

OneContact Reporting

Team Detail Daily Report

Team: Lisboa

Date / Agent	Handled Interactions	Transferred Interactions	Abandoned Interactions	Rejected Interactions	Talk Time				Ring Time Interactions) (Handled				Wrapup Time			
					Total	Avg	Max	Min	Total	Avg	Max	Min	Total	Avg	Max	Min
01-03-2018	60	6	0	19	03:54:03	00:03:33	00:17:23	00:00:08	00:06:44	00:00:07	00:00:29	00:00:02	00:03:05	00:00:03	00:00:30	00:00:00
ana.garcia	10	2	0	3	00:44:53	00:03:44	00:06:57	00:00:44	00:01:20	00:00:08	00:00:10	00:00:07	00:00:42	00:00:04	00:00:13	00:00:00
barradas.susana	1	0	0	0	00:00:38	00:00:38	00:00:38	00:00:38	00:00:29	00:00:29	00:00:29	00:00:29	00:00:30	00:00:30	00:00:30	00:00:30
carina.diogo	16	1	0	5	00:51:54	00:03:03	00:12:39	00:00:08	00:01:25	00:00:05	00:00:15	00:00:02	00:00:19	00:00:01	00:00:06	00:00:00
hugo.teles	10	0	0	5	00:47:47	00:04:47	00:17:23	00:00:35	00:01:01	00:00:06	00:00:08	00:00:04	00:00:09	00:00:01	00:00:02	00:00:00
liliana.manalvo	12	2	0	2	00:52:22	00:03:44	00:11:55	00:00:08	00:00:58	00:00:05	00:00:10	00:00:02	00:01:13	00:00:05	00:00:30	00:00:01
maria.veloso	11	1	0	4	00:36:29	00:03:02	00:11:40	00:00:30	00:01:31	00:00:08	00:00:12	00:00:04	00:00:12	00:00:01	00:00:02	00:00:00
02-03-2018	59	13	0	7	03:09:05	00:02:38	00:12:06	00:00:09	00:07:02	00:00:07	00:00:29	00:00:02	00:03:59	00:00:03	00:00:30	00:00:00
ana.garcia	11	1	0	3	00:39:06	00:03:16	00:12:06	00:00:20	00:01:18	00:00:07	00:00:10	00:00:04	00:00:46	00:00:04	00:00:12	00:00:01
carina.diogo	17	0	0	0	00:58:07	00:03:25	00:07:27	00:00:38	00:01:33	00:00:05	00:00:08	00:00:03	00:01:11	00:00:04	00:00:30	00:00:00
hugo.teles	13	3	0	2	00:33:22	00:02:05	00:05:41	00:00:09	00:01:44	00:00:08	00:00:11	00:00:05	00:00:18	00:00:01	00:00:03	00:00:00
liliana.manalvo	10	5	0	1	00:25:17	00:01:41	00:06:47	00:00:16	00:01:32	00:00:09	00:00:29	00:00:03	00:01:24	00:00:06	00:00:30	00:00:01
maria.veloso	8	4	0	1	00:33:13	00:02:46	00:11:06	00:00:34	00:00:55	00:00:07	00:00:11	00:00:02	00:00:20	00:00:02	00:00:09	00:00:00
03-03-2018	12	0	0	5	00:50:36	00:04:13	00:09:03	00:00:11	00:01:09	00:00:06	00:00:14	00:00:01	00:00:41	00:00:03	00:00:30	00:00:00
hugo.teles	12	0	0	5	00:50:36	00:04:13	00:09:03	00:00:11	00:01:09	00:00:06	00:00:14	00:00:01	00:00:41	00:00:03	00:00:30	00:00:00
05-03-2018	60	9	0	15	03:16:04	00:02:50	00:08:31	00:00:14	00:06:43	00:00:07	00:00:20	00:00:01	00:13:20	00:00:12	00:00:31	00:00:00
ana.garcia	8	4	0	6	00:27:03	00:02:15	00:06:06	00:00:14	00:00:56	00:00:07	00:00:08	00:00:05	00:00:17	00:00:02	00:00:05	00:00:01
barradas.susana	10	0	0	3	00:30:27	00:03:03	00:08:11	00:00:38	00:01:11	00:00:07	00:00:11	00:00:03	00:05:01	00:00:30	00:00:31	00:00:30
carina.diogo	3	0	0	0	00:07:29	00:02:30	00:02:40	00:02:19	00:00:16	00:00:05	00:00:08	00:00:03	00:00:05	00:00:02	00:00:03	00:00:01
