

# OneContact Reporting

## Service Performance Report

Service: GrdRealVillaltalia, HotelRealPalacio, HotelRealOeiras, HotelRealParque, RealResidencia, OutrosAssuntosLisboa, MaximeHotel

			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		
02-01-2019		49	45	✔ 91.8%	2	✔ 4.1%	2	✔ 4.1%	00:00:16	00:00:08	00:07:43	00:02:41	00:00:20	00:00:18		
GrdRealVillaltalia		10	9	✔ 90.0%	1	⚠ 10.0%	0	✔ 0.0%	00:00:10	00:00:08	00:07:43	00:03:48	00:00:25	00:00:26		
	09:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:07	00:07:32	00:05:57	00:00:15	00:00:15		
	10:00:00	2	1	⚠ 50.0%	1	✖ 50.0%	0	✔ 0.0%	00:00:10	00:00:09	00:01:33	00:01:33	00:00:13	00:00:07		
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:09	00:04:12	00:04:12	00:00:36	00:00:36		
	14:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:01:51	00:01:22	00:00:52	00:00:52		
	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:07	00:01:40	00:01:25	00:00:32	00:00:32		
	17:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:09	00:07:43	00:07:22	00:00:14	00:00:14		
HotelRealOeiras		13	13	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:16	00:00:09	00:06:14	00:02:38	00:00:24	00:00:24		
	09:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:11	00:01:02	00:01:02	00:00:11	00:00:11		
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:06	00:06:14	00:03:30	00:00:09	00:00:09		
	11:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:16	00:00:08	00:03:21	00:03:09	00:00:49	00:00:49		
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:06:02	00:06:02	00:00:20	00:00:20		
	13:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:00:59	00:00:59	00:00:08	00:00:08		
	14:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:11	00:03:18	00:02:13	00:00:29	00:00:29		
	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:11	00:02:02	00:02:02	00:00:22	00:00:22		
	17:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:07	00:00:06	00:02:43	00:01:50	00:00:06	00:00:06		
HotelRealPalacio		8	7	✔ 87.5%	1	⚠ 12.5%	0	✔ 0.0%	00:00:15	00:00:08	00:06:59	00:02:49	00:00:19	00:00:06		
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:04	00:00:04	00:01:04	00:01:04	00:00:05	00:00:05		
	11:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:04	00:00:04	00:03:14	00:02:04	00:00:04	00:00:04		
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:01	00:00:01	00:00:09	00:00:09	00:00:01	00:00:01		
	15:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:08	00:06:59	00:05:15	00:00:08	00:00:08		
	16:00:00	2	1	⚠ 50.0%	1	✖ 50.0%	0	✔ 0.0%	00:00:15	00:00:14	00:03:53	00:03:53	00:01:02	00:00:12		
HotelRealParque		15	13	✔ 86.7%	0	✔ 0.0%	2	⚠ 13.3%	00:00:15	00:00:08	00:05:09	00:02:06	00:00:16	00:00:16		
	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	00:00:30	00:00:00		
	10:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:12	00:00:08	00:04:26	00:02:38	00:00:08	00:00:08		
	12:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:01:45	00:01:07	00:00:39	00:00:39		
	13:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:06	00:01:59	00:01:34	00:00:06	00:00:06		
	14:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:02	00:00:02	00:02:21	00:02:21	00:00:02	00:00:02		
	15:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:05:09	00:02:48	00:00:15	00:00:15		
	16:00:00	2	1	⚠ 50.0%	0	✔ 0.0%	1	✖ 50.0%	00:00:06	00:00:06	00:03:49	00:03:49	00:00:09	00:00:06		
	18:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:12	00:00:12	00:01:13	00:01:13	00:00:12	00:00:12		
MaximeHotel		2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:06	00:02:15	00:01:40	00:00:06	00:00:06		
	09:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:06	00:02:15	00:01:40	00:00:06	00:00:06		
RealResidencia		1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:10	00:00:30	00:00:30	00:00:10	00:00:10		
	14:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:10	00:00:30	00:00:30	00:00:10	00:00:10		
03-01-2019		51	48	✔ 94.1%	2	✔ 3.9%	1	✔ 2.0%	00:01:00	00:00:11	00:09:21	00:02:25	00:00:16	00:00:15		
GrdRealVillaltalia		8	7	✔ 87.5%	0	✔ 0.0%	1	⚠ 12.5%	00:00:09	00:00:07	00:08:13	00:03:23	00:00:08	00:00:07		
	09:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:06	00:00:53	00:00:53	00:00:06	00:00:06		
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:08:13	00:08:13	00:00:09	00:00:09		

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## Service Performance Report

	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:16	00:02:16	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	00:01:40	00:01:40	00:00:09	00:00:09
	14:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:04:47	00:04:28	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	00:01:41	00:01:41	00:00:06	00:00:06
HotelRealOeiras		21	20	✔	95.2%	1	✔	4.8%	0	✔	0.0%	00:00:15	00:00:10	00:06:39	00:02:16	00:00:15	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:06:39	00:06:39	00:00:07	00:00:07
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:28	00:01:28	00:00:04	00:00:04
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:29	00:03:02	00:00:13	00:00:13
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:01	00:00:38	00:00:08	00:00:08
	14:00:00	5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:23	00:01:05	00:00:23	00:00:18
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:09	00:03:22	00:00:20	00:00:20
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:01	00:01:48	00:00:22	00:00:22
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:00:50	00:00:42	00:00:09	00:00:09
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:04:18	00:03:49	00:00:10	00:00:10
HotelRealPalacio		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:05	00:02:40	00:00:36	00:00:36
	09:00:00	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
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:07	00:02:07	00:00:24	00:00:24
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:05	00:03:40	00:00:42	00:00:42
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:01:13	00:01:13	00:00:38	00:00:38
HotelRealParque		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:09:21	00:02:52	00:00:12	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:44	00:00:44	00:00:08	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:09:21	00:09:21	00:00:04	00:00:04
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:02:48	00:02:48	00:00:26	00:00:26
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:45	00:00:44	00:00:12	00:00:12
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:51	00:02:51	00:00:09	00:00:09
MaximeHotel		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:00:48	00:00:48	00:00:43	00:00:43
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:00:48	00:00:48	00:00:43	00:00:43
OutrosAssuntosLisboa		6	5	⚠	83.3%	1	✖	16.7%	0	✔	0.0%	00:00:45	00:00:13	00:04:05	00:01:27	00:00:15	00:00:17
	10:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:07	00:00:07	00:00:08	00:00:11
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:45	00:00:28	00:01:18	00:01:18	00:00:55	00:00:55
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:05	00:01:05	00:00:05	00:00:05
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:04:05	00:02:04	00:00:06	00:00:06
RealResidencia		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:01:00	00:00:14	00:05:50	00:02:24	00:00:14	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:38	00:02:38	00:00:08	00:00:08
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:01:00	00:00:19	00:02:02	00:00:58	00:00:15	00:00:15
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:05:50	00:03:08	00:00:26	00:00:26
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:04:57	00:04:57	00:00:06	00:00:06
04-01-2019		51	47	✔	92.2%	3	✔	5.9%	1	✔	2.0%	00:00:45	00:00:11	00:26:03	00:03:42	00:00:23	00:00:23
GrdRealVillaltalia		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:08:29	00:04:53	00:00:13	00:00:13
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:08:29	00:05:30	00:00:18	00:00:18
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:06:19	00:03:44	00:00:12	00:00:12
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:07:29	00:04:35	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:07:31	00:03:58	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:08:23	00:08:23	00:00:18	00:00:18
HotelRealOeiras		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:26:03	00:04:42	00:00:25	00:00:25
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:00:16	00:00:16	00:00:22	00:00:22
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:05:01	00:05:01	00:01:08	00:01:08

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	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:26:03	00:26:03	00:00:22	00:00:22
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:16	00:04:16	00:00:08	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:27	00:02:27	00:00:24	00:00:24
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:35	00:02:56	00:00:14	00:00:14
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:44	00:01:01	00:00:25	00:00:25
HotelRealPalacio		12	10	⚠	83.3%	2	✖	16.7%	0	✔	0.0%	00:00:15	00:00:10	00:08:03	00:03:01	00:00:15	00:00:13
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:44	00:02:54	00:00:21	00:00:21
	12:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:11	00:00:10	00:03:54	00:03:54	00:00:10	00:00:11
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:16	00:01:16	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	00:08:03	00:04:12	00:00:20	00:00:13
HotelRealParque		18	16	✔	88.9%	1	✔	5.6%	1	✔	5.6%	00:00:15	00:00:10	00:07:34	00:02:56	00:00:25	00:00:26
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:43	00:02:26	00:00:20	00:00:20
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:24	00:00:58	00:00:17	00:00:17
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:42	00:01:06	00:00:14	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:37	00:00:37	00:00:04	00:00:04
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:06:26	00:06:04	00:00:08	00:00:08
	17:00:00	5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:34	00:04:34	00:00:11	00:00:13
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:12	00:02:00	00:02:00	00:01:56	00:03:21
MaximeHotel		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:24	00:02:24	00:00:09	00:00:09
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:24	00:02:24	00:00:09	00:00:09
OutrosAssuntosLisboa		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:45	00:00:37	00:04:03	00:04:03	00:02:28	00:02:28
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:45	00:00:37	00:04:03	00:04:03	00:02:28	00:02:28
05-01-2019		19	16	⚠	84.2%	1	✔	5.3%	2	⚠	10.5%	00:00:15	00:00:09	00:12:54	00:04:18	00:00:24	00:00:19
GrdRealVillaltalia		8	6	⚠	75.0%	1	⚠	12.5%	1	⚠	12.5%	00:00:10	00:00:08	00:07:16	00:03:03	00:00:27	00:00:13
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:09	00:01:40	00:00:15	00:00:15
	12:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:02:11	00:00:00
	13:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:07:16	00:04:44	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:50	00:03:50	00:00:17	00:00:17
HotelRealOeiras		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:12:54	00:08:56	00:00:50	00:00:50
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:12:54	00:12:54	00:00:08	00:00:08
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:28	00:06:58	00:01:10	00:01:10
HotelRealParque		5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:14	00:00:11	00:08:57	00:03:52	00:00:12	00:00:11
	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	00:00:15	00:00:00
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:48	00:01:48	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:54	00:02:54	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:08:57	00:08:57	00:00:14	00:00:14
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:01:48	00:01:48	00:00:12	00:00:12
OutrosAssuntosLisboa		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:06:36	00:02:27	00:00:08	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:06:36	00:03:30	00:00:08	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:21	00:00:21	00:00:08	00:00:08
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:05:11	00:05:11	00:00:10	00:00:10
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:05:11	00:05:11	00:00:10	00:00:10
07-01-2019		52	43	⚠	82.7%	3	✔	5.8%	6	⚠	11.5%	00:00:15	00:00:08	00:09:56	00:03:03	00:00:19	00:00:18
GrdRealVillaltalia		22	14	⚠	63.6%	3	⚠	13.6%	5	✖	22.7%	00:00:10	00:00:07	00:09:01	00:04:11	00:00:27	00:00:28
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:01:49	00:01:14	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	00:06:03	00:06:03	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	00:09:01	00:09:01	00:00:07	00:00:07

