OneContact Reporting

Team Detail Daily Report

Show / Hide Columns			
Handled Interactions	Abandoned Interactions	Ring Time	Rejected Interactions
Transfered Interactions	Talk Time	Wrapup Time	Preview time

Team: Lisboa

Date / Agent	Handled Interactions	Transfered Interactions	Abandoned Interactions	Rejected Interactions	Talk Time				Ring Time (Handled Interactions)				Wrapup Time			
					Total	Avg	Max	Min	Total	Avg	Max	Min	Total	Avg	Max	Min
02-01-2019	**58**	**3**	**2**	**32**	**02:24:55**	**00:02:23**	**00:07:43**	**00:00:04**	**00:07:08**	**00:00:07**	**00:00:36**	**00:00:01**	**00:27:57**	**00:00:29**	**00:00:35**	**00:00:01**
francisco.espada	12	0	1	6	00:32:41	00:02:43	00:05:09	00:00:30	00:01:08	00:00:06	00:00:10	00:00:02	00:06:00	00:00:30	00:00:30	00:00:30
jessica.goncalves	1	0	0	0	00:00:31	00:00:31	00:00:31	00:00:31	00:00:04	00:00:04	00:00:04	00:00:04	00:00:30	00:00:30	00:00:30	00:00:30
joana.magalhaes	12	2	0	10	00:28:46	00:02:03	00:07:32	00:00:04	00:01:26	00:00:07	00:00:11	00:00:01	00:07:05	00:00:30	00:00:35	00:00:30
liliana.manalvo	20	1	0	11	00:44:22	00:02:07	00:07:43	00:00:04	00:03:00	00:00:09	00:00:36	00:00:02	00:08:22	00:00:26	00:00:30	00:00:01
ricardo.mendes	7	0	0	5	00:19:28	00:02:47	00:07:00	00:00:59	00:01:02	00:00:09	00:00:13	00:00:05	00:03:30	00:00:30	00:00:30	00:00:30
tania.sobral	6	0	1	0	00:19:07	00:03:11	00:06:14	00:00:04	00:00:28	00:00:05	00:00:09	00:00:02	00:02:30	00:00:30	00:00:30	00:00:30
03-01-2019	**43**	**11**	**0**	**20**	**02:13:03**	**00:02:28**	**00:09:21**	**00:00:07**	**00:05:47**	**00:00:08**	**00:00:19**	**00:00:03**	**00:21:50**	**00:00:26**	**00:00:31**	**00:00:01**
francisco.espada	11	1	0	4	00:35:29	00:02:57	00:09:21	00:00:14	00:01:09	00:00:06	00:00:17	00:00:04	00:06:00	00:00:30	00:00:30	00:00:30
joana.magalhaes	7	2	0	8	00:18:25	00:02:03	00:08:13	00:00:07	00:01:09	00:00:10	00:00:11	00:00:08	00:04:01	00:00:30	00:00:31	00:00:30
liliana.manalvo	10	4	0	4	00:25:04	00:01:47	00:05:05	00:00:14	00:01:18	00:00:08	00:00:19	00:00:05	00:02:49	00:00:14	00:00:30	00:00:01
ricardo.mendes	10	4	0	2	00:33:42	00:02:24	00:06:09	00:00:31	00:01:35	00:00:10	00:00:15	00:00:04	00:06:30	00:00:30	00:00:30	00:00:30
susana.oliveira	5	0	0	2	00:20:23	00:04:05	00:05:50	00:01:13	00:00:36	00:00:07	00:00:12	00:00:03	00:02:30	00:00:30	00:00:30	00:00:30
04-01-2019	**50**	**6**	**5**	**35**	**03:04:46**	**00:03:18**	**00:26:03**	**00:00:05**	**00:06:20**	**00:00:08**	**00:00:15**	**00:00:02**	**00:24:11**	**00:00:28**	**00:00:30**	**00:00:02**
barradas.susana	8	2	1	6	00:16:36	00:01:40	00:04:03	00:00:08	00:00:51	00:00:06	00:00:12	00:00:03	00:04:30	00:00:30	00:00:30	00:00:30
francisco.espada	8	1	0	6	00:27:03	00:03:00	00:07:31	00:00:13	00:00:51	00:00:06	00:00:09	00:00:05	00:04:00	00:00:30	00:00:30	00:00:30
jessica.goncalves	2	0	0	0	00:00:18	00:00:09	00:00:13	00:00:05	00:00:12	00:00:06	00:00:07	00:00:05	00:00:30	00:00:30	00:00:30	00:00:30