liliana.manalvo	18	1	0	0	00:57:58	00:03:03	00:08:17	00:00:28	00:01:13	00:00:04	00:00:08	00:00:01	00:02:15	00:00:07	00:00:31	00:00:00
maria.veloso	12	3	0	1	00:41:02	00:02:44	00:08:31	00:00:30	00:02:02	00:00:10	00:00:20	00:00:07	00:00:41	00:00:03	00:00:27	00:00:00
susana.oliveira	9	1	0	5	00:32:05	00:03:12	00:06:48	00:00:29	00:01:05	00:00:07	00:00:10	00:00:03	00:05:01	00:00:30	00:00:31	00:00:30
06-03-2018	94	10	3	45	03:42:13	00:02:08	00:10:45	00:00:04	00:11:52	00:00:08	00:00:22	00:00:02	00:16:37	00:00:11	00:00:31	00:00:00
agente.test	8	0	0	5	00:04:19	00:00:32	00:01:18	00:00:04	00:01:22	00:00:10	00:00:22	00:00:06	00:01:20	00:00:10	00:00:30	00:00:01
ana.garcia	14	2	1	4	00:51:25	00:03:13	00:10:45	00:00:44	00:01:52	00:00:08	00:00:11	00:00:07	00:01:30	00:00:06	00:00:30	00:00:00
barradas.susana	15	0	0	17	00:22:29	00:01:30	00:07:38	00:00:06	00:02:06	00:00:08	00:00:15	00:00:03	00:06:01	00:00:30	00:00:31	00:00:30
carina.diogo	6	0	0	3	00:19:21	00:03:14	00:08:15	00:00:25	00:00:53	00:00:09	00:00:17	00:00:02	00:00:06	00:00:01	00:00:02	00:00:00
liliana.manalvo	24	5	2	3	00:48:07	00:01:40	00:05:07	00:00:06	00:02:02	00:00:05	00:00:08	00:00:02	00:01:55	00:00:05	00:00:30	00:00:00
maria.veloso	16	2	0	10	00:44:44	00:02:29	00:05:20	00:00:27	00:02:07	00:00:08	00:00:10	00:00:04	00:00:15	00:00:01	00:00:02	00:00:00
susana.oliveira	11	1	0	3	00:31:48	00:02:39	00:10:25	00:00:28	00:01:30	00:00:08	00:00:13	00:00:03	00:05:30	00:00:30	00:00:30	00:00:30
07-03-2018	52	8	2	18	02:51:13	00:02:51	00:18:02	00:00:11	00:05:45	00:00:07	00:00:15	00:00:01	00:17:03	00:00:17	00:00:33	00:00:00
agente.test	0	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	8	5	0	5	00:29:03	00:02:14	00:10:45	00:00:22	00:00:56	00:00:07	00:00:08	00:00:06	00:06:34	00:00:30	00:00:33	00:00:30
carina.diogo	3	0	0	0	00:08:39	00:02:53	00:05:22	00:01:35	00:00:22	00:00:07	00:00:08	00:00:07	00:00:04	00:00:01	00:00:02	00:00:01
liliana.manalvo	13	1	1	4	00:42:21	00:03:02	00:10:50	00:00:20	00:01:03	00:00:05	00:00:09	00:00:03	00:02:05	00:00:10	00:00:30	00:00:00
maria.veloso	13	1	1	2	00:49:05	00:03:30	00:18:02	00:00:26	00:01:36	00:00:07	00:00:15	00:00:04	00:00:20	00:00:01	00:00:06	00:00:00
susana.oliveira	15	1	0	6	00:42:05	00:02:38	00:06:33	00:00:11	00:01:48	00:00:07	00:00:13	00:00:01	00:08:00	00:00:30	00:00:30	00:00:30
08-03-2018	48	4	5	21	02:27:06	00:02:50	00:09:05	00:00:20	00:06:23	00:00:08	00:00:23	00:00:03	00:06:19	00:00:07	00:00:30	00:00:00
agente.test	0	0	0	5	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	7	1	0	5	00:32:40	00:04:05	00:08:35	00:00:49	00:01:07	00:00:10	00:00:23	00:00:05	00:00:13	00:00:02	00:00:04	00:00:00
barradas.susana	6	1	0	2	00:12:30	00:01:47	00:03:07	00:00:28	00:00:50	00:00:08	00:00:12	00:00:07	00:03:30	00:00:30	00:00:30	00:00:30
hugo.teles	12	0	0	1	00:28:52	00:02:24	00:05:20	00:00:57	00:01:48	00:00:09	00:00:15	00:00:05	00:00:12	00:00:01	00:00:02	00:00:00