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	13:00:00	6	2	✖	33.3%	2	✖	33.3%	2	✖	33.3%	00:00:10	00:00:08	00:08:47	00:04:54	00:01:09	00:02:08
	14:00:00	6	2	✖	33.3%	1	✖	16.7%	3	✖	50.0%	00:00:10	00:00:06	00:05:14	00:03:11	00:00:09	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:07:05	00:07:05	00:00:06	00:00:06
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:08:49	00:03:45	00:00:18	00:00:18
HotelRealOeiras		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:06:15	00:02:05	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:03	00:02:03	00:00:25	00:00:25
	13:00:00	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
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:06:15	00:02:55	00:00:04	00:00:04
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:06	00:01:59	00:01:31	00:00:07	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:19	00:01:19	00:00:07	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:52	00:00:52	00:00:08	00:00:08
HotelRealPalacio		10	9	✔	90.0%	0	✔	0.0%	1	⚠	10.0%	00:00:15	00:00:07	00:05:29	00:02:35	00:00:14	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:03:38	00:02:02	00:00:04	00:00:04
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:13	00:01:13	00:00:06	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:56	00:02:56	00:00:05	00:00:05
	13:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:15	00:00:10	00:02:25	00:01:10	00:00:26	00:00:30
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:05:29	00:04:46	00:00:06	00:00:06
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:37	00:04:37	00:00:07	00:00:07
HotelRealParque		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:09:56	00:02:47	00:00:18	00:00:18
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:50	00:00:50	00:00:09	00:00:09
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:32	00:01:26	00:00:36	00:00:36
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:40	00:02:34	00:00:17	00:00:17
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:48	00:01:48	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:09:56	00:09:56	00:00:26	00:00:26
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:17	00:02:22	00:00:08	00:00:08
08-01-2019		57	54	✔	94.7%	0	✔	0.0%	3	✔	5.3%	00:00:45	00:00:09	00:13:11	00:02:53	00:00:13	00:00:13
GrdRealVillaltalia		15	15	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:10:49	00:03:06	00:00:08	00:00:08
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:10:49	00:05:05	00:00:06	00:00:06
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:04:22	00:03:17	00:00:06	00:00:06
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:03:02	00:01:12	00:00:08	00:00:08
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:04:36	00:04:36	00:00:03	00:00:03
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:06	00:02:06	00:00:06	00:00:06
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:04	00:01:04	00:00:05	00:00:05
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:29	00:01:29	00:00:09	00:00:09
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:07:20	00:04:53	00:00:11	00:00:11
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:02:00	00:02:00	00:00:26	00:00:26
HotelRealOeiras		19	18	✔	94.7%	0	✔	0.0%	1	✔	5.3%	00:00:15	00:00:09	00:13:11	00:02:50	00:00:13	00:00:13
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:03:21	00:02:23	00:00:07	00:00:07
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:29	00:01:53	00:00:13	00:00:13
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:05:28	00:03:06	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:13:11	00:13:11	00:00:22	00:00:22
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:16	00:03:14	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	00:00:29	00:00:29	00:00:08	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:01:09	00:01:09	00:00:38	00:00:38
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:24	00:02:24	00:00:09	00:00:09
	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	00:00:15	00:00:00
HotelRealPalacio		9	8	✔	88.9%	0	✔	0.0%	1	⚠	11.1%	00:00:15	00:00:11	00:05:35	00:03:12	00:00:22	00:00:20
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:09	00:03:46	00:03:26	00:00:22	00:00:14

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	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:05:35	00:05:35	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:02:40	00:02:40	00:01:09	00:01:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:42	00:01:42	00:00:03	00:00:03
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:01:56	00:01:56	00:00:25	00:00:25
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:04:07	00:03:27	00:00:14	00:00:14
HotelRealParque		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:16	00:03:09	00:00:11	00:00:11
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:19	00:01:19	00:00:06	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:54	00:00:54	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:40	00:02:37	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	00:08:16	00:08:16	00:00:24	00:00:24
MaximeHotel		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:09:09	00:04:27	00:00:06	00:00:06
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:01:54	00:01:54	00:00:03	00:00:03
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:09:09	00:09:09	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:19	00:02:19	00:00:06	00:00:06
OutrosAssuntosLisboa		6	5	⚠	83.3%	0	✔	0.0%	1	✖	16.7%	00:00:45	00:00:12	00:01:45	00:01:04	00:00:18	00:00:21
	09:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:09	00:00:09	00:00:35	00:00:35	00:00:07	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:45	00:01:45	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:39	00:01:39	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:45	00:00:25	00:00:32	00:00:32	00:00:50	00:00:50
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:01:14	00:00:55	00:00:31	00:00:31
09-01-2019		65	57	✔	87.7%	3	✔	4.6%	5	✔	7.7%	00:00:15	00:00:09	00:26:15	00:03:50	00:00:21	00:00:18
GrdRealVillaltalia		15	13	✔	86.7%	0	✔	0.0%	2	⚠	13.3%	00:00:10	00:00:08	00:16:12	00:04:28	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	00:01:50	00:01:50	00:00:08	00:00:08
	10:00:00	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
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:08:54	00:04:27	00:00:12	00:00:12
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:49	00:01:49	00:00:07	00:00:07
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:06:53	00:04:09	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	00:02:22	00:02:22	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:16:12	00:08:43	00:00:06	00:00:06
	16:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:10	00:00:08	00:03:54	00:03:54	00:00:15	00:00:26
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:04:52	00:04:32	00:00:18	00:00:18
HotelRealOeiras		18	14	⚠	77.8%	1	✔	5.6%	3	✖	16.7%	00:00:15	00:00:10	00:26:15	00:04:49	00:00:44	00:00:37
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:02	00:01:40	00:00:07	00:00:07
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:21	00:02:21	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:37	00:00:37	00:00:50	00:00:50
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:26:15	00:26:15	00:00:09	00:00:09
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:28	00:01:03	00:00:08	00:00:08
	16:00:00	7	5	⚠	71.4%	0	✔	0.0%	2	✖	28.6%	00:00:15	00:00:10	00:08:18	00:04:59	00:01:01	00:01:18
	18:00:00	4	2	⚠	50.0%	1	✖	25.0%	1	✖	25.0%	00:00:15	00:00:11	00:07:13	00:04:00	00:01:06	00:00:14
HotelRealPalacio		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:10:35	00:03:16	00:00:19	00:00:19
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:58	00:02:58	00:00:07	00:00:07
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:10:35	00:03:58	00:00:13	00:00:13
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:04:39	00:04:39	00:00:07	00:00:07
	12:00:00	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
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:59	00:03:59	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:22	00:02:22	00:00:10	00:00:10
	15:00:00	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
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:07	00:02:00	00:01:53	00:01:53

