

OneContact Reporting

Team Summary Daily Report

Team: Algarve

Agent	First Login Time	Last Logout Time	Total Logged Time	Login Tries	Ready Time				Not Ready Time (Pausa)				Not Ready Time (Almoço)				Available Time				Work %
					Total	Avg	Max	Min	Total	Avg	Max	Min	Total	Avg	Max	Min	Total	Avg	Max	Min	
01-03-2018	08:47:05	18:59:37	1.17:37:39	8	1.11:28:53	00:12:54	00:15:00	00:00:05	01:38:44	00:05:12	00:15:00	00:00:05	03:31:40	00:11:46	00:15:00	00:06:50	1.06:51:01	00:06:14	00:15:00	00:00:00	13,05
claudia.nunes	10:03:54	18:59:37	08:55:43	1	08:05:42	00:12:27	00:15:00	00:00:09	00:04:36	00:01:09	00:02:25	00:00:05	00:44:54	00:11:14	00:15:00	00:07:10	07:05:34	00:06:59	00:15:00	00:00:00	12,38
jorge.coelho	13:54:10	14:56:13	00:06:15	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	00:00:00	00:00:00	00:00:00	00:00:00	0
manuela.martins	08:47:09	17:59:38	06:03:05	2	05:10:39	00:11:57	00:15:00	00:00:27	00:40:52	00:08:10	00:15:00	00:01:28	00:00:00	00:00:00	00:00:00	00:00:00	04:35:26	00:05:31	00:15:00	00:00:00	11,34
milena.boto	08:48:19	18:03:14	09:14:55	1	07:15:18	00:12:06	00:15:00	00:00:21	00:43:39	00:05:27	00:10:40	00:00:29	01:01:02	00:12:12	00:15:00	00:07:14	06:13:59	00:05:30	00:15:00	00:00:00	14,09
patricia.farinha	08:55:03	17:59:44	09:04:41	1	08:11:35	00:14:28	00:15:00	00:07:17	00:00:00	00:00:00	00:00:00	00:00:00	00:44:33	00:11:08	00:15:00	00:06:50	07:10:34	00:06:57	00:15:00	00:00:00	12,41
susana.silva	08:47:05	17:00:05	08:13:00	1	06:45:39	00:13:31	00:15:00	00:00:05	00:09:37	00:04:48	00:06:44	00:02:53	01:01:11	00:12:14	00:15:00	00:07:36	05:45:28	00:06:10	00:15:00	00:00:00	14,84
02-03-2018	08:41:58	19:01:59	1.17:49:23	10	1.09:36:41	00:12:09	00:15:00	00:00:02	01:13:02	00:03:29	00:12:55	00:00:03	04:12:08	00:11:28	00:15:00	00:02:20	1.06:34:14	00:06:16	00:15:00	00:00:00	9,05
claudia.nunes	08:51:26	17:59:59	09:08:28	2	07:35:43	00:12:00	00:15:00	00:00:02	00:15:38	00:01:44	00:06:52	00:00:03	00:56:01	00:11:12	00:15:00	00:02:20	06:57:16	00:06:44	00:15:00	00:00:00	8,44
jorge.coelho	11:01:04	11:06:31	00:05:27	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	00:00:00	00:00:00	00:00:00	00:00:00	0
manuela.martins	09:49:15	19:01:59	09:12:44	1	06:25:00	00:11:19	00:15:00	00:01:41	00:15:25	00:03:05	00:06:28	00:00:04	00:46:32	00:11:38	00:15:00	00:05:43	05:41:28	00:05:06	00:15:00	00:00:00	11,31
milena.boto	08:41:58	17:02:53	07:04:18	4	05:25:11	00:10:50	00:15:00	00:00:14	00:19:34	00:06:31	00:09:51	00:02:40	00:58:20	00:11:40	00:15:00	00:05:17	04:51:20	00:05:36	00:15:00	00:00:00	10,41
patricia.farinha	08:59:43	17:59:50	09:00:07	1	08:13:52	00:14:32	00:15:00	00:04:13	00:00:00	00:00:00	00:00:00	00:00:00	00:45:04	00:11:16	00:15:00	00:04:17	07:38:23	00:07:10	00:15:00	00:00:00	7,18
