OneContact Reporting

Team Detail Daily Report

Show / Hide Columns			
Handled Interactions	Abandoned Interactions	Ring Time	Rejected Interactions
Transfered Interactions	Talk Time	Wrapup Time	Preview time

Team: Lisboa

Date / Agent	Handled Interactions	Transfered Interactions	Abandoned Interactions	Rejected Interactions	Talk Time				Ring Time (Handled Interactions)				Wrapup Time			
					Total	Avg	Max	Min	Total	Avg	Max	Min	Total	Avg	Max	Min
01-05-2018	**16**	**0**	**1**	**8**	**00:47:13**	**00:02:57**	**00:08:47**	**00:00:53**	**00:02:33**	**00:00:10**	**00:00:21**	**00:00:06**	**00:08:01**	**00:00:30**	**00:00:31**	**00:00:30**
barradas.susana	5	0	1	2	00:21:14	00:04:15	00:08:47	00:00:53	00:00:44	00:00:09	00:00:13	00:00:06	00:02:30	00:00:30	00:00:30	00:00:30
susana.oliveira	8	0	0	2	00:19:15	00:02:24	00:04:26	00:01:11	00:01:09	00:00:09	00:00:10	00:00:07	00:04:00	00:00:30	00:00:30	00:00:30
tania.sobral	3	0	0	4	00:06:44	00:02:15	00:04:18	00:01:11	00:00:40	00:00:13	00:00:21	00:00:07	00:01:31	00:00:30	00:00:31	00:00:30
02-05-2018	**69**	**15**	**0**	**16**	**04:17:58**	**00:03:04**	**00:11:31**	**00:00:08**	**00:08:36**	**00:00:07**	**00:00:20**	**00:00:01**	**00:11:39**	**00:00:09**	**00:00:31**	**00:00:00**
ana.garcia	10	6	0	4	00:29:32	00:01:51	00:04:35	00:00:23	00:01:37	00:00:10	00:00:15	00:00:08	00:01:17	00:00:06	00:00:30	00:00:00
barradas.susana	3	0	0	1	00:05:13	00:01:44	00:02:10	00:00:56	00:00:35	00:00:12	00:00:20	00:00:06	00:01:30	00:00:30	00:00:30	00:00:30
carina.diogo	12	1	0	2	00:40:44	00:03:08	00:08:02	00:00:59	00:01:15	00:00:06	00:00:08	00:00:04	00:01:19	00:00:06	00:00:30	00:00:00
liliana.manalvo	24	3	0	2	01:20:57	00:03:00	00:09:54	00:00:08	00:02:19	00:00:06	00:00:20	00:00:02	00:02:57	00:00:07	00:00:30	00:00:00
maria.veloso	12	3	0	1	01:02:45	00:04:11	00:11:31	00:00:46	00:01:47	00:00:09	00:00:16	00:00:06	00:00:16	00:00:01	00:00:03	00:00:00
susana.oliveira	6	2	0	6	00:25:57	00:03:15	00:08:35	00:00:42	00:00:48	00:00:08	00:00:15	00:00:01	00:03:31	00:00:30	00:00:31	00:00:30
tania.sobral	2	0	0	0	00:12:50	00:06:25	00:10:48	00:02:02	00:00:15	00:00:08	00:00:08	00:00:07	00:00:49	00:00:24	00:00:30	00:00:19
03-05-2018	**79**	**13**	**3**	**28**	**03:40:02**	**00:02:24**	**00:12:20**	**00:00:03**	**00:09:56**	**00:00:08**	**00:00:28**	**00:00:01**	**00:12:37**	**00:00:09**	**00:00:30**	**00:00:00**
agente.test	0	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	13	5	0	7	00:37:33	00:02:05	00:06:49	00:00:23	00:01:59	00:00:09	00:00:26	00:00:05	00:03:00	00:00:11	00:00:30	00:00:00
carina.diogo	20	4	2	5	00:45:36	00:01:54	00:08:11	00:00:03	00:02:15	00:00:07	00:00:28	00:00:02	00:01:00	00:00:02	00:00:27	00:00:00
liliana.manalvo	16	1	0	2	00:28:45	00:01:41	00:06:21	00:00:06	00:01:30	00:00:06	00:00:13	00:00:03	00:01:23	00:00:05	00:00:30	00:00:01
maria.veloso	16	2	0	5	01:11:45	00:03:59	00:12:20	00:00:16	00:02:20	00:00:09	00:00:12	00:00:07	00:00:14	00:00:01	00:00:02	00:00:00