joana.magalhaes	5	0	0	11	00:21:51	00:04:22	00:08:29	00:00:32	00:00:45	00:00:09	00:00:12	00:00:06	00:02:30	00:00:30	00:00:30	00:00:30
liliana.manalvo	9	0	2	1	00:33:12	00:03:41	00:08:03	00:01:08	00:01:00	00:00:07	00:00:11	00:00:02	00:02:41	00:00:18	00:00:30	00:00:02
ricardo.mendes	9	2	0	7	00:57:08	00:05:12	00:26:03	00:00:24	00:01:26	00:00:10	00:00:15	00:00:06	00:05:30	00:00:30	00:00:30	00:00:30
susana.oliveira	9	1	2	4	00:28:38	00:02:52	00:08:23	00:00:08	00:01:15	00:00:08	00:00:14	00:00:03	00:04:30	00:00:30	00:00:30	00:00:30
05-01-2019	**17**	**4**	**0**	**5**	**01:22:23**	**00:03:55**	**00:12:54**	**00:00:21**	**00:02:40**	**00:00:09**	**00:00:20**	**00:00:03**	**00:10:00**	**00:00:30**	**00:00:30**	**00:00:30**
jessica.goncalves	7	2	0	3	00:36:10	00:04:01	00:12:54	00:00:21	00:01:03	00:00:09	00:00:17	00:00:05	00:04:00	00:00:30	00:00:30	00:00:30
ricardo.mendes	10	2	0	2	00:46:13	00:03:51	00:08:57	00:00:24	00:01:37	00:00:10	00:00:20	00:00:03	00:06:00	00:00:30	00:00:30	00:00:30
07-01-2019	**43**	**5**	**1**	**15**	**02:18:43**	**00:02:53**	**00:09:56**	**00:00:07**	**00:05:11**	**00:00:07**	**00:00:26**	**00:00:03**	**00:20:07**	**00:00:26**	**00:00:33**	**00:00:01**
barradas.susana	13	3	1	3	00:40:18	00:02:31	00:07:05	00:00:07	00:01:38	00:00:08	00:00:26	00:00:03	00:08:05	00:00:30	00:00:33	00:00:30
joana.magalhaes	12	0	0	5	00:24:13	00:02:01	00:09:56	00:00:07	00:01:43	00:00:09	00:00:12	00:00:07	00:05:39	00:00:28	00:00:30	00:00:09
liliana.manalvo	11	1	0	1	00:44:44	00:03:44	00:08:49	00:00:26	00:00:55	00:00:05	00:00:09	00:00:03	00:02:23	00:00:13	00:00:30	00:00:01
susana.oliveira	7	1	0	6	00:29:28	00:03:41	00:09:01	00:01:00	00:00:55	00:00:08	00:00:10	00:00:05	00:04:00	00:00:30	00:00:30	00:00:30
08-01-2019	**60**	**5**	**1**	**17**	**02:48:45**	**00:02:36**	**00:13:11**	**00:00:06**	**00:06:51**	**00:00:07**	**00:00:17**	**00:00:00**	**00:23:49**	**00:00:24**	**00:00:30**	**00:00:01**
barradas.susana	17	1	0	3	00:39:58	00:02:13	00:07:20	00:00:06	00:01:39	00:00:06	00:00:11	00:00:01	00:07:30	00:00:30	00:00:30	00:00:30
jessica.goncalves	10	0	1	3	00:38:51	00:03:53	00:13:11	00:00:34	00:01:15	00:00:08	00:00:09	00:00:05	00:05:00	00:00:30	00:00:30	00:00:30
joana.magalhaes	9	3	0	1	00:20:23	00:01:42	00:05:35	00:00:22	00:01:19	00:00:09	00:00:10	00:00:06	00:05:00	00:00:30	00:00:30	00:00:30
liliana.manalvo	20	1	0	2	01:05:27	00:03:07	00:10:49	00:00:06	00:02:06	00:00:06	00:00:17	00:00:00	00:04:19	00:00:13	00:00:30	00:00:01
susana.oliveira	2	0	0	7	00:02:24	00:01:12	00:01:39	00:00:45	00:00:17	00:00:08	00:00:09	00:00:08	00:01:00	00:00:30	00:00:30	00:00:30
tania.sobral	2	0	0	1	00:01:42	00:00:51	00:01:14	00:00:28	00:00:15	00:00:08	00:00:11	00:00:04	00:01:00	00:00:30	00:00:30	00:00:30
09-01-2019	**63**	**7**	**5**	**21**	**04:07:08**	**00:03:32**	**00:26:15**	**00:00:13**	**00:07:45**	**00:00:07**	**00:00:18**	**00:00:01**	**00:28:36**	**00:00:25**	**00:00:31**	**00:00:01**