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	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:07:56	00:04:14	00:00:08	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:29	00:01:29	00:00:10	00:00:10
HotelRealParque		15	15	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:17	00:03:26	00:00:09	00:00:09
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:02:20	00:01:41	00:00:06	00:00:06
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:03:37	00:02:00	00:00:06	00:00:06
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:04:27	00:03:34	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:57	00:03:57	00:00:04	00:00:04
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:37	00:04:06	00:00:14	00:00:14
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:33	00:03:33	00:00:22	00:00:22
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:07:17	00:05:12	00:00:09	00:00:09
MaximeHotel		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:34	00:06:34	00:00:08	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:34	00:06:34	00:00:08	00:00:08
OutrosAssuntosLisboa		5	3	⚠	60.0%	2	✖	40.0%	0	✔	0.0%	00:00:09	00:00:06	00:03:28	00:01:12	00:00:07	00:00:08
	11:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:07	00:00:06	00:00:38	00:00:38	00:00:04	00:00:00
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:03:28	00:03:28	00:00:08	00:00:08
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:00:25	00:00:20	00:00:08	00:00:08
	14:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:00	00:00:00	00:00:09	00:00:00
10-01-2019		50	44	✔	88.0%	4	✔	8.0%	2	✔	4.0%	00:00:15	00:00:09	00:06:21	00:02:33	00:00:21	00:00:12
GrdRealVillaltalia		15	15	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:36	00:02:24	00:00:13	00:00:13
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:00:36	00:00:36	00:00:14	00:00:14
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:06	00:02:58	00:00:14	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:05:36	00:05:36	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:02:03	00:02:03	00:00:18	00:00:18
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:09	00:02:05	00:00:17	00:00:17
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:46	00:01:58	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:51	00:02:51	00:00:06	00:00:06
HotelRealOeiras		17	13	⚠	76.5%	3	✖	17.6%	1	✔	5.9%	00:00:15	00:00:10	00:06:21	00:02:42	00:00:39	00:00:14
	09:00:00	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
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:16	00:01:31	00:00:14	00:00:14
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:04:02	00:04:02	00:00:06	00:00:06
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:59	00:01:32	00:00:16	00:00:16
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:21	00:06:21	00:00:18	00:00:18
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:23	00:03:23	00:00:37	00:00:37
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:05:18	00:03:44	00:00:11	00:00:11
	17:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:27	00:02:27	00:00:59	00:00:04
	18:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:02	00:00:00
	19:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:02:06	00:00:00
HotelRealPalacio		6	5	⚠	83.3%	1	✖	16.7%	0	✔	0.0%	00:00:15	00:00:09	00:05:30	00:02:57	00:00:11	00:00:12
	10:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:30	00:03:47	00:00:10	00:00:12
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:01:33	00:01:33	00:00:12	00:00:12
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:01:52	00:01:52	00:00:13	00:00:13
HotelRealParque		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:12	00:02:27	00:00:10	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:38	00:02:38	00:00:09	00:00:09
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:01:34	00:01:34	00:00:12	00:00:12
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:15	00:00:51	00:00:08	00:00:08
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:03:08	00:02:00	00:00:07	00:00:07
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:12	00:05:03	00:00:15	00:00:15
MaximeHotel		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:03:49	00:02:16	00:00:10	00:00:10



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	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:00:44	00:00:44	00:00:12	00:00:12
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:49	00:03:49	00:00:07	00:00:07
OutrosAssuntosLisboa		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
	17:00:00	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
11-01-2019		61	52	✔	85.2%	8	⚠	13.1%	1	✔	1.6%	00:00:45	00:00:09	00:15:16	00:02:56	00:00:20	00:00:14
GrdRealVillaltalia		21	20	✔	95.2%	1	✔	4.8%	0	✔	0.0%	00:00:10	00:00:08	00:08:08	00:03:04	00:00:14	00:00:12
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:34	00:01:34	00:00:06	00:00:06
	11:00:00	7	6	✔	85.7%	1	⚠	14.3%	0	✔	0.0%	00:00:10	00:00:08	00:05:17	00:02:21	00:00:16	00:00:12
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:06:41	00:03:45	00:00:06	00:00:06
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:08:08	00:07:12	00:00:22	00:00:22
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:35	00:00:35	00:00:05	00:00:05
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:16	00:02:39	00:00:16	00:00:16
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:05:04	00:02:23	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:05:57	00:05:57	00:00:15	00:00:15
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:33	00:02:33	00:00:08	00:00:08
HotelRealOeiras		17	15	✔	88.2%	2	⚠	11.8%	0	✔	0.0%	00:00:15	00:00:09	00:06:50	00:02:34	00:00:27	00:00:11
	09:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:04:57	00:02:56	00:00:06	00:00:06
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:00:26	00:00:26	00:00:18	00:00:18
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:01:57	00:01:22	00:00:08	00:00:08
	13:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:07	00:04:07	00:01:10	00:00:22
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:15	00:01:09	00:00:22	00:00:22
	16:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:01	00:02:58	00:00:48	00:00:06
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:06:50	00:06:50	00:00:09	00:00:09
HotelRealPalacio		6	5	⚠	83.3%	1	✖	16.7%	0	✔	0.0%	00:00:15	00:00:11	00:15:16	00:04:50	00:00:35	00:00:18
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:05	00:01:05	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:42	00:02:42	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:15:16	00:15:16	00:00:08	00:00:08
	13:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:02:00	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:02:50	00:02:50	00:00:27	00:00:27
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:16	00:02:16	00:00:38	00:00:38
HotelRealParque		8	6	⚠	75.0%	1	⚠	12.5%	1	⚠	12.5%	00:00:15	00:00:11	00:05:45	00:02:50	00:00:18	00:00:23
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:37	00:01:35	00:00:22	00:00:22
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:45	00:05:45	00:00:25	00:00:25
	12:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:08	00:00:05	00:01:34	00:01:34	00:00:05	00:00:08
	14:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:24	00:05:24	00:00:37	00:00:37
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:10	00:01:10	00:00:22	00:00:22
MaximeHotel		3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:09	00:00:09	00:02:23	00:02:16	00:00:09	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:23	00:02:23	00:00:09	00:00:09
	11:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:00	00:00:00	00:00:09	00:00:00
	15:00:00	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
OutrosAssuntosLisboa		4	2	⚠	50.0%	2	✖	50.0%	0	✔	0.0%	00:00:45	00:00:17	00:01:30	00:01:21	00:00:21	00:00:34
	11:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:00	00:00:00	00:00:09	00:00:00
	12:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:00	00:00:00	00:00:07	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:45	00:00:30	00:01:30	00:01:30	00:01:01	00:01:01
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:12	00:01:12	00:00:08	00:00:08
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:05:16	00:02:21	00:00:10	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:01:19	00:00:54	00:00:12	00:00:12

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Service Performance Report

	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:05:16	00:05:16	00:00:08	00:00:08
12-01-2019		21	10	✖	47.6%	4	✖	19.0%	6	✖	28.6%	00:00:15	00:00:08	00:25:24	00:04:50	00:00:52	00:00:12
GrdRealVillaltalia		13	6	✖	46.2%	3	✖	23.1%	3	✖	23.1%	00:00:10	00:00:08	00:25:24	00:07:03	00:01:08	00:00:13
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:05:23	00:05:23	00:00:10	00:00:10
	11:00:00	4	1	✖	25.0%	1	✖	25.0%	2	✖	50.0%	00:00:10	00:00:08	00:05:41	00:05:41	00:00:39	00:00:07
	14:00:00	2	1	⚠	50.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:01:10	00:01:10	00:00:28	00:00:15
	15:00:00	6	3	⚠	50.0%	2	✖	33.3%	1	✖	16.7%	00:00:10	00:00:07	00:25:24	00:10:02	00:01:50	00:00:16
HotelRealOeiras		3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:09	00:00:09	00:01:59	00:01:59	00:00:05	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:59	00:01:59	00:00:09	00:00:09
	15:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
HotelRealPalacio		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:01:43	00:01:40	00:00:10	00:00:10
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:01:43	00:01:40	00:00:10	00:00:10
HotelRealParque		2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:23	00:00:00
	11:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:23	00:00:00
MaximeHotel		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
	16:00:00	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
14-01-2019		110	68	⚠	61.8%	7	✔	6.4%	35	✖	31.8%	00:00:45	00:00:09	00:33:07	00:04:23	00:00:18	00:00:13
GrdRealVillaltalia		42	17	✖	40.5%	4	✔	9.5%	21	✖	50.0%	00:00:10	00:00:08	00:10:20	00:04:24	00:00:20	00:00:10
	09:00:00	6	1	✖	16.7%	1	✖	16.7%	4	✖	66.7%	00:00:10	00:00:06	00:03:34	00:03:34	00:00:33	00:00:14
	10:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:07	00:00:07	00:06:53	00:06:53	00:00:06	00:00:07
	11:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✖	40.0%	00:00:10	00:00:08	00:06:59	00:03:09	00:00:07	00:00:09
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:08:21	00:04:34	00:00:15	00:00:15
	13:00:00	8	3	✖	37.5%	1	⚠	12.5%	4	✖	50.0%	00:00:10	00:00:08	00:07:12	00:04:17	00:00:17	00:00:06
	14:00:00	12	0	✖	0.0%	2	✖	16.7%	10	✖	83.3%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:28	00:00:00
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:10:20	00:10:20	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:06:00	00:04:24	00:00:06	00:00:06
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:05:22	00:02:56	00:00:14	00:00:14
HotelRealOeiras		32	26	⚠	81.3%	2	✔	6.3%	4	⚠	12.5%	00:00:15	00:00:09	00:33:07	00:05:21	00:00:24	00:00:14
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:36	00:04:22	00:00:42	00:00:42
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:58	00:02:34	00:00:15	00:00:15
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:33:07	00:14:14	00:00:10	00:00:10
	13:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:15	00:00:10	00:05:37	00:03:24	00:00:10	00:00:13
	14:00:00	7	3	✖	42.9%	1	⚠	14.3%	3	✖	42.9%	00:00:10	00:00:06	00:09:40	00:05:44	00:00:41	00:00:13
	15:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:07:16	00:02:25	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:29	00:04:11	00:00:08	00:00:08
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:06:08	00:05:22	00:00:07	00:00:07
	18:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:16	00:00:00
HotelRealPalacio		13	7	⚠	53.8%	0	✔	0.0%	6	✖	46.2%	00:00:15	00:00:11	00:13:48	00:04:12	00:00:09	00:00:12
	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	00:00:06	00:00:00
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:46	00:00:46	00:00:10	00:00:10
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:09	00:00:09	00:03:37	00:03:37	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:06:32	00:06:32	00:00:10	00:00:10
	14:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:08	00:00:08	00:13:48	00:13:48	00:00:06	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:46	00:01:34	00:00:16	00:00:16
HotelRealParque		14	10	⚠	71.4%	0	✔	0.0%	4	✖	28.6%	00:00:15	00:00:09	00:05:17	00:03:01	00:00:10	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:05:17	00:05:17	00:00:12	00:00:12
	10:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:06	00:00:06	00:01:56	00:01:56	00:00:10	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:04:58	00:04:58	00:00:12	00:00:12



