

# 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	
01-10-2018		96	75	🟡 78.1%	2	✅ 2.1%	19	❌ 19.8%	00:00:15	00:00:09	00:10:26	00:02:42	00:00:19	00:00:19	
GrdRealVillaltalia		16	9	🟡 56.3%	0	✅ 0.0%	7	❌ 43.8%	00:00:10	00:00:07	00:10:26	00:04:17	00:00:11	00:00:11	
	09:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:07	00:00:07	00:04:30	00:04:30	00:00:07	00:00:07	
	10:00:00	3	0	❌ 0.0%	0	✅ 0.0%	3	❌ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00	
	11:00:00	5	2	❌ 40.0%	0	✅ 0.0%	3	❌ 60.0%	00:00:06	00:00:05	00:04:48	00:03:16	00:00:09	00:00:06	
	12:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:09	00:00:09	00:00:14	00:00:14	00:00:09	00:00:09	
	15:00:00	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	
	16:00:00	5	4	✅ 80.0%	0	✅ 0.0%	1	❌ 20.0%	00:00:08	00:00:06	00:10:26	00:04:58	00:00:09	00:00:09	
	17:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:07	00:07:28	00:07:28	00:00:39	00:00:39	
HotelRealOeiras		33	29	✅ 87.9%	0	✅ 0.0%	4	🟡 12.1%	00:00:15	00:00:08	00:08:00	00:02:13	00:00:24	00:00:24	
	09:00:00	5	5	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:09	00:08:00	00:03:26	00:00:34	00:00:34	
	10:00:00	7	4	🟡 57.1%	0	✅ 0.0%	3	❌ 42.9%	00:00:08	00:00:05	00:03:38	00:02:42	00:00:12	00:00:05	
	11:00:00	8	7	✅ 87.5%	0	✅ 0.0%	1	🟡 12.5%	00:00:15	00:00:09	00:02:57	00:01:05	00:00:46	00:00:50	
	12:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:07	00:00:05	00:04:46	00:03:37	00:00:05	00:00:05	
	13:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:07	00:00:05	00:00:48	00:00:31	00:00:05	00:00:05	
	14:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:10	00:01:21	00:01:13	00:00:19	00:00:19	
	15:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:11	00:01:26	00:01:03	00:00:28	00:00:28	
	16:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:09	00:01:36	00:01:36	00:00:19	00:00:19	
	18:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:09	00:00:08	00:08:00	00:03:39	00:00:08	00:00:08	
HotelRealPalacio		19	13	🟡 68.4%	2	🟡 10.5%	4	❌ 21.1%	00:00:15	00:00:10	00:08:04	00:03:56	00:00:19	00:00:12	
	09:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:05	00:00:05	00:02:26	00:02:26	00:00:05	00:00:05	
	10:00:00	2	1	🟡 50.0%	1	❌ 50.0%	0	✅ 0.0%	00:00:15	00:00:11	00:07:59	00:07:59	00:00:53	00:00:04	
	11:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:08	00:00:06	00:07:12	00:05:38	00:00:06	00:00:06	
	12:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:02	00:00:02	00:00:45	00:00:45	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	00:01:38	00:01:38	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	00:01:42	00:01:42	00:00:10	00:00:10	
	15:00:00	4	2	🟡 50.0%	1	❌ 25.0%	1	❌ 25.0%	00:00:15	00:00:12	00:02:37	00:02:32	00:00:32	00:00:24	
	16:00:00	5	2	❌ 40.0%	0	✅ 0.0%	3	❌ 60.0%	00:00:15	00:00:12	00:06:33	00:04:53	00:00:11	00:00:18	
	17:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:09	00:00:09	00:02:33	00:02:33	00:00:10	00:00:10	
	18:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:04	00:00:04	00:08:04	00:08:04	00:00:04	00:00:04	
HotelRealParque		26	22	✅ 84.6%	0	✅ 0.0%	4	❌ 15.4%	00:00:15	00:00:09	00:04:56	00:01:54	00:00:18	00:00:18	
	09:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:04	00:00:04	00:02:41	00:02:41	00:00:04	00:00:04	
	10:00:00	8	5	🟡 62.5%	0	✅ 0.0%	3	❌ 37.5%	00:00:15	00:00:09	00:03:41	00:01:17	00:00:15	00:00:11	
	11:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:11	00:04:56	00:02:36	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	00:01:49	00:01:49	00:00:08	00:00:08	
	13:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:12	00:02:45	00:02:45	00:00:51	00:00:51	
	14:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:07	00:00:07	00:02:25	00:02:25	00:00:07	00:00:07	
	15:00:00	4	4	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:14	00:00:07	00:02:09	00:01:38	00:00:32	00:00:32	
	16:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:08	00:03:51	00:03:34	00:00:12	00:00:12	
	17:00:00	6	5	✅ 83.3%	0	✅ 0.0%	1	❌ 16.7%	00:00:15	00:00:11	00:01:45	00:01:23	00:00:14	00:00:16	
RealResidencia		2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:08	00:00:08	00:04:31	00:03:22	00:00:38	00:00:38	

OneContact Reporting

Service Performance Report

	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:31	00:04:31	00:01:07	00:01:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:13	00:02:13	00:00:08	00:00:08
02-10-2018		73	65	✔	89.0%	3	✔	4.1%	5	✔	6.8%	00:00:15	00:00:09	00:18:16	00:03:37	00:00:23	00:00:19
GrdRealVillaltalia		19	17	✔	89.5%	1	✔	5.3%	1	✔	5.3%	00:00:11	00:00:07	00:18:16	00:05:08	00:00:26	00:00:22
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:06:59	00:04:57	00:00:12	00:00:12
	11:00:00	5	4	✔	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:06	00:00:04	00:04:05	00:02:29	00:00:27	00:00:07
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:14:57	00:08:32	00:00:06	00:00:06
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:06:29	00:04:12	00:00:12	00:00:12
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:18:16	00:10:46	00:01:46	00:01:46
	16:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:10	00:00:09	00:02:04	00:02:04	00:00:28	00:00:46
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:07:32	00:07:32	00:00:07	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:34	00:01:34	00:00:06	00:00:06
HotelRealOeiras		24	23	✔	95.8%	0	✔	0.0%	1	✔	4.2%	00:00:15	00:00:09	00:17:07	00:03:33	00:00:20	00:00:20
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:24	00:01:18	00:00:07	00:00:07
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:17:07	00:07:54	00:00:07	00:00:07
	12:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:15	00:00:11	00:07:39	00:04:53	00:00:20	00:00:25
	13:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:58	00:03:12	00:00:42	00:00:42
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:56	00:03:56	00:00:24	00:00:24
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:45	00:02:15	00:00:35	00:00:35
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:10	00:03:57	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:00:38	00:00:34	00:00:07	00:00:07
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:03:13	00:02:26	00:00:08	00:00:08
	19:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:05:14	00:05:14	00:00:06	00:00:06
HotelRealPalacio		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:07:57	00:03:18	00:00:10	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:07:57	00:07:57	00:00:08	00:00:08
	10:00:00	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
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:01	00:03:01	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:45	00:00:45	00:00:07	00:00:07
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:40	00:07:40	00:00:30	00:00:30
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:02:25	00:01:34	00:00:06	00:00:06
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:07	00:02:07	00:00:05	00:00:05
HotelRealParque		17	13	⚠	76.5%	2	⚠	11.8%	2	⚠	11.8%	00:00:15	00:00:11	00:07:40	00:02:32	00:00:33	00:00:17
	09:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:11	00:01:47	00:01:06	00:01:26	00:00:06
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:09	00:04:09	00:00:08	00:00:08
	11:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:13	00:02:32	00:02:32	00:00:27	00:00:08
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:02:33	00:01:42	00:00:10	00:00:10
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:20	00:02:12	00:00:50	00:00:50
	17:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:14	00:01:28	00:01:28	00:00:24	00:00:28
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:07:40	00:05:40	00:00:14	00:00:14
RealResidencia		5	4	✔	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:15	00:00:10	00:02:40	00:01:54	00:00:14	00:00:16
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:11	00:01:01	00:01:01	00:00:14	00:00:23
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:40	00:02:28	00:00:14	00:00:14
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:37	00:01:37	00:00:10	00:00:10
03-10-2018		67	66	✔	98.5%	0	✔	0.0%	1	✔	1.5%	00:00:16	00:00:08	00:11:23	00:02:49	00:00:16	00:00:16
GrdRealVillaltalia		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:11:23	00:03:33	00:00:08	00:00:08
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:41	00:00:41	00:00:06	00:00:06
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:38	00:00:38	00:00:05	00:00:05
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:06:03	00:04:34	00:00:07	00:00:07

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	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:06:07	00:06:07	00:00:09	00:00:09
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:11:23	00:05:07	00:00:13	00:00:13
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:11	00:01:11	00:00:03	00:00:03
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:00:49	00:00:49	00:00:03	00:00:03
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:04:04	00:04:04	00:00:05	00:00:05
HotelRealOeiras		23	22	✔	95.7%	0	✔	0.0%	1	✔	4.3%	00:00:15	00:00:07	00:06:27	00:02:38	00:00:23	00:00:23
	10:00:00	8	7	✔	87.5%	0	✔	0.0%	1	⚠	12.5%	00:00:07	00:00:05	00:04:47	00:02:11	00:00:44	00:00:48
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:35	00:02:04	00:00:14	00:00:14
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:05:08	00:05:08	00:00:07	00:00:07
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:50	00:03:12	00:00:15	00:00:15
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:25	00:03:04	00:00:13	00:00:13
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:06:27	00:03:32	00:00:07	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:56	00:00:56	00:00:06	00:00:06
HotelRealPalacio		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:09	00:10:19	00:03:57	00:00:20	00:00:20
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:09	00:03:16	00:03:14	00:00:14	00:00:14
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:17	00:01:17	00:00:05	00:00:05
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:59	00:00:59	00:01:38	00:01:38
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:10:19	00:10:19	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	00:03:32	00:02:23	00:00:18	00:00:18
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:10:00	00:07:30	00:00:06	00:00:06
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:37	00:00:37	00:00:06	00:00:06
HotelRealParque		20	20	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:45	00:02:07	00:00:13	00:00:13
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:51	00:02:33	00:00:22	00:00:22
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:11	00:01:46	00:00:12	00:00:12
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:36	00:01:59	00:00:11	00:00:11
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:53	00:01:12	00:00:06	00:00:06
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:31	00:03:06	00:00:36	00:00:36
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:05:45	00:02:22	00:00:08	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:03:21	00:03:21	00:00:03	00:00:03
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:54	00:00:54	00:00:10	00:00:10
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:03:58	00:02:16	00:00:04	00:00:04
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:03:58	00:02:16	00:00:04	00:00:04
04-10-2018		92	74	✔	80.4%	3	✔	3.3%	15	✖	16.3%	00:00:16	00:00:08	00:12:19	00:02:41	00:00:14	00:00:11
GrdRealVillaltalia		20	17	✔	85.0%	1	✔	5.0%	2	⚠	10.0%	00:00:10	00:00:07	00:09:25	00:03:56	00:00:14	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:33	00:01:33	00:00:09	00:00:09
	12:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:09:25	00:05:15	00:00:06	00:00:06
	13:00:00	7	4	⚠	57.1%	1	⚠	14.3%	2	✖	28.6%	00:00:10	00:00:08	00:03:33	00:02:24	00:00:23	00:00:06
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:20	00:02:28	00:00:08	00:00:08
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:46	00:03:44	00:00:20	00:00:20
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:06:03	00:05:56	00:00:06	00:00:06
HotelRealOeiras		32	23	⚠	71.9%	0	✔	0.0%	9	✖	28.1%	00:00:15	00:00:08	00:12:19	00:02:27	00:00:12	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:12	00:01:12	00:00:11	00:00:11
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:09:41	00:05:59	00:00:10	00:00:10
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:12:19	00:05:06	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	00:00:30	00:00:30	00:00:23	00:00:23
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:20	00:01:20	00:00:07	00:00:07
	14:00:00	8	3	✖	37.5%	0	✔	0.0%	5	✖	62.5%	00:00:15	00:00:09	00:02:41	00:01:23	00:00:18	00:00:20
	15:00:00	6	3	⚠	50.0%	0	✔	0.0%	3	✖	50.0%	00:00:15	00:00:06	00:01:08	00:00:51	00:00:08	00:00:09