susana.oliveira	14	1	1	8	00:36:23	00:02:26	00:10:59	00:00:07	00:01:52	00:00:08	00:00:14	00:00:01	00:07:00	00:00:30	00:00:30	00:00:30
04-05-2018	**75**	**6**	**4**	**19**	**03:37:29**	**00:02:41**	**00:14:13**	**00:00:05**	**00:08:58**	**00:00:07**	**00:00:15**	**00:00:02**	**00:08:40**	**00:00:07**	**00:00:31**	**00:00:00**
ana.garcia	15	3	1	7	00:50:08	00:02:47	00:14:13	00:00:07	00:02:06	00:00:08	00:00:15	00:00:03	00:01:17	00:00:05	00:00:30	00:00:00
carina.diogo	19	0	1	3	00:51:52	00:02:44	00:14:05	00:00:05	00:01:50	00:00:06	00:00:09	00:00:02	00:01:18	00:00:04	00:00:30	00:00:00
liliana.manalvo	16	2	0	2	00:47:52	00:02:40	00:10:41	00:00:22	00:01:33	00:00:06	00:00:12	00:00:03	00:02:14	00:00:08	00:00:30	00:00:00
maria.veloso	18	0	2	4	00:48:58	00:02:43	00:13:19	00:00:17	00:02:31	00:00:08	00:00:13	00:00:06	00:00:19	00:00:01	00:00:04	00:00:00
susana.oliveira	7	1	0	3	00:18:39	00:02:20	00:06:32	00:00:28	00:00:58	00:00:08	00:00:10	00:00:07	00:03:32	00:00:30	00:00:31	00:00:30
05-05-2018	**18**	**1**	**0**	**4**	**00:53:56**	**00:02:50**	**00:10:23**	**00:00:27**	**00:02:32**	**00:00:08**	**00:00:14**	**00:00:02**	**00:09:31**	**00:00:30**	**00:00:31**	**00:00:30**
barradas.susana	18	1	0	4	00:53:56	00:02:50	00:10:23	00:00:27	00:02:32	00:00:08	00:00:14	00:00:02	00:09:31	00:00:30	00:00:31	00:00:30
07-05-2018	**97**	**11**	**0**	**28**	**04:08:39**	**00:02:18**	**00:13:57**	**00:00:00**	**00:11:29**	**00:00:07**	**00:00:19**	**00:00:00**	**00:16:17**	**00:00:09**	**00:00:30**	**00:00:00**
carina.diogo	23	4	0	5	01:03:16	00:02:21	00:07:19	00:00:09	00:02:42	00:00:07	00:00:19	00:00:02	00:02:19	00:00:06	00:00:30	00:00:00
liliana.manalvo	31	4	0	6	01:06:19	00:01:54	00:06:43	00:00:05	00:02:49	00:00:05	00:00:15	00:00:02	00:02:58	00:00:05	00:00:30	00:00:00
maria.veloso	23	1	0	4	01:11:32	00:02:59	00:13:57	00:00:00	00:03:28	00:00:09	00:00:13	00:00:01	00:00:30	00:00:01	00:00:11	00:00:00
susana.oliveira	14	1	0	8	00:27:24	00:01:50	00:05:02	00:00:10	00:01:43	00:00:07	00:00:09	00:00:00	00:07:30	00:00:30	00:00:30	00:00:30
tania.sobral	6	1	0	5	00:20:08	00:02:53	00:12:04	00:00:00	00:00:47	00:00:08	00:00:14	00:00:02	00:03:00	00:00:30	00:00:30	00:00:30
08-05-2018	**87**	**12**	**0**	**29**	**04:50:27**	**00:02:56**	**00:14:52**	**00:00:00**	**00:12:00**	**00:00:08**	**00:00:37**	**00:00:00**	**00:23:49**	**00:00:15**	**00:00:31**	**00:00:00**
ana.garcia	2	0	0	0	00:02:22	00:01:11	00:01:20	00:01:02	00:00:20	00:00:10	00:00:15	00:00:05	00:00:02	00:00:01	00:00:01	00:00:01
barradas.susana	20	6	0	9	01:11:29	00:02:45	00:12:08	00:00:35	00:03:09	00:00:09	00:00:15	00:00:02	00:12:01	00:00:30	00:00:31	00:00:30
liliana.manalvo	27	4	0	5	01:18:19	00:02:32	00:14:52	00:00:14	00:02:49	00:00:06	00:00:12	00:00:02	00:03:26	00:00:07	00:00:30	00:00:00
maria.veloso	22	2	0	5	01:25:58	00:03:35	00:14:04	00:00:27	00:02:55	00:00:08	00:00:13	00:00:00	00:00:20	00:00:01	00:00:01	00:00:00
susana.oliveira	10	0	0	6	00:37:23	00:03:44	00:11:40	00:01:01	00:01:15	00:00:08	00:00:09	00:00:06	00:05:00	00:00:30	00:00:30	00:00:30
