

# OneContact Reporting

## Service Performance Report

Service: GrdRealVillaltalia, HotelRealPalacio, HotelRealOeiras, HotelRealParque, RealResidencia

			Total Chamadas Atendidas		Total Chamadas Abandonadas		Total Chamadas Sobrepostas								
Date / Service Name	Start Period	Total Chamadas	#	%	#	%	#	%	Max Answer Delay	Avg Answer Delay	Max Talk Time	Avg Talk Time	Avg Queue Time	Avg Handled Queue Time	
01-11-2018		30	18	🟡 60.0%	2	✅ 6.7%	10	✅ 33.3%	00:00:11	00:00:08	00:05:35	00:02:42	00:00:15	00:00:11	
GrdRealVillaltalia		14	6	❌ 42.9%	2	🟡 14.3%	6	✅ 42.9%	00:00:10	00:00:08	00:04:09	00:02:36	00:00:22	00:00:17	
	09:00:00	3	2	🟡 66.7%	0	✅ 0.0%	1	✅ 33.3%	00:00:10	00:00:08	00:03:37	00:02:48	00:00:13	00:00:14	
	12:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:10	00:00:06	00:04:09	00:04:09	00:00:22	00:00:22	
	13:00:00	7	0	❌ 0.0%	2	❌ 28.6%	5	✅ 71.4%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:29	00:00:00	
	14:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:10	00:00:08	00:01:07	00:01:07	00:00:34	00:00:34	
	15:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:07	00:00:07	00:03:00	00:03:00	00:00:07	00:00:07	
	16:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:09	00:00:09	00:01:46	00:01:46	00:00:09	00:00:09	
HotelRealOeiras		7	5	🟡 71.4%	0	✅ 0.0%	2	✅ 28.6%	00:00:11	00:00:08	00:04:36	00:02:32	00:00:09	00:00:09	
	11:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:07	00:00:07	00:01:08	00:01:08	00:00:07	00:00:07	
	12:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:09	00:00:08	00:02:49	00:02:29	00:00:09	00:00:09	
	13:00:00	2	0	❌ 0.0%	0	✅ 0.0%	2	✅ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00	
	15:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:11	00:00:09	00:04:36	00:03:18	00:00:09	00:00:09	
HotelRealPalacio		1	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	
	16:00:00	1	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	
HotelRealParque		7	7	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:11	00:00:08	00:05:35	00:02:52	00:00:08	00:00:08	
	11:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:08	00:00:08	00:00:47	00:00:47	00:00:08	00:00:08	
	12:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:09	00:00:08	00:05:35	00:03:58	00:00:08	00:00:08	
	13:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:11	00:00:11	00:02:01	00:02:01	00:00:11	00:00:11	
	15:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:06	00:00:06	00:03:17	00:03:06	00:00:06	00:00:06	
	16:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:08	00:00:08	00:03:11	00:03:11	00:00:08	00:00:08	
RealResidencia		1	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	
	13:00:00	1	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	
02-11-2018		102	74	🟡 72.5%	5	✅ 4.9%	23	✅ 22.5%	00:00:15	00:00:08	00:18:15	00:02:51	00:00:23	00:00:18	
GrdRealVillaltalia		42	26	🟡 61.9%	1	✅ 2.4%	15	✅ 35.7%	00:00:10	00:00:07	00:10:07	00:02:53	00:00:21	00:00:22	
	09:00:00	13	3	❌ 23.1%	0	✅ 0.0%	10	✅ 76.9%	00:00:07	00:00:06	00:05:08	00:02:37	00:00:11	00:00:07	
	10:00:00	4	2	🟡 50.0%	1	❌ 25.0%	1	✅ 25.0%	00:00:10	00:00:06	00:03:02	00:03:02	00:01:39	00:02:12	
	11:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:06	00:00:06	00:00:28	00:00:28	00:00:06	00:00:06	
	12:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:10	00:00:08	00:02:19	00:02:19	00:00:15	00:00:15	
	13:00:00	4	2	🟡 50.0%	0	✅ 0.0%	2	✅ 50.0%	00:00:06	00:00:05	00:03:22	00:03:20	00:00:09	00:00:05	
	14:00:00	8	8	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:10	00:00:07	00:07:17	00:02:49	00:00:12	00:00:12	
	15:00:00	7	5	🟡 71.4%	0	✅ 0.0%	2	✅ 28.6%	00:00:10	00:00:08	00:04:00	00:02:43	00:00:24	00:00:24	
	16:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:10	00:00:08	00:01:56	00:01:23	00:00:08	00:00:08	
	17:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:06	00:00:06	00:10:07	00:10:07	00:00:07	00:00:07	
	18:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:10	00:00:08	00:03:10	00:03:10	00:00:16	00:00:16	
HotelRealOeiras		24	21	✅ 87.5%	1	✅ 4.2%	2	❌ 8.3%	00:00:15	00:00:09	00:12:28	00:03:15	00:00:17	00:00:19	
	09:00:00	1	0	❌ 0.0%	1	❌ 100.0%	0	❌ 0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00	
	10:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:15	00:00:09	00:04:20	00:02:51	00:00:42	00:00:42	
	11:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:15	00:00:08	00:04:41	00:02:55	00:00:10	00:00:10	
	12:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:15	00:00:08	00:01:40	00:01:12	00:00:12	00:00:12	
	14:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:15	00:00:13	00:01:44	00:01:44	00:00:39	00:00:39	

OneContact Reporting

Service Performance Report

	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:11:10	00:03:46	00:00:18	00:00:18
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:13	00:00:09	00:05:26	00:03:44	00:00:09	00:00:09
	17:00:00	8	6	⚠	75.0%	0	✔	0.0%	2	✔	25.0%	00:00:15	00:00:09	00:12:28	00:03:57	00:00:13	00:00:15
HotelRealPalacio		11	8	⚠	72.7%	0	✔	0.0%	3	✔	27.3%	00:00:15	00:00:08	00:02:58	00:01:38	00:00:11	00:00:11
	09:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✔	75.0%	00:00:06	00:00:06	00:00:53	00:00:53	00:00:10	00:00:06
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:01:18	00:01:18	00:00:09	00:00:09
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:01:01	00:01:01	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:02:23	00:02:23	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:14	00:01:23	00:01:23	00:00:41	00:00:41
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:07	00:02:58	00:02:58	00:00:07	00:00:07
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:05	00:00:04	00:02:12	00:01:34	00:00:04	00:00:04
HotelRealParque		25	19	⚠	76.0%	3	⚠	12.0%	3	⚠	12.0%	00:00:15	00:00:09	00:18:15	00:02:50	00:00:35	00:00:14
	09:00:00	6	1	✖	16.7%	3	✖	50.0%	2	✔	33.3%	00:00:15	00:00:11	00:02:05	00:02:05	00:01:55	00:01:14
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:06	00:02:46	00:01:52	00:00:06	00:00:06
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:07	00:18:15	00:06:27	00:00:07	00:00:07
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:01:00	00:00:52	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:01:37	00:01:37	00:00:08	00:00:08
	16:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:15	00:00:09	00:01:57	00:01:30	00:00:10	00:00:13
	17:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:09	00:04:22	00:02:16	00:00:13	00:00:13
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:02:16	00:02:16	00:00:10	00:00:10
03-11-2018		47	18	✖	38.3%	7	⚠	14.9%	22	✔	46.8%	00:00:15	00:00:09	00:11:08	00:04:03	00:00:19	00:00:10
GrdRealVillaltalia		13	5	✖	38.5%	4	✖	30.8%	4	✔	30.8%	00:00:10	00:00:08	00:06:27	00:03:30	00:00:28	00:00:14
	10:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✖	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:50	00:00:00
	11:00:00	6	2	✖	33.3%	2	✖	33.3%	2	✔	33.3%	00:00:10	00:00:10	00:04:46	00:04:00	00:00:16	00:00:10
	13:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✔	50.0%	00:00:10	00:00:08	00:02:22	00:02:22	00:00:14	00:00:21
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:06:27	00:06:27	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:06	00:00:40	00:00:40	00:00:20	00:00:20
	16:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✔	50.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:49	00:00:00
HotelRealOeiras		15	8	⚠	53.3%	3	✖	20.0%	4	✔	26.7%	00:00:15	00:00:10	00:11:08	00:05:01	00:00:28	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:07	00:03:33	00:03:33	00:00:07	00:00:07
	10:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✔	33.3%	00:00:15	00:00:12	00:11:08	00:11:08	00:01:22	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:12	00:05:30	00:05:30	00:00:12	00:00:12
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:07	00:01:38	00:01:38	00:00:07	00:00:07
	13:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✖	0.0%	00:00:09	00:00:09	00:06:34	00:06:34	00:00:12	00:00:09
	14:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✔	75.0%	00:00:10	00:00:10	00:03:49	00:03:49	00:00:18	00:00:10
	15:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✖	0.0%	00:00:15	00:00:12	00:02:55	00:02:55	00:00:24	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:05:00	00:05:00	00:00:09	00:00:09
HotelRealPalacio		12	2	✖	16.7%	0	✔	0.0%	10	✔	83.3%	00:00:09	00:00:08	00:05:06	00:03:23	00:00:06	00:00:08
	09:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✔	66.7%	00:00:07	00:00:07	00:05:06	00:05:06	00:00:06	00:00:07
	10:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✔	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	11:00:00	2	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
	12:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✔	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	13:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✔	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	15:00:00	1	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
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:01:40	00:01:40	00:00:09	00:00:09
HotelRealParque		7	3	✖	42.9%	0	✔	0.0%	4	✔	57.1%	00:00:10	00:00:09	00:04:27	00:02:53	00:00:08	00:00:09
	10:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✔	50.0%	00:00:07	00:00:07	00:04:27	00:04:27	00:00:08	00:00:07
	11:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✔	75.0%	00:00:09	00:00:09	00:00:29	00:00:29	00:00:07	00:00:10

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## Service Performance Report

