

OneContact Reporting

Service Performance Report

Service: GrdRealVillaltalia, HotelRealPalacio, HotelRealOeiras, HotelRealParque, RealResidencia

			Total Chamadas Atendidas		Total Chamadas Abandonadas		Total Chamadas Rejeitadas		Total Chamadas Sobrepostas							
Date / Service Name	Start Period	Total Chamadas Recebidas	#	%	#	%	#	%	#	%	Max Answer Delay	Avg Answer Delay	Max Talk Time	Avg Talk Time	Avg Queue Time	Avg Handled Queue Time
01-03-2018		58	55	✓ 94,8%	2	✓ 3,4%	0	✓ 0,0%	1	✓ 1,7%	00:00:15	00:00:08	00:17:23	00:03:49	00:00:26	00:00:10
GrdRealVillaltalia		15	15	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:10	00:00:07	00:17:23	00:05:33	00:00:11	00:00:11
	09:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:08	00:00:08	00:04:53	00:04:53	00:00:08	00:00:08
	10:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:04	00:00:04	00:06:49	00:06:49	00:00:04	00:00:04
	11:00:00	4	4	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:10	00:00:06	00:11:55	00:04:49	00:00:10	00:00:10
	13:00:00	2	2	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:10	00:00:08	00:03:53	00:02:24	00:00:08	00:00:08
	15:00:00	3	3	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:10	00:00:08	00:05:51	00:04:06	00:00:10	00:00:10
	16:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:10	00:00:08	00:04:51	00:04:51	00:00:16	00:00:16
	17:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:10	00:00:08	00:17:23	00:17:23	00:00:16	00:00:16
	18:00:00	2	2	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:10	00:00:06	00:12:39	00:06:54	00:00:20	00:00:20
HotelRealOeiras		18	15	✓ 83,3%	2	⚠ 11,1%	0	✓ 0,0%	1	✓ 5,6%	00:00:15	00:00:08	00:11:40	00:03:45	00:01:00	00:00:10
	09:00:00	2	2	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:08	00:00:06	00:11:40	00:10:11	00:00:06	00:00:06
	10:00:00	3	3	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:15	00:00:11	00:04:11	00:01:48	00:00:25	00:00:25
	12:00:00	3	3	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:08	00:00:08	00:07:05	00:03:25	00:00:08	00:00:08
	14:00:00	2	2	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:07	00:00:05	00:02:33	00:01:32	00:00:05	00:00:05
	15:00:00	2	2	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:07	00:00:07	00:08:37	00:04:56	00:00:07	00:00:07
	16:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:05	00:00:05	00:01:20	00:01:20	00:00:05	00:00:05
	17:00:00	2	2	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:10	00:00:08	00:04:15	00:03:03	00:00:08	00:00:08
	18:00:00	2	0	✗ 0,0%	1	✗ 50,0%	0	✓ 0,0%	1	✗ 50,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:32	00:00:00
	19:00:00	1	0	✗ 0,0%	1	✗ 100,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:10:26	00:00:00
HotelRealPalacio		11	11	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:15	00:00:08	00:06:57	00:02:54	00:00:09	00:00:09
	10:00:00	3	3	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:09	00:00:08	00:01:42	00:01:11	00:00:08	00:00:08
	11:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:15	00:00:14	00:02:51	00:02:51	00:00:28	00:00:28
	14:00:00	2	2	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:08	00:00:07	00:06:57	00:03:58	00:00:07	00:00:07
	15:00:00	2	2	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:07	00:00:06	00:06:23	00:04:42	00:00:06	00:00:06
	16:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:06	00:00:06	00:01:48	00:01:48	00:00:06	00:00:06
	17:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:07	00:00:07	00:01:34	00:01:34	00:00:07	00:00:07
	18:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:09	00:00:09	00:04:48	00:04:48	00:00:09	00:00:09
HotelRealParque		13	13	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:15	00:00:07	00:05:48	00:02:35	00:00:09	00:00:09
	09:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:15	00:00:10	00:02:22	00:02:22	00:00:21	00:00:21
	10:00:00	5	5	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:15	00:00:09	00:05:35	00:03:23	00:00:12	00:00:12
	12:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:04	00:00:04	00:00:35	00:00:35	00:00:04	00:00:04
	13:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:09	00:00:09	00:01:07	00:01:07	00:00:09	00:00:09
	14:00:00	2	2	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:08	00:00:06	00:02:18	00:02:02	00:00:08	00:00:08
	15:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:02	00:00:02	00:05:48	00:05:48	00:00:02	00:00:02
	16:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:06	00:00:05	00:02:59	00:01:48	00:00:06	00:00:06
	18:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:06	00:00:06	00:01:43	00:01:43	00:00:06	00:00:06
RealResidencia		1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:08	00:00:08	00:04:26	00:04:26	00:00:08	00:00:08
	11:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:08	00:00:08	00:04:26	00:04:26	00:00:08	00:00:08
02-03-2018		67	62	✓ 92,5%	2	✓ 3,0%	0	✓ 0,0%	3	✓ 4,5%	00:00:15	00:00:07	00:12:06	00:02:48	00:00:12	00:00:08
GrdRealVillaltalia		27	24	✓ 88,9%	2	✓ 7,4%	0	✓ 0,0%	1	✓ 3,7%	00:00:10	00:00:07	00:12:06	00:04:02	00:00:15	00:00:08
	09:00:00	4	4	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:09	00:00:07	00:12:06	00:05:30	00:00:07	00:00:07
	10:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:05	00:00:05	00:06:47	00:06:47	00:00:05	00:00:05
	11:00:00	3	3	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:06	00:00:05	00:04:15	00:02:31	00:00:05	00:00:05
02-04-2018 14:01:41	12:00:00	1	1	✓ 100,0%	0	✓ 0,0%	0	✓ 0,0%	0	✓ 0,0%	00:00:06	00:00:06	00:01:39	00:01:39	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:11:06	00:03:28	00:00:10	00:00:10
	14:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:32	00:00:32	00:00:27	00:00:03
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:07:07	00:03:42	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:11:23	00:07:46	00:00:18	00:00:18
	17:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:08	00:03:20	00:00:42	00:00:10
	18:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:08	00:00:07	00:05:45	00:03:52	00:00:07	00:00:07
HotelRealOeiras		21	19	✔	90,5%	0	✔	0,0%	0	✔	0,0%	2	✔	9,5%	00:00:13	00:00:07	00:07:27	00:02:27	00:00:11	00:00:07
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:23	00:00:23	00:00:05	00:00:05
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:19	00:04:19	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:00:57	00:00:46	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:07:26	00:07:26	00:00:06	00:00:06
	15:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:04:34	00:01:44	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:07:27	00:07:27	00:00:03	00:00:03
	17:00:00	5	3	⚠	60,0%	0	✔	0,0%	0	✔	0,0%	2	✖	40,0%	00:00:07	00:00:05	00:01:51	00:01:13	00:00:22	00:00:06
	18:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:04:49	00:03:02	00:00:07	00:00:07
HotelRealPalacio		7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:48	00:02:24	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:47	00:00:47	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:04:48	00:02:42	00:00:17	00:00:17
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:03:08	00:03:08	00:00:12	00:00:12
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:01	00:01:01	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:03:54	00:03:13	00:00:08	00:00:08
HotelRealParque		11	11	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:32	00:01:16	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:39	00:00:39	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:02:32	00:01:15	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:01:44	00:01:14	00:00:05	00:00:05
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:38	00:00:38	00:00:04	00:00:04
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:39	00:00:39	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:44	00:00:44	00:00:26	00:00:26
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:32	00:02:06	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:09	00:02:09	00:00:11	00:00:11
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:42	00:00:42	00:00:06	00:00:06
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:42	00:00:42	00:00:06	00:00:06
03-03-2018		27	10	✖	37,0%	6	✖	22,2%	0	✔	0,0%	11	✖	40,7%	00:00:15	00:00:07	00:09:03	00:03:56	00:00:23	00:00:14
GrdRealVillaltalia		17	5	✖	29,4%	5	✖	29,4%	0	✔	0,0%	7	✖	41,2%	00:00:10	00:00:07	00:09:03	00:05:11	00:00:23	00:00:23
	09:00:00	3	0	✖	0,0%	2	✖	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:03	00:09:03	00:00:30	00:00:30
	12:00:00	4	2	⚠	50,0%	1	✖	25,0%	0	✔	0,0%	1	✖	25,0%	00:00:10	00:00:08	00:07:01	00:04:06	00:00:40	00:00:06
	13:00:00	6	0	✖	0,0%	1	✖	16,7%	0	✔	0,0%	5	✖	83,3%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
	14:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:36	00:00:00
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:07:15	00:04:20	00:00:36	00:00:36
HotelRealOeiras		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:03	00:02:07	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:07	00:03:07	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:03	00:04:03	00:00:05	00:00:05
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:01:07	00:00:39	00:00:04	00:00:04
HotelRealPalacio		5	1	✖	20,0%	1	✖	20,0%	0	✔	0,0%	3	✖	60,0%	00:00:15	00:00:11	00:04:53	00:04:53	00:00:39	00:00:07
	10:00:00	5	1	✖	20,0%	1	✖	20,0%	0	✔	0,0%	3	✖	60,0%	00:00:15	00:00:11	00:04:53	00:04:53	00:00:39	00:00:07
HotelRealParque		1	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:21	00:00:00
	12:00:00	1	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:21	00:00:00
05-03-2018		61	57	✔	93,4%	1	✔	1,6%	0	✔	0,0%	3	✔	4,9%	00:00:15	00:00:08	00:08:31	00:02:56	00:00:11	00:00:10
GrdRealVillaltalia		27	23	✔	85,2%	1	✔	3,7%	0	✔	0,0%	3	⚠	11,1%	00:00:10	00:00:07	00:08:31	00:03:20	00:00:12	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:19	00:01:19	00:00:07	00:00:07
02-04-2018 14:01:41	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:08:31	00:08:24	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:04	00:01:40	00:00:15	00:00:15
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:04:16	00:03:08	00:00:08	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:02:55	00:02:17	00:00:05	00:00:05
	14:00:00	6	5	✔	83,3%	0	✔	0,0%	0	✔	0,0%	1	✖	16,7%	00:00:10	00:00:06	00:06:31	00:03:34	00:00:07	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:05:49	00:03:32	00:00:09	00:00:09
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:08:13	00:03:40	00:00:11	00:00:11
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:36	00:00:36	00:00:08	00:00:08
	18:00:00	4	2	⚠	50,0%	1	✖	25,0%	0	✔	0,0%	1	✖	25,0%	00:00:10	00:00:09	00:06:48	00:03:31	00:00:25	00:00:23
	19:00:00	1	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:39	00:00:00
HotelRealOeiras		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:08:11	00:03:15	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:48	00:04:48	00:00:04	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:57	00:02:57	00:00:10	00:00:10
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:08:11	00:03:28	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:01	00:01:01	00:00:11	00:00:11
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:06:11	00:03:18	00:00:09	00:00:09
HotelRealPalacio		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:34	00:03:00	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:34	00:04:34	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:46	00:00:46	00:00:04	00:00:04
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:48	00:02:48	00:00:09	00:00:09
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:32	00:02:20	00:00:16	00:00:16
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:14	00:02:52	00:00:06	00:00:06
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:24	00:03:50	00:00:12	00:00:12
HotelRealParque		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:59	00:01:51	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:01	00:01:26	00:00:10	00:00:10
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:03:22	00:02:20	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:59	00:00:59	00:00:37	00:00:37
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:06	00:04:59	00:03:50	00:00:06	00:00:06
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:01:44	00:01:13	00:00:12	00:00:12
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:38	00:00:38	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:53	00:01:10	00:00:06	00:00:06
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:06	00:03:52	00:00:15	00:00:15
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:06:06	00:06:06	00:00:23	00:00:23
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:39	00:01:39	00:00:07	00:00:07
06-03-2018		87	81	✔	93,1%	1	✔	1,1%	0	✔	0,0%	5	✔	5,7%	00:00:15	00:00:09	00:10:45	00:02:29	00:00:12	00:00:12
GrdRealVillaltalia		31	28	✔	90,3%	1	✔	3,2%	0	✔	0,0%	2	✔	6,5%	00:00:11	00:00:08	00:10:45	00:03:11	00:00:11	00:00:11
	09:00:00	5	4	✔	80,0%	0	✔	0,0%	0	✔	0,0%	1	✖	20,0%	00:00:10	00:00:07	00:06:04	00:02:28	00:00:07	00:00:07
	10:00:00	7	6	✔	85,7%	0	✔	0,0%	0	✔	0,0%	1	⚠	14,3%	00:00:10	00:00:07	00:03:39	00:01:55	00:00:09	00:00:10
	11:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:27	00:03:12	00:00:22	00:00:22
	13:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:11	00:04:16	00:00:11	00:00:11
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:10:45	00:04:49	00:00:13	00:00:13
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:48	00:02:31	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:18	00:03:38	00:00:08	00:00:08
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:48	00:04:00	00:00:08	00:00:08
HotelRealOeiras		23	23	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:06	00:02:03	00:00:16	00:00:16
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:13	00:00:56	00:00:16	00:00:16
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:26	00:03:26	00:00:06	00:00:06
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:06	00:03:51	00:00:13	00:00:13
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:04:43	00:02:26	00:00:10	00:00:10
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:47	00:01:46	00:00:16	00:00:16
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:47	00:01:01	00:00:11	00:00:11
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:55	00:02:03	00:00:16	00:00:16
02-04-2018 14:01:41	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:02	00:01:18	00:00:38	00:00:38