tania.sobral	6	0	0	4	00:14:56	00:02:29	00:04:52	00:00:00	00:01:32	00:00:15	00:00:37	00:00:06	00:03:00	00:00:30	00:00:30	00:00:30
09-05-2018	**54**	**18**	**1**	**20**	**02:57:05**	**00:02:28**	**00:09:19**	**00:00:13**	**00:07:14**	**00:00:08**	**00:00:27**	**00:00:02**	**00:12:59**	**00:00:11**	**00:00:31**	**00:00:00**
carina.diogo	11	5	0	7	00:33:38	00:02:06	00:07:11	00:00:27	00:01:19	00:00:07	00:00:11	00:00:02	00:00:51	00:00:04	00:00:30	00:00:00

OneContact Reporting

Team Detail Daily Report

liliana.manalvo	15	6	0	1	00:42:33	00:02:02	00:07:07	00:00:13	00:01:25	00:00:06	00:00:09	00:00:03	00:01:51	00:00:05	00:00:30	00:00:00
maria.veloso	12	4	0	4	00:55:14	00:03:27	00:09:19	00:00:21	00:01:45	00:00:09	00:00:14	00:00:06	00:00:42	00:00:03	00:00:30	00:00:00
susana.oliveira	13	2	1	4	00:36:21	00:02:25	00:05:49	00:00:34	00:02:23	00:00:11	00:00:27	00:00:06	00:07:35	00:00:30	00:00:31	00:00:30
tania.sobral	3	1	0	4	00:09:19	00:02:20	00:04:06	00:00:34	00:00:22	00:00:07	00:00:15	00:00:03	00:02:00	00:00:30	00:00:30	00:00:30
10-05-2018	**79**	**11**	**0**	**30**	**02:58:15**	**00:01:59**	**00:11:03**	**00:00:02**	**00:09:35**	**00:00:07**	**00:00:15**	**00:00:02**	**00:16:03**	**00:00:11**	**00:00:31**	**00:00:00**
ana.garcia	5	0	0	0	00:05:51	00:01:10	00:02:02	00:00:14	00:00:33	00:00:07	00:00:10	00:00:02	00:01:05	00:00:13	00:00:30	00:00:01
barradas.susana	14	3	0	6	00:21:15	00:01:15	00:02:48	00:00:12	00:02:09	00:00:09	00:00:14	00:00:06	00:07:30	00:00:30	00:00:30	00:00:30
carina.diogo	21	0	0	4	00:44:47	00:02:08	00:05:45	00:00:02	00:02:11	00:00:06	00:00:12	00:00:03	00:00:51	00:00:02	00:00:14	00:00:00
liliana.manalvo	18	2	0	4	00:49:47	00:02:29	00:11:03	00:00:15	00:01:41	00:00:06	00:00:10	00:00:03	00:01:48	00:00:05	00:00:30	00:00:00
maria.veloso	15	3	0	10	00:41:24	00:02:18	00:05:35	00:00:22	00:02:15	00:00:09	00:00:15	00:00:03	00:00:18	00:00:01	00:00:03	00:00:00
susana.oliveira	6	3	0	6	00:15:11	00:01:41	00:03:55	00:00:46	00:00:46	00:00:08	00:00:12	00:00:03	00:04:31	00:00:30	00:00:31	00:00:30
11-05-2018	**93**	**15**	**2**	**21**	**04:14:01**	**00:02:21**	**00:09:34**	**00:00:13**	**00:12:12**	**00:00:08**	**00:00:16**	**00:00:01**	**00:20:12**	**00:00:12**	**00:00:31**	**00:00:00**
ana.garcia	1	0	0	2	00:07:23	00:07:23	00:07:23	00:07:23	00:00:09	00:00:09	00:00:09	00:00:09	00:00:02	00:00:02	00:00:02	00:00:02
barradas.susana	19	2	1	7	00:37:12	00:01:46	00:05:41	00:00:23	00:03:05	00:00:10	00:00:13	00:00:05	00:10:04	00:00:30	00:00:31	00:00:30
carina.diogo	25	3	0	4	01:12:54	00:02:36	00:07:13	00:00:41	00:02:47	00:00:07	00:00:16	00:00:02	00:01:53	00:00:05	00:00:30	00:00:00
liliana.manalvo	21	6	0	5	00:50:40	00:01:53	00:06:07	00:00:13	00:02:28	00:00:07	00:00:11	00:00:04	00:02:55	00:00:07	00:00:30	00:00:00
maria.veloso	17	4	1	1	01:06:12	00:03:09	00:09:34	00:00:34	00:02:22	00:00:08	00:00:12	00:00:01	00:00:17	00:00:01	00:00:01	00:00:00