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Service Performance Report

	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:03:39	00:03:16	00:00:06	00:00:06
	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	00:00:05	00:00:00
	14:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:44	00:01:44	00:00:24	00:00:24
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:08	00:02:08	00:00:09	00:00:09
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:04:02	00:02:31	00:00:06	00:00:06
OutrosAssuntosLisboa		5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:45	00:00:14	00:07:27	00:02:32	00:00:17	00:00:19
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:59	00:00:59	00:00:07	00:00:07
	14:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:12	00:00:10	00:01:34	00:01:34	00:00:10	00:00:09
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:45	00:00:19	00:07:27	00:03:47	00:00:30	00:00:30
RealResidencia		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:53	00:03:34	00:00:18	00:00:18
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:18	00:02:05	00:00:16	00:00:16
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:04:11	00:04:11	00:00:05	00:00:05
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:53	00:05:53	00:00:32	00:00:32
15-01-2019		58	54	✔	93.1%	2	✔	3.4%	2	✔	3.4%	00:00:45	00:00:09	00:10:13	00:03:03	00:00:16	00:00:13
GrdRealVillaltalia		14	13	✔	92.9%	0	✔	0.0%	1	✔	7.1%	00:00:11	00:00:07	00:10:13	00:03:03	00:00:11	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:01:57	00:01:57	00:00:21	00:00:21
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:03:24	00:02:13	00:00:18	00:00:18
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:01:08	00:01:08	00:00:18	00:00:18
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:03	00:01:36	00:01:08	00:00:04	00:00:04
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:10	00:01:10	00:00:06	00:00:06
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:03:57	00:02:26	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:07:57	00:07:57	00:00:04	00:00:04
	17:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:08	00:00:08	00:10:13	00:07:50	00:00:09	00:00:08
HotelRealOeiras		22	21	✔	95.5%	0	✔	0.0%	1	✔	4.5%	00:00:15	00:00:09	00:10:04	00:03:18	00:00:12	00:00:12
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:04:53	00:04:17	00:00:08	00:00:08
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:55	00:02:56	00:00:13	00:00:13
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:07:34	00:04:48	00:00:08	00:00:08
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:02:38	00:02:10	00:00:08	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:26	00:01:14	00:00:22	00:00:22
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:10:04	00:10:04	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:07:00	00:04:00	00:00:23	00:00:23
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:06:20	00:02:12	00:00:06	00:00:06
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:11	00:00:11	00:02:46	00:02:46	00:00:08	00:00:11
HotelRealPalacio		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:50	00:02:12	00:00:19	00:00:19
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:37	00:02:37	00:00:20	00:00:20
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:20	00:01:20	00:00:35	00:00:35
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:50	00:02:52	00:00:26	00:00:26
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:01:47	00:01:47	00:00:13	00:00:13
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:26	00:02:58	00:00:13	00:00:13
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:14	00:00:14	00:00:06	00:00:06
HotelRealParque		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:09:40	00:03:14	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:52	00:01:52	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:25	00:02:25	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:24	00:02:24	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:09:40	00:09:40	00:00:12	00:00:12
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:03	00:02:05	00:02:05	00:00:07	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:56	00:00:56	00:00:21	00:00:21

# OneContact Reporting

## Service Performance Report

MaximeHotel		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:07:38	00:04:20	00:00:06	00:00:06
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:07:38	00:07:38	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	00:01:03	00:01:03	00:00:05	00:00:05
OutrosAssuntosLisboa		2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:45	00:00:24	00:02:12	00:02:12	00:00:54	00:00:49
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:45	00:00:24	00:02:12	00:02:12	00:00:49	00:00:49
	19:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:59	00:00:00
RealResidencia		4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:12	00:02:37	00:00:53	00:00:13
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:12	00:03:12	00:00:07	00:00:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:06	00:03:06	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:32	00:01:32	00:00:25	00:00:25
	18:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:52	00:00:00
16-01-2019		66	60	✔	90.9%	1	✔	1.5%	5	✔	7.6%	00:00:45	00:00:10	00:17:27	00:03:47	00:00:19	00:00:18
GrdRealVillaltalia		20	19	✔	95.0%	0	✔	0.0%	1	✔	5.0%	00:00:10	00:00:08	00:13:54	00:04:51	00:00:12	00:00:12
	09:00:00	6	5	⚠	83.3%	0	✔	0.0%	1	✖	16.7%	00:00:10	00:00:09	00:13:54	00:05:43	00:00:11	00:00:12
	10:00:00	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
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:41	00:00:41	00:00:14	00:00:14
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:13:43	00:06:15	00:00:11	00:00:11
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:50	00:03:50	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:03	00:02:17	00:00:18	00:00:18
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:11:56	00:08:07	00:00:12	00:00:12
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:06:04	00:02:49	00:00:08	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:09:19	00:05:10	00:00:14	00:00:14
HotelRealOeiras		20	19	✔	95.0%	0	✔	0.0%	1	✔	5.0%	00:00:15	00:00:11	00:07:56	00:03:37	00:00:26	00:00:26
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:14	00:00:12	00:07:30	00:06:26	00:00:14	00:00:12
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:19	00:02:38	00:00:50	00:00:50
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:24	00:02:24	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:59	00:00:59	00:00:04	00:00:04
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:03	00:03:03	00:00:54	00:00:54
	15:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:08	00:03:10	00:00:19	00:00:19
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:07:56	00:07:56	00:00:13	00:00:13
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:28	00:05:28	00:00:25	00:00:25
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:42	00:03:42	00:00:39	00:00:39
HotelRealPalacio		8	7	✔	87.5%	0	✔	0.0%	1	⚠	12.5%	00:00:15	00:00:10	00:04:50	00:02:31	00:00:15	00:00:13
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:32	00:03:32	00:00:08	00:00:08
	10:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:29	00:00:00
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:36	00:01:36	00:00:10	00:00:10
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:59	00:02:59	00:00:25	00:00:25
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:10	00:02:10	00:00:05	00:00:05
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:04:50	00:02:51	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:40	00:01:40	00:00:24	00:00:24
HotelRealParque		7	5	⚠	71.4%	1	⚠	14.3%	1	⚠	14.3%	00:00:15	00:00:10	00:17:27	00:05:20	00:00:23	00:00:07
	11:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:11	00:02:47	00:02:47	00:00:44	00:00:04
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:17:27	00:17:27	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:50	00:00:50	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:26	00:02:48	00:00:08	00:00:08
MaximeHotel		7	6	✔	85.7%	0	✔	0.0%	1	⚠	14.3%	00:00:15	00:00:10	00:05:24	00:02:40	00:00:17	00:00:19
	09:00:00	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
	10:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:12	00:00:08	00:04:57	00:02:22	00:00:20	00:00:26

OneContact Reporting

Service Performance Report

	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:00:54	00:00:54	00:00:13	00:00:13
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:39	00:02:39	00:00:20	00:00:20
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:05:24	00:05:24	00:00:06	00:00:06
OutrosAssuntosLisboa		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:45	00:00:21	00:00:39	00:00:30	00:00:32	00:00:32
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:39	00:00:39	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:45	00:00:27	00:00:22	00:00:22	00:00:54	00:00:54
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:02:00	00:01:28	00:00:12	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:00:56	00:00:56	00:00:13	00:00:13
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:02:00	00:02:00	00:00:12	00:00:12
17-01-2019		78	69	✔	88.5%	2	✔	2.6%	6	✔	7.7%	00:00:15	00:00:10	00:21:46	00:03:06	00:00:14	00:00:14
GrdRealVillaltalia		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:21:46	00:05:15	00:00:13	00:00:13
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:17	00:01:17	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	00:05:11	00:04:30	00:00:18	00:00:18
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:13:26	00:06:55	00:00:08	00:00:08
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:43	00:03:51	00:00:07	00:00:07
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:21:46	00:08:39	00:00:12	00:00:12
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:11:59	00:07:45	00:00:08	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:01:32	00:01:32	00:00:36	00:00:36
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:08:55	00:03:35	00:00:13	00:00:13
HotelRealOeiras		27	22	⚠	81.5%	2	✔	7.4%	3	⚠	11.1%	00:00:15	00:00:10	00:08:54	00:03:01	00:00:15	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:51	00:03:51	00:00:24	00:00:24
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:07	00:02:25	00:00:26	00:00:26
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:40	00:02:13	00:00:17	00:00:17
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:07:15	00:03:42	00:00:09	00:00:09
	13:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:12	00:08:54	00:08:54	00:00:19	00:00:08
	14:00:00	4	1	✖	25.0%	1	✖	25.0%	2	✖	50.0%	00:00:15	00:00:14	00:03:03	00:03:03	00:00:15	00:00:12
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:05:37	00:02:18	00:00:09	00:00:09
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:10	00:01:44	00:00:16	00:00:16
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:07:59	00:03:19	00:00:14	00:00:14
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:02	00:02:27	00:01:56	00:00:02	00:00:02
HotelRealPalacio		15	13	✔	86.7%	0	✔	0.0%	1	✔	6.7%	00:00:15	00:00:10	00:04:10	00:02:23	00:00:11	00:00:09
	09:00:00	1	0	✖	0.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:39	00:00:00
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:34	00:03:05	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:28	00:02:28	00:00:11	00:00:11
	13:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:04:10	00:02:30	00:00:10	00:00:10
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:03:47	00:01:46	00:00:10	00:00:10
	17:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:10	00:00:10	00:03:36	00:02:37	00:00:10	00:00:10
HotelRealParque		12	11	✔	91.7%	0	✔	0.0%	1	✔	8.3%	00:00:15	00:00:09	00:08:13	00:01:57	00:00:10	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:20	00:02:20	00:00:22	00:00:22
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:07	00:02:07	00:00:09	00:00:09
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:13	00:01:08	00:00:08	00:00:08
	13:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:11	00:00:23	00:00:23	00:00:13	00:00:22
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:23	00:01:23	00:00:06	00:00:06
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:01:20	00:01:05	00:00:09	00:00:09
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:08:13	00:04:50	00:00:07	00:00:07
MaximeHotel		5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:15	00:00:12	00:03:10	00:01:42	00:00:40	00:00:47
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:01:17	00:01:17	00:00:39	00:00:39
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:00:03	00:00:03	00:00:38	00:00:38