OneContact Reporting

Service Performance Report

HotelRealPalacio		16	13	✔	81,3%	0	✔	0,0%	0	✔	0,0%	3	✖	18,8%	00:00:15	00:00:09	00:07:38	00:01:35	00:00:10	00:00:10
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:14	00:00:14	00:01:59	00:01:59	00:00:10	00:00:14
	10:00:00	3	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	2	✖	66,7%	00:00:02	00:00:02	00:01:26	00:01:26	00:00:07	00:00:03
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:38	00:02:17	00:00:12	00:00:12
	14:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:52	00:00:55	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:35	00:00:35	00:00:20	00:00:20
HotelRealParque		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:10:25	00:02:34	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:18	00:03:18	00:00:06	00:00:06
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:06	00:02:55	00:00:08	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:24	00:02:05	00:00:10	00:00:10
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:08:15	00:02:27	00:00:09	00:00:09
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:02	00:01:34	00:00:20	00:00:20
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:35	00:00:35	00:00:09	00:00:09
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:10:25	00:05:56	00:00:10	00:00:10
07-03-2018		62	55	✔	88,7%	3	✔	4,8%	0	✔	0,0%	4	✔	6,5%	00:00:15	00:00:08	00:18:02	00:02:56	00:00:12	00:00:11
GrdRealVillaltalia		18	16	✔	88,9%	1	✔	5,6%	0	✔	0,0%	1	✔	5,6%	00:00:10	00:00:07	00:18:02	00:04:00	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:35	00:01:35	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:11	00:01:08	00:00:14	00:00:14
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:06	00:04:06	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:01	00:02:01	00:00:18	00:00:18
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:18:02	00:08:17	00:00:08	00:00:08
	16:00:00	7	5	⚠	71,4%	1	⚠	14,3%	0	✔	0,0%	1	⚠	14,3%	00:00:09	00:00:05	00:03:40	00:02:40	00:00:06	00:00:06
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:33	00:04:30	00:00:18	00:00:18
HotelRealOeiras		14	13	✔	92,9%	0	✔	0,0%	0	✔	0,0%	1	✔	7,1%	00:00:15	00:00:09	00:10:45	00:03:21	00:00:12	00:00:13
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:05:52	00:03:39	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:43	00:02:43	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:52	00:04:52	00:00:05	00:00:05
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:16	00:00:53	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:32	00:05:32	00:00:21	00:00:21
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:55	00:01:55	00:00:40	00:00:40
	18:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:09	00:10:45	00:05:54	00:00:11	00:00:12
HotelRealPalacio		11	9	✔	81,8%	1	✔	9,1%	0	✔	0,0%	1	✔	9,1%	00:00:15	00:00:08	00:05:22	00:02:25	00:00:19	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:22	00:05:22	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:53	00:02:53	00:00:23	00:00:23
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:28	00:02:00	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:04	00:04:59	00:02:22	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:26	00:02:26	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:01:20	00:01:12	00:00:06	00:00:06
	18:00:00	2	0	✖	0,0%	1	✖	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:07	00:00:00
HotelRealParque		17	15	✔	88,2%	1	✔	5,9%	0	✔	0,0%	1	✔	5,9%	00:00:15	00:00:09	00:05:23	00:01:43	00:00:10	00:00:10
	09:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:01:42	00:01:42	00:00:10	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:03:14	00:02:00	00:00:05	00:00:05
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:41	00:00:41	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:29	00:02:29	00:00:11	00:00:11
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:54	00:02:54	00:00:37	00:00:37
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:29	00:00:29	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:57	00:00:57	00:00:13	00:00:13
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:05:23	00:01:59	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:32	00:01:27	00:00:07	00:00:07
	18:00:00	1	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:18	00:03:17	00:00:16	00:00:16
	02-04-2018 14:00:41	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:16	00:03:16	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:18	00:03:18	00:00:24	00:00:24
08-03-2018		50	47	✔	94,0%	3	✔	6,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:02	00:02:47	00:00:22	00:00:12
GrdRealVillaltalia		17	15	✔	88,2%	2	⚠	11,8%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:08:35	00:03:56	00:00:41	00:00:16
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:20	00:04:18	00:00:13	00:00:13
	10:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:07	00:02:07	00:00:30	00:00:15
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:08:35	00:03:48	00:00:08	00:00:08
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:43	00:04:59	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:59	00:03:42	00:00:11	00:00:11
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:37	00:03:37	00:01:32	00:01:32
	18:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:01	00:03:01	00:03:30	00:00:06
HotelRealOeiras		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:35	00:01:56	00:00:12	00:00:12
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:54	00:01:40	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:15	00:02:15	00:00:06	00:00:06
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:07	00:01:44	00:00:16	00:00:16
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:41	00:01:17	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:35	00:03:13	00:00:18	00:00:18
HotelRealPalacio		7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:09:02	00:04:37	00:00:14	00:00:14
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:09:02	00:09:02	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:56	00:05:56	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:34	00:03:06	00:00:12	00:00:12
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:44	00:02:44	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:23	00:01:23	00:00:26	00:00:26
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:07:04	00:07:04	00:00:24	00:00:24
HotelRealParque		16	15	✔	93,8%	1	✔	6,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:45	00:01:15	00:00:10	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:31	00:00:31	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:00:57	00:00:52	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:44	00:01:44	00:00:03	00:00:03
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:23	00:01:04	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:33	00:00:33	00:00:06	00:00:06
	17:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:45	00:01:38	00:00:10	00:00:10
	19:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:43	00:00:00
09-03-2018		69	63	✔	91,3%	2	✔	2,9%	0	✔	0,0%	4	✔	5,8%	00:00:15	00:00:08	00:10:43	00:02:53	00:00:13	00:00:13
GrdRealVillaltalia		28	27	✔	96,4%	1	✔	3,6%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:10:09	00:02:56	00:00:11	00:00:11
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:03:12	00:02:08	00:00:08	00:00:08
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:33	00:01:42	00:00:14	00:00:14
	11:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:27	00:02:42	00:00:08	00:00:08
	12:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:06:52	00:03:14	00:00:09	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:08	00:01:26	00:00:16	00:00:16
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:06:28	00:04:48	00:00:09	00:00:09
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:05:48	00:03:16	00:00:10	00:00:10
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:10:09	00:03:55	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:04:01	00:04:01	00:00:31	00:00:31
HotelRealOeiras		11	9	✔	81,8%	0	✔	0,0%	0	✔	0,0%	2	✖	18,2%	00:00:15	00:00:09	00:09:03	00:02:48	00:00:10	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:00:59	00:00:59	00:00:18	00:00:18
	10:00:00	3	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	2	✖	66,7%	00:00:09	00:00:09	00:09:03	00:09:03	00:00:08	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:59	00:01:59	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:32	00:02:32	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:21	00:01:21	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:50	00:04:50	00:00:24	00:00:24
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:43	00:01:43	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:01:44	00:01:22	00:00:08	00:00:08
HotelRealPalacio	02-04-2018 14:01:41	12	11	✔	91,7%	1	✔	8,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:10:43	00:02:27	00:00:19	00:00:20