barradas.susana	12	0	0	3	00:32:26	00:02:42	00:04:39	00:01:22	00:01:29	00:00:07	00:00:11	00:00:01	00:06:01	00:00:30	00:00:31	00:00:30

OneContact Reporting

Team Detail Daily Report

jessica.goncalves	13	0	1	3	00:57:41	00:04:26	00:06:53	00:00:45	00:01:35	00:00:07	00:00:11	00:00:02	00:06:30	00:00:30	00:00:30	00:00:30
joana.magalhaes	13	1	0	4	00:58:43	00:04:12	00:16:12	00:00:15	00:01:42	00:00:08	00:00:11	00:00:05	00:07:01	00:00:30	00:00:31	00:00:30
liliana.manalvo	17	2	3	4	00:40:08	00:02:07	00:10:35	00:00:13	00:02:00	00:00:07	00:00:18	00:00:02	00:04:04	00:00:13	00:00:31	00:00:01
ricardo.mendes	5	2	1	6	00:46:17	00:06:37	00:26:15	00:00:32	00:00:41	00:00:08	00:00:11	00:00:05	00:02:30	00:00:30	00:00:30	00:00:30
susana.oliveira	3	2	0	1	00:11:53	00:02:23	00:07:56	00:00:18	00:00:18	00:00:06	00:00:07	00:00:04	00:02:30	00:00:30	00:00:30	00:00:30
10-01-2019	**45**	**5**	**5**	**25**	**02:04:49**	**00:02:30**	**00:06:21**	**00:00:25**	**00:05:50**	**00:00:08**	**00:00:15**	**00:00:03**	**00:20:39**	**00:00:26**	**00:00:30**	**00:00:01**
barradas.susana	9	1	0	9	00:18:18	00:01:50	00:02:51	00:00:27	00:01:04	00:00:07	00:00:12	00:00:04	00:05:00	00:00:30	00:00:30	00:00:30
jessica.goncalves	11	1	0	4	00:39:50	00:03:19	00:06:12	00:00:25	00:01:34	00:00:09	00:00:15	00:00:06	00:05:30	00:00:30	00:00:30	00:00:30
joana.magalhaes	10	0	4	3	00:21:20	00:02:08	00:03:49	00:00:45	00:01:21	00:00:08	00:00:10	00:00:06	00:05:00	00:00:30	00:00:30	00:00:30
liliana.manalvo	8	0	1	5	00:22:09	00:02:46	00:06:21	00:00:46	00:00:42	00:00:05	00:00:07	00:00:03	00:00:39	00:00:05	00:00:30	00:00:01
ricardo.mendes	7	2	0	3	00:22:06	00:02:27	00:05:30	00:00:36	00:01:09	00:00:10	00:00:13	00:00:07	00:04:00	00:00:30	00:00:30	00:00:30
susana.oliveira	0	1	0	1	00:01:06	00:01:06	00:01:06	00:01:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:30	00:00:30	00:00:30	00:00:30
11-01-2019	**51**	**8**	**6**	**33**	**02:44:06**	**00:02:47**	**00:15:16**	**00:00:09**	**00:06:16**	**00:00:07**	**00:00:16**	**00:00:02**	**00:23:18**	**00:00:25**	**00:00:31**	**00:00:01**
barradas.susana	14	3	2	2	00:28:09	00:01:39	00:05:57	00:00:15	00:01:41	00:00:07	00:00:16	00:00:02	00:08:31	00:00:30	00:00:31	00:00:30
jessica.goncalves	14	1	0	7	01:11:57	00:04:48	00:15:16	00:00:53	00:01:43	00:00:07	00:00:11	00:00:03	00:07:00	00:00:30	00:00:30	00:00:30
joana.magalhaes	5	0	3	11	00:14:01	00:02:48	00:05:04	00:01:10	00:00:35	00:00:07	00:00:09	00:00:05	00:02:30	00:00:30	00:00:30	00:00:30
liliana.manalvo	11	2	0	3	00:23:20	00:01:48	00:04:57	00:00:09	00:01:16	00:00:07	00:00:15	00:00:03	00:01:17	00:00:06	00:00:30	00:00:01
ricardo.mendes	7	1	1	9	00:25:30	00:03:11	00:05:45	00:00:29	00:01:01	00:00:09	00:00:10	00:00:08	00:03:30	00:00:30	00:00:30	00:00:30
susana.oliveira	0	1	0	1	00:01:09	00:01:09	00:01:09	00:01:09	00:00:00	00:00:00	00:00:00	00:00:00	00:00:30	00:00:30	00:00:30	00:00:30