OneContact Reporting

Service Performance Report

	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:54	00:01:04	00:00:07	00:00:07
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:25	00:01:34	00:00:06	00:00:06
	18:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:10	00:08:22	00:03:22	00:00:15	00:00:20
HotelRealPalacio		17	14	✔	82.4%	0	✔	0.0%	3	✖	17.6%	00:00:15	00:00:08	00:05:47	00:02:12	00:00:11	00:00:12
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:34	00:01:59	00:00:10	00:00:10
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:18	00:01:18	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:47	00:05:47	00:00:21	00:00:21
	16:00:00	9	6	⚠	66.7%	0	✔	0.0%	3	✖	33.3%	00:00:15	00:00:09	00:05:01	00:02:09	00:00:11	00:00:14
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:52	00:00:52	00:00:04	00:00:04
HotelRealParque		23	20	✔	87.0%	2	✔	8.7%	1	✔	4.3%	00:00:16	00:00:09	00:06:05	00:02:15	00:00:19	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:04	00:00:56	00:00:15	00:00:15
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:26	00:02:26	00:00:07	00:00:07
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:07	00:04:58	00:02:43	00:00:10	00:00:10
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:00	00:01:40	00:00:10	00:00:10
	14:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:13	00:04:49	00:02:50	00:01:10	00:00:16
	15:00:00	6	4	⚠	66.7%	1	✖	16.7%	1	✖	16.7%	00:00:15	00:00:09	00:06:05	00:02:41	00:00:12	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:44	00:00:44	00:00:07	00:00:07
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:58	00:02:14	00:00:19	00:00:19
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:49	00:03:00	00:00:04	00:00:04
05-10-2018		35	28	✔	80.0%	1	✔	2.9%	6	✖	17.1%	00:00:15	00:00:07	00:12:45	00:02:38	00:00:32	00:00:35
GrdRealVillaltalia		14	13	✔	92.9%	0	✔	0.0%	1	✔	7.1%	00:00:10	00:00:06	00:12:45	00:03:06	00:01:05	00:01:06
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:54	00:01:42	00:00:17	00:00:17
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:04:25	00:02:57	00:00:05	00:00:05
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:20	00:01:33	00:00:07	00:00:07
	13:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:03	00:00:03	00:12:45	00:06:58	00:04:32	00:06:26
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:56	00:02:56	00:00:06	00:00:06
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:06:02	00:03:10	00:00:06	00:00:06
HotelRealOeiras		10	8	✔	80.0%	0	✔	0.0%	2	✖	20.0%	00:00:15	00:00:08	00:03:25	00:01:55	00:00:08	00:00:09
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:39	00:02:06	00:00:04	00:00:04
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:25	00:02:04	00:00:13	00:00:13
	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	00:00:06	00:00:00
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:52	00:00:52	00:00:07	00:00:07
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:59	00:02:02	00:00:08	00:00:08
HotelRealPalacio		6	2	✖	33.3%	1	✖	16.7%	3	✖	50.0%	00:00:15	00:00:08	00:02:18	00:01:18	00:00:18	00:00:08
	12:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:09	00:01:14	00:00:48	00:00:17	00:00:07
	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	00:00:22	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:18	00:02:18	00:00:08	00:00:08
HotelRealParque		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:06:44	00:03:19	00:00:07	00:00:07
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:06:44	00:04:14	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:04	00:02:04	00:00:09	00:00:09
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:05:02	00:03:02	00:00:07	00:00:07
06-10-2018		26	17	⚠	65.4%	2	✔	7.7%	7	✖	26.9%	00:00:15	00:00:07	00:06:31	00:02:22	00:00:20	00:00:11
GrdRealVillaltalia		14	8	⚠	57.1%	1	✔	7.1%	5	✖	35.7%	00:00:10	00:00:06	00:06:31	00:02:50	00:00:18	00:00:06
	11:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:10	00:00:06	00:04:34	00:02:27	00:00:47	00:00:04
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:02:20	00:01:46	00:00:09	00:00:09
	13:00:00	5	0	✖	0.0%	0	✔	0.0%	5	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:04:31	00:02:36	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:06:31	00:06:31	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

HotelRealOeiras		6	3	🟡	50.0%	1	🔴	16.7%	2	🔴	33.3%	00:00:15	00:00:10	00:04:02	00:02:27	00:00:42	00:00:32
	09:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:08	00:04:02	00:04:02	00:00:08	00:00:08
	10:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:09	00:01:57	00:01:40	00:00:44	00:00:44
	12:00:00	1	0	🔴	0.0%	1	🔴	100.0%	0	🟢	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:22	00:00:00
	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	00:00:07	00:00:00
HotelRealPalacio		1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:01	00:00:01	00:02:36	00:02:36	00:00:01	00:00:01
	15:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:01	00:00:01	00:02:36	00:02:36	00:00:01	00:00:01
HotelRealParque		5	5	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:07	00:02:37	00:01:31	00:00:07	00:00:07
	11:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:07	00:00:07	00:01:58	00:01:58	00:00:07	00:00:07
	12:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:07	00:02:37	00:01:44	00:00:07	00:00:07
	14:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:06	00:00:06	00:00:16	00:00:16	00:00:06	00:00:06
	16:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:06	00:00:06	00:01:52	00:01:52	00:00:06	00:00:06
08-10-2018		92	87	🟢	94.6%	2	🟢	2.2%	3	🟢	3.3%	00:00:15	00:00:08	00:17:14	00:02:16	00:00:15	00:00:12
GrdRealVillaltalia		23	22	🟢	95.7%	1	🟢	4.3%	0	🟢	0.0%	00:00:10	00:00:06	00:17:14	00:03:42	00:00:20	00:00:14
	09:00:00	3	2	🟡	66.7%	1	🔴	33.3%	0	🟢	0.0%	00:00:10	00:00:05	00:17:14	00:09:48	00:00:56	00:00:05
	10:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:08	00:06:11	00:04:52	00:00:08	00:00:08
	11:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:07	00:00:06	00:04:07	00:03:05	00:00:06	00:00:06
	12:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:04	00:00:04	00:02:19	00:01:25	00:00:04	00:00:04
	14:00:00	5	5	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:08	00:07:33	00:03:11	00:00:30	00:00:30
	15:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:06	00:03:19	00:01:27	00:00:12	00:00:12
	16:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:08	00:09:45	00:09:45	00:00:18	00:00:18
	17:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:07	00:07:18	00:03:39	00:00:12	00:00:12
HotelRealOeiras		41	38	🟢	92.7%	1	🟢	2.4%	2	🟢	4.9%	00:00:15	00:00:09	00:05:39	00:01:48	00:00:14	00:00:12
	09:00:00	2	1	🟡	50.0%	1	🔴	50.0%	0	🟢	0.0%	00:00:15	00:00:10	00:00:45	00:00:45	00:00:48	00:00:06
	10:00:00	6	6	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:08	00:04:50	00:02:11	00:00:15	00:00:15
	12:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:09	00:00:05	00:05:39	00:01:31	00:00:06	00:00:06
	14:00:00	8	7	🟢	87.5%	0	🟢	0.0%	1	🟡	12.5%	00:00:15	00:00:09	00:05:27	00:02:43	00:00:14	00:00:14
	15:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:07	00:02:44	00:02:20	00:00:07	00:00:07
	16:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:05	00:00:04	00:00:40	00:00:39	00:00:04	00:00:04
	17:00:00	11	10	🟢	90.9%	0	🟢	0.0%	1	🟢	9.1%	00:00:15	00:00:08	00:02:46	00:01:21	00:00:10	00:00:10
	18:00:00	6	6	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:11	00:03:14	00:01:45	00:00:22	00:00:22
HotelRealPalacio		8	8	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:07	00:02:28	00:01:37	00:00:08	00:00:08
	09:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:04	00:00:04	00:02:28	00:01:50	00:00:04	00:00:04
	11:00:00	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
	12:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:05	00:00:05	00:00:28	00:00:28	00:00:05	00:00:05
	15:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:07	00:00:06	00:02:24	00:02:10	00:00:06	00:00:06
	17:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:09	00:00:09	00:01:08	00:01:08	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	00:01:49	00:01:49	00:00:25	00:00:25
HotelRealParque		20	19	🟢	95.0%	0	🟢	0.0%	1	🟢	5.0%	00:00:15	00:00:09	00:03:45	00:01:44	00:00:13	00:00:13
	10:00:00	2	1	🟡	50.0%	0	🟢	0.0%	1	🔴	50.0%	00:00:06	00:00:06	00:02:19	00:02:19	00:00:14	00:00:07
	11:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:09	00:00:08	00:02:54	00:01:52	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	00:03:18	00:01:58	00:00:17	00:00:17
	13:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:07	00:00:07	00:01:39	00:01:39	00:00:23	00:00:23
	14:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:13	00:03:39	00:03:39	00:00:39	00:00:39
	15:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:08	00:01:09	00:00:59	00:00:10	00:00:10
	16:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:11	00:00:08	00:03:45	00:02:58	00:00:08	00:00:08
	17:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:08	00:01:15	00:00:52	00:00:06	00:00:06
	18:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:10	00:01:16	00:01:16	00:00:25	00:00:25