susana.oliveira	9	0	0	2	00:17:37	00:01:57	00:03:24	00:00:45	00:01:18	00:00:09	00:00:14	00:00:04	00:04:31	00:00:30	00:00:31	00:00:30
tania.sobral	1	0	0	0	00:02:03	00:02:03	00:02:03	00:02:03	00:00:03	00:00:03	00:00:03	00:00:03	00:00:30	00:00:30	00:00:30	00:00:30
12-05-2018	**16**	**4**	**1**	**4**	**00:57:27**	**00:02:52**	**00:11:49**	**00:00:27**	**00:01:53**	**00:00:07**	**00:00:16**	**00:00:01**	**00:02:21**	**00:00:07**	**00:00:30**	**00:00:00**
liliana.manalvo	16	4	1	4	00:57:27	00:02:52	00:11:49	00:00:27	00:01:53	00:00:07	00:00:16	00:00:01	00:02:21	00:00:07	00:00:30	00:00:00
14-05-2018	**109**	**16**	**3**	**42**	**05:41:30**	**00:02:44**	**00:15:27**	**00:00:07**	**00:15:24**	**00:00:08**	**00:00:15**	**00:00:01**	**00:31:16**	**00:00:16**	**00:00:31**	**00:00:00**
ana.garcia	25	1	0	12	01:25:08	00:03:16	00:12:11	00:00:16	00:03:15	00:00:08	00:00:12	00:00:05	00:02:12	00:00:05	00:00:30	00:00:00
barradas.susana	26	5	0	9	01:08:53	00:02:13	00:10:36	00:00:07	00:03:54	00:00:09	00:00:15	00:00:01	00:15:02	00:00:30	00:00:31	00:00:30
carina.diogo	10	0	0	1	00:22:04	00:02:12	00:03:29	00:00:15	00:01:01	00:00:06	00:00:11	00:00:02	00:00:56	00:00:06	00:00:30	00:00:02
maria.veloso	26	7	2	11	01:44:01	00:03:09	00:15:27	00:00:29	00:03:39	00:00:08	00:00:14	00:00:02	00:01:06	00:00:02	00:00:21	00:00:00
susana.oliveira	18	3	1	8	00:54:06	00:02:35	00:08:39	00:00:14	00:02:53	00:00:10	00:00:15	00:00:06	00:10:00	00:00:30	00:00:30	00:00:30
tania.sobral	4	0	0	1	00:07:18	00:01:50	00:03:28	00:00:49	00:00:42	00:00:10	00:00:12	00:00:08	00:02:00	00:00:30	00:00:30	00:00:30
15-05-2018	**101**	**9**	**2**	**66**	**05:22:08**	**00:02:56**	**00:18:12**	**00:00:02**	**00:14:39**	**00:00:09**	**00:00:19**	**00:00:01**	**00:32:58**	**00:00:18**	**00:00:31**	**00:00:00**
ana.garcia	24	3	0	21	01:27:08	00:03:14	00:15:29	00:00:04	00:02:54	00:00:07	00:00:19	00:00:02	00:04:02	00:00:10	00:00:30	00:00:00
barradas.susana	22	4	0	14	01:16:17	00:02:56	00:10:36	00:00:20	00:03:26	00:00:09	00:00:13	00:00:02	00:13:01	00:00:30	00:00:31	00:00:30
maria.veloso	27	1	2	10	01:35:52	00:03:25	00:18:12	00:00:02	00:04:07	00:00:09	00:00:18	00:00:01	00:01:25	00:00:03	00:00:30	00:00:00
susana.oliveira	22	0	0	15	00:50:49	00:02:19	00:08:12	00:00:28	00:03:15	00:00:09	00:00:13	00:00:01	00:11:00	00:00:30	00:00:30	00:00:30
tania.sobral	6	1	0	6	00:12:02	00:01:43	00:03:52	00:00:26	00:00:57	00:00:10	00:00:14	00:00:01	00:03:30	00:00:30	00:00:30	00:00:30
16-05-2018	**75**	**13**	**0**	**39**	**03:33:51**	**00:02:26**	**00:14:07**	**00:00:03**	**00:09:41**	**00:00:08**	**00:00:18**	**00:00:02**	**00:11:29**	**00:00:08**	**00:00:33**	**00:00:00**
ana.garcia	20	1	0	18	00:47:16	00:02:15	00:09:22	00:00:04	00:02:39	00:00:08	00:00:16	00:00:04	00:02:29	00:00:07	00:00:30	00:00:00
barradas.susana	8	2	0	10	00:21:00	00:02:06	00:05:30	00:00:28	00:01:12	00:00:09	00:00:11	00:00:08	00:05:03	00:00:30	00:00:33	00:00:30
carina.diogo	2	0	0	0	00:03:39	00:01:50	00:03:02	00:00:37	00:00:22	00:00:11	00:00:12	00:00:10	00:00:01	00:00:00	00:00:01	00:00:00