12-01-2019	**11**	**0**	**0**	**7**	**00:50:30**	**00:04:35**	**00:25:24**	**00:00:25**	**00:01:25**	**00:00:08**	**00:00:16**	**00:00:01**	**00:05:30**	**00:00:30**	**00:00:30**	**00:00:30**
joana.magalhaes	11	0	0	7	00:50:30	00:04:35	00:25:24	00:00:25	00:01:25	00:00:08	00:00:16	00:00:01	00:05:30	00:00:30	00:00:30	00:00:30
14-01-2019	**63**	**7**	**2**	**27**	**05:03:30**	**00:04:20**	**00:33:07**	**00:00:07**	**00:07:44**	**00:00:07**	**00:00:12**	**00:00:01**	**00:34:02**	**00:00:30**	**00:00:31**	**00:00:01**
francisco.espada	16	2	0	6	01:29:34	00:04:59	00:33:07	00:00:07	00:01:33	00:00:06	00:00:08	00:00:04	00:08:30	00:00:30	00:00:30	00:00:30
jessica.goncalves	18	3	2	7	01:41:46	00:04:51	00:13:48	00:00:59	00:02:23	00:00:08	00:00:12	00:00:02	00:10:30	00:00:30	00:00:30	00:00:30
liliana.manalvo	1	0	0	1	00:06:36	00:06:36	00:06:36	00:06:36	00:00:07	00:00:07	00:00:07	00:00:07	00:00:01	00:00:01	00:00:01	00:00:01
ricardo.mendes	20	2	0	10	01:20:15	00:03:39	00:12:35	00:00:30	00:02:36	00:00:08	00:00:11	00:00:01	00:11:00	00:00:30	00:00:30	00:00:30
tania.sobral	8	0	0	3	00:25:19	00:03:10	00:06:32	00:00:45	00:01:05	00:00:08	00:00:12	00:00:04	00:04:01	00:00:30	00:00:31	00:00:30
15-01-2019	**53**	**8**	**3**	**24**	**02:54:16**	**00:02:51**	**00:10:13**	**00:00:14**	**00:06:41**	**00:00:08**	**00:00:14**	**00:00:02**	**00:29:32**	**00:00:30**	**00:00:31**	**00:00:30**
barradas.susana	12	2	2	1	00:38:22	00:02:44	00:07:38	00:00:15	00:01:05	00:00:05	00:00:11	00:00:02	00:07:00	00:00:30	00:00:30	00:00:30
francisco.espada	13	3	0	2	00:40:20	00:02:31	00:07:57	00:00:14	00:01:23	00:00:06	00:00:10	00:00:04	00:07:31	00:00:30	00:00:31	00:00:30
jessica.goncalves	10	1	0	4	00:38:17	00:03:29	00:10:04	00:00:39	00:01:30	00:00:09	00:00:13	00:00:07	00:05:30	00:00:30	00:00:30	00:00:30
joana.magalhaes	7	0	1	7	00:12:52	00:01:50	00:03:12	00:00:50	00:00:53	00:00:08	00:00:11	00:00:06	00:03:31	00:00:30	00:00:31	00:00:30
ricardo.mendes	8	1	0	5	00:34:04	00:03:47	00:10:13	00:00:55	00:01:19	00:00:10	00:00:14	00:00:08	00:04:00	00:00:30	00:00:30	00:00:30
susana.oliveira	3	1	0	5	00:10:21	00:02:35	00:07:55	00:00:31	00:00:31	00:00:10	00:00:12	00:00:09	00:02:00	00:00:30	00:00:30	00:00:30
16-01-2019	**66**	**9**	**1**	**35**	**04:13:38**	**00:03:23**	**00:17:27**	**00:00:01**	**00:08:43**	**00:00:08**	**00:00:38**	**00:00:03**	**00:35:14**	**00:00:29**	**00:00:31**	**00:00:01**
barradas.susana	7	1	0	3	00:30:45	00:03:51	00:09:19	00:00:52	00:00:44	00:00:06	00:00:10	00:00:03	00:04:00	00:00:30	00:00:30	00:00:30
francisco.espada	12	2	0	4	00:41:52	00:02:59	00:11:56	00:00:41	00:01:07	00:00:06	00:00:10	00:00:03	00:06:30	00:00:30	00:00:30	00:00:30
jessica.goncalves	15	1	0	7	01:10:08	00:04:23	00:17:27	00:00:01	00:01:51	00:00:07	00:00:13	00:00:04	00:07:41	00:00:29	00:00:30	00:00:11
joana.magalhaes	17	2	0	9	00:49:03	00:02:35	00:09:28	00:00:13	00:02:27	00:00:09	00:00:14	00:00:04	00:09:31	00:00:30	00:00:31	00:00:30