liliana.manalvo	12	1	1	4	00:27:37	00:02:07	00:06:43	00:00:31	00:01:10	00:00:06	00:00:12	00:00:03	00:01:18	00:00:06	00:00:30	00:00:00
maria.veloso	9	1	0	2	00:39:41	00:03:58	00:09:05	00:00:20	00:01:13	00:00:08	00:00:11	00:00:07	00:00:06	00:00:01	00:00:02	00:00:00
susana.oliveira	2	0	2	2	00:05:46	00:02:53	00:03:01	00:02:45	00:00:15	00:00:08	00:00:09	00:00:06	00:01:00	00:00:30	00:00:30	00:00:30

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Team Detail Daily Report

tania.sobral	0	0	2	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
09-03-2018	63	16	3	36	03:32:36	00:02:41	00:10:43	00:00:13	00:07:17	00:00:07	00:00:24	00:00:02	00:11:00	00:00:09	00:00:34	00:00:00
agente.test	0	0	0	2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	9	5	0	5	00:31:57	00:02:17	00:06:28	00:00:14	00:01:02	00:00:07	00:00:09	00:00:02	00:00:30	00:00:03	00:00:09	00:00:00
barradas.susana	12	2	0	3	00:33:30	00:02:24	00:06:50	00:00:13	00:01:37	00:00:08	00:00:24	00:00:02	00:06:30	00:00:30	00:00:30	00:00:30
carina.diogo	3	0	1	2	00:05:10	00:01:43	00:03:12	00:00:59	00:00:08	00:00:03	00:00:04	00:00:02	00:00:35	00:00:12	00:00:30	00:00:01
hugo.teles	9	3	2	5	00:41:45	00:03:29	00:10:09	00:00:36	00:01:09	00:00:08	00:00:09	00:00:05	00:01:16	00:00:06	00:00:34	00:00:01
liliana.manalvo	15	2	0	4	00:52:26	00:03:05	00:10:43	00:00:21	00:01:18	00:00:05	00:00:11	00:00:03	00:00:25	00:00:01	00:00:05	00:00:00
maria.veloso	12	4	0	11	00:42:20	00:02:39	00:06:52	00:00:38	00:01:40	00:00:08	00:00:22	00:00:02	00:00:14	00:00:01	00:00:01	00:00:00
susana.oliveira	3	0	0	4	00:05:28	00:01:49	00:03:48	00:00:28	00:00:23	00:00:08	00:00:10	00:00:06	00:01:30	00:00:30	00:00:30	00:00:30
10-03-2018	10	5	0	2	00:45:07	00:03:00	00:12:59	00:00:19	00:01:12	00:00:07	00:00:10	00:00:01	00:00:31	00:00:02	00:00:20	00:00:00
maria.veloso	10	5	0	2	00:45:07	00:03:00	00:12:59	00:00:19	00:01:12	00:00:07	00:00:10	00:00:01	00:00:31	00:00:02	00:00:20	00:00:00
12-03-2018	59	10	1	15	02:41:18	00:02:20	00:09:34	00:00:00	00:07:04	00:00:07	00:00:15	00:00:02	00:13:41	00:00:12	00:00:31	00:00:00
ana.garcia	11	3	0	4	00:39:43	00:02:50	00:08:15	00:00:27	00:01:46	00:00:10	00:00:15	00:00:06	00:02:26	00:00:10	00:00:30	00:00:01
barradas.susana	10	3	0	2	00:31:11	00:02:24	00:04:53	00:00:27	00:01:22	00:00:08	00:00:12	00:00:05	00:06:01	00:00:30	00:00:31	00:00:30
carina.diogo	12	1	1	3	00:23:17	00:01:47	00:04:44	00:00:00	00:00:54	00:00:04	00:00:09	00:00:02	00:00:14	00:00:01	00:00:03	00:00:00
hugo.teles	13	3	0	1	00:27:57	00:01:45	00:04:40	00:00:30	00:01:31	00:00:07	00:00:10	00:00:04	00:00:58	00:00:04	00:00:30	00:00:01
liliana.manalvo	5	0	0	0	00:15:51	00:03:10	00:09:34	00:00:55	00:00:21	00:00:04	00:00:05	00:00:03	00:00:02	00:00:00	00:00:01	00:00:00
susana.oliveira	8	0	0	5	00:23:19	00:02:55	00:08:52	00:00:40	00:01:10	00:00:09	00:00:13	00:00:06	00:04:00	00:00:30	00:00:30	00:00:30