liliana.manalvo	22	7	0	3	00:45:02	00:01:33	00:05:23	00:00:23	00:02:46	00:00:08	00:00:18	00:00:02	00:03:05	00:00:07	00:00:30	00:00:00
maria.veloso	22	3	0	8	01:34:40	00:03:47	00:14:07	00:00:03	00:02:35	00:00:07	00:00:12	00:00:02	00:00:21	00:00:01	00:00:03	00:00:00
tania.sobral	1	0	0	0	00:02:14	00:02:14	00:02:14	00:02:14	00:00:07	00:00:07	00:00:07	00:00:07	00:00:30	00:00:30	00:00:30	00:00:30
17-05-2018	**85**	**6**	**5**	**28**	**03:36:40**	**00:02:23**	**00:10:11**	**00:00:03**	**00:11:41**	**00:00:08**	**00:00:36**	**00:00:02**	**00:17:10**	**00:00:12**	**00:00:31**	**00:00:00**
ana.garcia	22	2	3	5	00:59:54	00:02:30	00:10:11	00:00:03	00:03:05	00:00:08	00:00:15	00:00:04	00:03:31	00:00:09	00:00:30	00:00:00
barradas.susana	15	0	0	6	00:27:27	00:01:50	00:03:22	00:01:03	00:02:21	00:00:09	00:00:12	00:00:07	00:07:30	00:00:30	00:00:30	00:00:30
liliana.manalvo	21	1	0	4	01:04:11	00:02:55	00:07:06	00:00:25	00:02:21	00:00:07	00:00:10	00:00:03	00:02:30	00:00:07	00:00:31	00:00:01
maria.veloso	19	3	1	6	00:52:04	00:02:22	00:08:20	00:00:04	00:03:10	00:00:10	00:00:36	00:00:02	00:00:38	00:00:02	00:00:18	00:00:00
susana.oliveira	8	0	1	7	00:13:04	00:01:38	00:05:49	00:00:04	00:00:44	00:00:06	00:00:09	00:00:03	00:03:01	00:00:30	00:00:31	00:00:30
18-05-2018	**98**	**14**	**1**	**49**	**04:33:10**	**00:02:26**	**00:13:05**	**00:00:11**	**00:12:31**	**00:00:08**	**00:00:18**	**00:00:00**	**00:25:00**	**00:00:15**	**00:00:31**	**00:00:00**
ana.garcia	24	5	0	12	00:56:15	00:01:56	00:06:56	00:00:15	00:02:55	00:00:07	00:00:12	00:00:04	00:02:37	00:00:06	00:00:30	00:00:00
barradas.susana	25	4	1	17	01:09:33	00:02:24	00:09:53	00:00:11	00:03:35	00:00:09	00:00:14	00:00:00	00:13:01	00:00:30	00:00:31	00:00:30
carina.diogo	14	0	0	4	00:34:37	00:02:28	00:07:28	00:00:39	00:01:25	00:00:06	00:00:14	00:00:02	00:01:03	00:00:06	00:00:30	00:00:00
maria.veloso	18	3	0	7	01:01:05	00:02:55	00:13:05	00:00:33	00:02:24	00:00:10	00:00:10	00:00:04	00:00:49	00:00:02	00:00:23	00:00:00

OneContact Reporting

Team Detail Daily Report

raquel.barroyer	5	1	0	1	00:12:30	00:02:05	00:03:43	00:00:19	00:00:44	00:00:09	00:00:15	00:00:02	00:01:30	00:00:30	00:00:30	00:00:30
susana.oliveira	9	1	0	8	00:34:03	00:03:24	00:11:39	00:00:46	00:01:10	00:00:08	00:00:18	00:00:02	00:05:00	00:00:30	00:00:30	00:00:30
tania.sobral	3	0	0	0	00:05:07	00:01:42	00:04:34	00:00:12	00:00:18	00:00:06	00:00:12	00:00:02	00:01:00	00:00:30	00:00:30	00:00:30
19-05-2018	**9**	**0**	**0**	**0**	**00:31:07**	**00:03:27**	**00:07:08**	**00:01:17**	**00:01:11**	**00:00:08**	**00:00:11**	**00:00:03**	**00:02:04**	**00:00:14**	**00:00:30**	**00:00:01**
ana.garcia	9	0	0	0	00:31:07	00:03:27	00:07:08	00:01:17	00:01:11	00:00:08	00:00:11	00:00:03	00:02:04	00:00:14	00:00:30	00:00:01
21-05-2018	**89**	**8**	**3**	**38**	**03:46:45**	**00:02:20**	**00:09:36**	**00:00:00**	**00:11:16**	**00:00:08**	**00:00:18**	**00:00:03**	**00:31:38**	**00:00:20**	**00:00:31**	**00:00:00**