susana.silva	09:19:02	16:37:21	07:18:19	1	05:56:55	00:11:54	00:15:00	00:00:06	00:22:25	00:05:36	00:12:55	00:01:33	00:46:11	00:11:33	00:15:00	00:05:31	05:25:47	00:06:47	00:15:00	00:00:00	8,72
03-03-2018	09:11:27	17:00:47	07:49:16	2	06:02:01	00:10:58	00:15:00	00:00:26	00:24:00	00:08:00	00:10:20	00:06:16	01:00:51	00:10:08	00:15:00	00:00:14	04:35:41	00:05:31	00:15:00	00:00:00	23,85
milena.boto	09:11:27	17:00:47	07:49:16	2	06:02:01	00:10:58	00:15:00	00:00:26	00:24:00	00:08:00	00:10:20	00:06:16	01:00:51	00:10:08	00:15:00	00:00:14	04:35:41	00:05:31	00:15:00	00:00:00	23,85
05-03-2018	08:51:42	18:59:35	1.02:20:54	8	22:17:33	00:11:38	00:15:00	00:00:03	00:29:36	00:02:41	00:05:01	00:00:03	02:26:54	00:09:48	00:15:00	00:01:32	18:17:23	00:05:31	00:15:00	00:00:00	17,96
claudia.nunes	08:51:42	17:59:48	08:14:22	2	06:56:52	00:12:38	00:15:00	00:00:03	00:07:58	00:02:39	00:05:01	00:00:03	00:49:24	00:12:21	00:15:00	00:06:14	05:40:43	00:05:46	00:15:00	00:00:00	18,27
jorge.coelho	13:28:09	15:28:25	01:07:38	2	00:24:09	00:03:27	00:13:07	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:43:21	00:07:14	00:15:00	00:01:32	00:15:29	00:01:43	00:05:58	00:00:00	35,89
manuela.martins	08:55:13	18:00:55	08:12:26	2	07:10:56	00:11:03	00:15:00	00:00:04	00:18:34	00:02:39	00:04:49	00:00:06	00:03:40	00:03:40	00:03:40	00:03:40	05:31:49	00:04:40	00:15:00	00:00:00	23
patricia.farinha	09:58:54	18:59:35	08:46:28	2	07:45:36	00:12:56	00:15:00	00:00:29	00:03:04	00:03:04	00:03:04	00:03:04	00:50:29	00:12:37	00:15:00	00:06:06	06:49:22	00:06:49	00:15:00	00:00:00	12,08
06-03-2018	08:49:06	19:01:46	1.11:34:05	8	1.06:18:21	00:12:59	00:15:00	00:00:10	00:54:25	00:03:12	00:09:23	00:00:03	03:58:54	00:11:57	00:15:00	00:01:59	1.00:29:57	00:06:01	00:15:00	00:00:00	19,16
claudia.nunes	08:49:06	17:59:34	09:10:28	1	07:53:27	00:14:21	00:15:00	00:07:20	00:08:32	00:01:42	00:04:30	00:00:03	00:57:08	00:11:26	00:15:00	00:04:28	06:24:22	00:07:07	00:15:00	00:00:00	18,82
jorge.coelho	09:55:23	15:50:02	00:07:37	3	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	00:00:00	00:00:00	00:00:00	00:00:00	0
manuela.martins	09:50:39	19:01:46	09:11:04	2	07:49:09	00:12:02	00:15:00	00:00:10	00:18:56	00:02:42	00:06:31	00:00:10	01:02:17	00:12:27	00:15:00	00:08:28	06:22:33	00:05:59	00:15:00	00:00:00	18,46
milena.boto	08:57:27	18:00:35	09:03:08	1	07:28:33	00:12:07	00:15:00	00:00:15	00:26:57	00:05:23	00:09:23	00:00:05	01:04:55	00:12:59	00:15:00	00:08:44	05:47:04	00:05:41	00:15:00	00:00:00	22,62
patricia.farinha	08:58:44	17:00:32	08:01:48	1	07:07:12	00:13:47	00:15:00	00:00:32	00:00:00	00:00:00	00:00:00	00:00:00	00:54:34	00:10:55	00:15:00	00:01:59	05:55:58	00:05:29	00:15:00	00:00:00	16,67
07-03-2018	07:49:01	19:01:25	1.08:25:20	7	1.03:11:09	00:12:33	00:15:00	00:00:05	00:42:45	00:03:03	00:08:25	00:00:06	02:40:32	00:12:21	00:15:00	00:05:58	23:39:50	00:05:34	00:15:00	00:00:00	12,96