13-03-2018	49	10	2	26	02:36:44	00:02:39	00:15:02	00:00:17	00:05:43	00:00:07	00:00:21	00:00:02	00:05:43	00:00:06	00:00:31	00:00:00
ana.garcia	12	1	1	6	00:47:21	00:03:39	00:15:02	00:00:51	00:01:22	00:00:07	00:00:09	00:00:04	00:02:25	00:00:11	00:00:30	00:00:00
carina.diogo	10	3	0	4	00:25:24	00:01:57	00:05:18	00:00:20	00:00:43	00:00:04	00:00:08	00:00:02	00:00:21	00:00:02	00:00:07	00:00:01
hugo.teles	11	2	1	1	00:35:56	00:02:46	00:07:38	00:00:21	00:01:37	00:00:09	00:00:21	00:00:05	00:00:43	00:00:03	00:00:30	00:00:00
liliana.manalvo	3	0	0	5	00:02:52	00:00:57	00:01:19	00:00:27	00:00:11	00:00:04	00:00:05	00:00:03	00:00:01	00:00:00	00:00:01	00:00:00
maria.veloso	10	3	0	4	00:31:21	00:02:25	00:07:21	00:00:17	00:01:26	00:00:09	00:00:12	00:00:06	00:00:12	00:00:01	00:00:02	00:00:00
susana.oliveira	3	1	0	6	00:13:50	00:03:28	00:09:46	00:00:18	00:00:24	00:00:08	00:00:10	00:00:07	00:02:01	00:00:30	00:00:31	00:00:30
14-03-2018	54	9	3	22	02:58:25	00:02:50	00:11:33	00:00:08	00:06:32	00:00:07	00:00:16	00:00:02	00:07:22	00:00:07	00:00:31	00:00:00
ana.garcia	8	5	0	5	00:33:29	00:02:35	00:10:21	00:00:28	00:01:00	00:00:08	00:00:11	00:00:04	00:00:45	00:00:04	00:00:21	00:00:01
carina.diogo	2	1	0	1	00:05:22	00:01:47	00:03:48	00:00:46	00:00:12	00:00:06	00:00:10	00:00:02	00:00:11	00:00:06	00:00:07	00:00:04
hugo.teles	10	2	3	4	00:26:15	00:02:11	00:05:03	00:00:08	00:01:26	00:00:09	00:00:16	00:00:03	00:00:44	00:00:04	00:00:30	00:00:00
liliana.manalvo	11	0	0	5	00:34:50	00:03:10	00:11:33	00:00:49	00:00:57	00:00:05	00:00:10	00:00:03	00:00:56	00:00:05	00:00:30	00:00:00
maria.veloso	14	1	0	1	00:49:22	00:03:17	00:10:13	00:00:32	00:01:43	00:00:07	00:00:11	00:00:02	00:00:15	00:00:01	00:00:02	00:00:00
susana.oliveira	9	0	0	6	00:29:07	00:03:14	00:05:36	00:00:47	00:01:14	00:00:08	00:00:14	00:00:04	00:04:31	00:00:30	00:00:31	00:00:30
15-03-2018	63	3	4	18	03:20:04	00:03:02	00:17:28	00:00:03	00:08:11	00:00:08	00:00:37	00:00:02	00:09:23	00:00:09	00:00:31	00:00:00
ana.garcia	12	0	2	8	00:47:59	00:04:00	00:13:38	00:00:03	00:01:46	00:00:09	00:00:37	00:00:02	00:00:47	00:00:04	00:00:12	00:00:01
carina.diogo	12	1	0	2	00:39:54	00:03:04	00:07:49	00:00:06	00:01:14	00:00:06	00:00:13	00:00:03	00:00:44	00:00:04	00:00:30	00:00:00
hugo.teles	13	0	1	1	00:28:22	00:02:11	00:09:18	00:00:06	00:01:33	00:00:07	00:00:12	00:00:03	00:00:37	00:00:03	00:00:17	00:00:01
liliana.manalvo	3	0	1	1	00:10:43	00:03:34	00:04:12	00:02:36	00:00:22	00:00:07	00:00:08	00:00:07	00:00:04	00:00:01	00:00:02	00:00:01
maria.veloso	11	0	0	4	00:38:46	00:03:31	00:17:28	00:00:04	00:01:45	00:00:10	00:00:30	00:00:02	00:00:10	00:00:01	00:00:02	00:00:00
susana.oliveira	12	2	0	2	00:34:20	00:02:27	00:09:11	00:00:13	00:01:31	00:00:08	00:00:12	00:00:03	00:07:01	00:00:30	00:00:31	00:00:30