	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:03:42	00:03:42	00:00:11	00:00:11
05-11-2018		136	74	⚠	54.4%	14	⚠	10.3%	48	✔	35.3%	00:00:15	00:00:10	00:08:38	00:02:24	00:00:29	00:00:16
GrdRealVillaltalia		23	15	⚠	65.2%	1	✔	4.3%	7	✔	30.4%	00:00:10	00:00:08	00:08:38	00:03:02	00:00:18	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:04:28	00:03:05	00:00:08	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:02:57	00:01:54	00:00:13	00:00:13
	11:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✔	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:35	00:00:00
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:07	00:02:57	00:02:49	00:00:07	00:00:07
	14:00:00	4	1	✖	25.0%	1	✖	25.0%	2	✔	50.0%	00:00:10	00:00:09	00:04:38	00:02:40	00:00:44	00:00:07
	15:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✔	40.0%	00:00:10	00:00:07	00:08:38	00:04:12	00:00:13	00:00:16
	16:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:09	00:00:08	00:03:11	00:02:36	00:00:09	00:00:09
	17:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:08	00:00:08	00:04:10	00:03:29	00:00:19	00:00:08
HotelRealOeiras		55	31	⚠	56.4%	6	⚠	10.9%	18	✔	32.7%	00:00:15	00:00:10	00:07:09	00:02:21	00:00:28	00:00:17
	09:00:00	9	4	✖	44.4%	0	✔	0.0%	5	✔	55.6%	00:00:15	00:00:10	00:02:55	00:02:08	00:00:23	00:00:27
	10:00:00	12	6	⚠	50.0%	2	✖	16.7%	4	✔	33.3%	00:00:15	00:00:11	00:05:04	00:01:51	00:00:29	00:00:15
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:13	00:00:10	00:07:09	00:03:55	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:01:17	00:01:08	00:00:16	00:00:16
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:02:10	00:01:34	00:00:14	00:00:14
	14:00:00	6	2	✖	33.3%	2	✖	33.3%	2	✔	33.3%	00:00:15	00:00:10	00:04:44	00:03:36	00:00:14	00:00:14
	15:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✔	40.0%	00:00:15	00:00:10	00:01:32	00:01:12	00:00:22	00:00:30
	16:00:00	10	3	✖	30.0%	2	✖	20.0%	5	✔	50.0%	00:00:15	00:00:10	00:03:58	00:02:18	00:01:02	00:00:14
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:02:52	00:02:40	00:00:16	00:00:16
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:03:35	00:03:35	00:00:23	00:00:23
HotelRealPalacio		35	17	✖	48.6%	3	✔	8.6%	15	✔	42.9%	00:00:15	00:00:11	00:05:11	00:02:34	00:00:35	00:00:21
	09:00:00	7	1	✖	14.3%	0	✔	0.0%	6	✔	85.7%	00:00:11	00:00:11	00:04:29	00:04:29	00:00:10	00:00:11
	10:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✖	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:51	00:00:00
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:01:03	00:00:50	00:00:18	00:00:18
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:09	00:04:03	00:02:38	00:00:09	00:00:09
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:01:39	00:01:15	00:00:39	00:00:39
	14:00:00	5	1	✖	20.0%	0	✔	0.0%	4	✔	80.0%	00:00:09	00:00:09	00:05:11	00:05:11	00:00:06	00:00:09
	15:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✔	40.0%	00:00:15	00:00:08	00:04:59	00:02:40	00:00:11	00:00:13
	16:00:00	8	3	✖	37.5%	2	✖	25.0%	3	✔	37.5%	00:00:15	00:00:12	00:03:43	00:02:51	00:01:42	00:00:37
	19:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:12	00:04:03	00:04:03	00:00:12	00:00:12
HotelRealParque		20	9	✖	45.0%	4	✖	20.0%	7	✔	35.0%	00:00:15	00:00:10	00:02:42	00:01:22	00:00:35	00:00:12
	09:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✔	33.3%	00:00:15	00:00:15	00:01:12	00:01:12	00:00:20	00:00:15
	10:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✔	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	11:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:09	00:00:08	00:01:10	00:01:06	00:00:11	00:00:09
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:14	00:01:47	00:01:06	00:00:14	00:00:14
	14:00:00	4	2	⚠	50.0%	1	✖	25.0%	1	✔	25.0%	00:00:07	00:00:05	00:02:37	00:01:30	00:00:07	00:00:06
	15:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✔	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:22	00:00:00
	16:00:00	4	2	⚠	50.0%	1	✖	25.0%	1	✔	25.0%	00:00:15	00:00:11	00:02:42	00:01:54	00:01:01	00:00:20
RealResidencia		3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:15	00:00:09	00:03:06	00:01:46	00:00:15	00:00:18
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:09	00:03:06	00:01:46	00:00:18	00:00:18
	16:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✔	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
06-11-2018		82	62	⚠	75.6%	1	✔	1.2%	19	✔	23.2%	00:00:15	00:00:10	00:19:04	00:03:17	00:00:19	00:00:19
GrdRealVillaltalia		16	14	✔	87.5%	0	✔	0.0%	2	⚠	12.5%	00:00:10	00:00:08	00:13:13	00:03:36	00:00:21	00:00:22
	10:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:08	00:00:08	00:03:43	00:03:21	00:00:13	00:00:08
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:03:45	00:03:14	00:00:19	00:00:19
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:06:42	00:04:54	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:01:35	00:01:25	00:00:34	00:00:34
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:05:44	00:02:53	00:00:28	00:00:28
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:02:30	00:02:30	00:00:52	00:00:52
	16:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✔	100.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:03	00:00:00
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:04	00:13:13	00:06:44	00:00:15	00:00:15
HotelRealOeiras		24	16	⚠	66.7%	0	✔	0.0%	8	✔	33.3%	00:00:15	00:00:10	00:06:20	00:02:33	00:00:16	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:03:26	00:03:26	00:00:10	00:00:10
	10:00:00	7	2	✖	28.6%	0	✔	0.0%	5	✔	71.4%	00:00:15	00:00:13	00:02:35	00:02:20	00:00:22	00:00:19
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:04:20	00:04:20	00:00:25	00:00:25
	12:00:00	1	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
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:03:08	00:03:08	00:00:09	00:00:09
	14:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✔	50.0%	00:00:05	00:00:05	00:05:07	00:05:07	00:00:04	00:00:05
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:06:20	00:02:59	00:00:09	00:00:09
	16:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✔	50.0%	00:00:15	00:00:12	00:00:53	00:00:53	00:00:25	00:00:25
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:01:39	00:01:39	00:00:06	00:00:06
	18:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:03:21	00:01:43	00:00:15	00:00:15
HotelRealPalacio		19	15	⚠	78.9%	1	✔	5.3%	3	✔	15.8%	00:00:15	00:00:11	00:19:04	00:05:33	00:00:29	00:00:25
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:10	00:05:54	00:03:42	00:00:10	00:00:10
	10:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:15	00:00:12	00:09:46	00:09:25	00:00:46	00:00:57
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:11	00:03:20	00:03:20	00:00:11	00:00:11
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:13	00:00:12	00:03:58	00:02:38	00:00:12	00:00:12
	14:00:00	5	3	⚠	60.0%	1	✖	20.0%	1	✔	20.0%	00:00:15	00:00:11	00:05:31	00:03:43	00:00:38	00:00:15
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:19:04	00:14:39	00:01:48	00:01:48
	16:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:08	00:00:08	00:04:20	00:02:53	00:00:07	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:04:02	00:04:02	00:00:22	00:00:22
HotelRealParque		20	14	⚠	70.0%	0	✔	0.0%	6	✔	30.0%	00:00:15	00:00:10	00:04:16	00:01:38	00:00:12	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:00:43	00:00:43	00:00:24	00:00:24
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:11	00:00:36	00:00:36	00:00:11	00:00:11
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:10	00:02:00	00:01:20	00:00:10	00:00:10
	12:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✔	25.0%	00:00:15	00:00:08	00:04:07	00:02:00	00:00:10	00:00:11
	14:00:00	5	2	✖	40.0%	0	✔	0.0%	3	✔	60.0%	00:00:10	00:00:08	00:04:16	00:03:31	00:00:08	00:00:08
	15:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✔	50.0%	00:00:13	00:00:11	00:02:35	00:01:53	00:00:11	00:00:12
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:00:27	00:00:27	00:00:35	00:00:35
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:09	00:01:02	00:00:48	00:00:14	00:00:14
RealResidencia		3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:13	00:01:49	00:01:22	00:00:31	00:00:31
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:14	00:01:46	00:01:09	00:00:35	00:00:35
	11:00:00	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
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:01:49	00:01:49	00:00:24	00:00:24
07-11-2018		93	62	⚠	66.7%	6	✔	6.5%	25	✔	26.9%	00:00:15	00:00:10	00:11:21	00:02:30	00:00:25	00:00:17
GrdRealVillaltalia		22	14	⚠	63.6%	2	✔	9.1%	6	✔	27.3%	00:00:10	00:00:09	00:05:56	00:02:08	00:00:29	00:00:20
	09:00:00	6	3	⚠	50.0%	0	✔	0.0%	3	✔	50.0%	00:00:10	00:00:08	00:02:59	00:01:22	00:00:10	00:00:08
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:03:13	00:03:13	00:00:19	00:00:19
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:05:56	00:02:22	00:00:39	00:00:39
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:03:12	00:01:52	00:00:11	00:00:11
	14:00:00	4	0	✖	0.0%	2	✖	50.0%	2	✔	50.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:10	00:00:00
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:02:42	00:02:15	00:00:22	00:00:22
	18:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✔	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:48	00:00:00
HotelRealOeiras		22	15	⚠	68.2%	1	✔	4.5%	6	✔	27.3%	00:00:15	00:00:11	00:05:30	00:02:50	00:00:29	00:00:22

OneContact Reporting

Service Performance Report

	09:00:00	5	2	✖	40.0%	0	✔	0.0%	3	✔	60.0%	00:00:13	00:00:10	00:01:37	00:01:00	00:00:09	00:00:10
	11:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✔	25.0%	00:00:11	00:00:10	00:04:03	00:02:59	00:00:10	00:00:10
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:05:30	00:05:04	00:00:14	00:00:14
	14:00:00	1	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
	15:00:00	6	5	✔	83.3%	1	✖	16.7%	0	✖	0.0%	00:00:15	00:00:13	00:04:16	00:02:56	00:00:56	00:00:14
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:07	00:01:41	00:01:41	00:00:07	00:00:07
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✔	50.0%	00:00:05	00:00:05	00:00:01	00:00:01	00:01:24	00:02:41
HotelRealPalacio		18	9	⚠	50.0%	1	✔	5.6%	8	✔	44.4%	00:00:15	00:00:11	00:08:57	00:02:52	00:00:22	00:00:18
	09:00:00	5	0	✖	0.0%	0	✔	0.0%	5	✔	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:07	00:01:55	00:01:10	00:00:07	00:00:07
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:08:57	00:05:20	00:00:16	00:00:16
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:00:38	00:00:38	00:00:09	00:00:09
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:00:57	00:00:57	00:00:08	00:00:08
	14:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✔	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00
	15:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✔	50.0%	00:00:15	00:00:10	00:01:14	00:01:14	00:00:32	00:00:59
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:13	00:07:47	00:05:00	00:00:20	00:00:20
	18:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✖	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:14	00:00:00
HotelRealParque		30	24	✔	80.0%	2	✔	6.7%	4	⚠	13.3%	00:00:15	00:00:10	00:11:21	00:02:23	00:00:20	00:00:13
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:12	00:00:08	00:04:32	00:02:52	00:00:08	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:00:42	00:00:42	00:00:08	00:00:08
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:11:21	00:06:30	00:00:13	00:00:13
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:00:32	00:00:32	00:00:22	00:00:22
	13:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:13	00:00:10	00:02:13	00:00:58	00:00:10	00:00:10
	14:00:00	5	3	⚠	60.0%	1	✖	20.0%	1	✔	20.0%	00:00:15	00:00:11	00:00:39	00:00:33	00:00:35	00:00:10
	15:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✔	40.0%	00:00:15	00:00:11	00:04:11	00:03:34	00:00:12	00:00:15
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:09	00:05:18	00:02:03	00:00:16	00:00:16
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:13	00:00:13	00:03:41	00:03:41	00:00:14	00:00:14
	18:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✖	0.0%	00:00:15	00:00:12	00:00:39	00:00:39	00:01:06	00:00:10
RealResidencia		1	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
	15:00:00	1	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
08-11-2018		134	94	⚠	70.1%	10	✔	7.5%	30	✔	22.4%	00:00:16	00:00:09	00:16:41	00:03:27	00:00:20	00:00:20
GrdRealVillaltalia		37	22	⚠	59.5%	5	⚠	13.5%	10	✔	27.0%	00:00:10	00:00:08	00:16:41	00:04:20	00:00:23	00:00:19
	09:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✔	66.7%	00:00:10	00:00:06	00:16:41	00:16:41	00:00:17	00:00:18
	10:00:00	11	4	✖	36.4%	4	✖	36.4%	3	✔	27.3%	00:00:10	00:00:09	00:01:56	00:01:07	00:00:30	00:00:22
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:04:33	00:02:02	00:00:18	00:00:18
	12:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:10	00:00:07	00:10:18	00:09:57	00:00:17	00:00:18
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:01:38	00:01:38	00:00:17	00:00:17
	14:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✔	50.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:48	00:00:00
	15:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✔	66.7%	00:00:07	00:00:07	00:00:50	00:00:50	00:00:09	00:00:07
	16:00:00	5	4	✔	80.0%	0	✔	0.0%	1	✔	20.0%	00:00:10	00:00:08	00:15:43	00:07:10	00:00:21	00:00:23
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:06:22	00:04:04	00:00:19	00:00:19
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:01:53	00:01:26	00:00:17	00:00:17
HotelRealOeiras		40	30	⚠	75.0%	1	✔	2.5%	9	✔	22.5%	00:00:15	00:00:11	00:11:14	00:03:45	00:00:17	00:00:20
	09:00:00	5	2	✖	40.0%	0	✔	0.0%	3	✔	60.0%	00:00:15	00:00:12	00:02:05	00:02:01	00:00:15	00:00:31
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:11:14	00:06:17	00:00:44	00:00:44
	11:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✔	25.0%	00:00:15	00:00:10	00:06:31	00:04:22	00:00:08	00:00:08
	12:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:10:25	00:03:25	00:00:30	00:00:30
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:02:41	00:02:28	00:00:30	00:00:30

