

OneContact Reporting

Team Summary Daily Report

Show / Hide Columns				
First Login Time	Total Logged Time	Ready Time	NotReady Time (Pausa)	Available Time
Last Logout Time	Login Tries	Not Ready Time	NotReady Time (Almoço)	Work %

Team: Algarve

Agent	First Login Time	Last Logout Time	Total Logged Time	Login Tries	Ready Time				Not Ready Time				Available Time				Work %
					Total	Avg	Max	Min	Total	Avg	Max	Min	Total	Avg	Max	Min	
01-05-2018	08:34:56	17:00:45	08:22:24	2	06:32:10	00:12:15	00:15:00	00:00:16	01:50:14	00:08:29	00:15:00	00:00:01	05:02:25	00:04:31	00:15:00	00:00:00	22,89
milena.boto	08:34:56	17:00:45	08:22:24	2	06:32:10	00:12:15	00:15:00	00:00:16	01:50:14	00:08:29	00:15:00	00:00:01	05:02:25	00:04:31	00:15:00	00:00:00	22,89
02-05-2018	08:45:26	19:03:21	1.12:44:59	4	1.06:28:45	00:12:32	00:15:00	00:00:06	06:16:14	00:07:31	00:15:00	00:00:02	1.02:43:30	00:05:29	00:15:00	00:00:00	12,32
claudia.nunes	09:01:34	18:00:16	08:58:42	1	07:47:08	00:13:21	00:15:00	00:00:13	01:11:34	00:05:58	00:15:00	00:00:02	06:45:52	00:05:48	00:15:00	00:00:00	13,12
manuela.martins	08:45:26	17:35:02	08:49:36	1	07:29:12	00:11:49	00:15:00	00:00:06	01:20:24	00:07:19	00:15:00	00:00:02	06:38:34	00:05:28	00:15:00	00:00:00	11,27
milena.boto	08:51:06	18:00:19	09:09:13	1	07:42:35	00:12:10	00:15:00	00:00:19	01:26:38	00:06:40	00:15:00	00:00:20	07:18:05	00:06:32	00:15:00	00:00:00	5,3
susana.silva	09:15:53	19:03:21	09:47:28	1	07:29:50	00:12:51	00:15:00	00:00:28	02:17:38	00:09:50	00:15:00	00:00:07	06:00:59	00:04:24	00:15:00	00:00:00	19,75
03-05-2018	07:51:10	19:05:40	1.22:11:03	9	1.10:05:24	00:12:10	00:15:00	00:00:06	12:05:31	00:08:32	00:15:00	00:00:01	1.05:59:14	00:05:32	00:15:00	00:00:00	12,04
agente.test	10:06:12	13:24:57	03:18:45	1	00:00:00	00:00:00	00:00:00	00:00:00	03:18:45	00:14:12	00:15:00	00:08:48	00:00:00	00:00:00	00:00:00	00:00:00	0
claudia.nunes	09:06:05	18:01:48	08:55:43	1	07:42:27	00:13:13	00:15:00	00:00:29	01:13:16	00:07:20	00:15:00	00:00:01	06:56:56	00:04:54	00:15:00	00:00:00	9,84
jorge.coelho	09:39:20	15:15:45	00:29:04	2	00:04:47	00:02:24	00:04:41	00:00:06	00:24:17	00:03:28	00:15:00	00:00:09	00:04:45	00:01:35	00:04:27	00:00:06	0,7
manuela.martins	10:01:51	19:05:40	07:53:45	2	06:14:12	00:11:42	00:15:00	00:00:55	01:39:25	00:07:06	00:15:00	00:00:02	05:22:58	00:06:35	00:15:00	00:00:00	13,69