16-03-2018	84	10	8	25	04:11:44	00:02:41	00:17:15	00:00:01	00:09:56	00:00:07	00:00:17	00:00:01	00:11:22	00:00:08	00:00:31	00:00:00
ana.garcia	12	2	2	8	00:56:59	00:04:04	00:17:15	00:00:23	00:01:25	00:00:07	00:00:11	00:00:01	00:00:51	00:00:04	00:00:09	00:00:00
carina.diogo	22	3	1	2	00:56:39	00:02:16	00:07:06	00:00:05	00:02:03	00:00:06	00:00:11	00:00:02	00:01:23	00:00:04	00:00:31	00:00:00
hugo.teles	17	1	0	7	00:40:36	00:02:15	00:08:47	00:00:01	00:02:04	00:00:07	00:00:10	00:00:02	00:01:50	00:00:07	00:00:30	00:00:01
liliana.manalvo	5	0	0	2	00:14:00	00:02:48	00:06:42	00:00:17	00:00:34	00:00:07	00:00:15	00:00:03	00:00:34	00:00:07	00:00:30	00:00:01
maria.veloso	15	3	0	2	00:39:47	00:02:13	00:08:57	00:00:27	00:02:01	00:00:08	00:00:13	00:00:01	00:00:14	00:00:01	00:00:02	00:00:00
susana.oliveira	13	1	5	4	00:43:43	00:03:07	00:07:46	00:00:52	00:01:49	00:00:08	00:00:17	00:00:04	00:06:30	00:00:30	00:00:30	00:00:30
17-03-2018	20	3	0	1	00:50:19	00:02:11	00:11:17	00:00:05	00:02:34	00:00:08	00:00:29	00:00:02	00:00:59	00:00:03	00:00:30	00:00:00
carina.diogo	20	3	0	1	00:50:19	00:02:11	00:11:17	00:00:05	00:02:34	00:00:08	00:00:29	00:00:02	00:00:59	00:00:03	00:00:30	00:00:00
19-03-2018	84	14	1	39	04:29:43	00:02:45	00:19:34	00:00:03	00:10:22	00:00:07	00:00:21	00:00:01	00:17:25	00:00:11	00:00:31	00:00:00
agente.test	0	0	0	2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	13:38:05	3	0	11	01:08:52	00:03:50	00:19:34	00:00:31	00:02:21	00:02:04	00:00:21	00:00:06	00:01:14	00:00:04	00:00:30	00:00:01

OneContact Reporting

Team Detail Daily Report

barradas.susana	22	2	0	4	01:03:03	00:02:38	00:09:34	00:00:38	00:03:05	00:00:08	00:00:12	00:00:04	00:11:30	00:00:30	00:00:30	00:00:30
hugo.teles	12	1	0	2	00:43:46	00:03:22	00:09:24	00:00:03	00:01:07	00:00:06	00:00:13	00:00:01	00:01:41	00:00:08	00:00:31	00:00:00
liliana.manalvo	18	3	0	7	00:44:35	00:02:07	00:09:04	00:00:33	00:01:47	00:00:06	00:00:12	00:00:02	00:01:17	00:00:04	00:00:30	00:00:00
maria.veloso	14	5	1	9	00:36:45	00:01:56	00:05:13	00:00:28	00:01:47	00:00:08	00:00:10	00:00:06	00:00:13	00:00:01	00:00:02	00:00:00
susana.oliveira	2	0	0	2	00:08:07	00:04:04	00:04:38	00:03:29	00:00:10	00:00:05	00:00:08	00:00:02	00:01:00	00:00:30	00:00:30	00:00:30
tania.sobral	1	0	0	2	00:04:35	00:04:35	00:04:35	00:04:35	00:00:05	00:00:05	00:00:05	00:00:05	00:00:30	00:00:30	00:00:30	00:00:30
20-03-2018	64	15	3	21	03:48:02	00:02:53	00:13:50	00:00:10	00:07:24	00:00:07	00:00:26	00:00:02	00:12:54	00:00:10	00:00:31	00:00:00
ana.garcia	11	3	0	6	00:37:21	00:02:40	00:11:05	00:00:22	00:01:17	00:00:07	00:00:09	00:00:06	00:00:20	00:00:02	00:00:04	00:00:00
barradas.susana	17	1	0	5	01:05:21	00:03:38	00:08:18	00:00:36	00:02:19	00:00:08	00:00:10	00:00:03	00:09:01	00:00:30	00:00:31	00:00:30
carina.diogo	16	4	0	3	01:03:12	00:03:10	00:13:50	00:00:10	00:01:14	00:00:05	00:00:09	00:00:02	00:00:47	00:00:02	00:00:30	00:00:00