OneContact Reporting

Service Performance Report

	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:10:43	00:10:43	00:00:05	00:00:05
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:46	00:00:46	00:01:05	00:01:05
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:48	00:03:48	00:00:10	00:00:10
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:17	00:01:13	00:00:22	00:00:22
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:18	00:03:08	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:31	00:01:31	00:00:08	00:00:08
	17:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:10	00:00:00
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:09	00:00:54	00:00:23	00:00:23
HotelRealParque		14	12	✔	85,7%	0	✔	0,0%	0	✔	0,0%	2	⚠	14,3%	00:00:15	00:00:09	00:05:13	00:02:32	00:00:12	00:00:13
	09:00:00	3	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	2	✖	66,7%	00:00:07	00:00:07	00:00:38	00:00:38	00:00:06	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:30	00:03:30	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:43	00:04:28	00:00:08	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:00	00:02:43	00:00:31	00:00:31
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:01:26	00:01:12	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:54	00:01:54	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:09	00:03:09	00:00:10	00:00:10
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:13	00:02:19	00:00:12	00:00:12
RealResidencia		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:55	00:05:01	00:00:18	00:00:18
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:50	00:06:50	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:34	00:04:34	00:00:09	00:00:09
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:07:55	00:04:20	00:00:28	00:00:28
10-03-2018		16	14	✔	87,5%	0	✔	0,0%	0	✔	0,0%	2	⚠	12,5%	00:00:10	00:00:07	00:12:59	00:02:35	00:00:12	00:00:13
GrdRealVillaltalia		7	6	✔	85,7%	0	✔	0,0%	0	✔	0,0%	1	⚠	14,3%	00:00:10	00:00:07	00:12:59	00:04:25	00:00:08	00:00:09
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:12:59	00:07:40	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:44	00:00:44	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:14	00:05:14	00:00:09	00:00:09
	15:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:10	00:00:06	00:02:59	00:02:59	00:00:09	00:00:13
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:12	00:02:12	00:00:07	00:00:07
HotelRealOeiras		2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:07	00:00:07	00:02:20	00:02:20	00:00:06	00:00:08
	10:00:00	1	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:20	00:02:20	00:00:08	00:00:08
HotelRealPalacio		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:06	00:00:41	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:06	00:01:06	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:00:39	00:00:29	00:00:07	00:00:07
HotelRealParque		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:07	00:01:18	00:00:26	00:00:26
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:07	00:02:07	00:00:06	00:00:06
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:00	00:01:02	00:00:32	00:00:32
12-03-2018		68	63	✔	92,6%	3	✔	4,4%	0	✔	0,0%	2	✔	2,9%	00:00:15	00:00:08	00:09:34	00:02:25	00:00:10	00:00:10
GrdRealVillaltalia		19	15	⚠	78,9%	3	✖	15,8%	0	✔	0,0%	1	✔	5,3%	00:00:11	00:00:07	00:08:52	00:03:12	00:00:08	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:02:07	00:01:40	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:08:52	00:08:52	00:00:16	00:00:16
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:57	00:02:18	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:02:51	00:02:02	00:00:18	00:00:18
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:08:15	00:08:15	00:00:08	00:00:08
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:04:44	00:03:30	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:40	00:01:40	00:00:07	00:00:07
	17:00:00	6	2	✖	33,3%	3	✖	50,0%	0	✔	0,0%	1	✖	16,7%	00:00:05	00:00:04	00:00:33	00:00:16	00:00:04	00:00:04
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:07:38	00:07:38	00:00:10	00:00:10
HotelRealOeiras		18	17	✔	94,4%	0	✔	0,0%	0	✔	0,0%	1	✔	5,6%	00:00:15	00:00:08	00:04:53	00:02:10	00:00:11	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:38	00:01:30	00:00:07	00:00:07
	10:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	1	✖	33,3%	00:00:15	00:00:08	00:01:15	00:01:14	00:00:10	00:00:13
02-04-2018 11:00:41	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:04:53	00:02:49	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:04:34	00:03:16	00:00:08	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:32	00:02:16	00:00:20	00:00:20
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:03	00:02:00	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:47	00:01:47	00:00:22	00:00:22
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:35	00:01:35	00:00:08	00:00:08
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:03:33	00:02:29	00:00:09	00:00:09
HotelRealPalacio		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:53	00:01:52	00:00:14	00:00:14
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:53	00:02:46	00:00:15	00:00:15
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:30	00:02:30	00:00:08	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:57	00:01:20	00:00:20	00:00:20
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:31	00:00:31	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:27	00:02:27	00:00:07	00:00:07
HotelRealParque		20	20	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:09:34	00:02:15	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:26	00:01:26	00:00:08	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:04:40	00:02:40	00:00:10	00:00:10
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:44	00:02:34	00:00:09	00:00:09
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:49	00:00:49	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:30	00:00:30	00:00:08	00:00:08
	14:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:09:34	00:02:38	00:00:09	00:00:09
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:04:27	00:02:27	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:20	00:00:54	00:00:14	00:00:14
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:46	00:03:18	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:35	00:02:35	00:00:08	00:00:08
RealResidencia		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:52	00:02:24	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:20	00:01:20	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:52	00:02:39	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:59	00:02:59	00:00:10	00:00:10
13-03-2018		55	52	✔	94,5%	1	✔	1,8%	0	✔	0,0%	2	✔	3,6%	00:00:15	00:00:09	00:15:02	00:02:46	00:00:14	00:00:14
GrdRealVillaltalia		21	20	✔	95,2%	1	✔	4,8%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:15:02	00:03:08	00:00:11	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:01	00:01:52	00:00:22	00:00:22
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:40	00:03:36	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:35	00:03:35	00:00:17	00:00:17
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:02:21	00:01:50	00:00:04	00:00:04
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:04	00:03:04	00:00:11	00:00:11
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:05	00:15:02	00:06:02	00:00:16	00:00:16
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:07:38	00:02:42	00:00:12	00:00:12
	16:00:00	5	4	✔	80,0%	1	✖	20,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:58	00:01:58	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:34	00:01:34	00:00:05	00:00:05
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:20	00:06:20	00:00:08	00:00:08
HotelRealOeiras		12	10	✔	83,3%	0	✔	0,0%	0	✔	0,0%	2	✖	16,7%	00:00:15	00:00:11	00:05:08	00:02:04	00:00:19	00:00:22
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:50	00:02:50	00:00:22	00:00:22
	10:00:00	2	0	✖	0,0%	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
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:16	00:01:16	00:01:07	00:01:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:40	00:01:40	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:35	00:01:50	00:00:18	00:00:18
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:08	00:03:42	00:00:24	00:00:24
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:15	00:02:15	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:00	00:01:00	00:00:27	00:00:27
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:30	00:00:30	00:00:07	00:00:07
HotelRealPalacio		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:21	00:02:42	00:00:15	00:00:15
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:45	00:01:32	00:00:18	00:00:18
02-04-2018 11:00:41	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:32	00:02:30	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:07:21	00:07:21	00:00:10	00:00:10
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:18	00:02:37	00:00:20	00:00:20