liliana.manalvo	1	0	0	0	00:01:11	00:01:11	00:01:11	00:01:11	00:00:08	00:00:08	00:00:08	00:00:08	00:00:01	00:00:01	00:00:01	00:00:01
ricardo.mendes	6	2	0	7	00:33:58	00:04:15	00:11:26	00:00:42	00:00:55	00:00:09	00:00:13	00:00:05	00:03:30	00:00:30	00:00:30	00:00:30
susana.oliveira	8	1	1	5	00:26:41	00:02:58	00:13:54	00:00:41	00:01:31	00:00:11	00:00:38	00:00:04	00:04:01	00:00:30	00:00:31	00:00:30
17-01-2019	**61**	**11**	**0**	**30**	**03:42:39**	**00:03:06**	**00:21:46**	**00:00:03**	**00:07:58**	**00:00:08**	**00:00:16**	**00:00:01**	**00:34:55**	**00:00:30**	**00:00:31**	**00:00:24**
barradas.susana	13	2	0	4	00:40:58	00:02:44	00:11:59	00:00:35	00:01:38	00:00:08	00:00:16	00:00:04	00:07:00	00:00:30	00:00:30	00:00:30
francisco.espada	9	1	0	7	00:38:29	00:03:51	00:13:26	00:00:33	00:00:59	00:00:07	00:00:10	00:00:04	00:05:00	00:00:30	00:00:30	00:00:30
jessica.goncalves	13	1	0	2	01:00:55	00:04:21	00:21:46	00:01:20	00:01:47	00:00:08	00:00:10	00:00:06	00:07:00	00:00:30	00:00:30	00:00:30
joana.magalhaes	14	5	0	9	00:38:06	00:02:00	00:08:54	00:00:03	00:01:58	00:00:08	00:00:13	00:00:01	00:08:54	00:00:30	00:00:30	00:00:24
ricardo.mendes	6	2	0	5	00:31:31	00:03:56	00:08:55	00:00:23	00:00:53	00:00:09	00:00:10	00:00:07	00:04:00	00:00:30	00:00:30	00:00:30

Team Detail Daily Report

Name																
susana.oliveira	6	0	0	3	00:12:40	00:02:07	00:05:00	00:00:46	00:00:43	00:00:07	00:00:10	00:00:01	00:03:01	00:00:30	00:00:31	00:00:30
18-01-2019	**80**	**14**	**2**	**46**	**04:50:14**	**00:03:05**	**00:20:53**	**00:00:05**	**00:09:20**	**00:00:07**	**00:00:16**	**00:00:01**	**00:42:06**	**00:00:30**	**00:00:34**	**00:00:00**
barradas.susana	20	1	1	6	00:49:23	00:02:21	00:10:52	00:00:11	00:01:51	00:00:06	00:00:15	00:00:02	00:10:00	00:00:30	00:00:30	00:00:30
francisco.espada	12	4	1	6	00:50:01	00:03:08	00:20:53	00:00:15	00:01:04	00:00:05	00:00:10	00:00:04	00:07:30	00:00:30	00:00:30	00:00:30
jessica.goncalves	21	2	0	3	01:37:03	00:04:13	00:13:06	00:00:05	00:02:35	00:00:07	00:00:15	00:00:01	00:10:00	00:00:30	00:00:30	00:00:30
joana.magalhaes	9	4	0	12	00:53:49	00:04:08	00:17:21	00:00:15	00:01:19	00:00:09	00:00:11	00:00:06	00:05:01	00:00:30	00:00:31	00:00:30
liliana.manalvo	3	0	0	2	00:14:41	00:04:54	00:08:12	00:03:10	00:00:13	00:00:04	00:00:06	00:00:02	00:01:00	00:00:20	00:00:30	00:00:00
ricardo.mendes	10	2	0	13	00:14:00	00:01:10	00:02:28	00:00:20	00:01:37	00:00:10	00:00:16	00:00:07	00:05:35	00:00:30	00:00:34	00:00:30
susana.oliveira	5	1	0	4	00:11:17	00:01:53	00:04:32	00:00:26	00:00:41	00:00:08	00:00:13	00:00:06	00:03:00	00:00:30	00:00:30	00:00:30
19-01-2019	**10**	**1**	**0**	**1**	**00:37:26**	**00:03:24**	**00:09:03**	**00:00:47**	**00:01:20**	**00:00:08**	**00:00:15**	**00:00:04**	**00:05:30**	**00:00:30**	**00:00:30**	**00:00:30**
francisco.espada	10	1	0	1	00:37:26	00:03:24	00:09:03	00:00:47	00:01:20	00:00:08	00:00:15	00:00:04	00:05:30	00:00:30	00:00:30	00:00:30