OneContact Reporting

Service Performance Report

	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:14	00:00:11	00:07:37	00:03:43	00:00:11	00:00:11
	16:00:00	10	5	⚠	50.0%	0	✔	0.0%	5	✔	50.0%	00:00:15	00:00:10	00:09:22	00:05:17	00:00:10	00:00:14
	17:00:00	6	5	✔	83.3%	1	✖	16.7%	0	✖	0.0%	00:00:15	00:00:10	00:04:23	00:01:46	00:00:18	00:00:14
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:07	00:06:04	00:04:48	00:00:07	00:00:07
HotelRealPalacio		32	25	⚠	78.1%	2	✔	6.3%	5	✔	15.6%	00:00:16	00:00:10	00:09:57	00:03:22	00:00:23	00:00:26
	09:00:00	6	3	⚠	50.0%	0	✔	0.0%	3	✔	50.0%	00:00:15	00:00:08	00:09:33	00:03:28	00:00:33	00:00:48
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:01:40	00:01:40	00:00:54	00:00:54
	11:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✖	0.0%	00:00:07	00:00:07	00:00:00	00:00:00	00:00:07	00:00:00
	12:00:00	6	5	✔	83.3%	0	✔	0.0%	1	✔	16.7%	00:00:15	00:00:10	00:09:57	00:04:16	00:00:22	00:00:25
	13:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:08:32	00:04:40	00:00:18	00:00:18
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:04:46	00:03:43	00:00:27	00:00:27
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:16	00:00:09	00:03:01	00:02:18	00:00:14	00:00:14
	16:00:00	4	2	⚠	50.0%	1	✖	25.0%	1	✔	25.0%	00:00:15	00:00:10	00:04:39	00:03:00	00:00:14	00:00:18
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:01:15	00:00:46	00:00:22	00:00:22
HotelRealParque		25	17	⚠	68.0%	2	✔	8.0%	6	✔	24.0%	00:00:15	00:00:08	00:04:08	00:01:56	00:00:15	00:00:10
	09:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✔	50.0%	00:00:15	00:00:08	00:02:46	00:02:10	00:00:12	00:00:14
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:05	00:00:05	00:03:16	00:03:16	00:00:05	00:00:05
	12:00:00	7	3	✖	42.9%	2	✖	28.6%	2	✔	28.6%	00:00:15	00:00:09	00:01:22	00:01:14	00:00:26	00:00:07
	14:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✔	25.0%	00:00:15	00:00:09	00:04:08	00:02:27	00:00:12	00:00:14
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:01:27	00:01:09	00:00:16	00:00:16
	16:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:07	00:00:06	00:01:22	00:01:15	00:00:07	00:00:07
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:07	00:02:45	00:01:35	00:00:07	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:12	00:04:06	00:04:06	00:00:12	00:00:12
09-11-2018		93	63	⚠	67.7%	8	✔	8.6%	22	✔	23.7%	00:00:15	00:00:10	00:11:36	00:02:57	00:00:25	00:00:21
GrdRealVillaltalia		21	13	⚠	61.9%	3	⚠	14.3%	5	✔	23.8%	00:00:10	00:00:08	00:11:36	00:03:48	00:00:25	00:00:23
	09:00:00	5	2	✖	40.0%	0	✔	0.0%	3	✔	60.0%	00:00:10	00:00:08	00:04:39	00:02:32	00:00:31	00:01:08
	10:00:00	3	0	✖	0.0%	2	✖	66.7%	1	✔	33.3%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:06	00:00:00
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:01:14	00:01:12	00:00:18	00:00:18
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:01:08	00:01:08	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:05:05	00:05:05	00:00:20	00:00:20
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:06:44	00:06:44	00:00:08	00:00:08
	15:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✖	0.0%	00:00:10	00:00:08	00:11:36	00:08:00	00:00:08	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:06:39	00:06:39	00:00:10	00:00:10
	17:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✔	50.0%	00:00:10	00:00:07	00:02:59	00:02:59	00:00:18	00:00:29
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:07	00:02:46	00:01:44	00:00:18	00:00:18
HotelRealOeiras		30	19	⚠	63.3%	2	✔	6.7%	9	✔	30.0%	00:00:15	00:00:10	00:10:05	00:03:23	00:00:27	00:00:30
	09:00:00	5	1	✖	20.0%	0	✔	0.0%	4	✔	80.0%	00:00:08	00:00:08	00:00:34	00:00:34	00:00:13	00:00:08
	10:00:00	6	2	✖	33.3%	0	✔	0.0%	4	✔	66.7%	00:00:15	00:00:10	00:02:05	00:01:30	00:00:16	00:00:36
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:08	00:10:05	00:05:22	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:07	00:01:23	00:01:03	00:00:07	00:00:07
	13:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✔	25.0%	00:00:14	00:00:10	00:02:12	00:01:42	00:00:10	00:00:10
	14:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✖	0.0%	00:00:15	00:00:12	00:08:12	00:05:55	00:02:10	00:02:03
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:13	00:00:11	00:04:06	00:02:40	00:00:11	00:00:11
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:07	00:03:33	00:03:33	00:00:07	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:06:01	00:06:01	00:00:09	00:00:09
	18:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✖	0.0%	00:00:13	00:00:10	00:07:27	00:07:27	00:00:10	00:00:13
HotelRealPalacio		13	11	✔	84.6%	2	✖	15.4%	0	✖	0.0%	00:00:15	00:00:11	00:04:44	00:02:28	00:00:45	00:00:09
	09:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✖	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:04:07	00:00:00



OneContact Reporting

Service Performance Report

	10:00:00	1	0	❌	0.0%	1	❌	100.0%	0	❌	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:03:51	00:00:00
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:08	00:00:08	00:01:05	00:01:05	00:00:08	00:00:08
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:09	00:00:09	00:03:46	00:02:31	00:00:09	00:00:09
	13:00:00	2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:12	00:00:10	00:04:10	00:03:28	00:00:11	00:00:11
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:08	00:00:08	00:04:44	00:04:44	00:00:08	00:00:08
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:09	00:00:08	00:01:04	00:00:56	00:00:08	00:00:08
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:12	00:00:12	00:00:38	00:00:38	00:00:12	00:00:12
	18:00:00	2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:10	00:00:10	00:03:35	00:03:25	00:00:10	00:00:10
HotelRealParque		27	20	⚠️	74.1%	1	✅	3.7%	6	✅	22.2%	00:00:15	00:00:11	00:06:34	00:02:15	00:00:15	00:00:17
	09:00:00	5	2	❌	40.0%	0	✅	0.0%	3	✅	60.0%	00:00:15	00:00:09	00:01:05	00:00:42	00:00:15	00:00:28
	10:00:00	4	1	❌	25.0%	0	✅	0.0%	3	✅	75.0%	00:00:06	00:00:06	00:03:42	00:03:42	00:00:06	00:00:06
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:15	00:00:12	00:06:34	00:05:30	00:00:10	00:00:10
	12:00:00	3	3	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:15	00:00:11	00:06:34	00:03:54	00:00:23	00:00:23
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:08	00:00:08	00:01:25	00:01:25	00:00:08	00:00:08
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:08	00:00:08	00:01:15	00:01:15	00:00:08	00:00:08
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:15	00:00:11	00:01:04	00:01:04	00:00:07	00:00:07
	16:00:00	5	5	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:15	00:00:11	00:02:02	00:01:11	00:00:18	00:00:18
	17:00:00	2	1	⚠️	50.0%	1	❌	50.0%	0	❌	0.0%	00:00:15	00:00:12	00:00:35	00:00:35	00:00:27	00:00:23
	18:00:00	3	3	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:15	00:00:11	00:05:47	00:02:24	00:00:19	00:00:19
RealResidencia		2	0	❌	0.0%	0	✅	0.0%	2	✅	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	09:00:00	1	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
	10:00:00	1	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
10-11-2018		23	16	⚠️	69.6%	1	✅	4.3%	6	✅	26.1%	00:00:15	00:00:08	00:16:02	00:04:15	00:00:25	00:00:19
GrdRealVillaltalia		9	6	⚠️	66.7%	1	⚠️	11.1%	2	✅	22.2%	00:00:10	00:00:08	00:16:02	00:05:34	00:00:45	00:00:31
	10:00:00	3	2	⚠️	66.7%	0	✅	0.0%	1	✅	33.3%	00:00:10	00:00:09	00:07:53	00:06:40	00:00:10	00:00:08
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:01	00:00:01	00:16:02	00:16:02	00:00:15	00:00:15
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:09	00:00:08	00:02:03	00:01:54	00:00:08	00:00:08
	14:00:00	2	1	⚠️	50.0%	0	✅	0.0%	1	✅	50.0%	00:00:10	00:00:08	00:00:15	00:00:15	00:01:12	00:02:17
	15:00:00	1	0	❌	0.0%	1	❌	100.0%	0	❌	0.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:03:17	00:00:00
HotelRealOeiras		4	3	⚠️	75.0%	0	✅	0.0%	1	✅	25.0%	00:00:09	00:00:08	00:02:51	00:01:47	00:00:08	00:00:08
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:07	00:00:07	00:02:51	00:02:51	00:00:08	00:00:08
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:09	00:00:09	00:01:23	00:01:23	00:00:10	00:00:10
	11:00:00	1	0	❌	0.0%	0	✅	0.0%	1	✅	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:07	00:00:07	00:01:08	00:01:08	00:00:07	00:00:07
HotelRealPalacio		5	3	⚠️	60.0%	0	✅	0.0%	2	✅	40.0%	00:00:15	00:00:09	00:06:25	00:03:41	00:00:10	00:00:14
	10:00:00	2	0	❌	0.0%	0	✅	0.0%	2	✅	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:11	00:00:10	00:06:25	00:04:31	00:00:10	00:00:10
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:15	00:00:08	00:02:02	00:02:02	00:00:21	00:00:21
HotelRealParque		5	4	✅	80.0%	0	✅	0.0%	1	✅	20.0%	00:00:15	00:00:09	00:07:14	00:04:33	00:00:18	00:00:13
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:08	00:00:08	00:03:01	00:03:01	00:00:08	00:00:08
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:15	00:00:10	00:07:14	00:06:48	00:00:18	00:00:18
	15:00:00	2	1	⚠️	50.0%	0	✅	0.0%	1	✅	50.0%	00:00:09	00:00:09	00:01:37	00:01:37	00:00:23	00:00:09
12-11-2018		94	78	✅	83.0%	5	✅	5.3%	11	⚠️	11.7%	00:00:15	00:00:08	00:11:35	00:02:30	00:00:15	00:00:14
GrdRealVillaltalia		29	22	⚠️	75.9%	3	⚠️	10.3%	4	⚠️	13.8%	00:00:11	00:00:08	00:11:35	00:02:45	00:00:16	00:00:12
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:10	00:00:08	00:03:00	00:01:48	00:00:20	00:00:20
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:10	00:00:08	00:05:15	00:02:17	00:00:08	00:00:08
	11:00:00	5	4	✅	80.0%	1	❌	20.0%	0	❌	0.0%	00:00:10	00:00:07	00:08:27	00:03:19	00:00:21	00:00:16
	12:00:00	3	3	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:11	00:00:08	00:03:50	00:02:17	00:00:14	00:00:14