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:15	00:01:15	00:00:07	00:00:07
HotelRealParque		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:46	00:02:47	00:00:11	00:00:11
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:09:46	00:05:18	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:15	00:03:15	00:00:22	00:00:22
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:22	00:02:22	00:00:21	00:00:21
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:58	00:01:58	00:00:04	00:00:04
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:05:09	00:03:10	00:00:08	00:00:08
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:38	00:01:26	00:00:10	00:00:10
14-03-2018		65	51	⚠	78,5%	3	✔	4,6%	0	✔	0,0%	11	✖	16,9%	00:00:18	00:00:09	00:11:33	00:02:49	00:00:18	00:00:11
GrdRealVillaltalia		22	16	⚠	72,7%	1	✔	4,5%	0	✔	0,0%	5	✖	22,7%	00:00:11	00:00:08	00:10:21	00:03:55	00:00:17	00:00:12
	09:00:00	6	0	✖	0,0%	1	✖	16,7%	0	✔	0,0%	5	✖	83,3%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:30	00:00:00
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:26	00:04:02	00:00:08	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:10:21	00:06:46	00:00:08	00:00:08
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:04:12	00:03:21	00:00:10	00:00:10
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:08:47	00:03:48	00:00:18	00:00:18
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:29	00:02:41	00:00:06	00:00:06
HotelRealOeiras		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:05:03	00:02:40	00:00:08	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:33	00:02:15	00:00:14	00:00:14
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:05	00:04:05	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:03	00:05:03	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:00	00:02:00	00:00:07	00:00:07
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:03:21	00:01:55	00:00:05	00:00:05
HotelRealPalacio		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:36	00:01:53	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:21	00:02:21	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:02	00:01:15	00:00:18	00:00:18
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:05:36	00:02:32	00:00:11	00:00:11
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:47	00:00:47	00:00:07	00:00:07
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:54	00:01:52	00:00:06	00:00:06
HotelRealParque		22	16	⚠	72,7%	1	✔	4,5%	0	✔	0,0%	5	✖	22,7%	00:00:16	00:00:09	00:11:33	00:02:16	00:00:23	00:00:12
	09:00:00	6	2	✖	33,3%	1	✖	16,7%	0	✔	0,0%	3	✖	50,0%	00:00:16	00:00:11	00:03:21	00:03:06	00:00:54	00:00:09
	10:00:00	5	3	⚠	60,0%	0	✔	0,0%	0	✔	0,0%	2	✖	40,0%	00:00:15	00:00:09	00:00:48	00:00:42	00:00:11	00:00:16
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:02:20	00:01:26	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:25	00:01:08	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:01:00	00:00:54	00:00:11	00:00:11
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:11:33	00:05:17	00:00:19	00:00:19
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:53	00:04:53	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:29	00:01:20	00:00:08	00:00:08
RealResidencia		5	3	⚠	60,0%	1	✖	20,0%	0	✔	0,0%	1	✖	20,0%	00:00:18	00:00:12	00:04:55	00:02:52	00:00:30	00:00:12
	13:00:00	3	1	✖	33,3%	1	✖	33,3%	0	✔	0,0%	1	✖	33,3%	00:00:15	00:00:13	00:03:07	00:03:07	00:00:39	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:18	00:00:11	00:04:55	00:02:49	00:00:16	00:00:16
15-03-2018		57	50	✔	87,7%	3	✔	5,3%	0	✔	0,0%	4	✔	7,0%	00:00:15	00:00:08	00:17:28	00:03:38	00:00:18	00:00:19
GrdRealVillaltalia		25	22	✔	88,0%	1	✔	4,0%	0	✔	0,0%	2	✔	8,0%	00:00:10	00:00:07	00:17:28	00:05:32	00:00:28	00:00:30
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:13:38	00:08:13	00:02:41	00:02:41
	10:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	1	✖	33,3%	00:00:10	00:00:07	00:05:57	00:04:27	00:00:12	00:00:12
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:07:49	00:03:38	00:00:10	00:00:10
	12:00:00	6	4	⚠	66,7%	1	✖	16,7%	0	✔	0,0%	1	✖	16,7%	00:00:10	00:00:06	00:06:33	00:03:10	00:00:09	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:02	00:09:02	00:00:16	00:00:16
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:39	00:01:39	00:00:06	00:00:06
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:18	00:06:29	00:00:10	00:00:10
02-04-2018 14:01:41	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:09:42	00:05:34	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:08	00:04:08	00:00:08	00:00:08
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:17:28	00:10:29	00:00:06	00:00:06
HotelRealOeiras		13	12	✔	92,3%	1	✔	7,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:03:15	00:01:54	00:00:08	00:00:08
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:15	00:02:04	00:00:07	00:00:07
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:55	00:02:54	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:25	00:01:04	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:36	00:02:36	00:00:07	00:00:07
	16:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:03:02	00:01:43	00:00:08	00:00:11
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:15	00:02:15	00:00:09	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:39	00:00:39	00:00:12	00:00:12
HotelRealPalacio		8	6	⚠	75,0%	1	⚠	12,5%	0	✔	0,0%	1	⚠	12,5%	00:00:15	00:00:11	00:04:22	00:02:18	00:00:20	00:00:12
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:07	00:00:07	00:04:22	00:04:22	00:00:14	00:00:07
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:33	00:02:07	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:02	00:02:02	00:00:20	00:00:20
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:26	00:01:26	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:43	00:01:43	00:00:20	00:00:20
	19:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:05	00:00:00
HotelRealParque		11	10	✔	90,9%	0	✔	0,0%	0	✔	0,0%	1	✔	9,1%	00:00:15	00:00:09	00:06:05	00:02:08	00:00:09	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:33	00:00:33	00:00:08	00:00:08
	10:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:08	00:00:07	00:01:16	00:01:08	00:00:06	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:06:05	00:04:48	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:02:03	00:02:03	00:00:13	00:00:13
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:03:20	00:03:20	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:45	00:01:45	00:00:27	00:00:27
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:37	00:00:37	00:00:05	00:00:05
16-03-2018		78	71	✔	91,0%	1	✔	1,3%	0	✔	0,0%	6	✔	7,7%	00:00:15	00:00:08	00:17:15	00:02:50	00:00:16	00:00:15
GrdRealVillaltalia		25	22	✔	88,0%	0	✔	0,0%	0	✔	0,0%	3	⚠	12,0%	00:00:10	00:00:07	00:17:15	00:03:38	00:00:10	00:00:10
	09:00:00	5	2	✖	40,0%	0	✔	0,0%	0	✔	0,0%	3	✖	60,0%	00:00:10	00:00:06	00:17:15	00:09:09	00:00:09	00:00:10
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:21	00:01:21	00:00:11	00:00:11
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:49	00:05:49	00:00:09	00:00:09
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:37	00:02:32	00:00:12	00:00:12
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:46	00:04:52	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:40	00:01:16	00:00:12	00:00:12
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:42	00:04:40	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:08:47	00:08:47	00:00:26	00:00:26
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:04:21	00:01:25	00:00:08	00:00:08
HotelRealOeiras		29	25	✔	86,2%	1	✔	3,4%	0	✔	0,0%	3	⚠	10,3%	00:00:15	00:00:09	00:14:56	00:03:04	00:00:25	00:00:22
	09:00:00	4	1	✖	25,0%	1	✖	25,0%	0	✔	0,0%	2	✖	50,0%	00:00:15	00:00:12	00:01:48	00:01:48	00:00:46	00:00:08
	10:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:08	00:00:05	00:14:56	00:08:36	00:01:10	00:01:31
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:02:31	00:01:52	00:00:09	00:00:09
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:04:46	00:04:46	00:00:11	00:00:11
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:11	00:01:35	00:00:10	00:00:10
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:31	00:01:57	00:00:12	00:00:12
	17:00:00	8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:34	00:02:11	00:00:16	00:00:16
	19:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:07:06	00:07:06	00:00:09	00:00:09
HotelRealPalacio		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:08:57	00:02:03	00:00:10	00:00:10
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:23	00:00:16	00:00:16	00:00:16
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:03:31	00:01:46	00:00:10	00:00:10
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:08:57	00:02:59	00:00:08	00:00:08
HotelRealParque		11	11	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:27	00:01:44	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:14	00:02:14	00:00:08	00:00:08
02-04-2018 11:00:41	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:02:48	00:02:48	00:00:02	00:00:02