OneContact Reporting

Service Performance Report

	17:00:00	3	2	🟡	66.7%	0	✅	0.0%	1	❌	33.3%	00:00:15	00:00:12	00:03:10	00:02:44	00:00:41	00:00:56
OutrosAssuntosLisboa		3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:01:34	00:00:55	00:00:08	00:00:08
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:00:22	00:00:22	00:00:08	00:00:08
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:00:48	00:00:48	00:00:07	00:00:07
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:01:34	00:01:34	00:00:10	00:00:10
18-01-2019		88	73	🟡	83.0%	5	✅	5.7%	9	🟡	10.2%	00:00:45	00:00:10	00:20:53	00:03:34	00:00:20	00:00:17
GrdRealVillaltalia		27	27	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:17:21	00:04:21	00:00:14	00:00:14
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:03:43	00:03:43	00:00:09	00:00:09
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:02:34	00:01:44	00:00:08	00:00:08
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:01:26	00:01:26	00:00:10	00:00:10
	13:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:07:27	00:04:46	00:00:12	00:00:12
	14:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:05	00:13:06	00:06:42	00:00:05	00:00:05
	15:00:00	8	8	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:09	00:17:21	00:05:23	00:00:13	00:00:13
	16:00:00	6	6	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:08:12	00:03:17	00:00:28	00:00:28
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:04	00:00:04	00:00:26	00:00:26	00:00:04	00:00:04
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:07	00:01:32	00:01:32	00:00:23	00:00:23
HotelRealOeiras		22	17	🟡	77.3%	1	✅	4.5%	4	❌	18.2%	00:00:15	00:00:10	00:10:29	00:03:15	00:00:21	00:00:24
	09:00:00	2	1	🟡	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:10	00:00:10	00:04:17	00:04:17	00:00:12	00:00:10
	10:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:07:12	00:03:45	00:00:13	00:00:13
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:04:58	00:03:32	00:00:24	00:00:24
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:04	00:05:07	00:02:47	00:00:24	00:00:24
	13:00:00	2	1	🟡	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:15	00:00:11	00:01:06	00:01:06	00:01:26	00:02:31
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:14	00:01:32	00:01:32	00:00:39	00:00:39
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:09	00:10:29	00:10:14	00:00:17	00:00:17
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:06	00:01:41	00:00:56	00:00:06	00:00:06
	17:00:00	5	4	🟡	80.0%	1	❌	20.0%	0	✅	0.0%	00:00:15	00:00:10	00:01:49	00:01:12	00:00:15	00:00:14
	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	00:00:04	00:00:00
HotelRealPalacio		7	6	✅	85.7%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:10:52	00:03:58	00:00:16	00:00:12
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:01:13	00:01:13	00:00:07	00:00:07
	11:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:03	00:00:03	00:10:52	00:10:52	00:00:19	00:00:19
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:03:19	00:02:02	00:00:16	00:00:16
	16:00:00	3	2	🟡	66.7%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:04:50	00:03:49	00:00:18	00:00:07
HotelRealParque		21	14	🟡	66.7%	2	✅	9.5%	5	❌	23.8%	00:00:15	00:00:10	00:20:53	00:03:00	00:00:24	00:00:14
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:10	00:00:53	00:00:44	00:00:10	00:00:10
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:00:57	00:00:36	00:00:12	00:00:12
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:06	00:20:53	00:11:38	00:00:06	00:00:06
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:02:30	00:02:30	00:00:20	00:00:20
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:03:29	00:01:59	00:00:20	00:00:20
	16:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:07	00:03:40	00:02:33	00:00:07	00:00:07
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:13	00:01:21	00:01:21	00:00:39	00:00:39
	18:00:00	8	1	❌	12.5%	2	❌	25.0%	5	❌	62.5%	00:00:15	00:00:11	00:00:43	00:00:43	00:00:42	00:00:22
MaximeHotel		4	3	🟡	75.0%	1	❌	25.0%	0	✅	0.0%	00:00:15	00:00:12	00:05:15	00:03:28	00:00:33	00:00:11
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:05:15	00:05:15	00:00:08	00:00:08
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:03:08	00:02:35	00:00:12	00:00:12
	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	00:01:39	00:00:00
OutrosAssuntosLisboa		2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:45	00:00:20	00:05:25	00:03:10	00:00:30	00:00:30
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:45	00:00:26	00:05:25	00:05:25	00:00:53	00:00:53

OneContact Reporting

Service Performance Report

	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:56	00:00:56	00:00:08	00:00:08
RealResidencia		5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:33	00:01:16	00:00:13	00:00:15
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:22	00:01:06	00:00:15	00:00:15
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:21	00:00:21	00:00:10	00:00:10
	17:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:33	00:02:33	00:00:14	00:00:19
19-01-2019		14	11	⚠	78.6%	2	⚠	14.3%	1	✔	7.1%	00:00:15	00:00:08	00:09:03	00:03:24	00:00:21	00:00:08
GrdRealVillaltalia		6	5	⚠	83.3%	1	✖	16.7%	0	✔	0.0%	00:00:10	00:00:06	00:09:03	00:04:24	00:00:25	00:00:06
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:07:34	00:03:51	00:00:07	00:00:07
	15:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:10	00:00:06	00:09:03	00:05:14	00:00:44	00:00:05
HotelRealOeiras		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:24	00:02:20	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:43	00:01:43	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	00:05:24	00:05:24	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:47	00:00:47	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:01:26	00:01:26	00:00:15	00:00:15
HotelRealPalacio		2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:40	00:00:00
	09:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:40	00:00:00
HotelRealParque		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:19	00:03:19	00:00:07	00:00:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:19	00:03:19	00:00:07	00:00:07
MaximeHotel		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:46	00:02:46	00:00:13	00:00:13
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:46	00:02:46	00:00:13	00:00:13
21-01-2019		55	53	✔	96.4%	0	✔	0.0%	2	✔	3.6%	00:00:15	00:00:09	00:11:43	00:02:57	00:00:13	00:00:13
GrdRealVillaltalia		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:08:46	00:02:57	00:00:11	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:05:18	00:03:51	00:00:06	00:00:06
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:08:46	00:04:32	00:00:06	00:00:06
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:19	00:02:16	00:00:14	00:00:14
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:13	00:00:54	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:38	00:00:38	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:05	00:06:05	00:00:08	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:06	00:03:14	00:03:14	00:00:40	00:00:40
HotelRealOeiras		19	17	✔	89.5%	0	✔	0.0%	2	⚠	10.5%	00:00:15	00:00:09	00:08:52	00:02:52	00:00:13	00:00:14
	09:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:09	00:00:08	00:01:31	00:01:23	00:00:09	00:00:08
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:08	00:01:56	00:00:20	00:00:20
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:05:22	00:03:56	00:00:12	00:00:12
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:35	00:02:35	00:00:21	00:00:21
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:08:52	00:06:14	00:00:10	00:00:10
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:47	00:03:07	00:00:07	00:00:07
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:00:32	00:00:28	00:00:12	00:00:12
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:19	00:04:19	00:00:22	00:00:22
HotelRealPalacio		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:11:43	00:04:02	00:00:15	00:00:15
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:11:43	00:06:52	00:00:22	00:00:22
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:52	00:01:52	00:00:08	00:00:08
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:03:49	00:03:35	00:00:06	00:00:06
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:27	00:01:27	00:00:24	00:00:24
HotelRealParque		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:07:22	00:02:34	00:00:12	00:00:12
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:07:22	00:06:10	00:00:14	00:00:14
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:00	00:02:44	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	00:00:42	00:00:42	00:00:23	00:00:23
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:05	00:00:48	00:00:14	00:00:14