claudia.nunes	09:48:34	19:01:25	09:12:51	1	07:55:35	00:12:12	00:15:00	00:00:18	00:10:08	00:01:41	00:03:12	00:00:06	00:52:14	00:13:04	00:15:00	00:07:32	06:45:02	00:05:00	00:15:00	00:00:00	14,83
jorge.coelho	10:25:30	11:19:19	00:13:26	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	00:00:00	00:00:00	00:00:00	00:00:00	0
manuela.martins	13:10:40	17:58:37	04:47:57	1	04:24:53	00:11:02	00:15:00	00:00:11	00:12:29	00:03:07	00:06:17	00:01:55	00:00:00	00:00:00	00:00:00	00:00:00	03:49:28	00:05:44	00:15:00	00:00:00	13,37
milena.boto	07:49:01	17:00:06	09:10:58	2	06:41:25	00:12:57	00:15:00	00:00:05	00:20:08	00:05:02	00:08:25	00:03:00	00:58:43	00:11:45	00:15:00	00:05:58	05:55:49	00:06:08	00:15:00	00:00:00	11,36
patricia.farinha	09:02:40	18:02:48	09:00:08	1	08:09:16	00:13:35	00:15:00	00:02:38	00:00:00	00:00:00	00:00:00	00:00:00	00:49:35	00:12:24	00:15:00	00:07:23	07:09:31	00:05:39	00:15:00	00:00:00	12,21
08-03-2018	08:00:33	19:05:08	1.09:11:15	8	1.03:15:11	00:11:56	00:15:00	00:00:02	00:51:56	00:02:53	00:08:20	00:00:21	02:52:01	00:11:28	00:15:00	00:01:58	23:09:18	00:05:49	00:15:00	00:00:00	15,04
claudia.nunes	08:00:33	17:00:25	08:59:52	1	06:09:06	00:11:11	00:15:00	00:00:02	00:14:41	00:02:06	00:05:17	00:00:21	01:04:54	00:12:59	00:15:00	00:07:46	05:27:56	00:05:45	00:15:00	00:00:00	11,15
jorge.coelho	13:27:36	15:28:11	00:10:31	3	00:04:38	00:02:19	00:02:22	00:02:16	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:04:38	00:02:19	00:02:22	00:02:16	0
manuela.martins	08:56:52	17:56:12	05:48:01	2	05:31:24	00:10:21	00:15:00	00:00:16	00:11:35	00:02:19	00:03:52	00:01:20	00:00:00	00:00:00	00:00:00	00:00:00	04:50:23	00:05:11	00:15:00	00:00:00	12,38
milena.boto	09:52:52	19:05:08	09:12:16	1	07:38:57	00:12:45	00:15:00	00:00:05	00:25:40	00:04:17	00:08:20	00:00:23	00:53:38	00:10:44	00:15:00	00:01:58	05:55:43	00:06:02	00:15:00	00:00:00	22,49
patricia.farinha	08:59:01	17:59:36	09:00:35	1	07:51:06	00:13:51	00:15:00	00:00:38	00:00:00	00:00:00	00:00:00	00:00:00	00:53:29	00:10:42	00:15:00	00:01:59	06:50:38	00:06:19	00:15:00	00:00:00	12,84
09-03-2018	08:57:40	19:46:09	1.04:17:45	7	1.00:33:46	00:12:23	00:15:00	00:00:01	00:32:03	00:03:12	00:06:05	00:00:39	03:00:35	00:11:17	00:15:00	00:00:03	19:36:13	00:04:59	00:15:00	00:00:00	20,19
claudia.nunes	08:57:40	18:05:56	09:08:01	2	07:51:22	00:11:30	00:15:00	00:01:15	00:09:13	00:03:04	00:03:24	00:02:49	01:01:56	00:10:19	00:15:00	00:00:03	06:26:03	00:05:17	00:15:00	00:00:00	18,1
manuela.martins	13:05:57	16:33:05	01:07:05	2	01:03:19	00:09:03	00:15:00	00:00:01	00:02:59	00:02:59	00:02:59	00:02:59	00:00:00	00:00:00	00:00:00	00:00:00	00:39:40	00:02:39	00:08:14	00:00:01	37,35
milena.boto	10:00:08	19:46:09	09:00:09	2	07:39:21	00:12:46	00:15:00	00:00:05	00:19:51	00:03:18	00:06:05	00:00:39	00:58:45	00:11:45	00:15:00	00:04:05	05:41:05	00:05:15	00:15:		

OneContact Reporting