21-01-2019	**49**	**12**	**2**	**24**	**02:47:37**	**00:02:45**	**00:11:43**	**00:00:18**	**00:06:22**	**00:00:08**	**00:00:25**	**00:00:03**	**00:27:12**	**00:00:27**	**00:00:31**	**00:00:00**
barradas.susana	12	1	0	1	00:36:54	00:02:50	00:05:22	00:00:29	00:01:22	00:00:07	00:00:11	00:00:04	00:06:31	00:00:30	00:00:31	00:00:30
jessica.goncalves	9	2	2	5	00:54:04	00:04:55	00:11:43	00:00:42	00:01:06	00:00:07	00:00:10	00:00:03	00:05:31	00:00:30	00:00:31	00:00:30
joana.magalhaes	9	4	0	7	00:34:27	00:02:39	00:07:22	00:00:29	00:01:10	00:00:08	00:00:10	00:00:04	00:06:30	00:00:30	00:00:30	00:00:30
liliana.manalvo	7	4	0	5	00:13:49	00:01:15	00:03:21	00:00:18	00:01:00	00:00:09	00:00:25	00:00:05	00:02:09	00:00:13	00:00:30	00:00:00
susana.oliveira	12	1	0	6	00:28:23	00:02:11	00:05:57	00:00:19	00:01:44	00:00:09	00:00:15	00:00:04	00:06:31	00:00:30	00:00:31	00:00:30
22-01-2019	**58**	**4**	**2**	**40**	**03:37:12**	**00:03:30**	**00:15:26**	**00:00:26**	**00:07:20**	**00:00:08**	**00:00:23**	**00:00:03**	**00:25:25**	**00:00:25**	**00:00:31**	**00:00:00**
barradas.susana	12	2	0	7	00:34:47	00:02:29	00:06:55	00:00:28	00:01:36	00:00:08	00:00:17	00:00:04	00:07:01	00:00:30	00:00:31	00:00:30
jessica.goncalves	14	0	0	8	01:11:49	00:05:08	00:12:32	00:00:27	00:01:48	00:00:08	00:00:11	00:00:03	00:07:01	00:00:30	00:00:31	00:00:30
joana.magalhaes	7	0	0	10	00:33:10	00:04:44	00:15:26	00:00:26	00:01:12	00:00:10	00:00:23	00:00:07	00:03:30	00:00:30	00:00:30	00:00:30
liliana.manalvo	15	1	2	4	00:36:22	00:02:16	00:07:08	00:00:31	00:01:23	00:00:06	00:00:10	00:00:03	00:02:23	00:00:09	00:00:30	00:00:00
susana.oliveira	10	1	0	11	00:41:04	00:03:44	00:10:30	00:00:32	00:01:21	00:00:08	00:00:10	00:00:04	00:05:30	00:00:30	00:00:30	00:00:30
23-01-2019	**54**	**6**	**1**	**28**	**02:48:13**	**00:02:48**	**00:10:48**	**00:00:17**	**00:07:08**	**00:00:08**	**00:00:28**	**00:00:02**	**00:23:23**	**00:00:25**	**00:00:30**	**00:00:01**
barradas.susana	10	1	0	2	00:33:35	00:03:03	00:10:48	00:00:28	00:01:04	00:00:06	00:00:11	00:00:03	00:05:00	00:00:30	00:00:30	00:00:30
jessica.goncalves	14	0	0	3	00:43:01	00:03:04	00:05:34	00:00:56	00:01:58	00:00:08	00:00:13	00:00:03	00:07:00	00:00:30	00:00:30	00:00:30
joana.magalhaes	9	1	0	12	00:33:44	00:03:22	00:08:48	00:00:42	00:01:10	00:00:08	00:00:12	00:00:06	00:04:30	00:00:30	00:00:30	00:00:30
liliana.manalvo	14	4	1	5	00:43:50	00:02:26	00:08:44	00:00:39	00:01:34	00:00:07	00:00:28	00:00:02	00:03:23	00:00:12	00:00:30	00:00:01
susana.oliveira	5	0	0	5	00:05:28	00:01:06	00:02:55	00:00:17	00:01:10	00:00:14	00:00:24	00:00:04	00:02:30	00:00:30	00:00:30	00:00:30
tania.sobral	2	0	0	1	00:08:35	00:04:18	00:06:02	00:02:33	00:00:12	00:00:06	00:00:07	00:00:05	00:01:00	00:00:30	00:00:30	00:00:30
24-01-2019	**47**	**10**	**1**	**28**	**02:37:36**	**00:02:46**	**00:14:02**	**00:00:02**	**00:05:29**	**00:00:07**	**00:00:21**	**00:00:02**	**00:20:00**	**00:00:23**	**00:00:31**	**00:00:00**
