
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:56	00:01:46	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	00:01:27	00:01:27	00:00:04	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:39	00:01:39	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:33	00:03:41	00:00:15	00:00:15
01-06-2018 9:16:11	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:05:04	00:02:34	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

HotelRealParque		20	18		90,0%	0		0,0%	2		10,0%	00:00:15	00:00:09	00:05:39	00:02:14	00:00:10	00:00:10
	09:00:00	4	2		50,0%	0		0,0%	2		50,0%	00:00:10	00:00:08	00:03:07	00:02:04	00:00:12	00:00:08
	11:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:07	00:00:07	00:02:19	00:02:19	00:00:07	00:00:07
	12:00:00	2	2		100,0%	0		0,0%	0		0,0%	00:00:11	00:00:09	00:01:52	00:01:34	00:00:09	00:00:09
	13:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:09	00:00:09	00:04:06	00:04:06	00:00:09	00:00:09
	14:00:00	3	3		100,0%	0		0,0%	0		0,0%	00:00:11	00:00:09	00:05:39	00:03:31	00:00:09	00:00:09
	15:00:00	3	3		100,0%	0		0,0%	0		0,0%	00:00:15	00:00:09	00:03:05	00:02:00	00:00:13	00:00:13
	16:00:00	3	3		100,0%	0		0,0%	0		0,0%	00:00:11	00:00:07	00:04:17	00:02:11	00:00:07	00:00:07
	17:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:06	00:00:06	00:01:45	00:01:45	00:00:06	00:00:06
	18:00:00	2	2		100,0%	0		0,0%	0		0,0%	00:00:15	00:00:10	00:01:04	00:00:54	00:00:16	00:00:16
RealResidencia		3	3		100,0%	0		0,0%	0		0,0%	00:00:14	00:00:10	00:03:18	00:02:23	00:00:10	00:00:10
	09:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:14	00:00:14	00:03:18	00:03:18	00:00:14	00:00:14
	10:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:08	00:00:08	00:02:34	00:02:34	00:00:08	00:00:08
	13:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:07	00:00:07	00:01:18	00:01:18	00:00:08	00:00:08
30-05-2018		72	68		94,4%	0		0,0%	0		0,0%	00:00:17	00:00:09	00:14:36	00:02:38	00:00:13	00:00:13
GrdRealVillaltalia		19	18		94,7%	0		0,0%	0		0,0%	00:00:17	00:00:09	00:14:36	00:04:28	00:00:11	00:00:10
	09:00:00	4	4		100,0%	0		0,0%	0		0,0%	00:00:10	00:00:09	00:04:54	00:02:50	00:00:11	00:00:11
	10:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:09	00:00:09	00:01:50	00:01:50	00:00:10	00:00:10
	11:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:08	00:00:08	00:02:01	00:02:01	00:00:09	00:00:09
	12:00:00	5	5		100,0%	0		0,0%	0		0,0%	00:00:10	00:00:08	00:11:30	00:05:18	00:00:08	00:00:08
	13:00:00	2	2		100,0%	0		0,0%	0		0,0%	00:00:10	00:00:08	00:05:58	00:05:15	00:00:18	00:00:18
	14:00:00	2	1		50,0%	0		0,0%	0		0,0%	00:00:17	00:00:12	00:04:35	00:04:35	00:00:12	00:00:07
	15:00:00	2	2		100,0%	0		0,0%	0		0,0%	00:00:10	00:00:09	00:14:36	00:08:15	00:00:14	00:00:14
	17:00:00	2	2		100,0%	0		0,0%	0		0,0%	00:00:07	00:00:06	00:03:38	00:03:35	00:00:06	00:00:06
HotelRealOeiras		23	22		95,7%	0		0,0%	0		0,0%	00:00:15	00:00:09	00:05:32	00:01:43	00:00:12	00:00:12
	10:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:04	00:00:04	00:01:03	00:01:03	00:00:04	00:00:04
	11:00:00	2	2		100,0%	0		0,0%	0		0,0%	00:00:15	00:00:12	00:03:51	00:02:58	00:00:25	00:00:25
	12:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:07	00:00:07	00:01:41	00:01:41	00:00:07	00:00:07
	14:00:00	3	3		100,0%	0		0,0%	0		0,0%	00:00:11	00:00:07	00:04:44	00:01:42	00:00:07	00:00:07
	15:00:00	3	3		100,0%	0		0,0%	0		0,0%	00:00:09	00:00:08	00:05:32	00:02:35	00:00:08	00:00:08
	16:00:00	4	4		100,0%	0		0,0%	0		0,0%	00:00:15	00:00:10	00:02:55	00:01:24	00:00:12	00:00:12
	17:00:00	8	7		87,5%	0		0,0%	0		0,0%	00:00:15	00:00:10	00:03:33	00:01:18	00:00:11	00:00:11
	18:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:15	00:00:12	00:01:26	00:01:26	00:00:25	00:00:25