OneContact Reporting

Service Performance Report

	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:06	00:11:35	00:05:00	00:00:09	00:00:09
	14:00:00	7	4	⚠	57.1%	0	✔	0.0%	3	✔	42.9%	00:00:10	00:00:08	00:06:07	00:02:49	00:00:11	00:00:10
	15:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:10	00:00:08	00:00:54	00:00:44	00:00:11	00:00:10
	16:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✖	0.0%	00:00:10	00:00:08	00:01:45	00:01:45	00:00:18	00:00:07
	17:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✖	0.0%	00:00:10	00:00:08	00:03:25	00:02:58	00:00:37	00:00:10
HotelRealOeiras		23	21	✔	91.3%	0	✔	0.0%	2	✖	8.7%	00:00:15	00:00:08	00:09:55	00:03:09	00:00:09	00:00:09
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:01:09	00:00:51	00:00:09	00:00:09
	11:00:00	7	5	⚠	71.4%	0	✔	0.0%	2	✔	28.6%	00:00:15	00:00:10	00:04:25	00:02:52	00:00:10	00:00:12
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:00:58	00:00:50	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:04	00:00:04	00:09:55	00:09:55	00:00:04	00:00:04
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:02:53	00:02:53	00:00:10	00:00:10
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:06	00:08:14	00:04:35	00:00:06	00:00:06
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:10	00:04:09	00:02:30	00:00:10	00:00:10
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:08	00:09:05	00:04:52	00:00:08	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:02:48	00:02:48	00:00:06	00:00:06
HotelRealPalacio		24	21	✔	87.5%	1	✔	4.2%	2	✖	8.3%	00:00:15	00:00:09	00:05:26	00:01:54	00:00:16	00:00:15
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:04:32	00:02:48	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:12	00:01:13	00:01:13	00:00:12	00:00:12
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:09	00:03:20	00:01:56	00:00:09	00:00:09
	13:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:08	00:00:08	00:00:58	00:00:46	00:00:13	00:00:08
	14:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✖	0.0%	00:00:15	00:00:14	00:05:26	00:05:26	00:00:28	00:00:12
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:09	00:03:08	00:01:13	00:00:19	00:00:19
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:05	00:00:05	00:03:51	00:02:26	00:00:05	00:00:05
	17:00:00	7	6	✔	85.7%	0	✔	0.0%	1	⚠	14.3%	00:00:15	00:00:06	00:04:56	00:01:54	00:00:20	00:00:23
HotelRealParque		17	13	⚠	76.5%	1	✔	5.9%	3	✔	17.6%	00:00:15	00:00:07	00:03:39	00:02:05	00:00:22	00:00:26
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:05	00:02:31	00:01:47	00:00:06	00:00:06
	12:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✖	0.0%	00:00:09	00:00:05	00:03:24	00:02:45	00:00:05	00:00:06
	13:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✔	50.0%	00:00:15	00:00:10	00:02:50	00:02:50	00:02:08	00:04:10
	14:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✔	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:08	00:02:44	00:02:29	00:00:08	00:00:08
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:14	00:00:08	00:01:11	00:00:49	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:03:39	00:03:39	00:00:08	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:03	00:00:03	00:03:35	00:03:35	00:00:03	00:00:03
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:00:34	00:00:34	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:00:34	00:00:34	00:00:06	00:00:06
13-11-2018		71	67	✔	94.4%	2	✔	2.8%	2	✖	2.8%	00:00:15	00:00:10	00:11:30	00:02:59	00:00:20	00:00:17
GrdRealVillaltalia		23	22	✔	95.7%	0	✔	0.0%	1	✖	4.3%	00:00:11	00:00:09	00:11:30	00:03:01	00:00:19	00:00:18
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:00:48	00:00:37	00:00:12	00:00:12
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:03:27	00:02:06	00:00:25	00:00:25
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:06	00:01:14	00:01:00	00:00:10	00:00:10
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:02:54	00:01:37	00:00:14	00:00:14
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:08:23	00:05:26	00:00:16	00:00:16
	16:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✔	25.0%	00:00:11	00:00:09	00:02:35	00:01:41	00:00:29	00:00:31
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:01:39	00:01:32	00:00:24	00:00:24
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:11:30	00:07:43	00:00:14	00:00:14
HotelRealOeiras		22	22	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:09	00:11:10	00:03:28	00:00:12	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:03:18	00:03:18	00:00:05	00:00:05
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:03:51	00:02:47	00:00:19	00:00:19



OneContact Reporting

Service Performance Report

	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:13	00:00:10	00:03:06	00:01:47	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:11:10	00:06:50	00:00:07	00:00:07
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:09:14	00:06:06	00:00:22	00:00:22
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:09:10	00:05:16	00:00:08	00:00:08
	15:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:09	00:01:25	00:01:00	00:00:11	00:00:11
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:05	00:00:05	00:03:16	00:03:16	00:00:05	00:00:05
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:07	00:11:06	00:11:06	00:00:07	00:00:07
HotelRealPalacio		13	12	✔	92.3%	1	✔	7.7%	0	✖	0.0%	00:00:15	00:00:10	00:07:01	00:02:02	00:00:26	00:00:24
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:01:26	00:01:26	00:00:23	00:00:23
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:00:27	00:00:27	00:00:06	00:00:06
	12:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✖	0.0%	00:00:15	00:00:12	00:02:41	00:01:41	00:00:37	00:00:30
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:08	00:06:03	00:02:07	00:00:12	00:00:12
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:07:01	00:03:54	00:00:34	00:00:34
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:13	00:01:17	00:01:17	00:01:25	00:01:25
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:05	00:00:05	00:01:37	00:01:37	00:00:05	00:00:05
HotelRealParque		13	11	✔	84.6%	1	✔	7.7%	1	✖	7.7%	00:00:15	00:00:11	00:10:18	00:03:06	00:00:31	00:00:17
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:11	00:01:15	00:01:15	00:00:11	00:00:11
	11:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✔	50.0%	00:00:07	00:00:07	00:03:11	00:03:11	00:00:06	00:00:07
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:10:18	00:05:50	00:00:49	00:00:49
	13:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✖	0.0%	00:00:15	00:00:13	00:06:52	00:06:52	00:01:48	00:00:06
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:13	00:00:13	00:02:53	00:02:53	00:00:13	00:00:13
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:07	00:02:01	00:02:01	00:00:07	00:00:07
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:09	00:02:10	00:01:32	00:00:12	00:00:12
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:07	00:01:43	00:01:43	00:00:07	00:00:07
14-11-2018		115	94	✔	81.7%	6	✔	5.2%	15	⚠	13.0%	00:00:18	00:00:09	00:15:39	00:02:35	00:00:17	00:00:15
GrdRealVillaltalia		33	27	✔	81.8%	1	✔	3.0%	5	✔	15.2%	00:00:18	00:00:08	00:10:03	00:02:59	00:00:15	00:00:17
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:00:03	00:00:03	00:00:11	00:00:11
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:04:27	00:04:27	00:00:08	00:00:08
	11:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✔	25.0%	00:00:10	00:00:08	00:03:53	00:02:19	00:00:16	00:00:20
	12:00:00	6	5	✔	83.3%	0	✔	0.0%	1	✔	16.7%	00:00:10	00:00:07	00:05:21	00:01:27	00:00:12	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:04:27	00:04:27	00:00:21	00:00:21
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:05:29	00:03:22	00:00:07	00:00:07
	15:00:00	11	8	⚠	72.7%	0	✔	0.0%	3	✔	27.3%	00:00:18	00:00:08	00:10:03	00:04:08	00:00:17	00:00:21
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:02:16	00:02:02	00:00:16	00:00:16
	17:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✖	0.0%	00:00:10	00:00:08	00:05:39	00:03:36	00:00:23	00:00:30
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:05	00:00:05	00:04:28	00:04:28	00:00:05	00:00:05
HotelRealOeiras		38	30	⚠	78.9%	3	✔	7.9%	5	⚠	13.2%	00:00:15	00:00:09	00:07:16	00:02:11	00:00:16	00:00:12
	10:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:09	00:05:49	00:02:46	00:00:10	00:00:10
	11:00:00	12	8	⚠	66.7%	2	✖	16.7%	2	✔	16.7%	00:00:15	00:00:08	00:05:15	00:01:30	00:00:24	00:00:12
	12:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✔	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	13:00:00	6	4	⚠	66.7%	1	✖	16.7%	1	✔	16.7%	00:00:15	00:00:10	00:05:05	00:02:18	00:00:12	00:00:08
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:09	00:07:16	00:03:11	00:00:14	00:00:14
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:01:15	00:01:15	00:00:07	00:00:07
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:04:48	00:02:29	00:00:16	00:00:16
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:07	00:03:48	00:01:27	00:00:18	00:00:18
HotelRealPalacio		19	16	✔	84.2%	0	✔	0.0%	3	✔	15.8%	00:00:16	00:00:08	00:09:41	00:02:27	00:00:12	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:01:29	00:01:29	00:00:06	00:00:06
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:16	00:00:12	00:01:47	00:01:47	00:00:36	00:00:36

OneContact Reporting

Service Performance Report

	11:00:00	3	2	🟡	66.7%	0	✅	0.0%	1	✅	33.3%	00:00:05	00:00:05	00:00:20	00:00:16	00:00:07	00:00:05
	12:00:00	2	1	🟡	50.0%	0	✅	0.0%	1	✅	50.0%	00:00:09	00:00:06	00:00:56	00:00:43	00:00:22	00:00:09
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:14	00:00:12	00:01:54	00:01:40	00:00:12	00:00:12
	15:00:00	5	5	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:15	00:00:08	00:09:41	00:04:05	00:00:12	00:00:12
	16:00:00	4	3	🟡	75.0%	0	✅	0.0%	1	✅	25.0%	00:00:06	00:00:06	00:03:29	00:02:05	00:00:07	00:00:06
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:13	00:00:13	00:06:24	00:06:24	00:00:13	00:00:13
HotelRealParque		22	19	✅	86.4%	1	✅	4.5%	2	❌	9.1%	00:00:15	00:00:11	00:08:03	00:02:14	00:00:23	00:00:21
	09:00:00	3	3	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:12	00:00:08	00:02:12	00:01:35	00:00:08	00:00:08
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:15	00:00:11	00:03:00	00:03:00	00:00:35	00:00:35
	11:00:00	4	4	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:15	00:00:12	00:03:42	00:02:04	00:00:18	00:00:18
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:13	00:00:13	00:01:36	00:01:36	00:00:13	00:00:13
	13:00:00	3	3	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:15	00:00:10	00:02:12	00:01:37	00:00:13	00:00:13
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:15	00:00:09	00:01:32	00:00:52	00:00:15	00:00:15
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:06	00:00:06	00:08:03	00:08:03	00:00:06	00:00:06
	16:00:00	5	2	❌	40.0%	1	❌	20.0%	2	✅	40.0%	00:00:15	00:00:13	00:06:32	00:04:36	00:00:38	00:00:42
	17:00:00	2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:15	00:00:13	00:01:50	00:01:16	00:00:52	00:00:52
RealResidencia		3	2	🟡	66.7%	1	❌	33.3%	0	❌	0.0%	00:00:15	00:00:11	00:15:39	00:05:49	00:00:16	00:00:14
	15:00:00	2	1	🟡	50.0%	1	❌	50.0%	0	❌	0.0%	00:00:15	00:00:12	00:01:17	00:00:54	00:00:18	00:00:15
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:04	00:00:04	00:15:39	00:15:39	00:00:14	00:00:14
15-11-2018		78	64	✅	82.1%	4	✅	5.1%	10	🟡	12.8%	00:00:16	00:00:09	00:17:05	00:04:00	00:00:22	00:00:16
GrdRealVillaltalia		44	35	🟡	79.5%	2	✅	4.5%	7	✅	15.9%	00:00:10	00:00:08	00:17:05	00:04:28	00:00:14	00:00:15
	09:00:00	5	4	✅	80.0%	1	❌	20.0%	0	❌	0.0%	00:00:10	00:00:08	00:07:29	00:03:15	00:00:13	00:00:13
	10:00:00	6	4	🟡	66.7%	0	✅	0.0%	2	✅	33.3%	00:00:10	00:00:08	00:12:31	00:05:13	00:00:17	00:00:20
	11:00:00	7	7	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:10	00:00:08	00:07:56	00:03:17	00:00:15	00:00:15
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:10	00:00:09	00:17:05	00:17:05	00:00:40	00:00:40
	13:00:00	9	4	❌	44.4%	1	🟡	11.1%	4	✅	44.4%	00:00:10	00:00:08	00:03:54	00:03:22	00:00:12	00:00:14
	14:00:00	5	5	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:10	00:00:08	00:09:47	00:05:00	00:00:11	00:00:11
	15:00:00	3	2	🟡	66.7%	0	✅	0.0%	1	✅	33.3%	00:00:10	00:00:06	00:10:50	00:06:55	00:00:15	00:00:16
	16:00:00	3	3	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:10	00:00:07	00:03:06	00:01:37	00:00:06	00:00:06
	17:00:00	4	4	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:10	00:00:06	00:07:11	00:02:55	00:00:13	00:00:13
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:10	00:00:10	00:14:55	00:14:55	00:00:19	00:00:19
HotelRealOeiras		18	16	✅	88.9%	1	✅	5.6%	1	❌	5.6%	00:00:15	00:00:11	00:06:14	00:03:00	00:00:26	00:00:18
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:10	00:00:06	00:03:51	00:03:37	00:00:06	00:00:06
	11:00:00	6	6	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:15	00:00:10	00:06:01	00:02:47	00:00:16	00:00:16
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:15	00:00:10	00:05:33	00:03:18	00:00:20	00:00:20
	14:00:00	5	4	✅	80.0%	0	✅	0.0%	1	✅	20.0%	00:00:15	00:00:12	00:06:14	00:03:52	00:00:27	00:00:33
	15:00:00	1	0	❌	0.0%	1	❌	100.0%	0	❌	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:57	00:00:00
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:11	00:00:08	00:01:05	00:01:04	00:00:08	00:00:08
HotelRealPalacio		2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:09	00:00:08	00:11:24	00:06:04	00:00:08	00:00:08
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:09	00:00:09	00:00:43	00:00:43	00:00:10	00:00:10
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:06	00:00:06	00:11:24	00:11:24	00:00:06	00:00:06
HotelRealParque		12	9	🟡	75.0%	1	✅	8.3%	2	✅	16.7%	00:00:16	00:00:09	00:11:26	00:03:10	00:00:44	00:00:15
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:11	00:00:10	00:03:49	00:03:26	00:00:40	00:00:40
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:10	00:00:10	00:02:14	00:02:14	00:00:10	00:00:10
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:10	00:00:08	00:04:01	00:02:52	00:00:08	00:00:08
	14:00:00	2	0	❌	0.0%	0	✅	0.0%	2	✅	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:31	00:00:00
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:12	00:00:12	00:11:26	00:11:26	00:00:12	00:00:12
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	❌	0.0%	00:00:06	00:00:06	00:00:28	00:00:28	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:01:13	00:00:55	00:00:08	00:00:08
	18:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✖	0.0%	00:00:16	00:00:16	00:00:00	00:00:00	00:05:28	00:00:00
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:09	00:05:39	00:05:30	00:00:44	00:00:44
	14:00:00	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	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:01	00:00:01	00:05:39	00:05:39	00:01:10	00:01:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:05:20	00:05:20	00:00:19	00:00:19
16-11-2018		76	72	✔	94.7%	0	✔	0.0%	4	✖	5.3%	00:00:16	00:00:09	00:12:08	00:02:30	00:00:17	00:00:17
GrdRealVillaltalia		23	21	✔	91.3%	0	✔	0.0%	2	✖	8.7%	00:00:10	00:00:07	00:09:04	00:02:12	00:00:16	00:00:17
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:04:11	00:01:50	00:00:12	00:00:12
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:05	00:00:04	00:04:25	00:02:59	00:00:05	00:00:05
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:01:21	00:01:21	00:00:14	00:00:14
	12:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✔	40.0%	00:00:10	00:00:07	00:09:04	00:05:02	00:00:08	00:00:09
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:01:53	00:01:53	00:00:32	00:00:32
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:01:16	00:01:16	00:00:06	00:00:06
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:05	00:04:38	00:02:34	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:02:28	00:01:28	00:01:03	00:01:03
	17:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:04:00	00:01:14	00:00:14	00:00:14
HotelRealOeiras		30	28	✔	93.3%	0	✔	0.0%	2	✖	6.7%	00:00:16	00:00:10	00:08:28	00:02:49	00:00:15	00:00:16
	09:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:06:01	00:02:03	00:00:08	00:00:08
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:16	00:00:08	00:03:48	00:02:48	00:00:11	00:00:11
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:08	00:02:54	00:01:46	00:00:08	00:00:08
	12:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✔	25.0%	00:00:12	00:00:08	00:07:29	00:03:10	00:00:22	00:00:28
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:07:21	00:03:22	00:00:14	00:00:14
	15:00:00	8	7	✔	87.5%	0	✔	0.0%	1	⚠	12.5%	00:00:15	00:00:10	00:08:28	00:03:28	00:00:23	00:00:25
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:04:21	00:02:36	00:00:17	00:00:17
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:07	00:01:34	00:01:34	00:00:07	00:00:07
HotelRealPalacio		9	9	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:12:08	00:03:44	00:00:28	00:00:28
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:01:24	00:01:24	00:00:24	00:00:24
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:07:03	00:06:00	00:00:23	00:00:23
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:02:44	00:01:16	00:00:52	00:00:52
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:06	00:02:20	00:02:08	00:00:06	00:00:06
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:11	00:12:08	00:12:08	00:00:11	00:00:11
HotelRealParque		10	10	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:09	00:04:13	00:01:47	00:00:14	00:00:14
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:04	00:00:04	00:01:37	00:01:27	00:00:04	00:00:04
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:14	00:00:11	00:02:53	00:01:48	00:00:12	00:00:12
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:01:46	00:01:46	00:00:21	00:00:21
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:07	00:00:56	00:00:56	00:00:07	00:00:07
	14:00:00	1	1	✔	100.0%	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	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:09	00:04:13	00:02:07	00:00:26	00:00:26
RealResidencia		4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:08	00:02:11	00:01:11	00:00:10	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:06	00:02:11	00:01:06	00:00:08	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:12	00:01:44	00:01:44	00:00:12	00:00:12
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:00:55	00:00:55	00:00:10	00:00:10
17-11-2018		35	15	✖	42.9%	7	✖	20.0%	13	✔	37.1%	00:00:15	00:00:08	00:05:29	00:02:21	00:00:19	00:00:19
GrdRealVillaltalia		7	0	✖	0.0%	2	✖	28.6%	5	✔	71.4%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:30	00:00:00
	11:00:00	1	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
	13:00:00	5	0	✖	0.0%	1	✖	20.0%	4	✔	80.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:18	00:00:00
	14:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✖	0.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:35	00:00:00