hugo.teles	3	0	0	0	00:06:01	00:02:00	00:03:49	00:00:48	00:00:54	00:00:18	00:00:26	00:00:13	00:00:38	00:00:13	00:00:30	00:00:01
liliana.manalvo	14	7	0	2	00:43:02	00:02:03	00:10:00	00:00:24	00:01:13	00:00:05	00:00:09	00:00:04	00:00:38	00:00:02	00:00:06	00:00:01
susana.oliveira	3	0	0	4	00:13:05	00:04:22	00:09:16	00:00:30	00:00:27	00:00:09	00:00:10	00:00:08	00:01:30	00:00:30	00:00:30	00:00:30
tania.sobral	0	0	3	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
21-03-2018	63	16	2	20	03:37:06	00:02:45	00:11:22	00:00:11	00:07:47	00:00:07	00:00:22	00:00:01	00:11:02	00:00:09	00:00:31	00:00:00
agente.test	0	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	14	2	1	4	00:48:55	00:03:03	00:08:33	00:00:49	00:01:50	00:00:08	00:00:13	00:00:04	00:01:08	00:00:04	00:00:30	00:00:00
barradas.susana	10	4	0	4	00:24:14	00:01:44	00:03:46	00:00:20	00:01:35	00:00:10	00:00:14	00:00:07	00:06:01	00:00:30	00:00:31	00:00:30
carina.diogo	12	1	0	5	00:44:26	00:03:25	00:10:45	00:00:24	00:01:12	00:00:06	00:00:12	00:00:02	00:01:46	00:00:08	00:00:30	00:00:01
liliana.manalvo	17	6	0	1	00:49:25	00:02:09	00:07:41	00:00:11	00:01:27	00:00:05	00:00:12	00:00:01	00:01:54	00:00:05	00:00:30	00:00:00
maria.veloso	10	3	0	5	00:50:06	00:03:51	00:11:22	00:00:17	00:01:43	00:00:10	00:00:22	00:00:06	00:00:13	00:00:01	00:00:02	00:00:00
tania.sobral	0	0	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
22-03-2018	46	12	2	27	02:52:18	00:02:58	00:21:09	00:00:05	00:05:17	00:00:07	00:00:15	00:00:02	00:03:19	00:00:04	00:00:30	00:00:00
agente.test	0	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	4	2	1	6	00:10:46	00:01:48	00:04:51	00:00:22	00:00:35	00:00:09	00:00:14	00:00:04	00:00:32	00:00:08	00:00:30	00:00:00
barradas.susana	1	0	1	1	00:03:17	00:03:17	00:03:17	00:03:17	00:00:05	00:00:05	00:00:05	00:00:05	00:00:30	00:00:30	00:00:30	00:00:30
carina.diogo	14	3	0	5	00:43:51	00:02:35	00:17:20	00:00:05	00:00:59	00:00:04	00:00:07	00:00:02	00:00:22	00:00:01	00:00:09	00:00:00
hugo.teles	2	0	0	3	00:07:42	00:03:51	00:07:37	00:00:05	00:00:13	00:00:06	00:00:07	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	8	4	0	3	00:46:12	00:03:51	00:21:09	00:00:33	00:01:04	00:00:08	00:00:12	00:00:04	00:00:11	00:00:01	00:00:02	00:00:00
maria.veloso	14	2	0	3	00:50:19	00:03:09	00:08:10	00:00:36	00:01:56	00:00:08	00:00:15	00:00:04	00:00:14	00:00:01	00:00:02	00:00:00
susana.oliveira	3	1	0	5	00:10:11	00:02:33	00:05:18	00:00:28	00:00:25	00:00:08	00:00:09	00:00:07	00:01:30	00:00:30	00:00:30	00:00:30
23-03-2018	69	14	3	30	03:17:14	00:02:23	00:10:39	00:00:10	00:08:25	00:00:07	00:00:42	00:00:01	00:15:43	00:00:12	00:00:30	00:00:00
agente.test	0	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	10	4	0	8	00:41:59	00:03:00	00:10:39	00:00:13	00:01:12	00:00:07	00:00:09	00:00:06	00:01:15	00:00:06	00:00:30	00:00:00