milena.boto	07:51:10	17:00:18	09:09:08	1	06:38:36	00:11:43	00:15:00	00:00:18	02:30:32	00:07:55	00:15:00	00:00:16	05:50:37	00:05:45	00:15:00	00:00:00	12,04
patricia.farinha	09:28:37	17:08:41	07:40:04	1	06:48:37	00:12:01	00:15:00	00:00:15	00:51:27	00:05:43	00:15:00	00:00:07	06:15:02	00:06:21	00:15:00	00:00:00	8,22
susana.silva	09:17:18	18:01:52	08:44:34	1	06:36:45	00:12:48	00:15:00	00:01:05	02:07:49	00:10:39	00:15:00	00:00:03	05:28:56	00:04:50	00:15:00	00:00:00	17,09
04-05-2018	08:50:18	19:06:41	1.02:47:10	9	21:29:01	00:11:13	00:15:00	00:00:04	05:18:07	00:06:07	00:15:00	00:00:01	18:30:16	00:05:06	00:15:00	00:00:00	13,87
claudia.nunes	10:05:56	19:06:41	09:00:45	1	07:32:58	00:12:15	00:15:00	00:01:17	01:27:47	00:06:16	00:15:00	00:00:02	06:14:24	00:05:35	00:15:00	00:00:00	17,34
jorge.coelho	09:39:39	17:44:10	01:05:29	4	00:33:19	00:05:33	00:09:03	00:02:25	00:32:08	00:04:35	00:11:07	00:00:01	00:33:17	00:04:45	00:08:56	00:00:05	0,1
manuela.martins	08:50:18	16:52:49	08:02:09	2	06:17:30	00:10:29	00:15:00	00:00:04	01:44:39	00:06:32	00:15:00	00:00:01	05:23:42	00:04:30	00:15:00	00:00:00	14,25
milena.boto	08:56:05	18:00:16	08:38:47	2	07:05:14	00:11:49	00:15:00	00:00:16	01:33:33	00:06:14	00:15:00	00:00:02	06:18:53	00:05:16	00:15:00	00:00:00	10,9
05-05-2018	09:28:45	16:59:32	07:30:08	2	06:50:07	00:11:24	00:15:00	00:01:14	00:39:58	00:03:20	00:15:00	00:00:01	05:44:32	00:05:23	00:15:00	00:00:00	15,99
patricia.farinha	09:28:45	16:59:32	07:30:08	2	06:50:07	00:11:24	00:15:00	00:01:14	00:39:58	00:03:20	00:15:00	00:00:01	05:44:32	00:05:23	00:15:00	00:00:00	15,99
07-05-2018	08:52:51	19:00:42	1.04:29:16	8	23:52:16	00:11:33	00:15:00	00:00:01	04:34:43	00:05:30	00:15:00	00:00:02	18:24:28	00:04:34	00:15:00	00:00:00	22,89
claudia.nunes	08:55:10	18:00:03	09:04:53	1	07:50:53	00:13:05	00:15:00	00:00:10	01:14:00	00:07:24	00:15:00	00:00:03	05:50:27	00:04:13	00:15:00	00:00:00	25,58
jorge.coelho	09:27:18	14:30:14	01:11:34	4	00:49:42	00:09:56	00:15:00	00:01:29	00:19:36	00:02:48	00:07:47	00:00:03	00:39:57	00:05:00	00:14:38	00:00:00	19,62
milena.boto	09:57:28	19:00:42	08:58:55	2	07:39:04	00:10:12	00:15:00	00:00:23	01:19:50	00:04:00	00:15:00	00:00:02	06:00:07	00:04:06	00:15:00	00:00:00	21,55