OneContact Reporting

Service Performance Report

09-10-2018		85	81	✓	95.3%	3	✓	3.5%	1	✓	1.2%	00:00:16	00:00:08	00:07:27	00:02:23	00:00:12	00:00:12
GrdRealVillaltalia		9	9	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:10	00:00:06	00:07:07	00:03:49	00:00:09	00:00:09
	09:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:10	00:00:07	00:04:56	00:02:54	00:00:10	00:00:10
	10:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:10	00:00:08	00:07:07	00:06:38	00:00:12	00:00:12
	11:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:04	00:00:04	00:01:23	00:01:23	00:00:04	00:00:04
	12:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:10	00:00:06	00:03:12	00:02:54	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	00:03:20	00:03:20	00:00:07	00:00:07
	17:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:04	00:00:04	00:04:45	00:04:45	00:00:04	00:00:04
HotelRealOeiras		35	31	✓	88.6%	3	✓	8.6%	1	✓	2.9%	00:00:15	00:00:09	00:05:26	00:02:20	00:00:14	00:00:13
	09:00:00	4	3	⚠	75.0%	1	✗	25.0%	0	✓	0.0%	00:00:06	00:00:05	00:05:09	00:02:27	00:00:09	00:00:05
	10:00:00	3	3	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:07	00:04:54	00:03:18	00:00:41	00:00:41
	11:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:06	00:00:05	00:04:04	00:02:14	00:00:05	00:00:05
	12:00:00	4	4	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:09	00:03:35	00:02:20	00:00:14	00:00:14
	13:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:07	00:00:06	00:00:52	00:00:46	00:00:06	00:00:06
	14:00:00	3	3	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:09	00:00:53	00:00:45	00:00:15	00:00:15
	15:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:03	00:00:03	00:04:53	00:04:53	00:00:03	00:00:03
	16:00:00	8	7	✓	87.5%	0	✓	0.0%	1	⚠	12.5%	00:00:15	00:00:08	00:04:38	00:02:18	00:00:09	00:00:09
	17:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:12	00:02:40	00:02:26	00:00:19	00:00:19
	18:00:00	6	4	⚠	66.7%	2	✗	33.3%	0	✓	0.0%	00:00:15	00:00:11	00:05:26	00:02:58	00:00:18	00:00:12
HotelRealPalacio		17	17	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:08	00:07:27	00:01:57	00:00:10	00:00:10
	11:00:00	3	3	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:08	00:00:07	00:01:57	00:01:11	00:00:07	00:00:07
	12:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:13	00:00:01	00:00:01	00:00:38	00:00:38
	13:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:09	00:00:09	00:07:27	00:07:27	00:00:09	00:00:09
	14:00:00	4	4	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:11	00:00:06	00:02:41	00:02:16	00:00:06	00:00:06
	15:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:02	00:00:02	00:00:43	00:00:43	00:00:04	00:00:04
	16:00:00	4	4	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:10	00:00:06	00:02:51	00:01:43	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	3	3	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:06	00:04:22	00:01:56	00:00:15	00:00:15
HotelRealParque		21	21	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:16	00:00:08	00:05:49	00:02:08	00:00:13	00:00:13
	10:00:00	6	6	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:08	00:00:06	00:05:49	00:02:18	00:00:16	00:00:16
	11:00:00	5	5	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:11	00:00:07	00:02:31	00:01:54	00:00:07	00:00:07
	12:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:16	00:00:14	00:05:36	00:05:36	00:00:29	00:00:29
	13:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:03	00:00:03	00:02:08	00:02:08	00:00:03	00:00:03
	14:00:00	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	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:08	00:01:20	00:01:01	00:00:12	00:00:12
	16:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:03	00:00:03	00:00:01	00:00:01	00:00:03	00:00:03
	17:00:00	3	3	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:11	00:04:07	00:02:15	00:00:26	00:00:26
	18:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:08	00:00:08	00:01:11	00:01:11	00:00:08	00:00:08
RealResidencia		3	3	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:09	00:00:09	00:04:20	00:02:55	00:00:09	00:00:09
	12:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:08	00:00:08	00:02:27	00:02:27	00:00:08	00:00:08
	14:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:09	00:00:09	00:01:57	00:01:57	00:00:09	00:00:09
	16:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:09	00:00:09	00:04:20	00:04:20	00:00:09	00:00:09
10-10-2018		91	71	⚠	78.0%	1	✓	1.1%	19	✗	20.9%	00:00:15	00:00:08	00:13:52	00:02:48	00:00:16	00:00:15
GrdRealVillaltalia		10	9	✓	90.0%	1	⚠	10.0%	0	✓	0.0%	00:00:10	00:00:07	00:11:39	00:03:24	00:00:32	00:00:16
	10:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:04	00:00:04	00:01:20	00:00:52	00:00:04	00:00:04
	12:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:05	00:00:05	00:01:03	00:01:03	00:00:05	00:00:05
	13:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:10	00:00:10	00:11:39	00:11:39	00:00:10	00:00:10
	14:00:00	3	3	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:07	00:00:05	00:10:52	00:04:36	00:00:05	00:00:05



# OneContact Reporting

## Service Performance Report

	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:47	00:01:47	00:01:21	00:01:21
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:00:31	00:00:31	00:00:21	00:00:21
	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	00:02:59	00:00:00
HotelRealOeiras		21	16	⚠	76.2%	0	✔	0.0%	5	✖	23.8%	00:00:15	00:00:08	00:07:08	00:02:32	00:00:10	00:00:10
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:23	00:01:09	00:00:28	00:00:28
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:47	00:01:52	00:00:06	00:00:06
	12:00:00	8	5	⚠	62.5%	0	✔	0.0%	3	✖	37.5%	00:00:15	00:00:07	00:07:08	00:03:33	00:00:11	00:00:09
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:10	00:02:10	00:00:08	00:00:08
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:04:18	00:04:12	00:00:06	00:00:06
	16:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:06	00:00:06	00:02:15	00:02:15	00:00:06	00:00:06
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:34	00:00:34	00:00:07	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:27	00:01:27	00:00:06	00:00:06
HotelRealPalacio		19	16	✔	84.2%	0	✔	0.0%	3	✖	15.8%	00:00:15	00:00:09	00:10:56	00:02:35	00:00:13	00:00:14
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:10:56	00:03:56	00:00:12	00:00:12
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:03:25	00:03:25	00:00:03	00:00:03
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:08	00:01:40	00:00:04	00:00:04
	12:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:15	00:00:09	00:09:00	00:03:47	00:00:11	00:00:16
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:56	00:01:27	00:00:06	00:00:06
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:28	00:01:08	00:00:21	00:00:21
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:39	00:02:39	00:00:57	00:00:57
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:09	00:00:09	00:02:25	00:02:25	00:00:08	00:00:09
HotelRealParque		37	26	⚠	70.3%	0	✔	0.0%	11	✖	29.7%	00:00:15	00:00:08	00:09:32	00:02:18	00:00:16	00:00:17
	10:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:15	00:00:06	00:03:40	00:01:49	00:00:34	00:00:43
	11:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:06	00:04:40	00:02:06	00:00:06	00:00:06
	12:00:00	8	6	⚠	75.0%	0	✔	0.0%	2	✖	25.0%	00:00:15	00:00:09	00:01:15	00:00:57	00:00:14	00:00:16
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:09:32	00:06:17	00:00:11	00:00:11
	15:00:00	7	5	⚠	71.4%	0	✔	0.0%	2	✖	28.6%	00:00:11	00:00:07	00:04:11	00:02:32	00:00:11	00:00:07
	16:00:00	7	2	✖	28.6%	0	✔	0.0%	5	✖	71.4%	00:00:15	00:00:09	00:01:36	00:01:16	00:00:24	00:00:45
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:51	00:01:51	00:00:05	00:00:05
	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	00:00:08	00:00:00
RealResidencia		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:13:52	00:06:48	00:00:22	00:00:22
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:39	00:02:39	00:00:05	00:00:05
	11:00:00	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
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:13:52	00:13:52	00:01:08	00:01:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:07:01	00:07:01	00:00:07	00:00:07
11-10-2018		100	84	✔	84.0%	6	✔	6.0%	10	⚠	10.0%	00:00:22	00:00:08	00:15:23	00:02:38	00:00:24	00:00:13
GrdRealVillaltalia		18	16	✔	88.9%	2	⚠	11.1%	0	✔	0.0%	00:00:10	00:00:06	00:15:23	00:03:58	00:00:24	00:00:15
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:05	00:03:51	00:01:45	00:00:08	00:00:08
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:15:23	00:07:19	00:00:23	00:00:23
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:01:57	00:01:42	00:00:12	00:00:12
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:33	00:01:04	00:00:11	00:00:11
	15:00:00	3	1	✖	33.3%	2	✖	66.7%	0	✔	0.0%	00:00:08	00:00:05	00:13:28	00:13:28	00:01:05	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:05:12	00:03:15	00:00:12	00:00:12
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:05:16	00:05:16	00:00:28	00:00:28
HotelRealOeiras		45	33	⚠	73.3%	4	✔	8.9%	8	✖	17.8%	00:00:15	00:00:09	00:05:25	00:02:03	00:00:32	00:00:12
	09:00:00	5	4	✔	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:15	00:00:06	00:04:19	00:01:56	00:00:07	00:00:08
	10:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:15	00:01:09	00:00:12	00:00:12
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:20	00:01:06	00:00:11	00:00:11