barradas.susana	9	4	0	6	00:30:55	00:02:23	00:07:30	00:00:20	00:01:08	00:00:08	00:00:11	00:00:03	00:04:30	00:00:30	00:00:30	00:00:30
carina.diogo	25	2	1	3	00:46:55	00:01:44	00:06:43	00:00:10	00:03:21	00:00:08	00:00:42	00:00:02	00:01:20	00:00:03	00:00:30	00:00:00
hugo.teles	2	0	0	1	00:06:23	00:03:12	00:05:33	00:00:50	00:00:21	00:00:10	00:00:18	00:00:03	00:00:03	00:00:02	00:00:02	00:00:01
liliana.manalvo	13	4	2	4	00:38:59	00:02:18	00:06:33	00:00:23	00:01:00	00:00:05	00:00:14	00:00:01	00:03:35	00:00:13	00:00:30	00:00:00
susana.oliveira	10	0	0	7	00:32:03	00:03:12	00:09:05	00:00:33	00:01:23	00:00:08	00:00:15	00:00:06	00:05:00	00:00:30	00:00:30	00:00:30
24-03-2018	6	1	0	0	00:40:50	00:05:50	00:14:16	00:00:26	00:00:42	00:00:07	00:00:10	00:00:06	00:00:14	00:00:02	00:00:06	00:00:00
ana.garcia	6	1	0	0	00:40:50	00:05:50	00:14:16	00:00:26	00:00:42	00:00:07	00:00:10	00:00:06	00:00:14	00:00:02	00:00:06	00:00:00
26-03-2018	68	3	0	24	02:54:07	00:02:27	00:09:09	00:00:13	00:07:24	00:00:07	00:00:13	00:00:03	00:14:12	00:00:12	00:00:31	00:00:00
agente.test	0	0	0	7	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	22	2	0	3	01:00:33	00:02:31	00:09:09	00:00:30	00:03:00	00:00:08	00:00:12	00:00:06	00:12:02	00:00:30	00:00:31	00:00:30
carina.diogo	17	0	0	2	00:32:40	00:01:55	00:06:14	00:00:13	00:01:21	00:00:05	00:00:07	00:00:03	00:01:23	00:00:05	00:00:30	00:00:00
hugo.teles	14	0	0	7	00:39:16	00:02:48	00:06:43	00:01:04	00:01:42	00:00:07	00:00:13	00:00:04	00:00:16	00:00:01	00:00:03	00:00:00
liliana.manalvo	15	1	0	4	00:41:38	00:02:36	00:05:52	00:00:21	00:01:21	00:00:05	00:00:10	00:00:04	00:00:31	00:00:02	00:00:14	00:00:00
tania.sobral	0	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
27-03-2018	75	7	2	28	03:55:44	00:02:52	00:12:42	00:00:17	00:08:39	00:00:07	00:00:19	00:00:01	00:15:25	00:00:11	00:00:30	00:00:00
agente.test	0	0	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	2	0	0	1	00:04:09	00:02:04	00:03:02	00:01:07	00:00:21	00:00:10	00:00:11	00:00:10	00:00:02	00:00:01	00:00:01	00:00:01
barradas.susana	22	2	0	5	01:15:06	00:03:57	00:12:42	00:00:21	00:02:28	00:00:04	00:00:12	00:00:06	00:09:30	00:00:30	00:00:30	00:00:30

OneContact Reporting

Team Detail Daily Report

carina.diogo	15	0	0	7	00:57:13	00:03:49	00:09:39	00:00:24	00:01:14	00:00:05	00:00:08	00:00:01	00:00:20	00:00:01	00:00:03	00:00:01
hugo.teles	17	1	1	5	00:39:15	00:02:11	00:06:56	00:00:20	00:01:58	00:00:07	00:00:16	00:00:01	00:00:28	00:00:02	00:00:04	00:00:01
liliana.manalvo	15	3	0	3	00:41:35	00:02:19	00:07:08	00:00:17	00:01:16	00:00:05	00:00:10	00:00:02	00:00:35	00:00:02	00:00:15	00:00:00
susana.oliveira	8	1	0	7	00:15:26	00:01:43	00:05:29	00:00:27	00:01:15	00:00:09	00:00:19	00:00:03	00:04:00	00:00:30	00:00:30	00:00:30
tania.sobral	1	0	0	0	00:03:00	00:03:00	00:03:00	00:03:00	00:00:07	00:00:07	00:00:07	00:00:07	00:00:30	00:00:30	00:00:30	00:00:30