OneContact Reporting

Service Performance Report

	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:55	00:01:16	00:00:08	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:38	00:02:02	00:00:12	00:00:12
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:27	00:02:14	00:00:13	00:00:13
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:52	00:00:52	00:00:25	00:00:25
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:03	00:00:38	00:00:35	00:00:05	00:00:05
RealResidencia		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:39	00:02:02	00:00:16	00:00:16
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:47	00:00:47	00:00:11	00:00:11
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:21	00:01:21	00:00:22	00:00:22
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:39	00:04:39	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:22	00:01:22	00:00:20	00:00:20
17-03-2018		25	18	⚠	72,0%	1	✔	4,0%	0	✔	0,0%	6	✖	24,0%	00:00:13	00:00:05	00:11:17	00:02:21	00:00:11	00:00:06
GrdRealVillaltalia		5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:04:53	00:01:59	00:00:05	00:00:05
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:13	00:01:13	00:00:04	00:00:04
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:04:53	00:02:23	00:00:05	00:00:05
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:30	00:01:30	00:00:06	00:00:06
HotelRealOeiras		10	7	⚠	70,0%	0	✔	0,0%	0	✔	0,0%	3	✖	30,0%	00:00:13	00:00:06	00:11:17	00:03:20	00:00:07	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:01:28	00:01:28	00:00:02	00:00:02
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:02:28	00:01:50	00:00:05	00:00:05
	14:00:00	1	0	✖	0,0%	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
	16:00:00	6	4	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	2	✖	33,3%	00:00:13	00:00:08	00:11:17	00:04:33	00:00:09	00:00:08
HotelRealPalacio		5	3	⚠	60,0%	0	✔	0,0%	0	✔	0,0%	2	✖	40,0%	00:00:04	00:00:03	00:03:52	00:01:43	00:00:06	00:00:03
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:52	00:03:52	00:00:03	00:00:03
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:00:43	00:00:43	00:00:02	00:00:02
	14:00:00	2	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:33	00:00:33	00:00:04	00:00:04
HotelRealParque		5	3	⚠	60,0%	1	✖	20,0%	0	✔	0,0%	1	✖	20,0%	00:00:10	00:00:06	00:01:47	00:01:16	00:00:32	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:44	00:01:44	00:00:10	00:00:10
	12:00:00	1	0	✖	0,0%	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
	14:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:02:09	00:00:00
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:47	00:01:02	00:00:08	00:00:08
19-03-2018		87	84	✔	96,6%	2	✔	2,3%	0	✔	0,0%	1	✔	1,1%	00:00:16	00:00:08	00:19:34	00:02:50	00:00:13	00:00:13
GrdRealVillaltalia		26	24	✔	92,3%	2	✔	7,7%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:09:24	00:02:38	00:00:16	00:00:15
	09:00:00	0	0	#DIV/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	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:07	00:02:43	00:00:10	00:00:10
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:07:58	00:04:17	00:00:14	00:00:14
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:01:23	00:01:15	00:00:08	00:00:08
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:24	00:03:14	00:00:32	00:00:32
	14:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:19	00:02:31	00:00:22	00:00:08
	15:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:32	00:02:30	00:00:16	00:00:20
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:03:29	00:01:53	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:37	00:02:37	00:00:10	00:00:10
HotelRealOeiras		18	17	✔	94,4%	0	✔	0,0%	0	✔	0,0%	1	✔	5,6%	00:00:15	00:00:09	00:19:34	00:03:28	00:00:13	00:00:13
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:22	00:02:04	00:00:13	00:00:13
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:09:04	00:09:04	00:00:21	00:00:21
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:01:15	00:01:15	00:00:57	00:00:57
	13:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:04	00:00:04	00:00:52	00:00:52	00:00:06	00:00:05
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:04:52	00:02:34	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:19	00:01:19	00:00:12	00:00:12
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:19:34	00:04:52	00:00:11	00:00:11
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:23	00:04:23	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:53	00:02:53	00:00:10	00:00:10
HotelRealPalacio	02-04-2018 14:01:41	19	19	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:16:41	00:03:15	00:00:11	00:00:11