OneContact Reporting

Service Performance Report

	12:00:00	4	3	🚩 75.0%	1	❌ 25.0%	0	✅ 0.0%	00:00:15	00:00:11	00:05:12	00:03:16	00:00:35	00:00:13
	13:00:00	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
	14:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:08	00:04:10	00:03:40	00:00:10	00:00:10
	15:00:00	10	3	❌ 30.0%	3	❌ 30.0%	4	❌ 40.0%	00:00:15	00:00:12	00:01:07	00:00:53	00:01:41	00:00:28
	16:00:00	2	1	🚩 50.0%	0	✅ 0.0%	1	❌ 50.0%	00:00:08	00:00:08	00:00:29	00:00:29	00:00:06	00:00:08
	17:00:00	8	6	🚩 75.0%	0	✅ 0.0%	2	❌ 25.0%	00:00:08	00:00:06	00:05:09	00:02:57	00:00:06	00:00:06
	18:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:10	00:05:25	00:03:30	00:00:15	00:00:15
HotelRealPalacio		15	14	✅ 93.3%	0	✅ 0.0%	1	✅ 6.7%	00:00:15	00:00:08	00:09:16	00:02:25	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	00:02:01	00:02:01	00:00:10	00:00:10
	10:00:00	3	2	🚩 66.7%	0	✅ 0.0%	1	❌ 33.3%	00:00:09	00:00:06	00:02:21	00:01:17	00:00:05	00:00:06
	11:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:06	00:00:06	00:04:35	00:04:35	00:00:06	00:00:06
	13:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:10	00:01:37	00:01:37	00:00:10	00:00:10
	14:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:09	00:00:06	00:02:21	00:01:58	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	00:00:49	00:00:49	00:00:06	00:00:06
	16:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:11	00:02:19	00:01:29	00:00:22	00:00:22
	17:00:00	4	4	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:09	00:09:16	00:03:48	00:00:11	00:00:11
HotelRealParque		20	19	✅ 95.0%	0	✅ 0.0%	1	✅ 5.0%	00:00:22	00:00:10	00:10:37	00:02:14	00:00:18	00:00:18
	10:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:08	00:01:39	00:01:16	00:00:35	00:00:35
	11:00:00	5	5	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:10	00:10:37	00:03:20	00:00:18	00:00:18
	12:00:00	2	1	🚩 50.0%	0	✅ 0.0%	1	❌ 50.0%	00:00:15	00:00:10	00:05:55	00:05:55	00:00:16	00:00:20
	13:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:09	00:00:09	00:00:24	00:00:24	00:00:09	00:00:09
	15:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:08	00:02:21	00:02:05	00:00:14	00:00:14
	16:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:11	00:04:19	00:02:27	00:00:19	00:00:19
	17:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:22	00:00:12	00:02:36	00:01:26	00:00:08	00:00:08
	18:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:07	00:00:07	00:00:34	00:00:34	00:00:07	00:00:07
RealResidencia		2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:08	00:08:34	00:05:56	00:00:12	00:00:12
	14:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:04	00:00:04	00:03:17	00:03:17	00:00:04	00:00:04
	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	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:04	00:00:04	00:08:34	00:08:34	00:00:19	00:00:19
12-10-2018		92	82	✅ 89.1%	2	✅ 2.2%	8	✅ 8.7%	00:00:16	00:00:08	00:15:49	00:02:42	00:00:17	00:00:15
GrdRealVillaltalia		23	20	✅ 87.0%	0	✅ 0.0%	3	🚩 13.0%	00:00:10	00:00:06	00:14:45	00:03:49	00:00:09	00:00:09
	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	00:00:09	00:00:00
	10:00:00	4	4	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:06	00:04:54	00:02:05	00:00:10	00:00:10
	12:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:06	00:02:44	00:02:19	00:00:08	00:00:08
	13:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:07	00:00:07	00:10:20	00:10:20	00:00:07	00:00:07
	14:00:00	4	4	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:07	00:03:54	00:02:44	00:00:08	00:00:08
	15:00:00	4	4	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:06	00:14:45	00:04:50	00:00:10	00:00:10
	16:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:06	00:00:06	00:06:16	00:04:51	00:00:06	00:00:06
	17:00:00	4	2	🚩 50.0%	0	✅ 0.0%	2	❌ 50.0%	00:00:10	00:00:08	00:06:12	00:05:44	00:00:10	00:00:13
HotelRealOeiras		23	22	✅ 95.7%	0	✅ 0.0%	1	✅ 4.3%	00:00:15	00:00:09	00:15:49	00:02:56	00:00:20	00:00:20
	09:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:12	00:02:53	00:02:53	00:00:37	00:00:37
	10:00:00	5	5	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:07	00:11:50	00:03:20	00:00:27	00:00:27
	11:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:08	00:00:08	00:03:04	00:02:24	00:00:08	00:00:08
	12:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:04	00:00:04	00:02:42	00:02:42	00:00:04	00:00:04
	14:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:09	00:01:23	00:01:23	00:01:00	00:01:00
	15:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:09	00:00:06	00:04:08	00:01:28	00:00:06	00:00:06
	16:00:00	5	5	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:09	00:15:49	00:04:45	00:00:15	00:00:15
	17:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:11	00:02:17	00:01:44	00:00:18	00:00:18



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Service Performance Report

	18:00:00	3	2	🟡	66.7%	0	✅	0.0%	1	❌	33.3%	00:00:15	00:00:12	00:04:13	00:02:58	00:00:23	00:00:32
HotelRealPalacio		15	14	✅	93.3%	0	✅	0.0%	1	✅	6.7%	00:00:16	00:00:09	00:09:21	00:02:41	00:00:17	00:00:17
	10:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:06	00:04:55	00:03:16	00:00:06	00:00:06
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:01:12	00:01:12	00:00:10	00:00:10
	13:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:06	00:00:32	00:00:22	00:00:06	00:00:06
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:08:50	00:08:50	00:00:07	00:00:07
	15:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:16	00:00:10	00:01:22	00:01:02	00:00:11	00:00:11
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:08	00:09:21	00:05:14	00:01:03	00:01:03
	17:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:02:27	00:01:42	00:00:15	00:00:15
	19:00:00	1	0	❌	0.0%	0	✅	0.0%	1	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:20	00:00:00
HotelRealParque		28	24	✅	85.7%	1	✅	3.6%	3	🟡	10.7%	00:00:15	00:00:09	00:04:49	00:01:35	00:00:14	00:00:15
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:01:01	00:01:01	00:00:07	00:00:07
	10:00:00	4	2	🟡	50.0%	0	✅	0.0%	2	❌	50.0%	00:00:06	00:00:05	00:03:21	00:02:00	00:00:06	00:00:05
	11:00:00	5	4	✅	80.0%	1	❌	20.0%	0	✅	0.0%	00:00:15	00:00:08	00:04:16	00:01:57	00:00:09	00:00:10
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:01:36	00:01:14	00:00:14	00:00:14
	14:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:07	00:03:22	00:01:33	00:00:09	00:00:09
	15:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:03:13	00:01:18	00:00:10	00:00:10
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:07	00:00:37	00:00:34	00:00:39	00:00:39
	17:00:00	3	2	🟡	66.7%	0	✅	0.0%	1	❌	33.3%	00:00:15	00:00:12	00:02:18	00:02:00	00:00:23	00:00:32
	18:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:04:49	00:02:40	00:00:24	00:00:24
RealResidencia		3	2	🟡	66.7%	1	❌	33.3%	0	✅	0.0%	00:00:07	00:00:06	00:03:17	00:02:14	00:01:25	00:00:06
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:01:12	00:01:12	00:00:06	00:00:06
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:03:17	00:03:17	00:00:07	00:00:07
	18:00:00	1	0	❌	0.0%	1	❌	100.0%	0	✅	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:04:03	00:00:00
13-10-2018		16	8	🟡	50.0%	7	❌	43.8%	1	✅	6.3%	00:00:11	00:00:07	00:04:08	00:02:40	00:00:25	00:00:09
GrdRealVillaltalia		8	3	❌	37.5%	4	❌	50.0%	1	🟡	12.5%	00:00:10	00:00:07	00:04:08	00:02:58	00:00:40	00:00:11
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:06	00:04:08	00:04:08	00:00:18	00:00:18
	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	00:01:21	00:00:00
	13:00:00	2	0	❌	0.0%	2	❌	100.0%	0	✅	0.0%	00:00:10	00:00:07	00:00:00	00:00:00	00:00:20	00:00:00
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:02:39	00:02:39	00:00:08	00:00:08
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:02:08	00:02:08	00:00:07	00:00:07
HotelRealOeiras		5	2	❌	40.0%	3	❌	60.0%	0	✅	0.0%	00:00:11	00:00:08	00:03:12	00:02:11	00:00:12	00:00:08
	10:00:00	2	0	❌	0.0%	2	❌	100.0%	0	✅	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00
	11:00:00	1	0	❌	0.0%	1	❌	100.0%	0	✅	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:01:10	00:01:10	00:00:06	00:00:06
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:03:12	00:03:12	00:00:11	00:00:11
HotelRealPalacio		2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:06	00:03:33	00:02:47	00:00:06	00:00:06
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:05	00:03:33	00:03:33	00:00:05	00:00:05
	12:00:00	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
RealResidencia		1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:02:29	00:02:29	00:00:09	00:00:09
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:02:29	00:02:29	00:00:09	00:00:09
15-10-2018		102	89	✅	87.3%	4	✅	3.9%	9	✅	8.8%	00:00:15	00:00:08	00:17:25	00:02:04	00:00:12	00:00:11
GrdRealVillaltalia		18	18	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:07	00:10:15	00:02:35	00:00:09	00:00:09
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:10:15	00:10:15	00:00:16	00:00:16
	10:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:07	00:03:21	00:01:40	00:00:07	00:00:07
	11:00:00	6	6	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:06	00:02:48	00:01:36	00:00:07	00:00:07
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:04:58	00:04:58	00:00:06	00:00:06
	15:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:07	00:03:26	00:02:07	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:08	00:03:20	00:00:17	00:00:17
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:02	00:02:02	00:00:08	00:00:08
HotelRealOeiras		35	31	✔	88.6%	0	✔	0.0%	4	⚠	11.4%	00:00:15	00:00:08	00:17:25	00:02:18	00:00:12	00:00:13
	09:00:00	9	6	⚠	66.7%	0	✔	0.0%	3	✖	33.3%	00:00:10	00:00:08	00:03:08	00:01:12	00:00:19	00:00:26
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:34	00:02:43	00:00:06	00:00:06
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:03	00:01:44	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:17:25	00:09:00	00:00:14	00:00:14
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:03:57	00:02:15	00:00:06	00:00:06
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:10	00:02:30	00:00:15	00:00:15
	15:00:00	7	6	✔	85.7%	0	✔	0.0%	1	⚠	14.3%	00:00:15	00:00:09	00:04:53	00:02:19	00:00:13	00:00:12
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:03:17	00:02:00	00:00:06	00:00:06
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:01:00	00:00:50	00:00:08	00:00:08
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:02:46	00:01:50	00:00:08	00:00:08
HotelRealPalacio		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:53	00:02:08	00:00:12	00:00:12
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:53	00:04:34	00:00:07	00:00:07
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:04:00	00:02:13	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:29	00:02:29	00:00:06	00:00:06
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:39	00:01:03	00:00:21	00:00:21
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:09	00:01:09	00:00:09	00:00:09
HotelRealParque		38	30	⚠	78.9%	4	⚠	10.5%	4	⚠	10.5%	00:00:15	00:00:08	00:09:36	00:01:31	00:00:14	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:12	00:01:50	00:00:08	00:00:08
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:54	00:00:40	00:00:12	00:00:12
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:19	00:01:19	00:00:04	00:00:04
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:22	00:01:08	00:00:33	00:00:33
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:09:36	00:06:20	00:00:08	00:00:08
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:05	00:01:16	00:00:09	00:00:09
	15:00:00	9	6	⚠	66.7%	2	✖	22.2%	1	⚠	11.1%	00:00:15	00:00:07	00:04:54	00:01:44	00:00:13	00:00:06
	16:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✖	40.0%	00:00:09	00:00:07	00:01:11	00:01:00	00:00:08	00:00:07
	17:00:00	8	5	⚠	62.5%	2	✖	25.0%	1	⚠	12.5%	00:00:15	00:00:08	00:01:23	00:00:50	00:00:23	00:00:11
RealResidencia		2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:05	00:00:05	00:02:29	00:02:29	00:00:14	00:00:05
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:29	00:02:29	00:00:05	00:00:05
	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	00:00:24	00:00:00
16-10-2018		70	61	✔	87.1%	3	✔	4.3%	6	✔	8.6%	00:00:16	00:00:09	00:10:00	00:01:58	00:00:15	00:00:14
GrdRealVillaltalia		10	7	⚠	70.0%	2	✖	20.0%	1	⚠	10.0%	00:00:10	00:00:07	00:03:38	00:01:44	00:00:12	00:00:11
	09:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:20	00:00:00
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:38	00:02:16	00:00:18	00:00:18
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:48	00:01:48	00:00:04	00:00:04
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:30	00:01:24	00:00:09	00:00:09
	13:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:00	00:00:00	00:00:05	00:00:00
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:00:40	00:00:40	00:00:03	00:00:03
HotelRealOeiras		27	27	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:08:45	00:02:04	00:00:11	00:00:11
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:01:02	00:01:01	00:00:05	00:00:05
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:14	00:03:01	00:00:11	00:00:11
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:28	00:01:28	00:00:22	00:00:22
	14:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:45	00:02:11	00:00:11	00:00:11
	15:00:00	9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:04:28	00:01:50	00:00:07	00:00:07
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:08	00:01:28	00:00:23	00:00:23
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:19	00:02:19	00:00:15	00:00:15