# OneContact Reporting

## Service Performance Report

HotelRealOeiras		14	9	🟡	64.3%	4	🔴	28.6%	1	🔴	7.1%	00:00:15	00:00:08	00:05:29	00:02:54	00:00:23	00:00:27
	09:00:00	4	1	🔴	25.0%	3	🔴	75.0%	0	🔴	0.0%	00:00:05	00:00:05	00:00:36	00:00:36	00:00:04	00:00:05
	11:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:11	00:00:10	00:04:23	00:03:52	00:00:10	00:00:10
	12:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:04	00:00:04	00:03:46	00:03:46	00:00:04	00:00:04
	13:00:00	3	1	🔴	33.3%	1	🔴	33.3%	1	🟢	33.3%	00:00:06	00:00:06	00:05:24	00:05:24	00:00:23	00:00:06
	14:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:05	00:00:05	00:00:35	00:00:35	00:00:05	00:00:05
	15:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:04	00:00:04	00:05:29	00:05:29	00:00:04	00:00:04
	16:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:15	00:00:11	00:01:47	00:01:14	00:01:40	00:01:40
HotelRealPalacio		2	2	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:09	00:00:07	00:01:28	00:01:03	00:00:07	00:00:07
	10:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:09	00:00:09	00:00:38	00:00:38	00:00:09	00:00:09
	12:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:05	00:00:05	00:01:28	00:01:28	00:00:05	00:00:05
HotelRealParque		7	3	🔴	42.9%	0	🟢	0.0%	4	🟢	57.1%	00:00:10	00:00:07	00:02:27	00:01:22	00:00:06	00:00:07
	10:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:04	00:00:04	00:00:56	00:00:56	00:00:04	00:00:04
	13:00:00	2	0	🔴	0.0%	0	🟢	0.0%	2	🟢	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	14:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:06	00:00:06	00:00:43	00:00:43	00:00:06	00:00:06
	16:00:00	3	1	🔴	33.3%	0	🟢	0.0%	2	🟢	66.7%	00:00:10	00:00:10	00:02:27	00:02:27	00:00:07	00:00:10
RealResidencia		5	1	🔴	20.0%	1	🔴	20.0%	3	🟢	60.0%	00:00:15	00:00:10	00:02:57	00:02:57	00:00:17	00:00:04
	11:00:00	3	1	🔴	33.3%	0	🟢	0.0%	2	🟢	66.7%	00:00:04	00:00:04	00:02:57	00:02:57	00:00:06	00:00:04
	15:00:00	2	0	🔴	0.0%	1	🔴	50.0%	1	🟢	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:33	00:00:00
19-11-2018		82	62	🟡	75.6%	3	🟢	3.7%	17	🟢	20.7%	00:00:15	00:00:09	00:11:42	00:03:21	00:00:17	00:00:14
GrdRealVillaltalia		27	20	🟡	74.1%	0	🟢	0.0%	7	🟢	25.9%	00:00:10	00:00:08	00:11:19	00:03:27	00:00:12	00:00:13
	10:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:07	00:00:06	00:03:06	00:02:28	00:00:07	00:00:07
	11:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:10	00:00:08	00:02:56	00:01:07	00:00:18	00:00:18
	12:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:10	00:00:08	00:11:19	00:05:15	00:00:21	00:00:21
	13:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:10	00:00:07	00:05:47	00:03:37	00:00:14	00:00:14
	14:00:00	3	1	🔴	33.3%	0	🟢	0.0%	2	🟢	66.7%	00:00:10	00:00:10	00:00:41	00:00:41	00:00:11	00:00:10
	15:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:10	00:00:09	00:08:53	00:06:45	00:00:09	00:00:09
	16:00:00	8	3	🔴	37.5%	0	🟢	0.0%	5	🟢	62.5%	00:00:06	00:00:04	00:02:25	00:01:26	00:00:09	00:00:05
	17:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:08	00:00:08	00:08:49	00:08:49	00:00:08	00:00:08
HotelRealOeiras		32	26	🟢	81.3%	2	🟢	6.3%	4	🟡	12.5%	00:00:15	00:00:10	00:11:42	00:03:23	00:00:19	00:00:13
	09:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:15	00:00:12	00:00:40	00:00:40	00:00:24	00:00:24
	10:00:00	4	3	🟡	75.0%	1	🔴	25.0%	0	🔴	0.0%	00:00:15	00:00:10	00:02:52	00:01:57	00:00:48	00:00:07
	11:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:12	00:00:08	00:03:33	00:03:10	00:00:08	00:00:08
	12:00:00	4	3	🟡	75.0%	1	🔴	25.0%	0	🔴	0.0%	00:00:15	00:00:12	00:05:58	00:02:45	00:00:26	00:00:10
	13:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:11	00:00:09	00:03:23	00:01:56	00:00:16	00:00:16
	14:00:00	5	4	🟢	80.0%	0	🟢	0.0%	1	🟢	20.0%	00:00:14	00:00:08	00:11:42	00:04:18	00:00:08	00:00:09
	15:00:00	4	3	🟡	75.0%	0	🟢	0.0%	1	🟢	25.0%	00:00:14	00:00:09	00:05:47	00:04:56	00:00:08	00:00:10
	16:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:15	00:00:10	00:06:49	00:04:39	00:00:14	00:00:14
	17:00:00	7	5	🟡	71.4%	0	🟢	0.0%	2	🟢	28.6%	00:00:15	00:00:10	00:08:49	00:03:27	00:00:16	00:00:20
HotelRealPalacio		9	7	🟡	77.8%	0	🟢	0.0%	2	🟢	22.2%	00:00:15	00:00:10	00:06:01	00:03:11	00:00:09	00:00:11
	10:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:10	00:00:10	00:01:18	00:01:18	00:00:10	00:00:10
	13:00:00	4	2	🟡	50.0%	0	🟢	0.0%	2	🟢	50.0%	00:00:12	00:00:12	00:03:18	00:01:59	00:00:08	00:00:12
	14:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:15	00:00:12	00:05:01	00:05:01	00:00:25	00:00:25
	16:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:10	00:00:07	00:06:01	00:05:34	00:00:08	00:00:08
	17:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:04	00:00:04	00:00:54	00:00:54	00:00:04	00:00:04
HotelRealParque		6	4	🟡	66.7%	0	🟢	0.0%	2	🟢	33.3%	00:00:15	00:00:08	00:07:41	00:03:36	00:00:33	00:00:46
	10:00:00	1	0	🔴	0.0%	0	🟢	0.0%	1	🟢	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	12:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🔴	0.0%	00:00:07	00:00:07	00:01:44	00:01:44	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	13:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:08	00:00:08	00:07:41	00:07:41	00:00:08	00:00:08
	14:00:00	1	0	✖ 0.0%	0	✔ 0.0%	1	✔ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	15:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:15	00:00:09	00:04:07	00:02:29	00:01:25	00:01:25
RealResidencia		8	5	⚠ 62.5%	1	⚠ 12.5%	2	✔ 25.0%	00:00:15	00:00:10	00:05:27	00:02:44	00:00:26	00:00:09
	09:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:05	00:00:05	00:01:42	00:01:42	00:00:05	00:00:05
	11:00:00	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
	12:00:00	2	0	✖ 0.0%	1	✖ 50.0%	1	✔ 50.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:14	00:00:00
	14:00:00	1	0	✖ 0.0%	0	✔ 0.0%	1	✔ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	16:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:12	00:00:12	00:05:27	00:05:27	00:00:12	00:00:12
	17:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:11	00:00:10	00:03:12	00:02:11	00:00:10	00:00:10
20-11-2018		90	73	✔ 81.1%	7	✔ 7.8%	10	⚠ 11.1%	00:00:15	00:00:08	00:13:48	00:02:37	00:00:22	00:00:20
GrdRealVillaltalia		27	23	✔ 85.2%	2	✔ 7.4%	2	✖ 7.4%	00:00:10	00:00:08	00:13:48	00:02:51	00:00:17	00:00:15
	09:00:00	4	2	⚠ 50.0%	0	✔ 0.0%	2	✔ 50.0%	00:00:04	00:00:04	00:05:35	00:03:15	00:00:08	00:00:04
	10:00:00	3	2	⚠ 66.7%	1	✖ 33.3%	0	✖ 0.0%	00:00:10	00:00:07	00:02:37	00:02:23	00:00:32	00:00:42
	11:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:10	00:00:09	00:04:28	00:02:48	00:00:20	00:00:20
	12:00:00	5	5	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:10	00:00:08	00:08:46	00:03:43	00:00:12	00:00:12
	13:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:10	00:00:08	00:01:03	00:00:48	00:00:08	00:00:08
	14:00:00	8	7	✔ 87.5%	1	⚠ 12.5%	0	✖ 0.0%	00:00:10	00:00:08	00:03:53	00:01:17	00:00:21	00:00:12
	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:05	00:00:05	00:04:25	00:04:25	00:00:05	00:00:05
	17:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:10	00:00:08	00:03:18	00:02:03	00:00:36	00:00:36
	18:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:05	00:00:05	00:13:48	00:13:48	00:00:08	00:00:08
HotelRealOeiras		12	8	⚠ 66.7%	2	✖ 16.7%	2	✔ 16.7%	00:00:15	00:00:11	00:04:48	00:03:00	00:00:22	00:00:15
	09:00:00	5	1	✖ 20.0%	2	✖ 40.0%	2	✔ 40.0%	00:00:15	00:00:12	00:00:35	00:00:35	00:00:32	00:00:09
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:10	00:00:10	00:04:48	00:04:48	00:00:10	00:00:10
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:15	00:00:12	00:04:30	00:04:30	00:00:37	00:00:37
	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:10	00:00:10	00:02:09	00:02:09	00:00:10	00:00:10
	16:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:12	00:00:09	00:04:48	00:02:41	00:00:09	00:00:09
	18:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:15	00:00:12	00:03:54	00:03:54	00:00:23	00:00:23
HotelRealPalacio		31	25	✔ 80.6%	3	✔ 9.7%	3	✖ 9.7%	00:00:15	00:00:09	00:09:25	00:02:47	00:00:25	00:00:24
	09:00:00	4	1	✖ 25.0%	2	✖ 50.0%	1	✔ 25.0%	00:00:15	00:00:09	00:04:01	00:04:01	00:01:58	00:05:13
	10:00:00	6	4	⚠ 66.7%	0	✔ 0.0%	2	✔ 33.3%	00:00:15	00:00:09	00:04:04	00:02:12	00:00:12	00:00:15
	11:00:00	4	3	⚠ 75.0%	1	✖ 25.0%	0	✖ 0.0%	00:00:09	00:00:08	00:03:24	00:02:28	00:00:08	00:00:07
	12:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:15	00:00:08	00:01:26	00:01:08	00:00:10	00:00:10
	13:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:13	00:00:10	00:09:25	00:07:16	00:00:10	00:00:10
	14:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:15	00:00:10	00:00:50	00:00:42	00:00:21	00:00:21
	15:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:10	00:00:07	00:01:42	00:01:18	00:00:07	00:00:07
	16:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:09	00:00:06	00:02:56	00:01:31	00:00:06	00:00:06
	17:00:00	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
	18:00:00	4	4	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:12	00:00:09	00:05:02	00:03:54	00:00:15	00:00:15
HotelRealParque		18	15	✔ 83.3%	0	✔ 0.0%	3	✔ 16.7%	00:00:15	00:00:08	00:06:53	00:01:58	00:00:24	00:00:25
	09:00:00	1	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
	10:00:00	6	5	✔ 83.3%	0	✔ 0.0%	1	✔ 16.7%	00:00:15	00:00:07	00:01:20	00:00:45	00:00:50	00:00:54
	11:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:06	00:00:04	00:04:49	00:02:15	00:00:04	00:00:04
	12:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:15	00:00:09	00:04:44	00:03:10	00:00:06	00:00:06
	13:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:04	00:00:04	00:06:53	00:06:53	00:00:19	00:00:19
	14:00:00	1	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
	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:15	00:00:09	00:00:49	00:00:49	00:00:19	00:00:19
	16:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✖ 0.0%	00:00:15	00:00:10	00:03:51	00:01:42	00:00:14	00:00:14