susana.silva	08:52:51	18:06:45	09:13:54	1	07:32:37	00:11:55	00:15:00	00:00:01	01:41:17	00:07:47	00:15:00	00:00:08	05:53:57	00:05:37	00:15:00	00:00:00	21,8
08-05-2018	08:09:53	19:00:08	1.11:43:01	11	1.04:00:57	00:10:34	00:15:00	00:00:03	07:42:01	00:05:22	00:15:00	00:00:01	22:50:45	00:04:42	00:15:00	00:00:00	18,45
claudia.nunes	09:07:26	18:01:57	08:54:31	1	07:33:18	00:11:56	00:15:00	00:00:03	01:21:13	00:05:25	00:15:00	00:00:01	05:51:22	00:05:10	00:15:00	00:00:00	22,49
jorge.coelho	09:26:52	09:32:26	00:05:34	1	00:00:00	00:00:00	00:00:00	00:00:00	00:05:34	00:02:47	00:03:08	00:02:26	00:00:00	00:00:00	00:00:00	00:00:00	0
milena.boto	08:50:39	18:00:26	09:04:21	3	07:38:58	00:09:46	00:15:00	00:00:12	01:25:21	00:04:44	00:15:00	00:00:03	06:41:29	00:04:08	00:15:00	00:00:00	12,52
patricia.farinha	09:34:29	19:00:08	09:00:52	2	07:47:28	00:12:18	00:15:00	00:00:08	01:13:23	00:04:54	00:15:00	00:00:02	06:30:36	00:05:55	00:15:00	00:00:00	16,44
susana.silva	08:09:53	17:03:43	08:37:43	4	05:01:13	00:08:22	00:15:00	00:00:09	03:36:30	00:06:01	00:15:00	00:00:01	03:47:18	00:03:44	00:15:00	00:00:00	24,54
09-05-2018	08:42:42	19:07:20	1.12:14:36	9	1.06:21:55	00:12:04	00:15:00	00:00:12	05:52:41	00:05:41	00:15:00	00:00:01	1.00:27:46	00:05:31	00:15:00	00:00:00	19,44
claudia.nunes	08:50:24	17:00:30	08:10:06	1	06:52:52	00:12:09	00:15:00	00:00:24	01:17:14	00:06:26	00:15:00	00:00:02	05:09:49	00:05:20	00:15:00	00:00:00	24,96
jorge.coelho	09:06:32	17:14:00	00:41:12	4	00:00:58	00:00:58	00:00:58	00:00:58	00:40:14	00:05:45	00:12:05	00:00:01	00:00:58	00:00:58	00:00:58	00:00:58	0
milena.boto	08:42:42	18:00:17	09:17:35	1	07:35:43	00:10:21	00:15:00	00:00:12	01:41:52	00:05:06	00:15:00	00:00:05	06:09:49	00:05:17	00:15:00	00:00:00	18,85
patricia.farinha	08:58:32	17:52:11	08:53:08	2	08:02:09	00:13:47	00:15:00	00:00:48	00:50:59	00:05:40	00:15:00	00:00:02	06:57:39	00:05:58	00:15:00	00:00:00	13,38
susana.silva	09:54:45	19:07:20	09:12:35	1	07:50:13	00:12:43	00:15:00	00:01:26	01:22:22	00:05:53	00:15:00	00:00:03	06:09:31	00:05:31	00:15:00	00:00:00	21,42
10-05-2018	08:39:14	19:08:36	1.10:34:06	6	1.05:37:16	00:12:53	00:15:00	00:00:02	04:56:50	00:06:54	00:15:00	00:00:02	1.00:55:43	00:06:08	00:15:00	00:00:00	15,84
01-06-2018 9:40:10																	