Team Summary Daily Report

patricia.farinha	08:58:03	18:00:33	09:02:30	1	07:59:44	00:13:42	00:15:00	00:00:33	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:59:54	00:11:59	00:15:00	00:05:11	06:49:25	00:04:56	00:15:00	00:00:00	14,66
10-03-2018	09:26:54	17:00:01	07:33:07	1	06:48:48	00:13:38	00:15:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:41:30	00:10:22	00:15:00	00:00:48	06:01:52	00:05:02	00:15:00	00:00:00	11,48
patricia.farinha	09:26:54	17:00:01	07:33:07	1	06:48:48	00:13:38	00:15:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:41:30	00:10:22	00:15:00	00:00:48	06:01:52	00:05:02	00:15:00	00:00:00	11,48
12-03-2018	08:52:09	19:01:03	1.02:58:51	8	22:17:20	00:11:38	00:15:00	00:00:02	01:25:14	00:05:20	00:15:00	00:00:04	03:06:25	00:13:19	00:15:00	00:08:07	18:36:52	00:05:02	00:15:00	00:00:00	16,49	
claudia.nunes	09:48:50	19:01:03	09:12:13	1	07:43:54	00:11:19	00:15:00	00:00:02	00:11:25	00:02:17	00:04:38	00:00:04	01:07:47	00:13:33	00:15:00	00:08:20	06:36:40	00:04:43	00:15:00	00:00:00	14,49	
jorge.coelho	09:15:19	17:16:41	03:00:08	5	02:23:11	00:10:14	00:15:00	00:01:02	00:36:38	00:09:10	00:15:00	00:01:57	00:00:00	00:00:00	00:00:00	00:00:00	02:18:11	00:07:41	00:15:00	00:00:00	3,49	
manuela.martins	08:52:09	17:59:49	09:07:40	1	07:58:20	00:12:56	00:15:00	00:01:52	00:17:10	00:05:43	00:06:31	00:04:33	00:51:57	00:12:59	00:15:00	00:09:48	06:28:36	00:05:28	00:15:00	00:00:00	18,76	
milena.boto	12:23:42	18:02:32	05:38:50	1	04:11:55	00:10:57	00:15:00	00:01:26	00:20:01	00:05:00	00:08:34	00:00:57	01:06:41	00:13:20	00:15:00	00:08:07	03:13:25	00:03:57	00:15:00	00:00:00	23,22	
13-03-2018	08:05:15	18:59:40	1.10:30:49	7	1.03:38:10	00:12:12	00:15:00	00:00:01	00:58:28	00:04:11	00:12:11	00:00:03	04:00:41	00:11:28	00:15:00	00:01:34	23:55:20	00:05:46	00:15:00	00:00:00	13,44	
claudia.nunes	08:12:51	15:58:45	07:45:54	1	05:50:29	00:13:29	00:15:00	00:03:32	00:08:22	00:02:06	00:04:24	00:00:03	00:58:29	00:11:42	00:15:00	00:02:01	04:58:01	00:07:16	00:15:00	00:00:00	14,97	
jorge.coelho	13:42:54	17:17:47	00:15:51	2	00:03:06	00:01:02	00:02:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:12:36	00:12:36	00:12:36	00:12:36	00:02:02	00:00:41	00:02:01	00:00:00	34,41	
manuela.martins	08:48:00	17:43:13	08:55:13	1	07:25:04	00:11:08	00:15:00	00:00:03	00:21:25	00:03:34	00:06:18	00:01:25	00:58:23	00:11:41	00:15:00	00:01:49	06:28:27	00:05:43	00:15:00	00:00:00	12,72	
milena.boto	08:05:15	17:01:25	08:32:00	2	06:12:32	00:11:17	00:15:00	00:00:11	00:28:41	00:07:10	00:12:11	00:04:10	00:56:23	00:11:17	00:15:00	00:02:00	05:09:34	00:04:25	00:15:00	00:00:00	16,9	
patricia.farinha	09:57:49	18:59:40	09:01:51	1	08:06:59	00:14:19	00:15:00	00:02:10	00:00:00	00:00:00	00:00:00	00:00:00	00:54:50	00:10:58	00:15:00	00:01:34	07:17:16	00:06:32	00:15:00	00:00:00	10,21	