# OneContact Reporting

## Service Performance Report

RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:06	00:01:23	00:00:54	00:00:06	00:00:06
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:06	00:01:23	00:00:54	00:00:06	00:00:06
21-11-2018		99	79	⚠	79.8%	5	✔	5.1%	15	✔	15.2%	00:00:16	00:00:08	00:11:46	00:02:13	00:00:16	00:00:13
GrdRealVillaltalia		38	26	⚠	68.4%	5	⚠	13.2%	7	✔	18.4%	00:00:11	00:00:07	00:11:46	00:03:00	00:00:22	00:00:11
	09:00:00	6	2	✖	33.3%	1	✖	16.7%	3	✔	50.0%	00:00:10	00:00:08	00:09:53	00:05:50	00:00:08	00:00:08
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:05	00:03:50	00:03:30	00:00:08	00:00:08
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:07	00:03:38	00:02:38	00:00:12	00:00:12
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:03:13	00:02:40	00:00:16	00:00:16
	13:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✖	0.0%	00:00:09	00:00:08	00:00:31	00:00:23	00:02:29	00:00:09
	14:00:00	9	8	✔	88.9%	0	✔	0.0%	1	⚠	11.1%	00:00:10	00:00:06	00:10:14	00:01:39	00:00:08	00:00:08
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:09	00:07:32	00:03:01	00:00:19	00:00:19
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:07	00:04:55	00:04:55	00:00:07	00:00:07
	17:00:00	7	1	✖	14.3%	3	✖	42.9%	3	✔	42.9%	00:00:07	00:00:07	00:11:46	00:11:46	00:00:11	00:00:08
HotelRealOeiras		12	10	✔	83.3%	0	✔	0.0%	2	✔	16.7%	00:00:15	00:00:09	00:05:23	00:01:34	00:00:09	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:00:40	00:00:40	00:00:09	00:00:09
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:08	00:00:39	00:00:39	00:00:17	00:00:17
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:06	00:00:48	00:00:33	00:00:06	00:00:06
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:07	00:05:23	00:02:40	00:00:07	00:00:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:12	00:00:30	00:00:30	00:00:12	00:00:12
	17:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✔	50.0%	00:00:11	00:00:11	00:01:30	00:01:30	00:00:09	00:00:11
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✔	50.0%	00:00:13	00:00:13	00:03:17	00:03:17	00:00:10	00:00:13
HotelRealPalacio		32	30	✔	93.8%	0	✔	0.0%	2	✖	6.3%	00:00:16	00:00:09	00:06:42	00:01:54	00:00:12	00:00:12
	09:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:08	00:01:50	00:01:10	00:00:18	00:00:18
	10:00:00	6	5	✔	83.3%	0	✔	0.0%	1	✔	16.7%	00:00:11	00:00:07	00:01:53	00:01:29	00:00:07	00:00:07
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:06	00:05:37	00:03:16	00:00:06	00:00:06
	12:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:06:42	00:02:06	00:00:14	00:00:14
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:09	00:02:34	00:01:35	00:00:09	00:00:09
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:09	00:00:11	00:00:10	00:00:14	00:00:14
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:16	00:00:11	00:02:25	00:02:08	00:00:22	00:00:22
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:08	00:05:40	00:03:16	00:00:11	00:00:11
	18:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✔	25.0%	00:00:15	00:00:10	00:03:34	00:01:45	00:00:13	00:00:14
HotelRealParque		16	12	⚠	75.0%	0	✔	0.0%	4	✔	25.0%	00:00:15	00:00:09	00:04:09	00:01:47	00:00:17	00:00:20
	09:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✔	50.0%	00:00:15	00:00:08	00:01:00	00:01:00	00:00:50	00:01:35
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:04	00:00:04	00:02:03	00:02:03	00:00:05	00:00:05
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:01:26	00:01:26	00:00:21	00:00:21
	15:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:12	00:00:10	00:02:09	00:02:00	00:00:11	00:00:10
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:13	00:00:07	00:02:48	00:01:21	00:00:08	00:00:08
	17:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:14	00:00:12	00:04:09	00:03:44	00:00:10	00:00:12
	18:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:15	00:00:12	00:01:06	00:00:58	00:00:20	00:00:22
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:03:27	00:03:27	00:00:19	00:00:19
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:03:27	00:03:27	00:00:19	00:00:19
22-11-2018		73	63	✔	86.3%	0	✔	0.0%	10	⚠	13.7%	00:00:15	00:00:08	00:13:21	00:03:07	00:00:15	00:00:16
GrdRealVillaltalia		20	15	⚠	75.0%	0	✔	0.0%	5	✔	25.0%	00:00:10	00:00:08	00:13:21	00:04:10	00:00:28	00:00:34
	09:00:00	4	0	✖	0.0%	0	✔	0.0%	4	✔	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%	00:00:10	00:00:08	00:06:36	00:06:36	00:00:15	00:00:15
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:05	00:00:04	00:03:37	00:03:14	00:00:14	00:00:14
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:02:14	00:02:14	00:00:16	00:00:16
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:07	00:00:53	00:00:53	00:00:22	00:00:22



OneContact Reporting

Service Performance Report

	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:05:07	00:02:17	00:00:12	00:00:12
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:08:33	00:08:33	00:00:08	00:00:08
	16:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✔	25.0%	00:00:10	00:00:07	00:02:37	00:01:40	00:00:48	00:01:01
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:12:37	00:06:19	00:01:36	00:01:36
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:13:21	00:13:21	00:00:18	00:00:18
HotelRealOeiras		8	7	✔	87.5%	0	✔	0.0%	1	⚠	12.5%	00:00:15	00:00:08	00:10:30	00:03:02	00:00:10	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:05	00:00:05	00:01:10	00:01:10	00:00:05	00:00:05
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:03:40	00:03:40	00:00:09	00:00:09
	13:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✔	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:09	00:02:06	00:01:53	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:01:03	00:01:03	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:08	00:10:30	00:10:30	00:00:19	00:00:19
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:05	00:00:05	00:01:07	00:01:07	00:00:05	00:00:05
HotelRealPalacio		32	31	✔	96.9%	0	✔	0.0%	1	✖	3.1%	00:00:15	00:00:09	00:11:16	00:02:53	00:00:10	00:00:10
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:08	00:05:09	00:03:10	00:00:11	00:00:11
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:08	00:02:55	00:01:36	00:00:10	00:00:10
	11:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:13	00:00:08	00:02:52	00:02:04	00:00:08	00:00:08
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:08:07	00:03:26	00:00:19	00:00:19
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:08	00:02:39	00:01:42	00:00:08	00:00:08
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:06	00:07:11	00:04:26	00:00:06	00:00:06
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:00:46	00:00:46	00:00:06	00:00:06
	16:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✔	25.0%	00:00:15	00:00:12	00:03:58	00:02:29	00:00:12	00:00:15
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:13	00:00:08	00:11:16	00:04:54	00:00:08	00:00:08
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:08	00:03:57	00:03:10	00:00:08	00:00:08
HotelRealParque		11	8	⚠	72.7%	0	✔	0.0%	3	✔	27.3%	00:00:13	00:00:08	00:05:19	00:01:57	00:00:09	00:00:08
	10:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✔	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:24	00:00:00
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:00:30	00:00:30	00:00:09	00:00:09
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:13	00:00:13	00:00:37	00:00:37	00:00:13	00:00:13
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:04	00:00:04	00:00:42	00:00:42	00:00:04	00:00:04
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:05	00:00:05	00:01:12	00:01:12	00:00:05	00:00:05
	17:00:00	6	4	⚠	66.7%	0	✔	0.0%	2	✔	33.3%	00:00:09	00:00:08	00:05:19	00:03:08	00:00:08	00:00:08
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:05:26	00:03:24	00:00:30	00:00:30
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:04:22	00:04:22	00:00:33	00:00:33
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:05:26	00:02:54	00:00:26	00:00:26
23-11-2018		62	57	✔	91.9%	2	✔	3.2%	3	✖	4.8%	00:00:15	00:00:08	00:10:14	00:02:44	00:00:15	00:00:12
GrdRealVillaltalia		19	15	⚠	78.9%	2	⚠	10.5%	2	⚠	10.5%	00:00:10	00:00:08	00:06:40	00:02:13	00:00:19	00:00:09
	09:00:00	3	0	✖	0.0%	1	✖	33.3%	2	✔	66.7%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:57	00:00:00
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:04:25	00:04:25	00:00:06	00:00:06
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:06:40	00:02:46	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:02:36	00:01:40	00:00:18	00:00:18
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:07	00:03:38	00:02:30	00:00:07	00:00:07
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:00:43	00:00:43	00:00:11	00:00:11
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:01:20	00:01:20	00:00:08	00:00:08
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:06	00:03:14	00:01:44	00:00:06	00:00:06
	18:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✖	0.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:44	00:00:00
HotelRealOeiras		14	14	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:13	00:00:07	00:10:14	00:03:22	00:00:07	00:00:07
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:06:19	00:06:19	00:00:06	00:00:06
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:05	00:01:54	00:01:14	00:00:04	00:00:04