OneContact Reporting

Team Summary Daily Report

claudia.nunes	10:09:47	19:08:36	08:58:49	1	07:40:26	00:12:27	00:15:00	00:00:27	01:18:23	00:06:32	00:15:00	00:00:02	05:33:29	00:05:08	00:15:00	00:00:00	27,57
milena.boto	08:39:14	17:00:22	08:20:27	2	06:56:55	00:12:38	00:15:00	00:00:03	01:23:32	00:06:26	00:15:00	00:00:03	06:15:09	00:05:41	00:15:00	00:00:00	10,02
patricia.farinha	09:00:10	18:00:02	08:59:30	2	08:10:30	00:13:15	00:15:00	00:00:02	00:49:00	00:07:00	00:15:00	00:00:02	07:33:56	00:07:34	00:15:00	00:00:00	7,45
susana.silva	09:47:18	18:02:38	08:15:20	1	06:49:25	00:13:12	00:15:00	00:00:50	01:25:55	00:07:49	00:15:00	00:00:09	05:33:09	00:06:17	00:15:00	00:00:00	18,63
11-05-2018	08:54:33	19:01:27	1.14:07:05	9	1.06:59:51	00:12:24	00:15:00	00:00:00	07:05:51	00:07:13	00:15:00	00:00:02	1.03:44:03	00:05:48	00:15:00	00:00:00	10,53
claudia.nunes	08:57:23	15:00:15	06:02:52	1	04:39:14	00:12:08	00:15:00	00:00:08	01:23:38	00:07:36	00:15:00	00:00:04	04:18:29	00:06:28	00:15:00	00:00:00	7,43
jorge.coelho	17:48:22	18:08:22	00:20:00	1	00:00:00	00:00:00	00:00:00	00:00:00	00:18:43	00:09:22	00:11:38	00:07:05	00:00:00	00:00:00	00:00:00	00:00:00	0
manuela.martins	09:56:34	19:01:27	07:47:09	2	06:11:46	00:11:16	00:15:00	00:00:32	01:35:23	00:06:22	00:15:00	00:00:02	05:30:23	00:05:54	00:15:00	00:00:00	11,13
milena.boto	08:54:33	18:00:57	07:33:49	2	06:36:58	00:11:02	00:15:00	00:00:00	00:56:45	00:04:44	00:15:00	00:00:03	05:52:28	00:06:11	00:15:00	00:00:00	11,21
patricia.farinha	09:04:24	17:01:20	07:56:56	1	06:54:52	00:13:50	00:15:00	00:01:20	01:02:04	00:10:21	00:15:00	00:00:06	06:13:25	00:05:25	00:15:00	00:00:00	9,99
susana.silva	09:15:48	18:04:49	08:26:19	2	06:37:01	00:14:11	00:15:00	00:04:49	01:49:18	00:08:24	00:15:00	00:00:03	05:49:18	00:05:22	00:15:00	00:00:00	12,02
12-05-2018	09:21:05	17:04:46	07:43:27	3	07:08:08	00:10:59	00:15:00	00:00:15	00:35:10	00:02:56	00:15:00	00:00:02	04:17:17	00:04:26	00:15:00	00:00:00	39,91
manuela.martins	09:21:05	17:04:46	07:43:27	3	07:08:08	00:10:59	00:15:00	00:00:15	00:35:10	00:02:56	00:15:00	00:00:02	04:17:17	00:04:26	00:15:00	00:00:00	39,91
14-05-2018	09:01:12	19:00:47	1.02:09:28	8	21:55:50	00:11:39	00:15:00	00:00:38	04:13:30	00:05:46	00:15:00	00:00:01	18:07:37	00:04:45	00:15:00	00:00:00	17,34
jorge.coelho	13:54:30	15:02:30	00:12:06	2	00:01:21	00:01:21	00:01:21	00:01:21	00:10:43	00:02:09	00:04:08	00:00:01	00:01:21	00:01:21	00:01:21	00:01:21	0
milena.boto	09:51:15	19:00:47	09:09:32	1	07:41:20	00:10:59	00:15:00	00:00:47	01:28:12	00:05:53	00:15:00	00:00:04	06:36:14	00:04:21	00:15:00	00:00:00	14,11
patricia.farinha	09:01:12	17:59:29	08:55:35	2	07:57:10	00:13:15	00:15:00	00:01:52	00:58:25	00:06:29	00:15:00	00:00:03	06:41:31	00:05:30	00:15:00	00:00:00	15,85
susana.silva	09:08:36	18:05:06	07:52:15	3	06:15:59	00:11:04	00:15:00	00:00:38	01:36:10	00:06:25	00:15:00	00:00:02	04:48:31	00:04:30	00:15:00	00:00:00	23,26
15-05-2018	08:03:14	19:01:12	1.11:53:29	5	1.05:26:23	00:12:21	00:15:00	00:00:03	06:27:06	00:07:10	00:15:00	00:00:02	1.01:26:06	00:05:54	00:15:00	00:00:00	13,6
manuela.martins	09:53:00	19:01:12	09:03:50	2	06:58:16	00:11:18	00:15:00	00:00:03	02:05:34	00:06:37	00:15:00	00:00:02	06:07:16	00:05:29	00:15:00	00:00:00	12,19