barradas.susana	10	3	0	5	00:32:20	00:02:29	00:07:29	00:00:27	00:01:02	00:00:06	00:00:10	00:00:03	00:06:00	00:00:30	00:00:30	00:00:30
joana.magalhaes	8	3	0	14	00:27:50	00:02:32	00:10:33	00:00:29	00:01:17	00:00:10	00:00:21	00:00:03	00:05:02	00:00:30	00:00:31	00:00:30
liliana.manalvo	16	2	0	3	00:59:18	00:03:18	00:14:02	00:00:38	00:01:45	00:00:07	00:00:13	00:00:02	00:01:58	00:00:07	00:00:30	00:00:00
susana.oliveira	13	2	1	6	00:38:08	00:02:33	00:05:44	00:00:02	00:01:25	00:00:07	00:00:08	00:00:03	00:07:00	00:00:30	00:00:30	00:00:30
25-01-2019	**46**	**5**	**1**	**25**	**02:50:11**	**00:03:20**	**00:14:16**	**00:00:20**	**00:04:47**	**00:00:06**	**00:00:10**	**00:00:02**	**00:18:44**	**00:00:22**	**00:00:31**	**00:00:00**
barradas.susana	10	1	0	2	00:28:11	00:02:34	00:05:59	00:00:20	00:01:02	00:00:06	00:00:10	00:00:04	00:05:32	00:00:30	00:00:31	00:00:30
jessica.goncalves	13	1	0	5	00:48:43	00:03:29	00:08:48	00:00:49	00:01:34	00:00:07	00:00:10	00:00:03	00:07:00	00:00:30	00:00:30	00:00:30
joana.magalhaes	7	1	1	11	00:50:34	00:06:19	00:14:16	00:01:56	00:00:56	00:00:08	00:00:10	00:00:05	00:04:00	00:00:30	00:00:30	00:00:30
liliana.manalvo	15	2	0	6	00:40:21	00:02:22	00:08:28	00:00:37	00:01:09	00:00:05	00:00:08	00:00:02	00:01:42	00:00:06	00:00:31	00:00:00
susana.oliveira	0	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	1	0	0	0	00:02:22	00:02:22	00:02:22	00:02:22	00:00:06	00:00:06	00:00:06	00:00:06	00:00:30	00:00:30	00:00:30	00:00:30
26-01-2019	**10**	**1**	**2**	**7**	**00:24:22**	**00:02:13**	**00:04:02**	**00:00:50**	**00:01:12**	**00:00:07**	**00:00:14**	**00:00:03**	**00:05:30**	**00:00:30**	**00:00:30**	**00:00:30**
barradas.susana	10	1	2	7	00:24:22	00:02:13	00:04:02	00:00:50	00:01:12	00:00:07	00:00:14	00:00:03	00:05:30	00:00:30	00:00:30	00:00:30
28-01-2019	**56**	**9**	**0**	**25**	**04:00:21**	**00:03:42**	**00:24:37**	**00:00:16**	**00:07:25**	**00:00:08**	**00:00:15**	**00:00:02**	**00:26:47**	**00:00:25**	**00:00:31**	**00:00:01**
jessica.goncalves	18	1	0	4	01:19:21	00:04:11	00:12:50	00:00:46	00:02:34	00:00:09	00:00:12	00:00:04	00:09:31	00:00:30	00:00:31	00:00:30
joana.magalhaes	2	0	0	2	00:04:32	00:02:16	00:03:27	00:01:05	00:00:13	00:00:06	00:00:07	00:00:06	00:01:00	00:00:30	00:00:30	00:00:30
liliana.manalvo	16	3	0	5	00:37:05	00:01:57	00:06:35	00:00:18	00:01:56	00:00:07	00:00:15	00:00:03	00:03:46	00:00:13	00:00:30	00:00:01

OneContact Reporting

Team Detail Daily Report

ricardo.mendes	8	3	0	8	00:57:59	00:05:16	00:24:37	00:00:16	00:01:14	00:00:09	00:00:13	00:00:06	00:05:30	00:00:30	00:00:30	00:00:30
susana.oliveira	12	2	0	6	01:01:24	00:04:23	00:19:31	00:00:31	00:01:28	00:00:07	00:00:11	00:00:02	00:07:00	00:00:30	00:00:30	00:00:30
29-01-2019	**56**	**10**	**4**	**28**	**04:14:39**	**00:03:52**	**00:17:15**	**00:00:04**	**00:06:58**	**00:00:07**	**00:00:20**	**00:00:02**	**00:25:22**	**00:00:25**	**00:00:31**	**00:00:00**