OneContact Reporting

Service Performance Report

	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:06	00:06:00	00:02:48	00:00:08	00:00:08
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:10:14	00:10:14	00:00:10	00:00:10
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:04:14	00:04:14	00:00:06	00:00:06
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:07	00:05:01	00:02:39	00:00:07	00:00:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:04	00:00:04	00:01:22	00:01:22	00:00:04	00:00:04
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:13	00:00:13	00:07:45	00:07:45	00:00:13	00:00:13
HotelRealPalacio		19	18	✔	94.7%	0	✔	0.0%	1	✖	5.3%	00:00:15	00:00:09	00:06:04	00:02:15	00:00:16	00:00:17
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:04	00:00:04	00:00:31	00:00:31	00:00:04	00:00:04
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:09	00:04:19	00:02:01	00:00:09	00:00:09
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:08	00:06:04	00:03:54	00:00:08	00:00:08
	13:00:00	5	4	✔	80.0%	0	✔	0.0%	1	✔	20.0%	00:00:15	00:00:07	00:03:15	00:01:56	00:00:31	00:00:37
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:01:25	00:01:25	00:00:08	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:04:14	00:04:14	00:00:09	00:00:09
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:03:03	00:01:56	00:00:30	00:00:30
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:08	00:02:26	00:01:26	00:00:08	00:00:08
HotelRealParque		7	7	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:07:48	00:02:23	00:00:16	00:00:16
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:13	00:07:48	00:07:48	00:00:26	00:00:26
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:07	00:03:42	00:03:42	00:00:07	00:00:07
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:04	00:00:04	00:00:13	00:00:13	00:00:04	00:00:04
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:11	00:01:25	00:01:10	00:00:12	00:00:12
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:13	00:00:13	00:00:53	00:00:53	00:00:13	00:00:13
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:01:46	00:01:46	00:00:38	00:00:38
RealResidencia		3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:08	00:09:43	00:06:00	00:00:11	00:00:11
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:09:43	00:09:43	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:08	00:05:30	00:05:30	00:00:18	00:00:18
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:05	00:00:05	00:02:46	00:02:46	00:00:05	00:00:05
24-11-2018		14	11	⚠	78.6%	1	✔	7.1%	2	⚠	14.3%	00:00:15	00:00:10	00:06:24	00:02:53	00:00:13	00:00:11
GrdRealVillaltalia		1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:06	00:01:03	00:01:03	00:00:16	00:00:16
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:06	00:01:03	00:01:03	00:00:16	00:00:16
HotelRealOeiras		4	3	⚠	75.0%	0	✔	0.0%	1	✔	25.0%	00:00:13	00:00:11	00:04:41	00:02:35	00:00:14	00:00:11
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:12	00:02:25	00:02:25	00:00:12	00:00:12
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✔	50.0%	00:00:13	00:00:13	00:00:39	00:00:39	00:00:18	00:00:13
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:07	00:04:41	00:04:41	00:00:07	00:00:07
HotelRealPalacio		6	6	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:10	00:06:24	00:03:34	00:00:10	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:03:27	00:03:27	00:00:10	00:00:10
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:10	00:06:24	00:03:56	00:00:10	00:00:10
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:12	00:02:11	00:02:11	00:00:12	00:00:12
HotelRealParque		2	1	⚠	50.0%	1	✖	50.0%	0	✖	0.0%	00:00:15	00:00:12	00:01:36	00:01:36	00:00:22	00:00:10
	11:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✖	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:35	00:00:00
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:01:36	00:01:36	00:00:10	00:00:10
RealResidencia		1	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
	13:00:00	1	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
26-11-2018		85	61	⚠	71.8%	10	⚠	11.8%	14	✔	16.5%	00:00:15	00:00:09	00:09:39	00:02:55	00:00:25	00:00:17
GrdRealVillaltalia		21	19	✔	90.5%	1	✔	4.8%	1	✖	4.8%	00:00:10	00:00:07	00:09:39	00:03:22	00:00:19	00:00:19
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:09	00:00:08	00:02:36	00:02:23	00:00:09	00:00:08
	10:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:07	00:08:26	00:03:11	00:00:20	00:00:20
	12:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✖	0.0%	00:00:10	00:00:07	00:01:23	00:00:42	00:00:40	00:00:47

# OneContact Reporting

## Service Performance Report

	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:09:39	00:08:56	00:00:14	00:00:14
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:04:03	00:04:03	00:00:11	00:00:11
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:07	00:05:24	00:02:49	00:00:14	00:00:14
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:04	00:00:04	00:05:16	00:05:16	00:00:04	00:00:04
HotelRealOeiras		13	9	⚠	69.2%	2	✖	15.4%	2	✔	15.4%	00:00:15	00:00:12	00:04:03	00:02:30	00:00:29	00:00:22
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:14	00:00:14	00:03:24	00:03:24	00:00:14	00:00:14
	10:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✖	0.0%	00:00:15	00:00:11	00:03:35	00:03:35	00:00:21	00:00:20
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:13	00:04:03	00:02:31	00:00:20	00:00:20
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:03	00:00:03	00:01:31	00:01:31	00:00:18	00:00:18
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:00:38	00:00:38	00:00:24	00:00:24
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:13	00:03:31	00:02:54	00:00:32	00:00:32
	18:00:00	3	0	✖	0.0%	1	✖	33.3%	2	✔	66.7%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:53	00:00:00
HotelRealPalacio		40	26	⚠	65.0%	6	✖	15.0%	8	✔	20.0%	00:00:15	00:00:09	00:08:11	00:03:04	00:00:28	00:00:14
	09:00:00	8	3	✖	37.5%	1	⚠	12.5%	4	✔	50.0%	00:00:10	00:00:09	00:06:13	00:03:31	00:00:13	00:00:09
	10:00:00	7	5	⚠	71.4%	1	⚠	14.3%	1	⚠	14.3%	00:00:15	00:00:07	00:06:00	00:03:09	00:00:18	00:00:23
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:08:11	00:05:29	00:00:14	00:00:14
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:01:32	00:01:32	00:00:23	00:00:23
	13:00:00	9	5	⚠	55.6%	2	✖	22.2%	2	✔	22.2%	00:00:15	00:00:11	00:03:51	00:02:23	00:00:42	00:00:13
	14:00:00	6	4	⚠	66.7%	1	✖	16.7%	1	✔	16.7%	00:00:15	00:00:12	00:05:13	00:03:10	00:00:34	00:00:14
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:05	00:00:05	00:03:09	00:03:09	00:00:05	00:00:05
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:07	00:06:35	00:03:47	00:00:07	00:00:07
	18:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✖	0.0%	00:00:15	00:00:11	00:01:05	00:01:00	00:01:17	00:00:14
HotelRealParque		10	6	⚠	60.0%	1	⚠	10.0%	3	✔	30.0%	00:00:15	00:00:08	00:05:16	00:01:29	00:00:20	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:11	00:00:39	00:00:39	00:00:11	00:00:11
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:07	00:01:08	00:01:08	00:00:08	00:00:08
	13:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✔	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:58	00:00:00
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:00:27	00:00:27	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:07	00:00:59	00:00:34	00:00:18	00:00:18
	17:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✔	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:06	00:05:16	00:03:32	00:00:06	00:00:06
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:03:26	00:03:26	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:03:26	00:03:26	00:00:10	00:00:10
27-11-2018		97	64	⚠	66.0%	8	✔	8.2%	25	✔	25.8%	00:00:15	00:00:10	00:15:06	00:02:33	00:00:35	00:00:28
GrdRealVillaltalia		29	16	⚠	55.2%	3	⚠	10.3%	10	✔	34.5%	00:00:10	00:00:09	00:15:06	00:03:54	00:00:33	00:00:31
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:03:29	00:01:40	00:00:09	00:00:09
	10:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✔	40.0%	00:00:10	00:00:09	00:05:37	00:04:25	00:00:27	00:00:42
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:14:27	00:08:40	00:00:14	00:00:14
	13:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✔	33.3%	00:00:10	00:00:09	00:01:51	00:01:51	00:00:52	00:00:22
	14:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✔	50.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:37	00:00:00
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:02:27	00:01:56	00:01:54	00:01:54
	16:00:00	7	0	✖	0.0%	1	⚠	14.3%	6	✔	85.7%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:20	00:00:00
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:15:06	00:06:26	00:00:16	00:00:16
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:00:54	00:00:50	00:00:06	00:00:06
HotelRealOeiras		15	10	⚠	66.7%	2	⚠	13.3%	3	✔	20.0%	00:00:15	00:00:10	00:06:14	00:02:05	00:00:59	00:00:57
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:01:00	00:01:00	00:00:08	00:00:08
	11:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✔	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:19	00:00:00
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:09	00:02:27	00:01:58	00:00:09	00:00:09
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:06:14	00:04:34	00:00:24	00:00:24

OneContact Reporting

Service Performance Report

	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:01:10	00:01:10	00:00:07	00:00:07
	16:00:00	4	2	⚠	50.0%	1	✖	25.0%	1	✔	25.0%	00:00:15	00:00:09	00:02:30	00:01:52	00:02:31	00:03:48
	17:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:15	00:00:08	00:02:04	00:01:20	00:00:15	00:00:14
HotelRealPalacio		30	21	⚠	70.0%	2	✔	6.7%	7	✔	23.3%	00:00:15	00:00:10	00:11:07	00:02:24	00:00:41	00:00:24
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:00:56	00:00:56	00:01:35	00:01:35
	10:00:00	4	2	⚠	50.0%	1	✖	25.0%	1	✔	25.0%	00:00:15	00:00:10	00:03:08	00:02:32	00:00:14	00:00:16
	11:00:00	6	5	✔	83.3%	0	✔	0.0%	1	✔	16.7%	00:00:12	00:00:09	00:04:14	00:01:45	00:00:16	00:00:09
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:05:38	00:03:24	00:00:17	00:00:17
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:14	00:00:10	00:04:22	00:03:21	00:00:10	00:00:10
	14:00:00	8	4	⚠	50.0%	1	⚠	12.5%	3	✔	37.5%	00:00:12	00:00:10	00:11:07	00:03:42	00:01:31	00:00:24
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:01:11	00:00:55	00:00:15	00:00:15
	16:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✔	66.7%	00:00:15	00:00:14	00:01:23	00:01:23	00:00:46	00:02:09
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:05	00:00:05	00:00:47	00:00:47	00:00:05	00:00:05
HotelRealParque		22	16	⚠	72.7%	1	✔	4.5%	5	✔	22.7%	00:00:15	00:00:10	00:07:18	00:01:43	00:00:13	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:13	00:00:13	00:01:44	00:01:44	00:00:13	00:00:13
	10:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:15	00:00:11	00:01:38	00:01:03	00:00:16	00:00:22
	11:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✖	0.0%	00:00:10	00:00:08	00:03:56	00:02:06	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:01:00	00:00:48	00:00:22	00:00:22
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:10	00:07:18	00:07:18	00:00:10	00:00:10
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:01:37	00:00:54	00:00:14	00:00:14
	16:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✔	66.7%	00:00:12	00:00:12	00:01:46	00:01:46	00:00:10	00:00:12
	18:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✔	50.0%	00:00:15	00:00:08	00:02:14	00:01:32	00:00:15	00:00:12
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:02:54	00:02:54	00:00:25	00:00:25
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:02:54	00:02:54	00:00:25	00:00:25
28-11-2018		65	54	✔	83.1%	7	⚠	10.8%	4	✖	6.2%	00:00:15	00:00:09	00:07:23	00:02:27	00:00:25	00:00:14
GrdRealVillaltalia		16	11	⚠	68.8%	4	✖	25.0%	1	✖	6.3%	00:00:10	00:00:07	00:03:04	00:01:40	00:00:30	00:00:11
	09:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✖	0.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:02	00:00:00
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:00:58	00:00:54	00:00:08	00:00:08
	12:00:00	6	5	✔	83.3%	1	✖	16.7%	0	✖	0.0%	00:00:10	00:00:07	00:02:39	00:01:53	00:00:10	00:00:11
	13:00:00	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
	14:00:00	4	2	⚠	50.0%	1	✖	25.0%	1	✔	25.0%	00:00:10	00:00:05	00:01:57	00:01:43	00:01:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:10	00:00:08	00:00:34	00:00:34	00:00:15	00:00:15
	17:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✖	0.0%	00:00:10	00:00:08	00:03:04	00:03:04	00:00:27	00:00:14
HotelRealOeiras		13	12	✔	92.3%	1	✔	7.7%	0	✖	0.0%	00:00:15	00:00:10	00:06:27	00:03:04	00:00:33	00:00:17
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:11	00:00:14	00:00:14	00:00:11	00:00:11
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:08	00:06:27	00:04:12	00:00:08	00:00:08
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:09	00:04:04	00:02:36	00:00:13	00:00:13
	13:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✖	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:03:52	00:00:00
	14:00:00	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%	00:00:12	00:00:09	00:05:15	00:03:33	00:00:24	00:00:24
HotelRealPalacio		21	19	✔	90.5%	0	✔	0.0%	2	✖	9.5%	00:00:15	00:00:09	00:07:23	00:02:55	00:00:13	00:00:13
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:10	00:01:25	00:01:08	00:00:10	00:00:10
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:05:45	00:04:32	00:00:08	00:00:08
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:09	00:06:18	00:02:51	00:00:11	00:00:11
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:03:06	00:03:06	00:00:09	00:00:09
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:08	00:04:06	00:02:40	00:00:08	00:00:08
	16:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:15	00:00:12	00:07:23	00:05:21	00:00:13	00:00:17
	17:00:00	6	5	✔	83.3%	0	✔	0.0%	1	✔	16.7%	00:00:15	00:00:08	00:06:10	00:02:33	00:00:20	00:00:21