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Service Performance Report

	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:04:32	00:02:46	00:00:09	00:00:09
HotelRealPalacio		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:55	00:01:48	00:00:26	00:00:26
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:41	00:02:41	00:00:06	00:00:06
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:09	00:01:09	00:00:06	00:00:06
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:00:59	00:00:59	00:00:21	00:00:21
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:55	00:04:55	00:01:52	00:01:52
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:20	00:01:02	00:00:22	00:00:22
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:24	00:01:24	00:00:19	00:00:19
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:12	00:01:12	00:00:04	00:00:04
HotelRealParque		25	19	⚠	76.0%	1	✔	4.0%	5	✖	20.0%	00:00:16	00:00:10	00:10:00	00:01:58	00:00:17	00:00:16
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:42	00:01:56	00:00:08	00:00:08
	10:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✖	40.0%	00:00:15	00:00:11	00:02:40	00:01:36	00:00:22	00:00:23
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:09	00:01:30	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	00:01:20	00:00:56	00:00:16	00:00:16
	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	00:00:38	00:00:00
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:27	00:03:38	00:00:24	00:00:24
	15:00:00	8	5	⚠	62.5%	0	✔	0.0%	3	✖	37.5%	00:00:15	00:00:06	00:02:13	00:00:50	00:00:13	00:00:13
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:56	00:00:56	00:00:05	00:00:05
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:10	00:10:00	00:05:46	00:00:20	00:00:20
17-10-2018		87	71	✔	81.6%	5	✔	5.7%	11	⚠	12.6%	00:00:16	00:00:08	00:16:27	00:02:11	00:00:18	00:00:15
GrdRealVillaltalia		21	13	⚠	61.9%	2	✔	9.5%	6	✖	28.6%	00:00:10	00:00:07	00:16:27	00:03:37	00:00:27	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:05:39	00:05:39	00:00:14	00:00:14
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:22	00:01:22	00:00:06	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:16:27	00:16:27	00:00:18	00:00:18
	13:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:06:59	00:03:45	00:00:20	00:00:20
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:47	00:01:47	00:00:15	00:00:15
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:03:15	00:02:22	00:00:10	00:00:10
	16:00:00	10	2	✖	20.0%	2	✖	20.0%	6	✖	60.0%	00:00:10	00:00:09	00:00:48	00:00:41	00:00:40	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:40	00:00:40	00:00:07	00:00:07
HotelRealOeiras		26	22	✔	84.6%	2	✔	7.7%	2	✔	7.7%	00:00:16	00:00:09	00:07:37	00:01:38	00:00:22	00:00:20
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:03	00:02:09	00:00:14	00:00:14
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:06	00:02:51	00:01:40	00:00:07	00:00:07
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:01:21	00:00:52	00:00:08	00:00:08
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:28	00:00:28	00:00:04	00:00:04
	13:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:15	00:00:10	00:02:24	00:02:24	00:00:12	00:00:20
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:37	00:04:10	00:00:15	00:00:15
	15:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:16	00:00:10	00:05:43	00:01:53	00:01:20	00:01:18
	16:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:13	00:01:58	00:01:58	00:00:22	00:00:10
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:04	00:00:58	00:00:39	00:00:05	00:00:05
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:04	00:00:46	00:00:25	00:00:25
HotelRealPalacio		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:51	00:01:45	00:00:11	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:03:15	00:03:15	00:00:12	00:00:12
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:05	00:01:05	00:00:26	00:00:26
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:01:41	00:01:21	00:00:06	00:00:06
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:11	00:01:19	00:00:12	00:00:12
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:03:51	00:03:51	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	00:01:46	00:01:46	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	00:01:38	00:01:38	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

HotelRealParque		23	21	✔	91.3%	1	✔	4.3%	1	✔	4.3%	00:00:15	00:00:09	00:10:25	00:01:52	00:00:13	00:00:13
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:54	00:00:54	00:00:31	00:00:31
	10:00:00	4	2	⚠	50.0%	1	✖	25.0%	1	✖	25.0%	00:00:10	00:00:08	00:01:28	00:01:08	00:00:10	00:00:08
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:03:29	00:02:13	00:00:05	00:00:05
	12:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:31	00:01:12	00:00:16	00:00:16
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:02:27	00:02:14	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:20	00:01:20	00:00:07	00:00:07
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:10:25	00:03:46	00:00:06	00:00:06
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:54	00:01:37	00:00:14	00:00:14
RealResidencia		6	4	⚠	66.7%	0	✔	0.0%	2	✖	33.3%	00:00:15	00:00:09	00:09:18	00:03:27	00:00:10	00:00:13
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:01:35	00:01:35	00:00:13	00:00:13
	10:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:07	00:09:18	00:05:06	00:00:12	00:00:19
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:32	00:01:32	00:00:10	00:00:10
	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	00:00:05	00:00:00
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:56	00:03:56	00:00:09	00:00:09
18-10-2018		101	71	⚠	70.3%	3	✔	3.0%	27	✖	26.7%	00:01:00	00:00:09	00:19:22	00:03:00	00:00:19	00:00:18
GrdRealVillaltalia		26	22	✔	84.6%	1	✔	3.8%	3	⚠	11.5%	00:00:10	00:00:08	00:18:47	00:04:54	00:00:18	00:00:13
	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	00:00:56	00:00:00
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:06:22	00:06:22	00:00:28	00:00:28
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:59	00:02:43	00:00:11	00:00:11
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:18:47	00:08:32	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	00:00:34	00:00:00
	15:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:07:46	00:04:20	00:00:14	00:00:14
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:02:26	00:01:48	00:00:09	00:00:09
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:07:27	00:06:43	00:00:08	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:29	00:03:29	00:00:16	00:00:16
HotelRealOeiras		26	18	⚠	69.2%	1	✔	3.8%	7	✖	26.9%	00:01:00	00:00:12	00:06:08	00:01:43	00:00:17	00:00:18
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:55	00:01:46	00:01:18	00:01:18
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:19	00:01:28	00:00:16	00:00:16
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:01:01	00:00:46	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	00:00:51	00:00:50	00:00:08	00:00:08
	14:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:39	00:00:00
	15:00:00	7	0	✖	0.0%	0	✔	0.0%	7	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:44	00:01:21	00:00:08	00:00:08
	17:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:01:00	00:00:14	00:06:08	00:02:03	00:00:08	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:39	00:04:39	00:00:24	00:00:24
HotelRealPalacio		21	15	⚠	71.4%	0	✔	0.0%	6	✖	28.6%	00:00:15	00:00:07	00:19:22	00:02:37	00:00:14	00:00:15
	09:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:22	00:00:00
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:50	00:02:50	00:02:07	00:02:07
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:02:00	00:01:25	00:00:07	00:00:07
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:15	00:01:16	00:00:06	00:00:06
	13:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:08	00:00:08	00:01:42	00:01:42	00:00:08	00:00:08
	14:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✖	40.0%	00:00:09	00:00:07	00:19:22	00:07:47	00:00:07	00:00:07
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:25	00:01:25	00:00:03	00:00:03
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:10	00:00:58	00:00:06	00:00:06
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:20	00:00:52	00:00:12	00:00:12
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:53	00:00:53	00:00:08	00:00:08
HotelRealParque		26	14	⚠	53.8%	1	✔	3.8%	11	✖	42.3%	00:00:15	00:00:10	00:05:55	00:01:48	00:00:25	00:00:31