barradas.susana	30	0	0	6	01:09:46	00:02:20	00:06:37	00:00:00	00:04:15	00:00:08	00:00:11	00:00:03	00:15:02	00:00:30	00:00:31	00:00:30
carina.diogo	29	5	0	8	01:04:50	00:01:54	00:07:59	00:00:06	00:02:54	00:00:06	00:00:14	00:00:03	00:02:28	00:00:04	00:00:30	00:00:00
maria.veloso	4	0	0	3	00:21:58	00:05:30	00:09:36	00:01:48	00:00:29	00:00:07	00:00:10	00:00:05	00:00:05	00:00:01	00:00:02	00:00:01
raquel.barroyer	6	0	1	2	00:20:30	00:03:25	00:06:20	00:01:21	00:00:54	00:00:09	00:00:18	00:00:03	00:03:01	00:00:30	00:00:31	00:00:30
susana.oliveira	15	3	2	13	00:46:18	00:02:34	00:08:23	00:00:03	00:02:09	00:00:09	00:00:12	00:00:03	00:08:31	00:00:30	00:00:31	00:00:30
tania.sobral	5	0	0	6	00:03:23	00:00:41	00:01:25	00:00:03	00:00:35	00:00:07	00:00:14	00:00:04	00:02:31	00:00:30	00:00:31	00:00:30
22-05-2018	**82**	**5**	**1**	**44**	**03:14:54**	**00:02:14**	**00:10:49**	**00:00:02**	**00:10:25**	**00:00:08**	**00:00:13**	**00:00:01**	**00:20:42**	**00:00:15**	**00:00:31**	**00:00:00**
ana.garcia	18	0	0	13	00:38:23	00:02:08	00:09:25	00:00:25	00:02:02	00:00:07	00:00:13	00:00:04	00:02:43	00:00:09	00:00:30	00:00:01
barradas.susana	18	2	0	9	01:00:48	00:03:02	00:10:49	00:00:20	00:02:44	00:00:09	00:00:13	00:00:07	00:09:32	00:00:30	00:00:31	00:00:30
carina.diogo	12	0	0	3	00:23:48	00:01:59	00:04:49	00:00:02	00:01:12	00:00:06	00:00:10	00:00:03	00:01:03	00:00:05	00:00:30	00:00:00
maria.veloso	21	1	1	9	00:45:18	00:02:04	00:06:25	00:00:24	00:02:48	00:00:08	00:00:12	00:00:01	00:00:24	00:00:01	00:00:03	00:00:00
raquel.barroyer	7	0	0	5	00:11:22	00:01:37	00:03:17	00:00:31	00:00:53	00:00:08	00:00:09	00:00:04	00:03:30	00:00:30	00:00:30	00:00:30
susana.oliveira	4	2	0	5	00:06:49	00:01:08	00:02:17	00:00:13	00:00:36	00:00:09	00:00:11	00:00:07	00:02:30	00:00:30	00:00:30	00:00:30
tania.sobral	2	0	0	0	00:08:26	00:04:13	00:05:52	00:02:34	00:00:10	00:00:05	00:00:07	00:00:03	00:01:00	00:00:30	00:00:30	00:00:30
23-05-2018	**67**	**9**	**3**	**29**	**02:42:23**	**00:02:08**	**00:09:33**	**00:00:11**	**00:08:36**	**00:00:08**	**00:00:15**	**00:00:01**	**00:20:41**	**00:00:18**	**00:00:35**	**00:00:00**
ana.garcia	7	1	1	10	00:23:02	00:02:53	00:08:42	00:00:26	00:00:48	00:00:07	00:00:09	00:00:04	00:01:07	00:00:10	00:00:30	00:00:01
barradas.susana	22	3	0	6	00:48:38	00:01:57	00:09:33	00:00:26	00:03:05	00:00:08	00:00:14	00:00:02	00:12:06	00:00:30	00:00:35	00:00:30
carina.diogo	23	4	2	5	00:53:31	00:01:59	00:04:40	00:00:11	00:02:36	00:00:07	00:00:15	00:00:01	00:00:27	00:00:01	00:00:05	00:00:00
maria.veloso	1	0	0	0	00:02:11	00:02:11	00:02:11	00:02:11	00:00:10	00:00:10	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
raquel.barroyer	11	1	0	3	00:29:33	00:02:28	00:06:31	00:00:15	00:01:27	00:00:08	00:00:11	00:00:04	00:05:31	00:00:30	00:00:31	00:00:30
susana.oliveira	2	0	0	5	00:03:20	00:01:40	00:01:50	00:01:30	00:00:19	00:00:10	00:00:11	00:00:08	00:01:00	00:00:30	00:00:30	00:00:30
tania.sobral	1	0	0	0	00:02:08	00:02:08	00:02:08	00:02:08	00:00:11	00:00:11	00:00:11	00:00:11	00:00:30	00:00:30	00:00:30	00:00:30