HotelRealPalacio		13	13		100,0%	0		0,0%	0		0,0%	00:00:15	00:00:09	00:09:29	00:02:39	00:00:21	00:00:21
	11:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:09	00:00:09	00:02:00	00:02:00	00:00:09	00:00:09
	12:00:00	3	3		100,0%	0		0,0%	0		0,0%	00:00:08	00:00:07	00:01:39	00:01:38	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	00:03:43	00:03:43	00:00:07	00:00:07
	14:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:15	00:00:10	00:01:36	00:01:36	00:01:09	00:01:09
	15:00:00	4	4		100,0%	0		0,0%	0		0,0%	00:00:15	00:00:10	00:09:29	00:04:20	00:00:30	00:00:30
	16:00:00	2	2		100,0%	0		0,0%	0		0,0%	00:00:15	00:00:11	00:02:16	00:01:36	00:00:22	00:00:22
	18:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:06	00:00:06	00:01:48	00:01:48	00:00:06	00:00:06
HotelRealParque		16	14		87,5%	0		0,0%	0		0,0%	00:00:15	00:00:08	00:03:28	00:01:36	00:00:10	00:00:09
	09:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:05	00:00:05	00:01:14	00:01:14	00:00:05	00:00:05
	10:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:10	00:00:10	00:03:28	00:03:28	00:00:10	00:00:10
	11:00:00	3	2		66,7%	0		0,0%	0		0,0%	00:00:15	00:00:10	00:01:16	00:00:56	00:00:10	00:00:08
	12:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:15	00:00:08	00:01:54	00:01:54	00:00:18	00:00:18
	13:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:10	00:00:10	00:01:15	00:01:15	00:00:10	00:00:10
	15:00:00	3	2		66,7%	0		0,0%	0		0,0%	00:00:13	00:00:08	00:02:07	00:01:46	00:00:08	00:00:06
	16:00:00	4	4		100,0%	0		0,0%	0		0,0%	00:00:15	00:00:08	00:03:03	00:01:44	00:00:11	00:00:11
	17:00:00	2	2		100,0%	0		0,0%	0		0,0%	00:00:08	00:00:07	00:01:29	00:01:06	00:00:07	00:00:07
RealResidencia		1	1		100,0%	0		0,0%	0		0,0%	00:00:06	00:00:06	00:04:29	00:04:29	00:00:06	00:00:06
	01-06-2018 15:00:00 01-06-2018 9:16:11	1	1		100,0%	0		0,0%	0		0,0%	00:00:06	00:00:06	00:04:29	00:04:29	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

31-05-2018		21	15	🟡	71,4%	1	✅	4,8%	5	❌	23,8%	00:00:10	00:00:07	00:09:30	00:03:06	00:00:10	00:00:08
GrdRealVillaltalia		10	8	🟡	80,0%	0	✅	0,0%	2	❌	20,0%	00:00:10	00:00:07	00:06:07	00:01:57	00:00:13	00:00:09
	09:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:06:07	00:02:31	00:00:10	00:00:10
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:09	00:01:47	00:01:47	00:00:09	00:00:09
	12:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:01:00	00:01:00	00:00:07	00:00:07
	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	00:00:28	00:00:00
	16:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:06	00:02:59	00:01:49	00:00:08	00:00:08
HotelRealOeiras		4	3	🟡	75,0%	1	❌	25,0%	0	✅	0,0%	00:00:08	00:00:06	00:05:01	00:03:10	00:00:07	00:00:06
	11:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:04	00:00:04	00:03:04	00:03:04	00:00:04	00:00:04
	13:00:00	1	0	❌	0,0%	1	❌	100,0%	0	✅	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00
	14:00:00	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
	15:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:05:01	00:05:01	00:00:08	00:00:08
HotelRealPalacio		5	2	❌	40,0%	0	✅	0,0%	3	❌	60,0%	00:00:07	00:00:07	00:09:29	00:05:52	00:00:08	00:00:07
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:02:14	00:02:14	00:00:07	00:00:07
	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	00:00:08	00:00:00
	16:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:09:29	00:09:29	00:00:07	00:00:07
HotelRealParque		2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:09	00:09:30	00:05:21	00:00:09	00:00:09
	12:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:01:12	00:01:12	00:00:08	00:00:08
	14:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:09:30	00:09:30	00:00:10	00:00:10
TOTAL		2015	1722	✅	85,5%	79	✅	3,9%	168	✅	8,3%	00:00:23	00:00:09	00:20:43	00:02:38	00:00:17	00:00:14