OneContact Reporting

Service Performance Report

	09:00:00	4	2	🟡 50.0%	0	✅ 0.0%	2	❌ 50.0%	00:00:15	00:00:08	00:05:55	00:04:42	00:00:34	00:00:54
	10:00:00	4	3	🟡 75.0%	1	❌ 25.0%	0	✅ 0.0%	00:00:15	00:00:11	00:01:48	00:01:39	00:00:37	00:00:26
	11:00:00	2	1	🟡 50.0%	0	✅ 0.0%	1	❌ 50.0%	00:00:06	00:00:06	00:00:59	00:00:59	00:00:06	00:00:06
	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	00:00:37	00:00:00
	13:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:10	00:02:07	00:01:23	00:00:19	00:00:19
	14:00:00	6	1	❌ 16.7%	0	✅ 0.0%	5	❌ 83.3%	00:00:15	00:00:12	00:01:05	00:01:05	00:00:21	00:01:02
	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	00:00:10	00:00:00
	16:00:00	2	1	🟡 50.0%	0	✅ 0.0%	1	❌ 50.0%	00:00:15	00:00:12	00:02:02	00:02:02	00:00:56	00:01:36
	17:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:09	00:00:07	00:01:49	00:01:03	00:00:07	00:00:07
RealResidencia		2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:08	00:00:06	00:09:24	00:04:34	00:00:08	00:00:08
	12:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:07	00:00:06	00:09:24	00:05:04	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	00:03:32	00:03:32	00:00:09	00:00:09
19-10-2018		92	62	🟡 67.4%	7	✅ 7.6%	23	❌ 25.0%	00:00:16	00:00:09	00:11:51	00:01:48	00:00:23	00:00:12
GrdRealVillaltalia		19	13	🟡 68.4%	2	🟡 10.5%	4	❌ 21.1%	00:00:10	00:00:07	00:06:51	00:02:32	00:00:17	00:00:10
	09:00:00	2	0	❌ 0.0%	0	✅ 0.0%	2	❌ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	10:00:00	8	4	🟡 50.0%	2	❌ 25.0%	2	❌ 25.0%	00:00:10	00:00:09	00:02:51	00:02:12	00:00:32	00:00:18
	11:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:03	00:00:03	00:01:30	00:01:30	00:00:03	00:00:03
	12:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:03	00:00:03	00:00:15	00:00:15	00:00:03	00:00:03
	15:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:06	00:04:51	00:02:39	00:00:10	00:00:10
	17:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:08	00:01:54	00:01:34	00:00:12	00:00:12
	18:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:07	00:00:05	00:06:51	00:04:40	00:00:05	00:00:05
HotelRealOeiras		20	14	🟡 70.0%	1	✅ 5.0%	5	❌ 25.0%	00:00:15	00:00:09	00:11:51	00:02:01	00:00:19	00:00:09
	09:00:00	4	2	🟡 50.0%	0	✅ 0.0%	2	❌ 50.0%	00:00:09	00:00:09	00:11:51	00:06:52	00:00:08	00:00:09
	10:00:00	5	5	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:10	00:04:36	00:01:20	00:00:13	00:00:13
	11:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:10	00:00:45	00:00:45	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	00:01:56	00:01:56	00:00:06	00:00:06
	15:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:08	00:00:08	00:01:10	00:01:10	00:00:08	00:00:08
	16:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:11	00:00:09	00:02:25	00:01:28	00:00:09	00:00:09
	17:00:00	2	1	🟡 50.0%	0	✅ 0.0%	1	❌ 50.0%	00:00:05	00:00:05	00:00:34	00:00:34	00:00:06	00:00:05
	18:00:00	4	1	❌ 25.0%	1	❌ 25.0%	2	❌ 50.0%	00:00:15	00:00:10	00:00:29	00:00:29	00:00:58	00:00:04
HotelRealPalacio		25	13	🟡 52.0%	3	🟡 12.0%	9	❌ 36.0%	00:00:16	00:00:09	00:03:22	00:01:24	00:00:31	00:00:09
	09:00:00	12	1	❌ 8.3%	2	❌ 16.7%	9	❌ 75.0%	00:00:16	00:00:13	00:03:22	00:03:22	00:00:57	00:00:25
	10:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:09	00:01:46	00:01:38	00:00:09	00:00:09
	12:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:07	00:00:07	00:00:52	00:00:52	00:00:07	00:00:07
	15:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:11	00:00:10	00:01:44	00:01:14	00:00:10	00:00:10
	16:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:06	00:00:06	00:01:43	00:01:11	00:00:07	00:00:07
	17:00:00	5	4	✅ 80.0%	1	❌ 20.0%	0	✅ 0.0%	00:00:10	00:00:07	00:01:40	00:01:02	00:00:07	00:00:08
HotelRealParque		25	20	✅ 80.0%	1	✅ 4.0%	4	❌ 16.0%	00:00:15	00:00:09	00:03:11	00:01:24	00:00:24	00:00:17
	09:00:00	6	1	❌ 16.7%	1	❌ 16.7%	4	❌ 66.7%	00:00:15	00:00:13	00:01:54	00:01:54	00:00:44	00:00:10
	10:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:10	00:00:37	00:00:37	00:00:28	00:00:28
	11:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:11	00:00:06	00:03:08	00:01:19	00:00:08	00:00:08
	12:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:11	00:00:06	00:03:11	00:01:58	00:00:11	00:00:11
	13:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:11	00:02:04	00:02:00	00:01:07	00:01:07
	14:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:08	00:01:38	00:01:07	00:00:08	00:00:08
	15:00:00	5	5	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:10	00:02:23	00:01:24	00:00:12	00:00:12
	16:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:10	00:01:23	00:00:46	00:00:13	00:00:13
	17:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:06	00:00:04	00:02:40	00:02:04	00:00:06	00:00:06
RealResidencia		3	2	🟡 66.7%	0	✅ 0.0%	1	❌ 33.3%	00:00:07	00:00:06	00:04:46	00:03:02	00:00:15	00:00:06

OneContact Reporting

Service Performance Report

	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	00:00:33	00:00:00
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:46	00:04:46	00:00:07	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:18	00:01:18	00:00:05	00:00:05
20-10-2018		12	5	✖	41.7%	1	✔	8.3%	6	✖	50.0%	00:00:15	00:00:08	00:08:37	00:04:42	00:00:21	00:00:14
GrdRealVillaltalia		5	2	✖	40.0%	0	✔	0.0%	3	✖	60.0%	00:00:10	00:00:06	00:08:37	00:06:07	00:00:19	00:00:22
	11:00:00	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
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:01	00:00:01	00:03:37	00:03:37	00:00:12	00:00:12
	13:00:00	3	0	✖	0.0%	0	✔	0.0%	3	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:17	00:00:00
	15:00:00	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
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:08:37	00:08:37	00:00:33	00:00:33
HotelRealOeiras		4	1	✖	25.0%	1	✖	25.0%	2	✖	50.0%	00:00:15	00:00:12	00:08:29	00:08:29	00:00:34	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:08:29	00:08:29	00:00:08	00:00:08
	14:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:59	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	00:00:12	00:00:00
HotelRealPalacio		2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:08	00:00:08	00:00:19	00:00:19	00:00:07	00:00:08
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:19	00:00:19	00:00:08	00:00:08
	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	00:00:06	00:00:00
HotelRealParque		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:30	00:02:30	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	00:02:30	00:02:30	00:00:08	00:00:08
22-10-2018		97	80	✔	82.5%	6	✔	6.2%	11	⚠	11.3%	00:00:15	00:00:09	00:09:03	00:02:12	00:00:21	00:00:13
GrdRealVillaltalia		13	10	⚠	76.9%	1	✔	7.7%	2	✖	15.4%	00:00:10	00:00:07	00:09:03	00:03:15	00:00:19	00:00:12
	09:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:10	00:00:08	00:00:42	00:00:42	00:00:22	00:00:51
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:55	00:01:55	00:00:17	00:00:17
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:05	00:09:03	00:03:27	00:00:07	00:00:07
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:05:13	00:04:08	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	00:04:01	00:03:54	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	00:01:50	00:00:00
HotelRealOeiras		40	33	✔	82.5%	3	✔	7.5%	4	⚠	10.0%	00:00:15	00:00:10	00:07:18	00:02:02	00:00:23	00:00:12
	09:00:00	9	2	✖	22.2%	3	✖	33.3%	4	✖	44.4%	00:00:15	00:00:13	00:01:24	00:01:12	00:01:01	00:00:10
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:01:30	00:01:12	00:00:07	00:00:07
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:15	00:01:35	00:00:12	00:00:12
	12:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:18	00:02:58	00:00:17	00:00:17
	13:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:04:03	00:02:20	00:00:09	00:00:09
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:04:15	00:02:16	00:00:09	00:00:09
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:36	00:02:36	00:00:10	00:00:10
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:02:29	00:01:44	00:00:10	00:00:10
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:00:41	00:00:34	00:00:32	00:00:32
HotelRealPalacio		20	15	⚠	75.0%	2	⚠	10.0%	3	✖	15.0%	00:00:15	00:00:10	00:06:23	00:02:34	00:00:28	00:00:18
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:46	00:00:46	00:00:05	00:00:05
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:49	00:02:54	00:00:14	00:00:14
	11:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:10	00:06:23	00:04:44	00:00:42	00:00:16
	12:00:00	6	4	⚠	66.7%	0	✔	0.0%	2	✖	33.3%	00:00:15	00:00:10	00:04:10	00:02:47	00:00:13	00:00:16
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:57	00:03:57	00:01:44	00:01:44
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:01:09	00:01:03	00:00:07	00:00:07
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:02:19	00:01:35	00:00:04	00:00:04
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:06	00:02:06	00:00:11	00:00:11
	18:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:29	00:00:00
HotelRealParque		23	21	✔	91.3%	0	✔	0.0%	2	✔	8.7%	00:00:15	00:00:09	00:05:08	00:01:43	00:00:13	00:00:11



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	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:50	00:00:42	00:00:08	00:00:08
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:02:25	00:01:38	00:00:12	00:00:12
	11:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:09	00:00:05	00:01:39	00:01:23	00:00:07	00:00:05
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:55	00:02:14	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:05:08	00:05:08	00:00:07	00:00:07
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:34	00:01:12	00:00:14	00:00:14
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:00:52	00:00:52	00:00:41	00:00:41
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:02	00:02:02	00:00:05	00:00:05
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:06	00:00:06	00:02:28	00:02:28	00:00:30	00:00:06
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:43	00:01:43	00:00:21	00:00:21
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:43	00:01:43	00:00:21	00:00:21
23-10-2018		88	64	⚠	72.7%	9	⚠	10.2%	15	✖	17.0%	00:00:16	00:00:09	00:12:07	00:03:09	00:00:18	00:00:15
GrdRealVillaltalia		10	9	✔	90.0%	0	✔	0.0%	1	⚠	10.0%	00:00:10	00:00:06	00:12:07	00:04:14	00:00:09	00:00:09
	09:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:05	00:00:05	00:03:03	00:03:03	00:00:06	00:00:05
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:12:07	00:06:25	00:00:04	00:00:04
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:03	00:02:54	00:00:17	00:00:17
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:05:19	00:05:19	00:00:06	00:00:06
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:03:58	00:01:49	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	00:09:53	00:09:53	00:00:07	00:00:07
HotelRealOeiras		41	29	⚠	70.7%	5	⚠	12.2%	7	✖	17.1%	00:00:16	00:00:09	00:09:34	00:03:12	00:00:23	00:00:20
	09:00:00	12	8	⚠	66.7%	1	✔	8.3%	3	✖	25.0%	00:00:15	00:00:08	00:08:24	00:03:10	00:00:37	00:00:33
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:06:15	00:02:35	00:00:15	00:00:15
	11:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:04	00:00:02	00:05:37	00:05:37	00:00:02	00:00:04
	12:00:00	5	0	✖	0.0%	1	✖	20.0%	4	✖	80.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:31	00:00:00
	14:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:11	00:02:36	00:00:11	00:00:11
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:03	00:01:58	00:00:15	00:00:15
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:11	00:08:28	00:04:17	00:00:28	00:00:28
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:09:34	00:06:22	00:00:13	00:00:13
	18:00:00	3	1	✖	33.3%	2	✖	66.7%	0	✔	0.0%	00:00:07	00:00:07	00:00:39	00:00:39	00:00:09	00:00:07
HotelRealPalacio		14	5	✖	35.7%	4	✖	28.6%	5	✖	35.7%	00:00:15	00:00:11	00:03:37	00:01:33	00:00:23	00:00:14
	09:00:00	5	2	✖	40.0%	0	✔	0.0%	3	✖	60.0%	00:00:05	00:00:04	00:01:16	00:01:00	00:00:19	00:00:24
	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	00:00:41	00:00:00
	12:00:00	5	1	✖	20.0%	2	✖	40.0%	2	✖	40.0%	00:00:06	00:00:06	00:03:37	00:03:37	00:00:27	00:00:06
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:00	00:01:00	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	00:01:07	00:01:07	00:00:09	00:00:09
	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	00:00:36	00:00:00
HotelRealParque		19	17	✔	89.5%	0	✔	0.0%	2	⚠	10.5%	00:00:15	00:00:08	00:10:42	00:02:30	00:00:08	00:00:09
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:06	00:04:02	00:01:59	00:00:06	00:00:06
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:01:50	00:01:06	00:00:07	00:00:07
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:16	00:01:58	00:00:13	00:00:13
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:08	00:00:08	00:02:15	00:02:15	00:00:06	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:34	00:04:34	00:00:07	00:00:07
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:55	00:03:55	00:00:07	00:00:07
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:10:42	00:03:12	00:00:10	00:00:10
	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	00:00:04	00:00:00
RealResidencia		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:09:37	00:05:04	00:00:15	00:00:15
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:18	00:03:18	00:00:20	00:00:20
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:00	00:00:00	00:00:21	00:00:21