24-05-2018	**88**	**8**	**3**	**30**	**04:12:10**	**00:02:38**	**00:20:43**	**00:00:05**	**00:11:44**	**00:00:08**	**00:00:38**	**00:00:02**	**00:21:59**	**00:00:14**	**00:00:31**	**00:00:00**
ana.garcia	16	1	1	9	00:38:11	00:02:15	00:13:48	00:00:14	00:02:06	00:00:08	00:00:12	00:00:04	00:01:20	00:00:05	00:00:16	00:00:00
barradas.susana	19	2	1	9	00:43:33	00:02:04	00:06:56	00:00:06	00:02:44	00:00:09	00:00:14	00:00:07	00:10:31	00:00:30	00:00:31	00:00:30
carina.diogo	17	2	1	2	00:48:02	00:02:32	00:08:30	00:00:05	00:01:46	00:00:06	00:00:09	00:00:02	00:01:45	00:00:06	00:00:30	00:00:01
maria.veloso	21	2	0	5	01:26:02	00:03:44	00:20:43	00:00:21	00:03:10	00:00:09	00:00:38	00:00:04	00:00:23	00:00:01	00:00:03	00:00:00
raquel.barroyer	12	0	0	0	00:26:07	00:02:11	00:04:52	00:00:20	00:01:35	00:00:08	00:00:13	00:00:04	00:06:00	00:00:30	00:00:30	00:00:30
susana.oliveira	3	0	0	5	00:07:34	00:02:31	00:03:05	00:02:08	00:00:23	00:00:08	00:00:09	00:00:05	00:01:30	00:00:30	00:00:30	00:00:30
tania.sobral	0	1	0	0	00:02:41	00:02:41	00:02:41	00:02:41	00:00:00	00:00:00	00:00:00	00:00:00	00:00:30	00:00:30	00:00:30	00:00:30
25-05-2018	**53**	**12**	**2**	**14**	**02:41:26**	**00:02:29**	**00:16:59**	**00:00:03**	**00:06:51**	**00:00:08**	**00:00:15**	**00:00:02**	**00:19:54**	**00:00:20**	**00:00:31**	**00:00:00**
ana.garcia	9	2	0	5	00:23:05	00:02:06	00:06:27	00:00:28	00:01:12	00:00:08	00:00:14	00:00:03	00:02:18	00:00:14	00:00:30	00:00:00
barradas.susana	14	3	2	6	00:38:34	00:02:16	00:07:29	00:00:25	00:01:57	00:00:08	00:00:11	00:00:04	00:08:30	00:00:30	00:00:30	00:00:30
carina.diogo	15	4	0	1	00:53:19	00:02:48	00:16:59	00:00:12	00:01:37	00:00:06	00:00:11	00:00:02	00:01:05	00:00:04	00:00:30	00:00:00
raquel.barroyer	9	2	0	2	00:30:12	00:02:45	00:09:38	00:00:03	00:01:20	00:00:09	00:00:15	00:00:02	00:05:00	00:00:30	00:00:30	00:00:30
susana.oliveira	6	1	0	0	00:16:16	00:02:19	00:03:44	00:00:34	00:00:45	00:00:08	00:00:09	00:00:05	00:03:01	00:00:30	00:00:31	00:00:30
26-05-2018	**8**	**4**	**0**	**5**	**00:37:28**	**00:03:07**	**00:09:13**	**00:00:32**	**00:01:00**	**00:00:08**	**00:00:12**	**00:00:02**	**00:00:11**	**00:00:01**	**00:00:02**	**00:00:00**
maria.veloso	8	4	0	5	00:37:28	00:03:07	00:09:13	00:00:32	00:01:00	00:00:08	00:00:12	00:00:02	00:00:11	00:00:01	00:00:02	00:00:00
28-05-2018	**64**	**9**	**2**	**22**	**03:17:35**	**00:02:42**	**00:12:02**	**00:00:03**	**00:08:02**	**00:00:08**	**00:00:12**	**00:00:02**	**00:22:21**	**00:00:19**	**00:00:32**	**00:00:00**
barradas.susana	18	1	0	6	00:50:13	00:02:39	00:08:31	00:00:03	00:02:31	00:00:08	00:00:12	00:00:03	00:09:32	00:00:30	00:00:32	00:00:30
carina.diogo	15	1	0	4	00:56:03	00:03:30	00:10:53	00:00:32	00:01:44	00:00:07	00:00:10	00:00:03	00:00:56	00:00:04	00:00:30	00:00:00
liliana.manalvo	15	4	1	4	00:37:25	00:01:58	00:06:10	00:00:21	00:01:34	00:00:06	00:00:10	00:00:03	00:03:50	00:00:12	00:00:31	00:00:01