OneContact Reporting

Service Performance Report

	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:43	00:01:43	00:00:10	00:00:10
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:23	00:01:35	00:00:07	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:04:09	00:04:09	00:00:10	00:00:10
MaximeHotel		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:57	00:03:04	00:00:16	00:00:16
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:05:57	00:05:57	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:04:18	00:04:18	00:00:38	00:00:38
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:03:25	00:01:41	00:00:10	00:00:10
OutrosAssuntosLisboa		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:29	00:00:29	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:29	00:00:29	00:00:09	00:00:09
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:04:09	00:04:09	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:04:09	00:04:09	00:00:09	00:00:09
22-01-2019		79	56	⚠	70.9%	10	⚠	12.7%	13	✖	16.5%	00:00:17	00:00:10	00:15:26	00:03:31	00:00:31	00:00:15
GrdRealVillaltalia		27	19	⚠	70.4%	3	⚠	11.1%	5	✖	18.5%	00:00:10	00:00:08	00:12:32	00:03:24	00:00:27	00:00:13
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:33	00:01:36	00:00:16	00:00:16
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:36	00:03:43	00:00:22	00:00:22
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:10:30	00:05:16	00:00:10	00:00:10
	13:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✖	40.0%	00:00:10	00:00:08	00:02:33	00:01:25	00:00:17	00:00:15
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:13	00:01:13	00:00:08	00:00:08
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:12:32	00:06:08	00:00:08	00:00:08
	16:00:00	7	1	✖	14.3%	3	✖	42.9%	3	✖	42.9%	00:00:10	00:00:10	00:01:49	00:01:49	00:01:03	00:00:10
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:02:15	00:01:40	00:00:15	00:00:15
HotelRealOeiras		30	19	⚠	63.3%	6	✖	20.0%	5	✖	16.7%	00:00:15	00:00:10	00:15:26	00:04:31	00:00:41	00:00:17
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:07	00:00:06	00:06:55	00:04:20	00:00:06	00:00:06
	10:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:12	00:10:35	00:05:06	00:00:46	00:00:23
	11:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:51	00:02:33	00:00:14	00:00:14
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:50	00:00:50	00:00:20	00:00:20
	13:00:00	5	2	✖	40.0%	2	✖	40.0%	1	✖	20.0%	00:00:15	00:00:13	00:07:19	00:04:35	00:00:31	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:09:16	00:09:16	00:01:11	00:01:11
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:15:26	00:11:17	00:00:20	00:00:20
	16:00:00	6	0	✖	0.0%	3	✖	50.0%	3	✖	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:45	00:00:00
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:17	00:02:17	00:00:04	00:00:04
HotelRealPalacio		10	7	⚠	70.0%	1	⚠	10.0%	2	✖	20.0%	00:00:15	00:00:10	00:02:16	00:01:03	00:00:31	00:00:13
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:28	00:00:28	00:00:16	00:00:16
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:16	00:02:16	00:00:20	00:00:20
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:32	00:00:32	00:00:06	00:00:06
	14:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:11	00:00:55	00:00:55	00:00:15	00:00:23
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:01:38	00:01:22	00:00:07	00:00:07
	16:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:43	00:00:00
HotelRealParque		8	7	✔	87.5%	0	✔	0.0%	1	⚠	12.5%	00:00:15	00:00:10	00:06:47	00:04:00	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	00:01:42	00:01:42	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:06:47	00:06:47	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:06:22	00:06:22	00:00:38	00:00:38
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:35	00:03:46	00:00:12	00:00:12
	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	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:50	00:01:50	00:00:10	00:00:10
MaximeHotel		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:36	00:03:19	00:00:14	00:00:14
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:12	00:03:12	00:00:09	00:00:09
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:05:36	00:03:23	00:00:16	00:00:16



# OneContact Reporting

## Service Performance Report

OutrosAssuntosLisboa		1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:17	00:00:17	00:01:00	00:01:00	00:00:17	00:00:17
	12:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:17	00:00:17	00:01:00	00:01:00	00:00:17	00:00:17
23-01-2019		53	49	✓	92.5%	2	✓	3.8%	2	✓	3.8%	00:00:15	00:00:09	00:10:48	00:03:04	00:00:23	00:00:17
GrdRealVillaltalia		14	12	✓	85.7%	0	✓	0.0%	2	⚠	14.3%	00:00:10	00:00:07	00:10:48	00:03:10	00:00:11	00:00:11
	09:00:00	2	1	⚠	50.0%	0	✓	0.0%	1	✗	50.0%	00:00:09	00:00:09	00:03:33	00:03:33	00:00:15	00:00:09
	10:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:09	00:00:09	00:04:43	00:04:43	00:00:09	00:00:09
	11:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:08	00:00:08	00:02:08	00:02:08	00:00:08	00:00:08
	13:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:05	00:00:05	00:00:43	00:00:43	00:00:06	00:00:06
	14:00:00	4	3	⚠	75.0%	0	✓	0.0%	1	✗	25.0%	00:00:10	00:00:08	00:10:48	00:05:21	00:00:13	00:00:14
	15:00:00	3	3	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:10	00:00:05	00:03:24	00:01:40	00:00:09	00:00:09
	17:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:09	00:00:09	00:04:55	00:04:55	00:00:09	00:00:09
	18:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:10	00:00:09	00:02:19	00:02:19	00:00:19	00:00:19
HotelRealOeiras		19	19	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:09	00:08:48	00:03:11	00:00:18	00:00:18
	09:00:00	3	3	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:07	00:00:06	00:04:17	00:02:17	00:00:25	00:00:25
	10:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:10	00:00:07	00:02:31	00:01:36	00:00:07	00:00:07
	11:00:00	3	3	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:07	00:06:02	00:03:08	00:00:10	00:00:10
	12:00:00	4	4	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:12	00:08:48	00:04:48	00:00:29	00:00:29
	13:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:06	00:00:06	00:00:50	00:00:50	00:00:06	00:00:06
	15:00:00	3	3	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:09	00:00:07	00:06:08	00:04:53	00:00:07	00:00:07
	16:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:14	00:00:56	00:00:56	00:00:58	00:00:58
	17:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:08	00:03:28	00:02:46	00:00:12	00:00:12
HotelRealPalacio		5	3	⚠	60.0%	2	✗	40.0%	0	✓	0.0%	00:00:15	00:00:12	00:02:55	00:02:09	00:01:24	00:00:19
	10:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:09	00:00:09	00:02:55	00:02:55	00:00:09	00:00:09
	14:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:11	00:02:14	00:01:46	00:00:24	00:00:24
	18:00:00	2	0	✗	0.0%	2	✗	100.0%	0	✓	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:03:02	00:00:00
HotelRealParque		8	8	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:10	00:04:15	00:02:07	00:00:28	00:00:28
	11:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:09	00:03:22	00:03:22	00:00:18	00:00:18
	12:00:00	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
	13:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:12	00:02:58	00:02:58	00:00:35	00:00:35
	14:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:03	00:00:03	00:01:35	00:01:35	00:01:20	00:01:20
	15:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:12	00:04:15	00:02:30	00:00:24	00:00:24
	16:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:12	00:02:40	00:01:36	00:00:18	00:00:18
MaximeHotel		2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:09	00:08:44	00:06:10	00:00:18	00:00:18
	09:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:11	00:00:11	00:03:37	00:03:37	00:00:11	00:00:11
	13:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:08	00:08:44	00:08:44	00:00:24	00:00:24
OutrosAssuntosLisboa		1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:05	00:00:05	00:02:17	00:02:17	00:00:05	00:00:05
	15:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:05	00:00:05	00:02:17	00:02:17	00:00:05	00:00:05
RealResidencia		4	4	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:08	00:06:02	00:03:21	00:00:12	00:00:12
	11:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:08	00:00:08	00:05:34	00:05:34	00:00:08	00:00:08
	13:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:06	00:00:06	00:06:02	00:06:02	00:00:08	00:00:08
	15:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:12	00:02:57	00:02:57	00:00:26	00:00:26
	17:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:07	00:00:04	00:01:31	00:01:06	00:00:07	00:00:07
24-01-2019		60	46	⚠	76.7%	4	✓	6.7%	10	✗	16.7%	00:00:45	00:00:10	00:14:02	00:02:57	00:00:22	00:00:14
GrdRealVillaltalia		13	11	⚠	84.6%	1	✓	7.7%	1	✓	7.7%	00:00:10	00:00:08	00:14:02	00:04:26	00:00:25	00:00:15
	09:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:03	00:00:03	00:04:52	00:04:52	00:00:03	00:00:03
	12:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:10	00:00:10	00:04:42	00:04:42	00:00:31	00:00:31
	13:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:10	00:00:08	00:14:02	00:12:18	00:00:13	00:00:13
	14:00:00	4	4	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:10	00:00:07	00:02:15	00:01:31	00:00:17	00:00:17

OneContact Reporting

Service Performance Report

	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:44	00:05:44	00:00:18	00:00:18
	17:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:10	00:00:10	00:04:14	00:04:14	00:00:58	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:28	00:01:28	00:00:10	00:00:10
HotelRealOeiras		21	14	⚠	66.7%	2	✔	9.5%	5	✖	23.8%	00:00:15	00:00:09	00:05:37	00:02:34	00:00:16	00:00:12
	09:00:00	4	0	✖	0.0%	1	✖	25.0%	3	✖	75.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:34	00:00:00
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:01	00:02:28	00:00:22	00:00:22
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:21	00:02:21	00:00:05	00:00:05
	13:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:10	00:05:37	00:03:38	00:00:15	00:00:21
	14:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:08	00:03:21	00:02:16	00:00:11	00:00:06
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:05:01	00:02:52	00:00:06	00:00:06
	16:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:15	00:00:10	00:01:56	00:01:41	00:00:11	00:00:13
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:17	00:03:17	00:00:06	00:00:06
HotelRealPalacio		7	5	⚠	71.4%	0	✔	0.0%	2	✖	28.6%	00:00:15	00:00:11	00:04:01	00:01:50	00:00:17	00:00:21
	09:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:06	00:00:06	00:01:33	00:01:33	00:00:09	00:00:09
	13:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:12	00:04:01	00:02:23	00:00:18	00:00:26
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:26	00:01:26	00:00:04	00:00:04
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:01:25	00:01:25	00:00:43	00:00:43
HotelRealParque		9	7	⚠	77.8%	1	⚠	11.1%	1	⚠	11.1%	00:00:21	00:00:11	00:07:29	00:02:11	00:00:39	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:02:37	00:01:49	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:27	00:00:27	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:01:13	00:01:13	00:00:13	00:00:13
	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	00:00:11	00:00:00
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:21	00:00:12	00:07:29	00:03:03	00:00:08	00:00:08
	18:00:00	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
	19:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:04:44	00:00:00
MaximeHotel		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:24	00:03:02	00:00:21	00:00:21
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:50	00:01:50	00:00:22	00:00:22
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:24	00:03:27	00:00:20	00:00:20
OutrosAssuntosLisboa		3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:45	00:00:19	00:04:26	00:02:32	00:00:21	00:00:28
	09:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:45	00:00:19	00:04:26	00:02:32	00:00:28	00:00:28
RealResidencia		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:47	00:02:52	00:00:11	00:00:11
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:23	00:01:23	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:04:35	00:02:44	00:00:04	00:00:04
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:47	00:03:46	00:00:16	00:00:16
25-01-2019		58	50	✔	86.2%	2	✔	3.4%	6	⚠	10.3%	00:00:15	00:00:08	00:14:16	00:03:20	00:00:14	00:00:13
GrdRealVillaltalia		24	20	⚠	83.3%	0	✔	0.0%	4	✖	16.7%	00:00:10	00:00:08	00:14:16	00:03:49	00:00:14	00:00:14
	09:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:51	00:02:27	00:00:12	00:00:12
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:56	00:01:32	00:00:13	00:00:13
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:08:48	00:07:24	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:38	00:03:38	00:00:25	00:00:25
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:09	00:01:14	00:00:06	00:00:06
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:14:16	00:05:14	00:00:16	00:00:16
	17:00:00	7	4	⚠	57.1%	0	✔	0.0%	3	✖	42.9%	00:00:10	00:00:07	00:08:28	00:04:59	00:00:11	00:00:15
	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	00:00:58	00:00:00
HotelRealOeiras		16	12	⚠	75.0%	2	⚠	12.5%	2	⚠	12.5%	00:00:15	00:00:09	00:08:39	00:03:53	00:00:12	00:00:10
	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	00:00:03	00:00:00
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:06:04	00:04:40	00:00:07	00:00:07

















































































































