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Service Performance Report

	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:09:37	00:08:28	00:00:09	00:00:09
24-10-2018		77	62	✔	80.5%	4	✔	5.2%	11	⚠	14.3%	00:00:15	00:00:09	00:22:39	00:03:01	00:00:19	00:00:14
GrdRealVillaltalia		14	10	⚠	71.4%	1	✔	7.1%	3	✖	21.4%	00:00:11	00:00:07	00:12:12	00:03:20	00:00:14	00:00:12
	09:00:00	4	2	⚠	50.0%	1	✖	25.0%	1	✖	25.0%	00:00:11	00:00:09	00:08:22	00:05:55	00:00:22	00:00:24
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:00:50	00:00:50	00:00:13	00:00:13
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:42	00:00:42	00:00:05	00:00:05
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:01:30	00:01:27	00:00:07	00:00:07
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:44	00:01:34	00:00:07	00:00:07
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:27	00:02:33	00:00:16	00:00:16
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:12:12	00:12:12	00:00:04	00:00:04
	18:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:17	00:00:00
HotelRealOeiras		27	19	⚠	70.4%	3	⚠	11.1%	5	✖	18.5%	00:00:15	00:00:10	00:05:06	00:02:20	00:00:28	00:00:11
	09:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:05	00:00:04	00:05:06	00:02:56	00:00:08	00:00:04
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:19	00:02:01	00:00:14	00:00:14
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:16	00:02:17	00:00:10	00:00:10
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:13	00:02:12	00:00:06	00:00:06
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:48	00:02:48	00:00:07	00:00:07
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:57	00:01:26	00:00:16	00:00:16
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:31	00:02:31	00:00:09	00:00:09
	17:00:00	5	2	✖	40.0%	1	✖	20.0%	2	✖	40.0%	00:00:15	00:00:13	00:05:00	00:04:01	00:00:31	00:00:18
	18:00:00	4	1	✖	25.0%	2	✖	50.0%	1	✖	25.0%	00:00:15	00:00:13	00:01:53	00:01:53	00:01:39	00:00:07
HotelRealPalacio		11	10	✔	90.9%	0	✔	0.0%	1	✔	9.1%	00:00:15	00:00:10	00:07:41	00:01:41	00:00:24	00:00:26
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:59	00:01:59	00:01:16	00:01:16
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:45	00:00:40	00:00:24	00:00:24
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:33	00:01:33	00:00:35	00:00:35
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:32	00:01:32	00:00:09	00:00:09
	17:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:10	00:00:10	00:07:41	00:04:10	00:00:10	00:00:10
HotelRealParque		23	21	✔	91.3%	0	✔	0.0%	2	✔	8.7%	00:00:15	00:00:08	00:22:39	00:04:09	00:00:11	00:00:10
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:17:30	00:08:01	00:00:07	00:00:07
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:02:20	00:01:20	00:00:09	00:00:09
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:08	00:02:04	00:00:07	00:00:07
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:11	00:01:32	00:00:20	00:00:20
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:15:19	00:15:19	00:00:22	00:00:22
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:10	00:01:44	00:00:12	00:00:12
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:01:35	00:01:15	00:00:09	00:00:09
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:22:39	00:22:39	00:00:05	00:00:05
	18:00:00	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
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:38	00:02:32	00:00:14	00:00:14
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:38	00:03:38	00:00:07	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:25	00:01:25	00:00:22	00:00:22
25-10-2018		57	50	✔	87.7%	4	✔	7.0%	3	✔	5.3%	00:00:15	00:00:09	00:12:19	00:03:19	00:00:19	00:00:13
GrdRealVillaltalia		15	13	✔	86.7%	0	✔	0.0%	2	⚠	13.3%	00:00:10	00:00:07	00:12:19	00:03:09	00:00:08	00:00:08
	09:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:08	00:00:07	00:04:23	00:02:48	00:00:09	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:51	00:00:51	00:00:05	00:00:05
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:12:19	00:04:07	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:35	00:03:35	00:00:10	00:00:10
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:41	00:02:36	00:00:12	00:00:12
	16:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:06	00:00:06	00:04:33	00:04:33	00:00:08	00:00:06

OneContact Reporting

Service Performance Report

	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:00	00:02:00	00:00:06	00:00:06
HotelRealOeiras		13	12	✔	92.3%	1	✔	7.7%	0	✔	0.0%	00:00:15	00:00:08	00:07:42	00:02:48	00:00:18	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:54	00:00:54	00:00:15	00:00:15
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:50	00:02:50	00:00:04	00:00:04
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:40	00:00:40	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:05	00:00:49	00:00:16	00:00:16
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:04:23	00:04:23	00:00:06	00:00:06
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:06:11	00:06:11	00:00:04	00:00:04
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:07:42	00:04:12	00:00:29	00:00:29
	18:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:12	00:00:06	00:05:36	00:03:14	00:00:27	00:00:10
HotelRealPalacio		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:09:59	00:04:15	00:00:20	00:00:20
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:28	00:01:46	00:00:23	00:00:23
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:09:59	00:06:26	00:00:22	00:00:22
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:11	00:03:29	00:00:38	00:00:38
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:50	00:03:50	00:00:04	00:00:04
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:05:12	00:05:12	00:00:07	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:05:48	00:05:48	00:00:05	00:00:05
HotelRealParque		17	13	⚠	76.5%	3	✖	17.6%	1	✔	5.9%	00:00:15	00:00:10	00:07:41	00:03:06	00:00:32	00:00:14
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:01:32	00:01:06	00:00:08	00:00:08
	11:00:00	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
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:07:41	00:04:14	00:00:06	00:00:06
	13:00:00	4	1	✖	25.0%	2	✖	50.0%	1	✖	25.0%	00:00:15	00:00:10	00:04:12	00:04:12	00:01:10	00:00:06
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:05:50	00:03:01	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:53	00:00:53	00:00:05	00:00:05
	16:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:12	00:06:51	00:05:44	00:00:44	00:00:19
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:40	00:02:40	00:00:55	00:00:55
RealResidencia		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:06:01	00:03:58	00:00:06	00:00:06
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:21	00:02:21	00:00:09	00:00:09
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:06:01	00:04:24	00:00:04	00:00:04
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:04:17	00:04:17	00:00:05	00:00:05
26-10-2018		66	62	✔	93.9%	3	✔	4.5%	1	✔	1.5%	00:00:15	00:00:07	00:09:54	00:02:32	00:00:15	00:00:11
GrdRealVillaltalia		21	20	✔	95.2%	1	✔	4.8%	0	✔	0.0%	00:00:10	00:00:07	00:09:54	00:03:02	00:00:23	00:00:15
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:11	00:01:11	00:00:17	00:00:17
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:09:54	00:04:56	00:00:16	00:00:16
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:05	00:00:05	00:00:09	00:00:09
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:01:03	00:00:49	00:00:12	00:00:12
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:00:27	00:00:27	00:00:17	00:00:17
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:05:55	00:03:30	00:00:09	00:00:09
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:05:16	00:02:29	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:07:31	00:07:31	00:00:03	00:00:03
	17:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:10	00:00:07	00:08:31	00:04:16	00:01:09	00:00:35
HotelRealOeiras		24	24	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:52	00:02:35	00:00:10	00:00:10
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:05:52	00:04:05	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:49	00:04:49	00:00:06	00:00:06
	11:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:04:39	00:02:26	00:00:09	00:00:09
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:02:09	00:01:33	00:00:07	00:00:07
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:05:12	00:02:54	00:00:10	00:00:10
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:00:34	00:00:34	00:00:19	00:00:19

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	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:04:29	00:03:14	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:27	00:01:05	00:00:14	00:00:14
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:04:10	00:03:34	00:00:10	00:00:10
HotelRealPalacio		9	8	✔	88.9%	1	⚠	11.1%	0	✔	0.0%	00:00:15	00:00:07	00:04:43	00:01:51	00:00:09	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:00	00:02:00	00:00:06	00:00:06
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:51	00:00:51	00:00:06	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:03	00:04:43	00:02:36	00:00:04	00:00:04
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:51	00:00:51	00:00:05	00:00:05
	13:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:08	00:00:08	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%	00:00:10	00:00:10	00:02:05	00:02:05	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:21	00:01:21	00:00:03	00:00:03
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:20	00:02:10	00:00:18	00:00:18
HotelRealParque		12	10	✔	83.3%	1	✔	8.3%	1	✔	8.3%	00:00:15	00:00:08	00:05:43	00:01:56	00:00:16	00:00:08
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:01:26	00:01:12	00:00:06	00:00:06
	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	00:00:28	00:00:00
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:03:09	00:01:58	00:00:08	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:10	00:01:10	00:00:04	00:00:04
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:05:43	00:03:20	00:00:11	00:00:11
	17:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:11	00:01:34	00:01:34	00:00:36	00:00:07
27-10-2018		21	15	⚠	71.4%	0	✔	0.0%	6	✖	28.6%	00:00:12	00:00:07	00:06:00	00:02:43	00:00:09	00:00:07
GrdRealVillaltalia		7	4	⚠	57.1%	0	✔	0.0%	3	✖	42.9%	00:00:06	00:00:05	00:03:06	00:01:57	00:00:06	00:00:06
	10:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:04	00:00:04	00:03:06	00:03:06	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	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:30	00:01:04	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	00:02:36	00:02:36	00:00:06	00:00:06
HotelRealOeiras		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:03:55	00:01:45	00:00:07	00:00:07
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:02:03	00:02:03	00:00:12	00:00:12
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:55	00:03:55	00:00:05	00:00:05
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:09	00:01:02	00:00:06	00:00:06
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:44	00:01:14	00:00:06	00:00:06
HotelRealPalacio		3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:12	00:00:12	00:05:10	00:05:10	00:00:22	00:00:12
	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	00:00:03	00:00:00
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:05:10	00:05:10	00:00:12	00:00:12
	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	00:00:51	00:00:00
HotelRealParque		5	4	✔	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:11	00:00:07	00:06:00	00:04:20	00:00:07	00:00:07
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:00	00:06:00	00:00:08	00:00:08
	11:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:04	00:00:04	00:05:17	00:05:17	00:00:06	00:00:04
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:04:01	00:04:01	00:00:05	00:00:05
	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
29-10-2018		108	81	⚠	75.0%	6	✔	5.6%	21	✖	19.4%	00:00:15	00:00:08	00:14:37	00:03:42	00:00:18	00:00:18
GrdRealVillaltalia		33	23	⚠	69.7%	2	✔	6.1%	8	✖	24.2%	00:00:11	00:00:06	00:14:37	00:04:09	00:00:10	00:00:10
	09:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:10	00:00:06	00:01:00	00:00:59	00:00:12	00:00:14
	10:00:00	5	0	✖	0.0%	1	✖	20.0%	4	✖	80.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:02	00:01:02	00:00:17	00:00:17
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:02	00:12:28	00:10:34	00:00:03	00:00:03
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:04:22	00:03:10	00:00:08	00:00:08
	14:00:00	5	3	⚠	60.0%	1	✖	20.0%	1	✖	20.0%	00:00:10	00:00:07	00:14:37	00:05:51	00:00:11	00:00:12
	15:00:00	7	6	✔	85.7%	0	✔	0.0%	1	⚠	14.3%	00:00:11	00:00:07	00:07:28	00:03:24	00:00:09	00:00:10