milena.boto	08:03:14	17:00:04	08:56:50	1	06:46:57	00:11:18	00:15:00	00:00:04	02:09:53	00:08:07	00:15:00	00:00:02	05:36:42	00:04:37	00:15:00	00:00:00	17,26
patricia.farinha	09:00:16	18:00:20	09:00:04	1	08:07:18	00:13:55	00:15:00	00:00:20	00:52:46	00:07:32	00:15:00	00:00:03	07:13:49	00:06:12	00:15:00	00:00:00	10,98
susana.silva	09:12:13	18:04:58	08:52:45	1	07:33:52	00:12:58	00:15:00	00:02:43	01:18:53	00:06:34	00:15:00	00:00:03	06:28:19	00:07:55	00:15:00	00:00:00	14,44
16-05-2018	08:56:09	19:08:14	1.10:05:13	6	1.04:49:56	00:11:46	00:15:00	00:00:02	05:15:17	00:05:32	00:15:00	00:00:01	1.00:40:22	00:05:38	00:15:00	00:00:00	14,43
manuela.martins	09:02:03	16:30:48	07:28:45	1	05:54:17	00:11:04	00:15:00	00:00:02	01:34:28	00:05:54	00:15:00	00:00:01	04:54:33	00:04:36	00:15:00	00:00:00	16,86
milena.boto	08:56:09	18:00:06	09:03:57	1	07:33:00	00:12:57	00:15:00	00:00:06	01:30:57	00:06:30	00:15:00	00:00:08	06:39:41	00:06:03	00:15:00	00:00:00	11,77
patricia.farinha	09:02:18	18:00:04	08:57:46	1	07:57:12	00:12:33	00:15:00	00:00:04	01:00:34	00:07:34	00:15:00	00:00:04	06:56:52	00:06:08	00:15:00	00:00:00	12,64
susana.silva	10:09:29	19:08:14	08:34:45	3	07:25:27	00:10:36	00:15:00	00:00:07	01:09:18	00:03:39	00:15:00	00:00:01	06:09:16	00:05:41	00:15:00	00:00:00	17,1
17-05-2018	08:23:30	19:00:07	1.11:31:31	9	1.05:00:10	00:12:00	00:15:00	00:00:03	06:31:18	00:06:45	00:15:00	00:00:02	23:25:46	00:05:21	00:15:00	00:00:00	19,22
jorge.coelho	10:14:35	10:44:30	00:27:46	3	00:00:00	00:00:00	00:00:00	00:00:00	00:27:46	00:05:33	00:13:42	00:00:25	00:00:00	00:00:00	00:00:00	00:00:00	0
manuela.martins	09:17:18	17:52:25	08:35:07	1	07:18:19	00:12:31	00:15:00	00:00:03	01:16:48	00:06:59	00:15:00	00:00:02	05:48:23	00:04:39	00:15:00	00:00:00	20,52
milena.boto	08:23:30	17:00:06	08:36:36	1	06:26:45	00:11:03	00:15:00	00:00:06	02:09:51	00:08:07	00:15:00	00:00:03	05:27:01	00:04:44	00:15:00	00:00:00	15,44
patricia.farinha	09:55:31	19:00:07	09:03:30	3	07:59:32	00:12:18	00:15:00	00:00:07	01:03:55	00:05:20	00:15:00	00:00:02	06:43:50	00:06:31	00:15:00	00:00:00	15,79
susana.silva	09:21:10	18:09:42	08:48:32	1	07:15:34	00:12:06	00:15:00	00:02:04	01:32:58	00:06:38	00:15:00	00:00:03	05:26:32	00:05:44	00:15:00	00:00:00	25,03
18-05-2018	08:47:32	19:00:15	1.10:14:40	5	1.05:17:16	00:12:17	00:15:00	00:00:11	04:57:23	00:07:15	00:15:00	00:00:01	1.01:23:20	00:05:40	00:15:00	00:00:00	13,31
manuela.martins	08:55:30	16:56:47	08:01:17	1	06:47:00	00:12:20	00:15:00	00:01:06	01:14:17	00:08:15	00:15:00	00:00:01	05:57:53	00:05:16	00:15:00	00:00:00	12,07
milena.boto	09:54:19	19:00:15	09:05:56	1	07:54:31	00:11:52	00:15:00	00:00:11	01:11:25	00:05:30	00:15:00	00:00:13	07:03:42	00:05:14	00:15:00	00:00:00	10,71
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OneContact Reporting

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manuela.martins	08:40:17	18:05:06	09:24:49	1	07:43:00	00:11:18	00:15:00	00:01:28	01:41:49	00:06:22	00:15:00	00:00:07	06:52:07	00:05:17	00:15:00	00:00:00	10,99
milena.boto	09:54:14	19:00:10	09:05:14	2	07:48:39	00:11:10	00:15:00	00:00:10	01:16:35	00:05:06	00:15:00	00:00:02	06:38:23	00:05:03	00:15:00	00:00:00	14,99
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