OneContact Reporting

Service Performance Report

	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:29	00:02:02	00:00:08	00:00:08
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:16:41	00:05:12	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:37	00:01:59	00:00:23	00:00:23
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:08	00:02:02	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:18	00:05:18	00:00:22	00:00:22
	14:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:07:45	00:03:14	00:00:06	00:00:06
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:14	00:02:59	00:00:18	00:00:18
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:04:04	00:04:04	00:00:04	00:00:04
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:42	00:00:42	00:00:13	00:00:13
HotelRealParque		22	22	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:09	00:09:34	00:02:13	00:00:13	00:00:13
	09:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:06	00:00:52	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:41	00:02:41	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:51	00:00:51	00:00:09	00:00:09
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:01	00:01:42	00:00:16	00:00:16
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:09:34	00:09:34	00:00:08	00:00:08
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:06	00:01:27	00:00:13	00:00:13
	15:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:09	00:07:51	00:02:45	00:00:16	00:00:16
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:45	00:01:45	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:40	00:00:40	00:00:22	00:00:22
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:03:08	00:02:41	00:00:12	00:00:12
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:03:08	00:02:41	00:00:12	00:00:12
20-03-2018		74	71	✔	95,9%	3	✔	4,1%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:13:50	00:02:54	00:00:15	00:00:10
GrdRealVillaltalia		24	23	✔	95,8%	1	✔	4,2%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:11:05	00:04:03	00:00:14	00:00:10
	09:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:08:50	00:05:04	00:00:09	00:00:09
	10:00:00	7	6	✔	85,7%	1	⚠	14,3%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:08:18	00:02:34	00:00:22	00:00:07
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:11:05	00:05:00	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:56	00:00:56	00:00:05	00:00:05
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:12	00:01:12	00:00:05	00:00:05
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:16	00:04:06	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:10:00	00:06:58	00:00:34	00:00:34
HotelRealOeiras		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:06	00:02:56	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:50	00:01:50	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:06	00:07:06	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:12	00:01:25	00:00:14	00:00:14
HotelRealPalacio		19	19	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:13:50	00:02:38	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:40	00:02:40	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:13:50	00:07:40	00:00:05	00:00:05
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:34	00:02:53	00:00:15	00:00:15
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:44	00:06:44	00:00:10	00:00:10
	15:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:06:15	00:01:58	00:00:06	00:00:06
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:19	00:01:19	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:55	00:00:55	00:00:21	00:00:21
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:22	00:00:22	00:00:12	00:00:12
HotelRealParque		26	24	✔	92,3%	2	✔	7,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:39	00:02:09	00:00:21	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:04	00:01:04	00:00:08	00:00:08
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:30	00:03:50	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:02:48	00:01:42	00:00:06	00:00:06
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:58	00:02:42	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:17	00:01:17	00:00:04	00:00:04
	15:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:06:39	00:02:21	00:00:08	00:00:08
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:52	00:01:41	00:00:22	00:00:22
02-04-2018 14:01:41	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:00:59	00:00:40	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	18:00:00	2	0	0,0%	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:32	00:00:00
RealResidencia		1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:09	00:00:36	00:00:36	00:00:09	00:00:09
	16:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:09	00:00:36	00:00:36	00:00:09	00:00:09
21-03-2018		73	69	94,5%	2	2,7%	0	0,0%	2	2,7%	00:00:15	00:00:08	00:11:22	00:02:41	00:00:14	00:00:10
GrdRealVillaltalia		30	27	90,0%	1	3,3%	0	0,0%	2	6,7%	00:00:10	00:00:07	00:11:22	00:03:28	00:00:16	00:00:10
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:05	00:00:05	00:02:04	00:02:04	00:00:05	00:00:05
	10:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:09	00:02:33	00:01:03	00:00:18	00:00:18
	11:00:00	6	6	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:07	00:11:22	00:04:26	00:00:10	00:00:10
	12:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:06	00:00:06	00:01:40	00:01:40	00:00:06	00:00:06
	13:00:00	4	4	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:10:45	00:05:58	00:00:10	00:00:10
	14:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:07	00:01:20	00:01:20	00:00:14	00:00:14
	15:00:00	6	3	50,0%	1	16,7%	0	0,0%	2	33,3%	00:00:10	00:00:08	00:04:42	00:02:13	00:00:41	00:00:10
	16:00:00	5	5	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:08	00:00:06	00:07:41	00:03:05	00:00:06	00:00:06
	17:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:07	00:03:52	00:02:46	00:00:11	00:00:11
	18:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:06:17	00:06:17	00:00:08	00:00:08
HotelRealOeiras		13	13	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:05:10	00:02:17	00:00:11	00:00:11
	10:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:08	00:02:28	00:01:52	00:00:08	00:00:08
	12:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:06	00:00:06	00:05:10	00:05:10	00:00:06	00:00:06
	13:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:02:01	00:01:06	00:00:14	00:00:14
	14:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:13	00:00:11	00:03:14	00:02:12	00:00:11	00:00:11
	15:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:09	00:03:37	00:02:18	00:00:10	00:00:10
	16:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:09	00:03:44	00:03:44	00:00:09	00:00:09
	18:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:01:50	00:01:50	00:00:20	00:00:20
HotelRealPalacio		11	11	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:08	00:05:27	00:02:03	00:00:10	00:00:10
	10:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:08	00:00:06	00:02:33	00:01:32	00:00:06	00:00:06
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:01:38	00:00:57	00:00:16	00:00:16
	13:00:00	4	4	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:09	00:05:27	00:03:04	00:00:10	00:00:10
	14:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:12	00:00:07	00:04:44	00:02:21	00:00:10	00:00:10
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:04	00:00:04	00:00:24	00:00:24	00:00:04	00:00:04
HotelRealParque		15	15	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:07	00:04:32	00:01:50	00:00:08	00:00:08
	10:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:03	00:00:03	00:03:04	00:03:04	00:00:03	00:00:03
	11:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:02:06	00:01:16	00:00:15	00:00:15
	12:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:01:29	00:00:53	00:00:08	00:00:08
	13:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:06	00:03:08	00:01:32	00:00:14	00:00:14
	14:00:00	4	4	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:08	00:00:06	00:04:32	00:03:07	00:00:06	00:00:06
	15:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:08	00:01:14	00:01:04	00:00:08	00:00:08
	16:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:06	00:00:06	00:02:10	00:02:10	00:00:07	00:00:07
	18:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:05	00:00:05	00:01:32	00:01:32	00:00:05	00:00:05
RealResidencia		4	3	75,0%	1	25,0%	0	0,0%	0	0,0%	00:00:15	00:00:12	00:06:37	00:04:21	00:00:40	00:00:09
	12:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:11	00:00:11	00:01:08	00:01:08	00:00:11	00:00:11
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:09	00:05:18	00:05:18	00:00:10	00:00:10
	15:00:00	1	0	0,0%	1	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:16	00:00:00
	18:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:05	00:00:05	00:06:37	00:06:37	00:00:05	00:00:05
22-03-2018		56	48	85,7%	2	3,6%	0	0,0%	6	10,7%	00:00:16	00:00:09	00:21:09	00:03:11	00:00:13	00:00:14
GrdRealVillaltalia		19	14	73,7%	1	5,3%	0	0,0%	4	21,1%	00:00:10	00:00:07	00:21:09	00:04:03	00:00:08	00:00:08
	09:00:00	5	1	20,0%	1	20,0%	0	0,0%	3	60,0%	00:00:10	00:00:08	00:02:51	00:02:51	00:00:07	00:00:10
	10:00:00	3	2	66,7%	0	0,0%	0	0,0%	1	33,3%	00:00:04	00:00:03	00:09:54	00:05:51	00:00:04	00:00:03
	11:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:07	00:03:45	00:02:16	00:00:07	00:00:07
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:04	00:00:04	00:01:49	00:01:36	00:00:06	00:00:06
	14:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:03:57	00:03:19	00:00:12	00:00:12
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:02:50	00:02:50	00:00:08	00:00:08
02-04-2018 14:01:41	16:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:07	00:21:09	00:09:15	00:00:16	00:00:16