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Service Performance Report

	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:04:26	00:02:57	00:00:08	00:00:08
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:10:00	00:05:01	00:00:12	00:00:12
HotelRealOeiras		36	29	✔	80.6%	3	✔	8.3%	4	⚠	11.1%	00:00:15	00:00:10	00:09:11	00:03:27	00:00:33	00:00:31
	09:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:05:15	00:03:38	00:00:29	00:00:29
	10:00:00	9	6	⚠	66.7%	1	⚠	11.1%	2	✖	22.2%	00:00:15	00:00:11	00:06:59	00:03:57	00:00:33	00:00:18
	11:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:11	00:06:48	00:04:18	00:00:28	00:00:29
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:05	00:03:27	00:00:13	00:00:13
	13:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:09	00:09:11	00:04:28	00:00:16	00:00:06
	14:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:10	00:03:40	00:02:06	00:02:34	00:03:42
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:06:19	00:03:24	00:00:11	00:00:11
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:26	00:03:02	00:00:13	00:00:13
	17:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:10	00:03:24	00:02:22	00:00:13	00:00:06
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:12	00:02:12	00:00:07	00:00:07
HotelRealPalacio		18	14	⚠	77.8%	0	✔	0.0%	4	✖	22.2%	00:00:15	00:00:08	00:13:45	00:04:50	00:00:13	00:00:15
	09:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:20	00:02:20	00:00:05	00:00:05
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:13:45	00:09:06	00:00:07	00:00:07
	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	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:18	00:04:38	00:00:51	00:00:51
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:05:03	00:02:53	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:58	00:01:58	00:00:05	00:00:05
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:11:01	00:11:01	00:00:34	00:00:34
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:09:24	00:04:25	00:00:06	00:00:06
HotelRealParque		19	13	⚠	68.4%	1	✔	5.3%	5	✖	26.3%	00:00:15	00:00:08	00:06:43	00:02:24	00:00:09	00:00:09
	09:00:00	3	0	✖	0.0%	1	✖	33.3%	2	✖	66.7%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:12	00:00:00
	10:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:11	00:00:11	00:01:23	00:01:23	00:00:07	00:00:11
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:43	00:04:55	00:00:16	00:00:16
	13:00:00	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
	14:00:00	6	4	⚠	66.7%	0	✔	0.0%	2	✖	33.3%	00:00:15	00:00:07	00:02:12	00:01:34	00:00:08	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:56	00:01:56	00:00:07	00:00:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:52	00:02:52	00:00:05	00:00:05
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:14	00:01:00	00:00:07	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:06:01	00:06:01	00:00:07	00:00:07
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:30	00:03:08	00:00:25	00:00:25
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:45	00:01:45	00:00:23	00:00:23
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:04:30	00:04:30	00:00:27	00:00:27
30-10-2018		75	62	✔	82.7%	3	✔	4.0%	10	⚠	13.3%	00:00:16	00:00:09	00:13:13	00:02:45	00:00:19	00:00:18
GrdRealVillaltalia		17	13	⚠	76.5%	0	✔	0.0%	4	✖	23.5%	00:00:10	00:00:06	00:13:13	00:04:09	00:00:11	00:00:08
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:50	00:01:50	00:00:16	00:00:16
	10:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:08	00:00:08	00:03:10	00:01:54	00:00:07	00:00:08
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:59	00:02:43	00:00:09	00:00:09
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:06:27	00:03:40	00:00:05	00:00:05
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:09:22	00:09:22	00:00:03	00:00:03
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:04:00	00:04:00	00:00:05	00:00:05
	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	00:00:07	00:00:00
	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	00:00:35	00:00:00
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:13:13	00:13:13	00:00:08	00:00:08
HotelRealOeiras		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:53	00:02:37	00:00:37	00:00:37

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	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:13	00:02:13	00:04:05	00:04:05
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:06:17	00:03:34	00:00:11	00:00:11
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:00:42	00:00:42	00:00:12	00:00:12
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:01:52	00:01:38	00:00:07	00:00:07
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:15	00:03:33	00:00:19	00:00:19
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:41	00:01:42	00:00:03	00:00:03
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:06:53	00:03:07	00:01:08	00:01:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:03	00:03:03	00:00:08	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:07	00:01:07	00:00:07	00:00:07
HotelRealPalacio		16	13	✔	81.3%	1	✔	6.3%	2	⚠	12.5%	00:00:15	00:00:08	00:06:28	00:02:56	00:00:14	00:00:08
	10:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:05	00:00:05	00:00:36	00:00:36	00:00:07	00:00:05
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:02:51	00:02:42	00:00:08	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:02:51	00:02:04	00:00:10	00:00:10
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:06:28	00:04:19	00:00:06	00:00:06
	16:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:11	00:03:54	00:02:34	00:00:41	00:00:09
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:51	00:01:51	00:00:10	00:00:10
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:37	00:03:37	00:00:07	00:00:07
HotelRealParque		23	17	⚠	73.9%	2	✔	8.7%	4	✖	17.4%	00:00:16	00:00:10	00:03:03	00:01:40	00:00:15	00:00:15
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:46	00:01:24	00:00:18	00:00:18
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:25	00:01:25	00:00:05	00:00:05
	11:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:16	00:00:14	00:03:03	00:03:03	00:00:28	00:00:29
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:49	00:01:36	00:00:19	00:00:19
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:09	00:01:50	00:00:06	00:00:06
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:18	00:02:18	00:00:07	00:00:07
	15:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:21	00:01:50	00:00:12	00:00:13
	16:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✖	40.0%	00:00:15	00:00:10	00:01:21	00:01:09	00:00:18	00:00:16
	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	00:00:07	00:00:00
RealResidencia		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:00	00:02:43	00:00:29	00:00:29
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:09	00:02:09	00:01:13	00:01:13
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:04:00	00:03:00	00:00:06	00:00:06
31-10-2018		104	78	⚠	75.0%	3	✔	2.9%	23	✖	22.1%	00:00:15	00:00:08	00:12:55	00:03:10	00:00:17	00:00:15
GrdRealVillaltalia		37	25	⚠	67.6%	1	✔	2.7%	11	✖	29.7%	00:00:10	00:00:07	00:08:47	00:03:32	00:00:12	00:00:13
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:01:40	00:01:28	00:00:40	00:00:40
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:14	00:03:23	00:00:13	00:00:13
	11:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:07	00:00:06	00:02:12	00:01:19	00:00:06	00:00:06
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:08:47	00:04:18	00:00:09	00:00:09
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:05:01	00:03:33	00:00:05	00:00:05
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:07:39	00:06:06	00:00:07	00:00:07
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:32	00:04:32	00:00:19	00:00:19
	16:00:00	6	0	✖	0.0%	0	✔	0.0%	6	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	17:00:00	11	6	⚠	54.5%	1	✔	9.1%	4	✖	36.4%	00:00:10	00:00:06	00:07:23	00:03:33	00:00:14	00:00:18
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:05:29	00:05:29	00:00:07	00:00:07
HotelRealOeiras		34	28	✔	82.4%	2	✔	5.9%	4	⚠	11.8%	00:00:15	00:00:08	00:08:32	00:02:45	00:00:23	00:00:17
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:40	00:06:40	00:01:50	00:01:50
	10:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:15	00:00:08	00:08:27	00:03:57	00:00:09	00:00:09
	11:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:08	00:00:07	00:03:45	00:02:45	00:00:32	00:00:07
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:52	00:02:59	00:00:11	00:00:11
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:23	00:02:23	00:00:04	00:00:04



OneContact Reporting

Service Performance Report

	14:00:00	4	2	🚩	50.0%	0	✅	0.0%	2	❌	50.0%	00:00:15	00:00:11	00:02:08	00:01:46	00:00:19	00:00:10
	15:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:07	00:08:32	00:02:26	00:00:10	00:00:10
	16:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:06	00:03:17	00:02:12	00:00:08	00:00:08
	17:00:00	5	4	✅	80.0%	0	✅	0.0%	1	❌	20.0%	00:00:09	00:00:05	00:05:46	00:02:20	00:00:30	00:00:36
	18:00:00	3	2	🚩	66.7%	1	❌	33.3%	0	✅	0.0%	00:00:15	00:00:10	00:02:52	00:02:50	00:00:55	00:00:19
HotelRealPalacio		12	8	🚩	66.7%	0	✅	0.0%	4	❌	33.3%	00:00:15	00:00:09	00:12:55	00:04:40	00:00:14	00:00:10
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:01:33	00:01:33	00:00:07	00:00:07
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:04:36	00:04:36	00:00:21	00:00:21
	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	00:00:30	00:00:00
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:02:38	00:01:48	00:00:06	00:00:06
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:12:55	00:12:55	00:00:10	00:00:10
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:10	00:08:06	00:04:15	00:00:10	00:00:10
	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	00:00:08	00:00:00
	17:00:00	3	1	❌	33.3%	0	✅	0.0%	2	❌	66.7%	00:00:06	00:00:06	00:06:14	00:06:14	00:00:21	00:00:06
HotelRealParque		20	16	✅	80.0%	0	✅	0.0%	4	❌	20.0%	00:00:15	00:00:09	00:07:30	00:02:34	00:00:15	00:00:17
	09:00:00	3	1	❌	33.3%	0	✅	0.0%	2	❌	66.7%	00:00:15	00:00:11	00:02:21	00:02:21	00:00:16	00:00:23
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:04	00:00:04	00:02:43	00:02:43	00:00:04	00:00:04
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:01:52	00:01:52	00:00:06	00:00:06
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:01:30	00:01:30	00:00:23	00:00:23
	13:00:00	3	2	🚩	66.7%	0	✅	0.0%	1	❌	33.3%	00:00:09	00:00:08	00:01:14	00:01:14	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	00:03:05	00:02:12	00:00:52	00:00:52
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:03:59	00:03:00	00:00:16	00:00:16
	16:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:06	00:03:36	00:02:57	00:00:06	00:00:06
	17:00:00	2	1	🚩	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:15	00:00:12	00:07:30	00:07:30	00:00:16	00:00:24
	18:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:02:13	00:01:46	00:00:07	00:00:07
RealResidencia		1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:02:50	00:02:50	00:00:11	00:00:11
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:02:50	00:02:50	00:00:11	00:00:11
TOTAL		2022	1651	✅	81.7%	93	✅	4.6%	278	🚩	13.7%	00:01:00	00:00:08	00:22:39	00:02:41	00:00:18	00:00:15