agente.test	1	0	0	0	00:00:04	00:00:04	00:00:04	00:00:04	00:00:09	00:00:09	00:00:09	00:00:09	00:00:04	00:00:04	00:00:04	00:00:04
barradas.susana	11	3	0	6	00:47:13	00:03:22	00:11:52	00:00:17	00:01:07	00:00:06	00:00:10	00:00:04	00:06:30	00:00:30	00:00:30	00:00:30
jessica.goncalves	13	4	1	6	01:02:39	00:03:41	00:13:12	00:00:13	00:01:53	00:00:09	00:00:20	00:00:02	00:08:00	00:00:30	00:00:30	00:00:30
liliana.manalvo	16	1	0	5	01:03:04	00:03:43	00:10:52	00:00:29	00:01:46	00:00:07	00:00:09	00:00:02	00:02:46	00:00:10	00:00:30	00:00:00
ricardo.mendes	11	2	0	10	00:48:02	00:03:42	00:12:01	00:00:31	00:01:37	00:00:09	00:00:12	00:00:05	00:06:32	00:00:30	00:00:31	00:00:30
susana.oliveira	1	0	0	1	00:12:48	00:12:48	00:12:48	00:12:48	00:00:05	00:00:05	00:00:05	00:00:05	00:00:30	00:00:30	00:00:30	00:00:30
tania.sobral	3	0	3	0	00:20:49	00:06:56	00:17:15	00:01:12	00:00:21	00:00:07	00:00:10	00:00:05	00:01:00	00:00:30	00:00:30	00:00:30
30-01-2019	**59**	**9**	**0**	**25**	**03:50:20**	**00:03:23**	**00:15:29**	**00:00:01**	**00:06:10**	**00:00:06**	**00:00:13**	**00:00:01**	**00:26:33**	**00:00:25**	**00:00:31**	**00:00:01**
barradas.susana	18	2	0	6	00:44:34	00:02:14	00:08:49	00:00:01	00:01:37	00:00:05	00:00:10	00:00:02	00:10:00	00:00:30	00:00:30	00:00:30
francisco.espada	0	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
jessica.goncalves	10	1	0	6	00:54:48	00:04:59	00:15:29	00:00:59	00:01:14	00:00:07	00:00:09	00:00:03	00:05:01	00:00:30	00:00:31	00:00:30
liliana.manalvo	13	6	0	3	00:53:04	00:02:48	00:11:27	00:00:25	00:01:17	00:00:06	00:00:09	00:00:02	00:02:31	00:00:09	00:00:30	00:00:01
ricardo.mendes	12	0	0	9	00:58:58	00:04:55	00:13:02	00:00:53	00:01:23	00:00:07	00:00:13	00:00:01	00:06:00	00:00:30	00:00:30	00:00:30
tania.sobral	6	0	0	0	00:18:56	00:03:09	00:09:45	00:00:25	00:00:39	00:00:06	00:00:13	00:00:04	00:03:01	00:00:30	00:00:31	00:00:30
31-01-2019	**45**	**4**	**1**	**22**	**02:47:04**	**00:03:25**	**00:12:35**	**00:00:21**	**00:04:51**	**00:00:06**	**00:00:12**	**00:00:02**	**00:18:40**	**00:00:23**	**00:00:31**	**00:00:00**
barradas.susana	10	0	1	5	00:37:28	00:03:45	00:06:43	00:01:00	00:00:59	00:00:06	00:00:08	00:00:04	00:05:01	00:00:30	00:00:31	00:00:30
jessica.goncalves	14	3	0	2	01:05:15	00:03:50	00:12:35	00:01:14	00:01:44	00:00:07	00:00:12	00:00:05	00:08:30	00:00:30	00:00:30	00:00:30
liliana.manalvo	15	0	0	1	00:45:49	00:03:03	00:08:16	00:00:21	00:01:28	00:00:06	00:00:08	00:00:03	00:02:09	00:00:09	00:00:30	00:00:00
ricardo.mendes	6	1	0	11	00:18:32	00:02:39	00:04:25	00:00:31	00:00:40	00:00:07	00:00:09	00:00:02	00:03:00	00:00:30	00:00:30	00:00:30
susana.oliveira	0	0	0	3	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
TOTAL	**1254**	**174**	**47**	**625**	**3.03:18:26**	**00:03:10**	**00:33:07**	**00:00:01**	**02:34:41**	**00:00:07**	**00:00:38**	**00:00:00**	**10:04:52**	**00:00:27**	**00:00:35**	**00:00:00**