# OneContact Reporting

## Service Performance Report

	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:08:39	00:05:23	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	00:04:42	00:04:42	00:00:11	00:00:11
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:13	00:01:29	00:00:15	00:00:15
	17:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:08	00:03:15	00:02:52	00:00:09	00:00:12
	18:00:00	3	1	✖	33.3%	2	✖	66.7%	0	✔	0.0%	00:00:15	00:00:12	00:06:08	00:06:08	00:00:26	00:00:09
HotelRealPalacio		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:20	00:02:50	00:00:22	00:00:22
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:21	00:05:21	00:00:09	00:00:09
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:54	00:01:41	00:00:39	00:00:39
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:37	00:00:37	00:00:36	00:00:36
	15:00:00	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%	00:00:06	00:00:06	00:06:20	00:06:20	00:00:06	00:00:06
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:53	00:00:53	00:00:04	00:00:04
HotelRealParque		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:52	00:02:15	00:00:11	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:35	00:01:35	00:00:04	00:00:04
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:02:22	00:01:34	00:00:08	00:00:08
	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	00:00:19	00:00:19
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:04:52	00:03:29	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:35	00:03:35	00:00:04	00:00:04
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:03	00:01:03	00:00:23	00:00:23
MaximeHotel		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:51	00:00:51	00:00:09	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:51	00:00:51	00:00:09	00:00:09
OutrosAssuntosLisboa		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:02:05	00:02:05	00:00:03	00:00:03
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:02:05	00:02:05	00:00:03	00:00:03
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:47	00:03:20	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:04:47	00:04:47	00:00:10	00:00:10
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:53	00:01:53	00:00:05	00:00:05
26-01-2019		37	8	✖	21.6%	7	✖	18.9%	22	✖	59.5%	00:00:15	00:00:09	00:03:08	00:02:09	00:00:38	00:00:21
GrdRealVillaltalia		6	2	✖	33.3%	2	✖	33.3%	2	✖	33.3%	00:00:10	00:00:08	00:02:53	00:02:41	00:01:23	00:01:04
	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	00:00:11	00:00:00
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:02:29	00:02:29	00:01:54	00:01:54
	12:00:00	2	0	✖	0.0%	2	✖	100.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:02:48	00:00:00
	13:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:20	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:02:53	00:02:53	00:00:15	00:00:15
HotelRealOeiras		8	2	✖	25.0%	2	✖	25.0%	4	✖	50.0%	00:00:15	00:00:11	00:02:27	00:01:54	00:00:36	00:00:08
	10:00:00	6	0	✖	0.0%	2	✖	33.3%	4	✖	66.7%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:46	00:00:00
	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
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:22	00:01:22	00:00:07	00:00:07
HotelRealPalacio		8	3	✖	37.5%	0	✔	0.0%	5	✖	62.5%	00:00:07	00:00:05	00:02:24	00:01:38	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	00:01:34	00:01:34	00:00:05	00:00:05
	13:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:07	00:00:07	00:00:56	00:00:56	00:00:07	00:00:07
	14:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:04	00:00:04	00:02:24	00:02:24	00:00:04	00:00:05
HotelRealParque		1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	12:00:00	1	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
MaximeHotel		3	0	✖	0.0%	2	✖	66.7%	1	✖	33.3%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:50	00:00:00
	09:00:00	3	0	✖	0.0%	2	✖	66.7%	1	✖	33.3%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:50	00:00:00
OutrosAssuntosLisboa		3	0	✖	0.0%	0	✔	0.0%	3	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	09:00:00	3	0	✖	0.0%	0	✔	0.0%	3	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
RealResidencia		8	1	✖	12.5%	1	⚠	12.5%	6	✖	75.0%	00:00:15	00:00:12	00:03:08	00:03:08	00:00:28	00:00:10

OneContact Reporting

Service Performance Report

	12:00:00	7	0		0.0%	1		14.3%	6		85.7%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:30	00:00:00
	13:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:10	00:03:08	00:03:08	00:00:10	00:00:10
28-01-2019		73	62		84.9%	5		6.8%	6		8.2%	00:00:45	00:00:10	00:24:37	00:03:47	00:00:15	00:00:14
GrdRealVillaltalia		23	16		69.6%	4		17.4%	3		13.0%	00:00:13	00:00:08	00:24:37	00:03:53	00:00:14	00:00:13
	09:00:00	6	1		16.7%	4		66.7%	1		16.7%	00:00:13	00:00:10	00:01:05	00:01:05	00:00:10	00:00:06
	10:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:02:07	00:02:07	00:00:07	00:00:07
	11:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:08	00:07:41	00:04:18	00:00:13	00:00:13
	12:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:06	00:05:58	00:03:22	00:00:06	00:00:06
	13:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:09	00:03:08	00:02:12	00:00:35	00:00:35
	14:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:07	00:01:53	00:01:04	00:00:17	00:00:17
	15:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:08	00:24:37	00:07:44	00:00:10	00:00:10
	16:00:00	2	1		50.0%	0		0.0%	1		50.0%	00:00:07	00:00:07	00:03:36	00:03:36	00:00:30	00:00:07
	17:00:00	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
	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:08	00:00:08	00:05:27	00:05:27	00:00:08	00:00:08
HotelRealOeiras		13	12		92.3%	0		0.0%	1		7.7%	00:00:15	00:00:10	00:11:14	00:03:37	00:00:18	00:00:17
	11:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:06	00:07:13	00:04:08	00:00:06	00:00:06
	13:00:00	2	1		50.0%	0		0.0%	1		50.0%	00:00:08	00:00:08	00:01:55	00:01:55	00:00:21	00:00:08
	14:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:08	00:00:08	00:03:28	00:02:45	00:00:08	00:00:08
	15:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:11	00:04:45	00:02:14	00:00:22	00:00:22
	16:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:11:14	00:06:16	00:00:26	00:00:26
HotelRealPalacio		15	13		86.7%	0		0.0%	2		13.3%	00:00:15	00:00:10	00:08:37	00:02:39	00:00:13	00:00:14
	09:00:00	2	1		50.0%	0		0.0%	1		50.0%	00:00:15	00:00:11	00:03:27	00:03:27	00:00:13	00:00:22
	10:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:12	00:02:40	00:02:06	00:00:24	00:00:24
	11:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:09	00:02:24	00:01:35	00:00:09	00:00:09
	12:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:11	00:08:37	00:05:40	00:00:16	00:00:16
	13:00:00	2	1		50.0%	0		0.0%	1		50.0%	00:00:15	00:00:15	00:00:56	00:00:56	00:00:11	00:00:15
	14:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:09	00:00:16	00:00:16	00:00:09	00:00:09
	15:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:09	00:06:35	00:04:18	00:00:10	00:00:10
	16:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:08	00:01:25	00:01:17	00:00:08	00:00:08
HotelRealParque		13	13		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:09	00:08:02	00:02:11	00:00:11	00:00:11
	10:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:01:26	00:01:26	00:00:04	00:00:04
	11:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:02:36	00:01:30	00:00:16	00:00:16
	12:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:03:47	00:01:46	00:00:14	00:00:14
	13:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:08	00:03:02	00:02:49	00:00:08	00:00:08
	15:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:01:31	00:01:31	00:00:07	00:00:07
	16:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:00:31	00:00:31	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	00:08:02	00:08:02	00:00:09	00:00:09
MaximeHotel		7	7		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:19:31	00:08:54	00:00:12	00:00:12
	10:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:08	00:00:08	00:19:31	00:19:31	00:00:08	00:00:08
	13:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:08	00:04:55	00:04:40	00:00:08	00:00:08
	15:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:11	00:11:07	00:11:07	00:00:11	00:00:11
	16:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:12	00:12:50	00:07:46	00:00:18	00:00:18
	17:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:09	00:06:49	00:06:49	00:00:09	00:00:09
OutrosAssuntosLisboa		2	1		50.0%	1		50.0%	0		0.0%	00:00:45	00:00:33	00:03:35	00:03:35	00:00:48	00:00:54
	13:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:45	00:00:27	00:03:35	00:03:35	00:00:54	00:00:54
	14:00:00	1	0		0.0%	1		100.0%	0		0.0%	00:00:45	00:00:45	00:00:00	00:00:00	00:00:42	00:00:00
29-01-2019		79	57		72.2%	7		8.9%	15		19.0%	00:00:45	00:00:10	00:13:12	00:03:54	00:00:22	00:00:13
GrdRealVillaltalia		26	18		69.2%	2		7.7%	6		23.1%	00:00:10	00:00:08	00:13:12	00:05:15	00:00:18	00:00:12