28-03-2018	55	8	5	20	02:38:41	00:02:31	00:11:23	00:00:01	00:07:10	00:00:08	00:00:27	00:00:01	00:13:59	00:00:14	00:00:31	00:00:00
agente.test	0	0	0	7	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
barradas.susana	13	3	0	1	00:36:21	00:02:16	00:11:23	00:00:01	00:02:16	00:00:10	00:00:27	00:00:04	00:08:01	00:00:30	00:00:31	00:00:30
carina.diogo	14	0	0	2	00:49:15	00:03:31	00:07:27	00:00:49	00:01:17	00:00:06	00:00:14	00:00:02	00:00:18	00:00:01	00:00:06	00:00:00
hugo.teles	9	2	0	3	00:18:28	00:01:41	00:04:18	00:00:19	00:01:09	00:00:08	00:00:11	00:00:01	00:00:57	00:00:06	00:00:30	00:00:00
liliana.manalvo	10	3	0	3	00:28:55	00:02:13	00:06:22	00:00:15	00:00:48	00:00:05	00:00:08	00:00:03	00:00:43	00:00:03	00:00:30	00:00:00
susana.oliveira	8	0	1	3	00:17:10	00:02:09	00:03:54	00:00:45	00:01:27	00:00:11	00:00:14	00:00:07	00:04:00	00:00:30	00:00:30	00:00:30
tania.sobral	1	0	4	1	00:08:32	00:08:32	00:08:32	00:08:32	00:00:13	00:00:13	00:00:13	00:00:13	00:00:00	00:00:00	00:00:00	00:00:00
29-03-2018	68	12	2	27	03:24:55	00:02:34	00:19:15	00:00:01	00:10:26	00:00:09	00:01:22	00:00:01	00:15:26	00:00:12	00:00:31	00:00:00
barradas.susana	9	4	0	3	00:22:56	00:01:46	00:07:57	00:00:19	00:01:14	00:00:08	00:00:10	00:00:07	00:05:30	00:00:30	00:00:30	00:00:30
carina.diogo	13	2	0	4	00:46:59	00:03:08	00:10:33	00:00:30	00:01:15	00:00:06	00:00:21	00:00:01	00:00:23	00:00:02	00:00:10	00:00:00
hugo.teles	16	3	2	7	00:39:04	00:02:03	00:05:58	00:00:03	00:03:40	00:00:14	00:01:22	00:00:02	00:00:51	00:00:03	00:00:30	00:00:00
liliana.manalvo	20	3	0	4	00:55:09	00:02:24	00:07:35	00:00:01	00:02:32	00:00:08	00:00:37	00:00:03	00:03:41	00:00:10	00:00:30	00:00:00
susana.oliveira	9	0	0	9	00:37:41	00:04:11	00:19:15	00:00:16	00:01:44	00:00:12	00:00:34	00:00:01	00:04:31	00:00:30	00:00:31	00:00:30
tania.sobral	1	0	0	0	00:03:06	00:03:06	00:03:06	00:03:06	00:00:01	00:00:01	00:00:01	00:00:01	00:00:30	00:00:30	00:00:30	00:00:30
30-03-2018	25	2	1	7	01:29:13	00:03:18	00:11:11	00:00:17	00:03:02	00:00:07	00:00:13	00:00:02	00:08:07	00:00:18	00:00:30	00:00:00
barradas.susana	6	0	0	2	00:32:35	00:05:26	00:11:11	00:01:41	00:00:47	00:00:08	00:00:09	00:00:07	00:03:00	00:00:30	00:00:30	00:00:30
carina.diogo	10	1	0	1	00:22:42	00:02:04	00:04:44	00:00:17	00:00:53	00:00:05	00:00:07	00:00:02	00:00:07	00:00:01	00:00:01	00:00:00
susana.oliveira	9	1	1	4	00:33:56	00:03:24	00:07:20	00:00:33	00:01:22	00:00:09	00:00:13	00:00:03	00:05:00	00:00:30	00:00:30	00:00:30
31-03-2018	5	2	0	2	00:16:13	00:02:19	00:06:43	00:00:23	00:00:47	00:00:09	00:00:12	00:00:07	00:03:31	00:00:30	00:00:31	00:00:30
barradas.susana	5	2	0	2	00:16:13	00:02:19	00:06:43	00:00:23	00:00:47	00:00:09	00:00:12	00:00:07	00:03:31	00:00:30	00:00:31	00:00:30
TOTAL	1415	222	52	520	3.02:30:43	00:02:44	00:21:09	00:00:00	02:51:32	00:00:07	00:01:22	00:00:01	04:12:22	00:00:10	00:00:34	00:00:00