raquel.barroyer	4	2	0	0	00:13:11	00:02:12	00:05:06	00:00:11	00:00:35	00:00:09	00:00:11	00:00:07	00:02:03	00:00:31	00:00:32	00:00:30
susana.oliveira	3	0	0	3	00:16:10	00:05:23	00:10:02	00:00:59	00:00:29	00:00:10	00:00:11	00:00:08	00:01:30	00:00:30	00:00:30	00:00:30
tania.sobral	9	1	1	5	00:24:33	00:02:27	00:12:02	00:00:11	00:01:09	00:00:08	00:00:11	00:00:02	00:04:30	00:00:30	00:00:30	00:00:30
29-05-2018 01-06-2018 9:41:07 **73**	**8**	**0**	**18**	**03:26:46**	**00:02:33**	**00:10:02**	**00:00:03**	**00:08:44**	Page 3 of 4 **00:00:14**	**00:00:02**	**00:16:59**	**00:00:13**	**00:00:31**	**00:00:00**		

OneContact Reporting

Team Detail Daily Report

barradas.susana	15	2	0	4	00:43:06	00:02:32	00:05:33	00:01:01	00:02:04	00:00:08	00:00:10	00:00:07	00:08:30	00:00:30	00:00:30	00:00:30
carina.diogo	14	2	0	5	00:32:19	00:02:01	00:06:32	00:00:03	00:01:32	00:00:07	00:00:10	00:00:03	00:01:16	00:00:05	00:00:30	00:00:00
liliana.manalvo	19	2	0	2	00:41:44	00:01:59	00:05:01	00:00:27	00:01:59	00:00:06	00:00:12	00:00:02	00:00:53	00:00:03	00:00:30	00:00:00
maria.veloso	13	2	0	4	00:51:52	00:03:27	00:10:02	00:00:17	00:01:46	00:00:08	00:00:14	00:00:06	00:00:19	00:00:01	00:00:06	00:00:00
raquel.barroyer	2	0	0	0	00:02:42	00:01:21	00:02:10	00:00:32	00:00:05	00:00:02	00:00:03	00:00:02	00:01:00	00:00:30	00:00:30	00:00:30
susana.oliveira	10	0	0	3	00:35:03	00:03:30	00:07:32	00:01:29	00:01:18	00:00:08	00:00:11	00:00:04	00:05:01	00:00:30	00:00:31	00:00:30
30-05-2018	**72**	**3**	**0**	**21**	**03:09:31**	**00:02:32**	**00:14:36**	**00:00:03**	**00:09:20**	**00:00:08**	**00:00:19**	**00:00:02**	**00:12:13**	**00:00:10**	**00:00:31**	**00:00:00**
barradas.susana	13	0	0	6	00:28:59	00:02:14	00:04:54	00:00:29	00:01:45	00:00:08	00:00:11	00:00:04	00:06:31	00:00:30	00:00:31	00:00:30
carina.diogo	25	1	0	0	00:58:33	00:02:15	00:11:30	00:00:13	00:03:09	00:00:08	00:00:19	00:00:04	00:01:30	00:00:03	00:00:30	00:00:00
liliana.manalvo	13	2	0	8	00:32:44	00:02:11	00:06:32	00:00:03	00:01:38	00:00:08	00:00:15	00:00:02	00:01:23	00:00:06	00:00:30	00:00:01
maria.veloso	16	0	0	3	00:58:17	00:03:39	00:14:36	00:00:45	00:02:12	00:00:08	00:00:10	00:00:06	00:00:18	00:00:01	00:00:02	00:00:00
susana.oliveira	5	0	0	4	00:10:58	00:02:12	00:04:52	00:00:13	00:00:36	00:00:07	00:00:09	00:00:05	00:02:31	00:00:30	00:00:31	00:00:30
31-05-2018	**14**	**4**	**0**	**1**	**00:51:51**	**00:02:53**	**00:09:30**	**00:00:31**	**00:02:10**	**00:00:09**	**00:00:25**	**00:00:01**	**00:00:46**	**00:00:03**	**00:00:30**	**00:00:00**
liliana.manalvo	8	2	0	0	00:28:54	00:02:53	00:09:29	00:00:54	00:01:02	00:00:08	00:00:20	00:00:01	00:00:39	00:00:04	00:00:30	00:00:00
maria.veloso	6	2	0	1	00:22:57	00:02:52	00:09:30	00:00:31	00:01:08	00:00:11	00:00:25	00:00:07	00:00:07	00:00:01	00:00:01	00:00:01
TOTAL	**1770**	**234**	**37**	**653**	**3.12:41:47**	**00:02:32**	**00:20:43**	**00:00:00**	**03:50:13**	**00:00:08**	**00:00:38**	**00:00:00**	**07:09:30**	**00:00:13**	**00:00:35**	**00:00:00**