OneContact Reporting

Service Performance Report

	09:00:00	5	3	🟡	60.0%	0	✅	0.0%	2	❌	40.0%	00:00:10	00:00:07	00:09:17	00:04:38	00:00:12	00:00:10
	10:00:00	3	2	🟡	66.7%	0	✅	0.0%	1	❌	33.3%	00:00:10	00:00:07	00:11:52	00:07:01	00:00:09	00:00:12
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:00:13	00:00:13	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	00:00:17	00:00:17	00:00:07	00:00:07
	13:00:00	2	1	🟡	50.0%	1	❌	50.0%	0	✅	0.0%	00:00:10	00:00:09	00:03:07	00:03:07	00:00:30	00:00:18
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:10:52	00:08:42	00:00:12	00:00:12
	15:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:07	00:03:51	00:02:25	00:00:12	00:00:12
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:01:55	00:01:55	00:00:30	00:00:30
	17:00:00	6	2	❌	33.3%	1	❌	16.7%	3	❌	50.0%	00:00:10	00:00:07	00:02:33	00:02:24	00:00:33	00:00:05
	18:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:07	00:13:12	00:12:19	00:00:12	00:00:12
HotelRealOeiras		22	16	🟡	72.7%	3	🟡	13.6%	3	🟡	13.6%	00:00:15	00:00:10	00:06:04	00:03:21	00:00:28	00:00:13
	09:00:00	5	3	🟡	60.0%	1	❌	20.0%	1	❌	20.0%	00:00:15	00:00:09	00:05:53	00:02:47	00:00:32	00:00:08
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:07	00:05:42	00:03:18	00:00:07	00:00:07
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:07	00:00:45	00:00:43	00:00:07	00:00:07
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:04:37	00:04:37	00:00:22	00:00:22
	13:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:06:04	00:04:39	00:00:18	00:00:18
	14:00:00	2	1	🟡	50.0%	1	❌	50.0%	0	✅	0.0%	00:00:15	00:00:12	00:04:14	00:04:14	00:01:09	00:00:09
	15:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:05:39	00:03:10	00:00:19	00:00:19
	17:00:00	2	1	🟡	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:09	00:00:09	00:05:32	00:05:32	00:00:16	00:00:09
	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	00:01:09	00:00:00
HotelRealPalacio		12	6	🟡	50.0%	1	✅	8.3%	5	❌	41.7%	00:00:15	00:00:10	00:12:01	00:04:24	00:00:11	00:00:09
	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	00:00:06	00:00:00
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:01:22	00:01:22	00:00:07	00:00:07
	14:00:00	5	3	🟡	60.0%	0	✅	0.0%	2	❌	40.0%	00:00:12	00:00:10	00:12:01	00:07:34	00:00:09	00:00:10
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:00:54	00:00:54	00:00:06	00:00:06
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:13	00:01:24	00:01:24	00:00:13	00:00:13
	17:00:00	2	0	❌	0.0%	1	❌	50.0%	1	❌	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:26	00:00:00
	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	00:00:05	00:00:00
HotelRealParque		9	9	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:09	00:04:50	00:02:19	00:00:09	00:00:09
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:10	00:04:50	00:04:17	00:00:12	00:00:12
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:00:29	00:00:29	00:00:06	00:00:06
	14:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:07	00:01:54	00:01:30	00:00:07	00:00:07
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:09	00:03:32	00:02:28	00:00:09	00:00:09
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:14	00:02:19	00:02:19	00:00:14	00:00:14
MaximeHotel		7	5	🟡	71.4%	1	🟡	14.3%	1	🟡	14.3%	00:00:15	00:00:11	00:10:45	00:03:38	00:00:46	00:00:30
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:05:08	00:05:08	00:00:53	00:00:53
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:01:21	00:01:21	00:00:55	00:00:55
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:02:44	00:01:57	00:00:08	00:00:08
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:10:45	00:05:42	00:00:25	00:00:25
	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	00:01:26	00:00:00
OutrosAssuntosLisboa		1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:45	00:00:25	00:00:36	00:00:36	00:00:50	00:00:50
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:45	00:00:25	00:00:36	00:00:36	00:00:50	00:00:50
RealResidencia		2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:06	00:04:50	00:03:43	00:00:07	00:00:07
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:04:50	00:04:50	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	00:02:36	00:02:36	00:00:07	00:00:07
30-01-2019		67	57	✅	85.1%	1	✅	1.5%	9	🟡	13.4%	00:00:15	00:00:08	00:15:29	00:03:22	00:00:14	00:00:13
GrdRealVillaltalia		35	26	🟡	74.3%	1	✅	2.9%	8	❌	22.9%	00:00:10	00:00:07	00:13:02	00:03:56	00:00:13	00:00:11
	09:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:06	00:08:49	00:04:24	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	10:00:00	13	7	🟡	53.8%	1	✅	7.7%	5	❌	38.5%	00:00:10	00:00:07	00:11:27	00:03:28	00:00:16	00:00:08
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:07	00:01:25	00:01:08	00:00:15	00:00:15
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:05	00:01:28	00:01:28	00:00:05	00:00:05
	13:00:00	7	4	🟡	57.1%	0	✅	0.0%	3	❌	42.9%	00:00:10	00:00:07	00:13:02	00:07:21	00:00:17	00:00:25
	14:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:07	00:08:37	00:03:33	00:00:09	00:00:09
	15:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:03:20	00:02:25	00:00:10	00:00:10
HotelRealOeiras		10	10	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:06:04	00:02:21	00:00:16	00:00:16
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:03:16	00:03:16	00:00:21	00:00:21
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:06:04	00:04:16	00:00:36	00:00:36
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:04	00:02:16	00:01:59	00:00:04	00:00:04
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:07	00:02:00	00:01:54	00:00:07	00:00:07
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:06	00:01:39	00:00:56	00:00:06	00:00:06
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:02:07	00:02:07	00:00:33	00:00:33
HotelRealPalacio		4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:15:29	00:06:10	00:00:26	00:00:26
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:15:29	00:08:28	00:00:24	00:00:24
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:02:07	00:02:07	00:00:07	00:00:07
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:05:37	00:05:37	00:00:51	00:00:51
HotelRealParque		9	9	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:05:38	00:02:34	00:00:11	00:00:11
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:09	00:03:26	00:01:56	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	00:00:53	00:00:53	00:00:07	00:00:07
	14:00:00	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
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:04	00:05:38	00:03:18	00:00:04	00:00:04
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:03:11	00:02:05	00:00:24	00:00:24
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:05:07	00:05:07	00:00:09	00:00:09
MaximeHotel		8	7	✅	87.5%	0	✅	0.0%	1	🟡	12.5%	00:00:15	00:00:08	00:04:01	00:02:14	00:00:11	00:00:11
	09:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:05	00:04:01	00:02:34	00:00:05	00:00:05
	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	00:00:11	00:00:00
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:03:05	00:03:05	00:00:09	00:00:09
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:00:47	00:00:37	00:00:34	00:00:34
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:02:30	00:02:30	00:00:07	00:00:07
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:13	00:03:05	00:03:05	00:00:13	00:00:13
RealResidencia		1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:05	00:03:54	00:03:54	00:00:08	00:00:08
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:05	00:03:54	00:03:54	00:00:08	00:00:08
31-01-2019		44	43	✅	97.7%	1	✅	2.3%	0	✅	0.0%	00:00:15	00:00:09	00:12:35	00:03:33	00:00:29	00:00:24
GrdRealVillaltalia		16	15	✅	93.8%	1	✅	6.3%	0	✅	0.0%	00:00:10	00:00:07	00:07:07	00:03:27	00:00:26	00:00:12
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:02:34	00:02:34	00:00:07	00:00:07
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:01:51	00:01:28	00:00:08	00:00:08
	11:00:00	7	7	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:07:07	00:03:44	00:00:12	00:00:12
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:05	00:06:29	00:06:29	00:00:26	00:00:26
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:06	00:00:31	00:00:31	00:00:14	00:00:14
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:04	00:00:04	00:06:43	00:06:43	00:00:04	00:00:04
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:05:00	00:03:14	00:00:16	00:00:16
	19:00:00	1	0	❌	0.0%	1	❌	100.0%	0	✅	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:03:46	00:00:00
HotelRealOeiras		13	13	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:12:35	00:03:21	00:00:29	00:00:29
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:03:53	00:03:36	00:00:06	00:00:06
	10:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:06	00:02:06	00:01:37	00:00:06	00:00:06
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:07	00:05:25	00:02:54	00:00:09	00:00:09
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:03:15	00:03:15	00:00:37	00:00:37



# OneContact Reporting

## Service Performance Report

	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:50	00:03:50	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:12:35	00:05:58	00:00:12	00:00:12
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:14	00:01:14	00:04:09	00:04:09
HotelRealPalacio		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:06:30	00:03:35	00:00:16	00:00:16
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:48	00:00:48	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	00:04:53	00:04:53	00:00:23	00:00:23
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:06:30	00:06:30	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:03:14	00:03:14	00:00:39	00:00:39
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:04:21	00:03:04	00:00:10	00:00:10
HotelRealParque		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:16	00:04:41	00:00:54	00:00:54
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:00	00:02:00	00:00:19	00:00:19
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:16	00:08:16	00:00:21	00:00:21
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:10	00:04:44	00:00:58	00:00:58
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:25	00:04:10	00:01:24	00:01:24
MaximeHotel		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:37	00:02:25	00:00:22	00:00:22
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:37	00:02:37	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	00:02:13	00:02:13	00:00:36	00:00:36
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:05	00:03:05	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	00:03:05	00:03:05	00:00:06	00:00:06
TOTAL		1495	1235	⚠	82.6%	88	✔	5.9%	172	⚠	11.5%	00:01:00	00:00:09	00:33:07	00:03:21	00:00:20	00:00:15