OneContact Reporting

Service Performance Report

	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:43	00:00:43	00:00:06	00:00:06
HotelRealOeiras		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:54	00:02:30	00:00:13	00:00:13
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:16	00:02:13	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:28	00:01:28	00:00:14	00:00:14
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:54	00:03:57	00:00:12	00:00:12
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:21	00:00:21	00:00:07	00:00:07
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:33	00:02:23	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:06	00:01:06	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:03:59	00:03:59	00:00:42	00:00:42
HotelRealPalacio		5	4	✔	80,0%	1	✖	20,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:37	00:02:23	00:00:21	00:00:25
	10:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:43	00:02:43	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:07:37	00:04:08	00:00:05	00:00:05
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:19	00:00:19	00:00:35	00:00:35
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:00:36	00:00:36	00:00:52	00:00:52
HotelRealParque		19	17	✔	89,5%	0	✔	0,0%	0	✔	0,0%	2	⚠	10,5%	00:00:16	00:00:10	00:17:20	00:03:09	00:00:16	00:00:16
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:17	00:01:15	00:00:19	00:00:19
	10:00:00	4	2	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	2	✖	50,0%	00:00:07	00:00:06	00:00:59	00:00:58	00:00:15	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:18	00:02:18	00:00:12	00:00:12
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:17:20	00:08:56	00:00:12	00:00:12
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:11	00:05:18	00:02:16	00:00:21	00:00:21
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:22	00:02:22	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:08:10	00:08:10	00:00:08	00:00:08
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:51	00:02:56	00:00:17	00:00:17
23-03-2018		70	62	✔	88,6%	5	✔	7,1%	0	✔	0,0%	3	✔	4,3%	00:00:15	00:00:08	00:10:39	00:02:31	00:00:16	00:00:12
GrdRealVillaltalia		28	25	✔	89,3%	3	⚠	10,7%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:10:39	00:03:04	00:00:21	00:00:16
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:01:43	00:01:35	00:00:05	00:00:05
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:10	00:01:42	00:00:11	00:00:11
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:17	00:02:54	00:00:07	00:00:07
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:07:30	00:04:13	00:00:46	00:00:46
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:43	00:01:58	00:00:13	00:00:13
	15:00:00	5	4	✔	80,0%	1	✖	20,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:05	00:04:30	00:00:13	00:00:07
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:10:39	00:05:59	00:00:15	00:00:15
	17:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:38	00:00:36	00:00:20	00:00:11
	18:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:05:16	00:05:16	00:01:04	00:00:16
HotelRealOeiras		14	13	✔	92,9%	0	✔	0,0%	0	✔	0,0%	1	✔	7,1%	00:00:15	00:00:08	00:06:13	00:02:26	00:00:09	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:04	00:02:04	00:00:24	00:00:24
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:06	00:06:04	00:02:12	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:39	00:00:39	00:00:11	00:00:11
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:25	00:01:51	00:00:11	00:00:11
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:06:13	00:05:18	00:00:06	00:00:06
	16:00:00	1	0	✖	0,0%	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	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:40	00:02:40	00:00:07	00:00:07
HotelRealPalacio		9	7	⚠	77,8%	1	⚠	11,1%	0	✔	0,0%	1	⚠	11,1%	00:00:15	00:00:07	00:05:33	00:02:39	00:00:12	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:33	00:03:44	00:00:09	00:00:09
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:39	00:01:30	00:00:13	00:00:13
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:54	00:01:08	00:00:06	00:00:06
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:49	00:04:15	00:00:08	00:00:08
	17:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:42	00:00:00
	18:00:00	1	0	✖	0,0%	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
HotelRealParque		18	16	✔	88,9%	1	✔	5,6%	0	✔	0,0%	1	✔	5,6%	00:00:15	00:00:09	00:04:07	00:01:38	00:00:16	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:07	00:02:24	00:00:22	00:00:22
02-04-2018 14:01:41	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:56	00:00:56	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:02:57	00:01:38	00:00:07	00:00:07
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:25	00:01:34	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:44	00:01:20	00:00:08	00:00:08
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:46	00:01:35	00:00:11	00:00:11
	18:00:00	3	1	✖	33,3%	1	✖	33,3%	0	✔	0,0%	1	✖	33,3%	00:00:15	00:00:10	00:01:54	00:01:54	00:00:46	00:00:06
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:38	00:01:38	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:38	00:01:38	00:00:06	00:00:06
24-03-2018		8	7	✔	87,5%	0	✔	0,0%	0	✔	0,0%	1	⚠	12,5%	00:00:10	00:00:07	00:14:16	00:05:50	00:00:07	00:00:07
GrdRealVillaltalia		5	4	✔	80,0%	0	✔	0,0%	0	✔	0,0%	1	✖	20,0%	00:00:07	00:00:06	00:10:26	00:04:39	00:00:06	00:00:06
	11:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:06	00:00:06	00:10:26	00:10:26	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:51	00:06:51	00:00:06	00:00:06
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:00:52	00:00:39	00:00:06	00:00:06
HotelRealPalacio		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:14:16	00:14:16	00:00:07	00:00:07
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:14:16	00:14:16	00:00:07	00:00:07
HotelRealParque		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:23	00:03:23	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:23	00:03:23	00:00:10	00:00:10
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:36	00:04:36	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:36	00:04:36	00:00:07	00:00:07
26-03-2018		70	67	✔	95,7%	2	✔	2,9%	0	✔	0,0%	1	✔	1,4%	00:00:15	00:00:08	00:09:09	00:02:30	00:00:10	00:00:10
GrdRealVillaltalia		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:09:09	00:03:27	00:00:09	00:00:09
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:37	00:02:58	00:00:04	00:00:04
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:46	00:02:34	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:45	00:04:00	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:51	00:00:51	00:00:10	00:00:10
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:14	00:03:49	00:00:12	00:00:12
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:09:09	00:04:30	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:29	00:01:29	00:00:05	00:00:05
HotelRealOeiras		25	22	✔	88,0%	2	✔	8,0%	0	✔	0,0%	1	✔	4,0%	00:00:15	00:00:08	00:05:50	00:02:21	00:00:14	00:00:15
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:48	00:01:48	00:00:23	00:00:23
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:36	00:04:35	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:37	00:01:12	00:00:22	00:00:22
	13:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:02:16	00:01:11	00:00:09	00:00:09
	14:00:00	0	0	#DIV/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
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:05:50	00:02:58	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:10	00:01:10	00:00:04	00:00:04
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:21	00:03:16	00:00:16	00:00:16
	18:00:00	7	4	⚠	57,1%	2	✖	28,6%	0	✔	0,0%	1	⚠	14,3%	00:00:15	00:00:10	00:04:28	00:02:29	00:00:21	00:00:32
HotelRealPalacio		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:06:43	00:02:55	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:37	00:01:37	00:00:07	00:00:07
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:55	00:02:44	00:00:06	00:00:06
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:06:43	00:03:54	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:58	00:02:58	00:00:08	00:00:08
HotelRealParque		20	20	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:05:13	00:01:40	00:00:08	00:00:08
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:04	00:01:40	00:00:04	00:00:04
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:35	00:00:35	00:00:06	00:00:06
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:34	00:00:52	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:00:55	00:00:40	00:00:07	00:00:07
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:05:13	00:03:09	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:08	00:01:58	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:30	00:01:31	00:00:08	00:00:08
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:59	00:02:08	00:00:12	00:00:12
02-04-2018 14:01:41	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:30	00:00:30	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

27-03-2018		71	67	✔	94,4%	0	✔	0,0%	0	✔	0,0%	4	✔	5,6%	00:00:16	00:00:08	00:12:42	00:03:06	00:00:12	00:00:12
GrdRealVillaltalia		27	23	✔	85,2%	0	✔	0,0%	0	✔	0,0%	4	⚠	14,8%	00:00:10	00:00:07	00:11:59	00:03:48	00:00:13	00:00:13
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:01:24	00:01:24	00:00:16	00:00:16
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:17	00:01:07	00:00:08	00:00:08
	11:00:00	6	2	✖	33,3%	0	✔	0,0%	0	✔	0,0%	4	✖	66,7%	00:00:10	00:00:08	00:01:41	00:01:26	00:00:09	00:00:06
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:11:59	00:07:08	00:00:21	00:00:21
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:14	00:04:14	00:00:35	00:00:35
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:21	00:02:48	00:00:16	00:00:16
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:08:59	00:04:58	00:00:06	00:00:06
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:11	00:03:02	00:00:11	00:00:11
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:28	00:01:28	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:46	00:00:46	00:00:08	00:00:08
HotelRealOeiras		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:12:24	00:02:51	00:00:10	00:00:10
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:45	00:02:01	00:00:06	00:00:06
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:08	00:01:59	00:00:22	00:00:22
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:00:57	00:00:39	00:00:08	00:00:08
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:03:13	00:01:33	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:49	00:03:49	00:00:03	00:00:03
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:12:24	00:07:34	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:56	00:02:56	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:38	00:02:12	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:07:08	00:07:08	00:00:05	00:00:05
HotelRealPalacio		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:09	00:12:42	00:03:31	00:00:11	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:12	00:04:55	00:03:08	00:00:12	00:00:12
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:02	00:03:02	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:00	00:02:20	00:00:22	00:00:22
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:01	00:03:13	00:00:10	00:00:10
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:12:42	00:05:14	00:00:07	00:00:07
HotelRealParque		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:24	00:01:35	00:00:10	00:00:10
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:01:07	00:00:53	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:05:24	00:02:56	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:53	00:01:53	00:00:04	00:00:04
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:57	00:01:41	00:00:14	00:00:14
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:36	00:00:36	00:00:10	00:00:10
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:03:14	00:01:32	00:00:08	00:00:08
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:21	00:03:12	00:00:20	00:00:20
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:21	00:04:21	00:00:21	00:00:21
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:03	00:02:03	00:00:19	00:00:19
28-03-2018		56	54	✔	96,4%	0	✔	0,0%	0	✔	0,0%	2	✔	3,6%	00:00:15	00:00:08	00:11:23	00:02:36	00:00:10	00:00:10
GrdRealVillaltalia		20	20	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:11:23	00:03:23	00:00:09	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:34	00:03:17	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:20	00:00:20	00:00:04	00:00:04
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:11:23	00:07:50	00:00:08	00:00:08
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:21	00:02:22	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:08:37	00:06:25	00:00:18	00:00:18
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:06:22	00:05:18	00:00:05	00:00:05
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:03	00:02:03	00:00:04	00:00:04
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:05:31	00:02:08	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:47	00:00:47	00:00:09	00:00:09
HotelRealOeiras		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:54	00:01:35	00:00:11	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:54	00:02:04	00:00:17	00:00:17
02-04-2018 14:01:41	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:45	00:00:45	00:00:13	00:00:13