14-03-2018	08:56:06	19:02:14	1.00:34:47	7	21:14:04	00:11:54	00:15:00	00:00:06	00:44:06	00:06:18	00:12:29	00:00:08	02:26:24	00:09:09	00:15:00	00:01:33	17:01:57	00:05:18	00:15:00	00:00:00	19,79	
jorge.coelho	10:06:47	14:09:34	01:06:50	4	00:33:25	00:03:20	00:07:44	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:32:44	00:05:27	00:09:34	00:01:33	00:26:26	00:02:12	00:07:29	00:00:00	20,9	
manuela.martins	13:15:37	19:02:14	05:46:37	1	05:28:15	00:13:41	00:15:00	00:02:04	00:18:10	00:04:32	00:08:03	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	04:04:33	00:05:41	00:15:00	00:00:00	25,5	
milena.boto	08:57:26	18:03:14	09:05:48	1	07:38:41	00:11:46	00:15:00	00:00:20	00:25:56	00:08:39	00:12:29	00:03:07	00:56:33	00:11:19	00:15:00	00:02:13	06:21:55	00:05:10	00:15:00	00:00:00	16,74	
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OneContact Reporting

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claudia.nunes	10:00:54	19:00:22	08:59:28	1	07:49:05	00:12:02	00:15:00	00:00:02	00:15:42	00:02:15	00:04:02	00:00:02	00:54:37	00:13:39	00:15:00	00:09:49	06:44:29	00:05:07	00:15:00	00:00:00	13,77
jorge.coelho	14:05:24	14:10:02	00:04:38	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	00:00:00	00:00:00	00:00:00	00:00:00	0
manuela.martins	11:22:03	17:59:54	06:36:55	2	05:26:18	00:10:53	00:15:00	00:01:02	00:17:23	00:04:21	00:07:47	00:01:54	00:53:09	00:13:17	00:15:00	00:11:19	05:06:58	00:07:08	00:15:00	00:00:00	5,93
milena.boto	08:55:14	17:59:51	09:04:37	1	07:37:02	00:11:43	00:15:00	00:00:31	00:28:59	00:05:48	00:08:18	00:01:27	00:53:49	00:13:27	00:15:00	00:09:36	06:53:51	00:05:31	00:15:00	00:00:00	9,45
patricia.farinha	08:59:18	17:58:51	08:59:33	1	08:05:13	00:13:29	00:15:00	00:00:39	00:00:00	00:00:00	00:00:00	00:00:00	00:53:53	00:13:28	00:15:00	00:09:35	07:41:53	00:06:10	00:15:00	00:00:00	4,81
susana.silva	08:52:39	17:00:35	08:07:56	1	06:58:52	00:13:05	00:15:00	00:00:35	00:00:00	00:00:00	00:00:00	00:00:00	01:01:36	00:12:19	00:15:00	00:05:21	06:16:30	00:07:14	00:15:00	00:00:00	10,11
30-03-2018	08:55:18	17:57:14	09:01:56	1	07:56:19	00:11:37	00:15:00	00:00:32	00:00:00	00:00:00	00:00:00	00:00:00	00:50:03	00:12:31	00:15:00	00:09:14	06:21:36	00:05:22	00:15:00	00:00:00	19,89
patricia.farinha	08:55:18	17:57:14	09:01:56	1	07:56:19	00:11:37	00:15:00	00:00:32	00:00:00	00:00:00	00:00:00	00:00:00	00:50:03	00:12:31	00:15:00	00:09:14	06:21:36	00:05:22	00:15:00	00:00:00	19,89
31-03-2018	09:04:09	17:00:21	07:56:12	1	06:33:58	00:11:15	00:15:00	00:00:15	00:12:28	00:04:09	00:06:33	00:00:58	00:41:10	00:10:18	00:15:00	00:03:51	04:35:03	00:05:37	00:15:00	00:00:00	30,18
milena.boto	09:04:09	17:00:21	07:56:12	1	06:33:58	00:11:15	00:15:00	00:00:15	00:12:28	00:04:09	00:06:33	00:00:58	00:41:10	00:10:18	00:15:00	00:03:51	04:35:03	00:05:37	00:15:00	00:00:00	30,18
TOTAL			32.16:47:10	183	27.07:09:40																