OneContact Reporting

Service Performance Report

	18:00:00	1	1	✔	100.0%	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		13	10	⚠	76.9%	2	✖	15.4%	1	✖	7.7%	00:00:15	00:00:11	00:03:44	00:01:47	00:00:29	00:00:13
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:09	00:01:10	00:01:10	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:01:19	00:01:19	00:00:06	00:00:06
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:12	00:03:17	00:01:33	00:00:16	00:00:16
	14:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✖	0.0%	00:00:15	00:00:11	00:02:50	00:01:52	00:00:18	00:00:16
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:12	00:00:10	00:03:44	00:02:41	00:00:10	00:00:10
	16:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✔	33.3%	00:00:15	00:00:13	00:01:38	00:01:38	00:01:21	00:00:10
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:02:21	00:01:44	00:00:24	00:00:24
	16:00:00	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	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:09	00:02:21	00:01:44	00:00:24	00:00:24
29-11-2018		76	45	⚠	59.2%	11	⚠	14.5%	20	✔	26.3%	00:00:15	00:00:09	00:17:55	00:03:10	00:00:35	00:00:24
GrdRealVillaltalia		33	19	⚠	57.6%	2	✔	6.1%	12	✔	36.4%	00:00:10	00:00:07	00:17:55	00:04:16	00:00:25	00:00:14
	09:00:00	10	3	✖	30.0%	1	⚠	10.0%	6	✔	60.0%	00:00:10	00:00:08	00:08:53	00:04:37	00:00:42	00:00:11
	10:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✔	40.0%	00:00:10	00:00:07	00:17:55	00:09:32	00:00:23	00:00:33
	11:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✔	40.0%	00:00:07	00:00:06	00:05:40	00:03:00	00:00:05	00:00:06
	12:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✖	0.0%	00:00:10	00:00:09	00:05:46	00:05:46	00:01:12	00:00:06
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:08	00:00:06	00:05:41	00:03:57	00:00:09	00:00:09
	14:00:00	1	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
	15:00:00	5	4	✔	80.0%	0	✔	0.0%	1	✔	20.0%	00:00:10	00:00:06	00:03:58	00:02:49	00:00:11	00:00:12
	17:00:00	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
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:07	00:00:06	00:01:18	00:01:00	00:00:16	00:00:16
HotelRealOeiras		8	6	⚠	75.0%	1	⚠	12.5%	1	⚠	12.5%	00:00:15	00:00:10	00:06:35	00:04:11	00:00:22	00:00:09
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:11	00:04:20	00:04:20	00:00:11	00:00:11
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:11	00:05:21	00:05:21	00:00:11	00:00:11
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:11	00:00:11	00:01:26	00:01:26	00:00:11	00:00:11
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:09	00:00:06	00:04:00	00:03:42	00:00:06	00:00:06
	16:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✔	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:04	00:00:00
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:06:35	00:06:35	00:00:06	00:00:06
HotelRealPalacio		19	9	✖	47.4%	6	✖	31.6%	4	✔	21.1%	00:00:15	00:00:09	00:05:04	00:01:43	00:00:43	00:00:30
	09:00:00	1	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
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:06	00:00:06	00:00:25	00:00:25	00:00:06	00:00:06
	11:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✖	0.0%	00:00:13	00:00:07	00:03:35	00:02:04	00:00:08	00:00:04
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✔	50.0%	00:00:08	00:00:08	00:05:04	00:05:04	00:00:08	00:00:08
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:01:10	00:00:37	00:01:13	00:01:13
	15:00:00	4	0	✖	0.0%	4	✖	100.0%	0	✖	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:35	00:00:00
	16:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✔	33.3%	00:00:15	00:00:09	00:02:44	00:02:04	00:00:10	00:00:14
	17:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✔	50.0%	00:00:09	00:00:09	00:01:35	00:01:35	00:00:08	00:00:09
	18:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✖	0.0%	00:00:15	00:00:08	00:00:00	00:00:00	00:02:08	00:00:00
HotelRealParque		16	11	⚠	68.8%	2	⚠	12.5%	3	✔	18.8%	00:00:15	00:00:12	00:08:10	00:01:56	00:00:55	00:00:46
	10:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✔	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:19	00:00:00
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:08:10	00:02:38	00:00:19	00:00:19
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:11	00:00:34	00:00:34	00:04:37	00:04:37
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:14	00:03:17	00:03:17	00:00:27	00:00:27
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✖	0.0%	00:00:15	00:00:10	00:00:44	00:00:44	00:00:16	00:00:16
	16:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✖	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:57	00:00:00
	17:00:00	4	2	⚠	50.0%	1	✖	25.0%	1	✔	25.0%	00:00:15	00:00:13	00:01:33	00:01:22	00:01:16	00:00:41
	18:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✔	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00

# OneContact Reporting

## Service Performance Report

30-11-2018		92	64	🟡 69.6%	4	✅ 4.3%	24	✅ 26.1%	00:00:15	00:00:09	00:16:47	00:02:56	00:00:20	00:00:14
GrdRealVillaltalia		26	15	🟡 57.7%	1	✅ 3.8%	10	✅ 38.5%	00:00:10	00:00:07	00:11:31	00:03:37	00:00:19	00:00:15
	09:00:00	2	1	🟡 50.0%	0	✅ 0.0%	1	✅ 50.0%	00:00:10	00:00:08	00:05:17	00:05:17	00:00:29	00:00:47
	10:00:00	4	1	❌ 25.0%	0	✅ 0.0%	3	✅ 75.0%	00:00:05	00:00:05	00:11:31	00:11:31	00:00:08	00:00:05
	11:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:10	00:00:07	00:05:00	00:05:00	00:00:21	00:00:21
	13:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:03	00:00:03	00:01:38	00:01:38	00:00:03	00:00:03
	14:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:10	00:00:06	00:04:12	00:04:12	00:00:15	00:00:15
	16:00:00	4	4	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:10	00:00:08	00:04:05	00:02:52	00:00:18	00:00:18
	17:00:00	11	4	❌ 36.4%	1	✅ 9.1%	6	✅ 54.5%	00:00:10	00:00:09	00:05:39	00:02:30	00:00:24	00:00:11
	18:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:07	00:00:06	00:03:31	00:02:32	00:00:11	00:00:11
HotelRealOeiras		20	16	✅ 80.0%	1	✅ 5.0%	3	✅ 15.0%	00:00:15	00:00:09	00:07:53	00:03:00	00:00:22	00:00:15
	09:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:15	00:00:11	00:04:23	00:02:54	00:00:22	00:00:22
	10:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:15	00:00:10	00:00:13	00:00:13	00:01:05	00:01:05
	11:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:15	00:00:10	00:00:27	00:00:27	00:00:20	00:00:20
	12:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:10	00:00:09	00:05:39	00:03:56	00:00:09	00:00:09
	14:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:10	00:00:10	00:02:07	00:02:07	00:00:10	00:00:10
	15:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:10	00:00:09	00:02:36	00:01:53	00:00:09	00:00:09
	16:00:00	4	3	🟡 75.0%	1	❌ 25.0%	0	❌ 0.0%	00:00:15	00:00:10	00:07:53	00:06:17	00:00:51	00:00:11
	17:00:00	5	2	❌ 40.0%	0	✅ 0.0%	3	✅ 60.0%	00:00:07	00:00:07	00:03:45	00:02:18	00:00:11	00:00:07
	18:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:03	00:00:03	00:02:22	00:02:22	00:00:04	00:00:04
HotelRealPalacio		25	16	🟡 64.0%	2	✅ 8.0%	7	✅ 28.0%	00:00:15	00:00:09	00:10:28	00:02:29	00:00:26	00:00:13
	09:00:00	2	1	🟡 50.0%	0	✅ 0.0%	1	✅ 50.0%	00:00:15	00:00:12	00:07:15	00:07:15	00:00:17	00:00:29
	10:00:00	5	2	❌ 40.0%	1	❌ 20.0%	2	✅ 40.0%	00:00:15	00:00:12	00:02:44	00:01:48	00:00:52	00:00:08
	11:00:00	4	1	❌ 25.0%	1	❌ 25.0%	2	✅ 50.0%	00:00:10	00:00:04	00:03:20	00:02:12	00:00:47	00:00:10
	12:00:00	5	5	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:11	00:00:08	00:10:28	00:03:17	00:00:08	00:00:08
	13:00:00	1	0	❌ 0.0%	0	✅ 0.0%	1	✅ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	14:00:00	5	4	✅ 80.0%	0	✅ 0.0%	1	✅ 20.0%	00:00:15	00:00:10	00:03:53	00:02:00	00:00:16	00:00:18
	15:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:12	00:00:09	00:00:47	00:00:24	00:00:09	00:00:09
	17:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:15	00:00:11	00:02:47	00:02:47	00:00:22	00:00:22
HotelRealParque		18	15	✅ 83.3%	0	✅ 0.0%	3	✅ 16.7%	00:00:15	00:00:09	00:16:47	00:02:44	00:00:12	00:00:13
	10:00:00	2	0	❌ 0.0%	0	✅ 0.0%	2	✅ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	12:00:00	4	4	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:15	00:00:09	00:14:15	00:03:57	00:00:09	00:00:09
	13:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:12	00:00:12	00:00:52	00:00:52	00:00:12	00:00:12
	14:00:00	2	1	🟡 50.0%	0	✅ 0.0%	1	✅ 50.0%	00:00:10	00:00:10	00:16:47	00:16:47	00:00:10	00:00:10
	15:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:10	00:00:08	00:01:55	00:01:14	00:00:08	00:00:08
	16:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:10	00:00:08	00:01:28	00:01:03	00:00:17	00:00:17
	17:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:15	00:00:09	00:01:10	00:00:54	00:00:20	00:00:20
	18:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:15	00:00:11	00:01:33	00:01:03	00:00:16	00:00:16
RealResidencia		3	2	🟡 66.7%	0	✅ 0.0%	1	✅ 33.3%	00:00:15	00:00:12	00:03:51	00:03:18	00:00:17	00:00:24
	10:00:00	2	1	🟡 50.0%	0	✅ 0.0%	1	✅ 50.0%	00:00:15	00:00:12	00:03:51	00:03:51	00:00:13	00:00:23
	14:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	❌ 0.0%	00:00:15	00:00:12	00:02:46	00:02:46	00:00:24	00:00:24
TOTAL		2044	1504	🟡 73.6%	136	✅ 6.7%	404	✅ 19.8%	00:00:18	00:00:09	00:19:04	00:02:52	00:00:22	00:00:17