OneContact Reporting

Service Performance Report

	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:39	00:02:39	00:00:05	00:00:05
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:02:32	00:02:32	00:00:14	00:00:14
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:49	00:00:49	00:00:03	00:00:03
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:01:11	00:00:53	00:00:08	00:00:08
HotelRealPalacio		11	10	✔	90,9%	0	✔	0,0%	0	✔	0,0%	1	✔	9,1%	00:00:15	00:00:09	00:03:23	00:01:37	00:00:09	00:00:10
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:12	00:00:12	00:01:22	00:01:22	00:00:10	00:00:12
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:06	00:01:47	00:01:12	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:23	00:01:58	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:35	00:02:35	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:57	00:00:57	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:57	00:02:57	00:00:22	00:00:22
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:00:53	00:00:53	00:00:14	00:00:14
HotelRealParque		14	13	✔	92,9%	0	✔	0,0%	0	✔	0,0%	1	✔	7,1%	00:00:15	00:00:09	00:07:27	00:02:26	00:00:11	00:00:11
	09:00:00	1	0	✖	0,0%	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%	0	✔	0,0%	00:00:15	00:00:12	00:01:15	00:01:15	00:00:37	00:00:37
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:08	00:02:49	00:02:37	00:00:08	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:38	00:01:27	00:00:11	00:00:11
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:41	00:01:41	00:00:08	00:00:08
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:06:13	00:02:34	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:07:27	00:07:27	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:27	00:01:27	00:00:11	00:00:11
RealResidencia		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:08	00:03:45	00:00:16	00:00:16
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:04:08	00:04:08	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:50	00:03:50	00:00:19	00:00:19
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:16	00:03:16	00:00:25	00:00:25
29-03-2018		76	60	⚠	78,9%	2	✔	2,6%	0	✔	0,0%	14	✖	18,4%	00:00:34	00:00:08	00:19:15	00:02:32	00:00:24	00:00:22
GrdRealVillaltalia		26	19	⚠	73,1%	0	✔	0,0%	0	✔	0,0%	7	✖	26,9%	00:00:10	00:00:07	00:07:35	00:02:38	00:00:11	00:00:12
	10:00:00	6	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	6	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:12	00:01:52	00:00:23	00:00:23
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:30	00:00:30	00:00:05	00:00:05
	13:00:00	5	4	✔	80,0%	0	✔	0,0%	0	✔	0,0%	1	✖	20,0%	00:00:10	00:00:06	00:07:35	00:05:00	00:00:08	00:00:08
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:05	00:04:43	00:02:08	00:00:10	00:00:10
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:53	00:01:46	00:00:12	00:00:12
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:58	00:04:50	00:00:16	00:00:16
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:01	00:00:54	00:00:10	00:00:10
HotelRealOeiras		12	10	✔	83,3%	0	✔	0,0%	0	✔	0,0%	2	✖	16,7%	00:00:15	00:00:08	00:05:15	00:02:06	00:00:13	00:00:14
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:15	00:02:56	00:00:35	00:00:35
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:08	00:01:42	00:00:06	00:00:06
	13:00:00	3	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	2	✖	66,7%	00:00:04	00:00:04	00:02:28	00:02:28	00:00:06	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:09	00:01:09	00:00:07	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:27	00:02:27	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:45	00:01:45	00:00:19	00:00:19
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:58	00:01:58	00:00:09	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:55	00:01:55	00:00:11	00:00:11
HotelRealPalacio		12	9	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	3	✖	25,0%	00:00:15	00:00:08	00:19:15	00:04:10	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:42	00:04:42	00:00:09	00:00:09
	10:00:00	5	2	✖	40,0%	0	✔	0,0%	0	✔	0,0%	3	✖	60,0%	00:00:09	00:00:06	00:19:15	00:10:24	00:00:08	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:07	00:01:07	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:43	00:01:43	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:21	00:03:21	00:00:21	00:00:21
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:45	00:01:50	00:00:08	00:00:08
02-04-2018 14:01:41	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:08	00:02:08	00:00:03	00:00:03

OneContact Reporting

Service Performance Report

HotelRealParque		24	21	✔	87,5%	2	✔	8,3%	0	✔	0,0%	1	✔	4,2%	00:00:34	00:00:11	00:10:33	00:02:03	00:00:54	00:00:43
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:46	00:00:46	00:00:09	00:00:09
	10:00:00	4	1	✘	25,0%	2	✘	50,0%	0	✔	0,0%	1	✘	25,0%	00:00:15	00:00:14	00:00:27	00:00:27	00:03:42	00:08:12
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:22	00:01:57	00:00:10	00:00:10
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:06:45	00:02:35	00:00:34	00:00:34
	14:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:03:24	00:01:35	00:00:07	00:00:07
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:34	00:00:18	00:10:33	00:04:15	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:40	00:01:35	00:00:06	00:00:06
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:54	00:01:52	00:01:18	00:01:18
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:52	00:01:21	00:00:08	00:00:08
RealResidencia		2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✘	50,0%	00:00:07	00:00:07	00:01:47	00:01:47	00:00:12	00:00:07
	10:00:00	1	0	✘	0,0%	0	✔	0,0%	0	✔	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:18	00:00:00
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:47	00:01:47	00:00:07	00:00:07
30-03-2018		36	23	⚠	63,9%	6	✘	16,7%	0	✔	0,0%	7	✘	19,4%	00:00:15	00:00:08	00:11:11	00:03:35	00:00:26	00:00:10
GrdRealVillaltalia		17	14	✔	82,4%	2	⚠	11,8%	0	✔	0,0%	1	✔	5,9%	00:00:10	00:00:07	00:11:11	00:03:01	00:00:30	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:00:38	00:00:38	00:00:14	00:00:14
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:00:44	00:00:44	00:00:18	00:00:18
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:07:31	00:04:33	00:00:11	00:00:11
	14:00:00	5	4	✔	80,0%	1	✘	20,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:12	00:02:54	00:00:08	00:00:09
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:11:11	00:03:57	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:30	00:02:09	00:00:08	00:00:08
	17:00:00	2	0	✘	0,0%	1	✘	50,0%	0	✔	0,0%	1	✘	50,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:03:00	00:00:00
HotelRealOeiras		4	2	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	2	✘	50,0%	00:00:15	00:00:12	00:07:04	00:06:37	00:00:23	00:00:18
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:04	00:07:04	00:00:08	00:00:08
	16:00:00	0	0	#DIV/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
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:06:10	00:06:10	00:00:28	00:00:28
	18:00:00	1	0	✘	0,0%	0	✔	0,0%	0	✔	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:33	00:00:00
	19:00:00	1	0	✘	0,0%	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
HotelRealPalacio		7	4	⚠	57,1%	0	✔	0,0%	0	✔	0,0%	3	✘	42,9%	00:00:09	00:00:06	00:04:44	00:02:48	00:00:10	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:48	00:01:48	00:00:09	00:00:09
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:01	00:03:01	00:00:04	00:00:04
	13:00:00	1	0	✘	0,0%	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
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:04	00:04:44	00:03:12	00:00:04	00:00:04
	17:00:00	1	0	✘	0,0%	0	✔	0,0%	0	✔	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
	18:00:00	1	0	✘	0,0%	0	✔	0,0%	0	✔	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:25	00:00:00
HotelRealParque		7	2	✘	28,6%	4	✘	57,1%	0	✔	0,0%	1	⚠	14,3%	00:00:11	00:00:10	00:07:20	00:06:12	00:00:38	00:00:10
	13:00:00	5	0	✘	0,0%	4	✘	80,0%	0	✔	0,0%	1	✘	20,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:50	00:00:00
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:07:20	00:06:12	00:00:10	00:00:10
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:20	00:03:20	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:20	00:03:20	00:00:07	00:00:07
31-03-2018		15	7	✘	46,7%	3	✘	20,0%	0	✔	0,0%	5	✘	33,3%	00:00:15	00:00:10	00:06:43	00:02:19	00:00:31	00:00:09
GrdRealVillaltalia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:01	00:03:01	00:00:09	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:01	00:03:01	00:00:09	00:00:09
HotelRealOeiras		5	3	⚠	60,0%	0	✔	0,0%	0	✔	0,0%	2	✘	40,0%	00:00:12	00:00:10	00:03:18	00:01:39	00:00:08	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:03:18	00:03:18	00:00:11	00:00:11
	14:00:00	1	0	✘	0,0%	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	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:01:15	00:00:49	00:00:10	00:00:10
	16:00:00	1	0	✘	0,0%	0	✔	0,0%	0	✔	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
HotelRealPalacio		4	0	✘	0,0%	1	✘	25,0%	0	✔	0,0%	3	✘	75,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:19	00:00:00
	10:00:00	1	0	✘	0,0%	1	✘	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:00	00:00:00
	14:00:00	3	0	✘	0,0%	0	✔	0,0%	0	✔	0,0%	3	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
HotelRealParque		5	3	⚠	60,0%	2	✘	40,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:43	00:02:45	00:01:06	00:00:08

OneContact Reporting

Service Performance Report

	09:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:08	00:01:05	00:00:46	00:00:08	00:00:08
	11:00:00	2	1	⚠ 50,0%	1	✖ 50,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:12	00:06:43	00:06:43	00:02:11	00:00:08
	15:00:00	1	0	✖ 0,0%	1	✖ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:53	00:00:00
TOTAL		1537	1368	✔ 89,0%	59	✔ 3,8%	0	✔ 0,0%	110	✔ 7,2%	00:00:34	00:00:08	00:21:09	00:02:51	00:00:15	00:00:12