

OneContact Reporting

Service Performance Report

Service: GrdRealSantaEulalia, RealMarinaHotel/Resi, RealBellavistaHotel

			Total Chamadas Atendidas		Total Chamadas Abandonadas		Total Chamadas Rejeitadas		Total Chamadas Sobrepostas							
Date / Service Name	Start Period	Total Chamadas Recebidas	#	%	#	%	#	%	#	%	Max Answer Delay	Avg Answer Delay	Max Talk Time	Avg Talk Time	Avg Queue Time	Avg Handled Queue Time
01-01-2018		9	3	❌ 33,3%	2	❌ 22,2%	0	✅ 0,0%	4	❌ 44,4%	00:00:14	00:00:09	00:23:33	00:09:58	00:00:07	00:00:10
GrdRealSantaEulalia		1	0	❌ 0,0%	1	❌ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:00:00	00:00:00	00:00:06	00:00:00
	14:00:00	1	0	❌ 0,0%	1	❌ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:00:00	00:00:00	00:00:06	00:00:00
RealBellavistaHotel		2	0	❌ 0,0%	1	❌ 50,0%	0	✅ 0,0%	1	❌ 50,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	16:00:00	2	0	❌ 0,0%	1	❌ 50,0%	0	✅ 0,0%	1	❌ 50,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
RealMarinaHotel/Resi		6	3	⚠️ 50,0%	0	✅ 0,0%	0	✅ 0,0%	3	❌ 50,0%	00:00:14	00:00:10	00:23:33	00:09:58	00:00:08	00:00:10
	15:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:12	00:05:51	00:03:10	00:00:12	00:00:12
	16:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:05	00:00:05	00:23:33	00:23:33	00:00:05	00:00:05
	17:00:00	3	0	❌ 0,0%	0	✅ 0,0%	0	✅ 0,0%	3	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
02-01-2018		35	34	✅ 97,1%	0	✅ 0,0%	0	✅ 0,0%	1	✅ 2,9%	00:00:15	00:00:09	00:12:14	00:03:28	00:00:09	00:00:09
GrdRealSantaEulalia		13	12	✅ 92,3%	0	✅ 0,0%	0	✅ 0,0%	1	✅ 7,7%	00:00:13	00:00:09	00:05:15	00:02:28	00:00:09	00:00:09
	09:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:07	00:01:47	00:01:42	00:00:07	00:00:07
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:11	00:02:14	00:02:14	00:00:11	00:00:11
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:02:19	00:02:19	00:00:08	00:00:08
	13:00:00	1	0	❌ 0,0%	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%	0	✅ 0,0%	00:00:08	00:00:08	00:04:23	00:03:08	00:00:08	00:00:08
	15:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:09	00:05:15	00:02:33	00:00:10	00:00:10
	16:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:03:09	00:03:09	00:00:09	00:00:09
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:01:57	00:01:57	00:00:09	00:00:09
RealBellavistaHotel		8	8	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:08	00:02:46	00:01:17	00:00:09	00:00:09
	09:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:12	00:02:46	00:02:42	00:00:12	00:00:12
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:11	00:01:16	00:01:16	00:00:11	00:00:11
	14:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:07	00:00:57	00:00:53	00:00:07	00:00:07
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:01:09	00:01:09	00:00:06	00:00:06
	16:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:06	00:00:56	00:00:39	00:00:07	00:00:07
RealMarinaHotel/Resi		14	14	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:12:14	00:05:45	00:00:10	00:00:10
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:06:36	00:06:36	00:00:06	00:00:06
	11:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:12:14	00:09:14	00:00:16	00:00:16
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:11	00:03:57	00:03:57	00:00:12	00:00:12
	14:00:00	5	5	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:10	00:09:24	00:06:08	00:00:10	00:00:10
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:06	00:00:06	00:00:46	00:00:46	00:00:06	00:00:06
	16:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:08	00:07:04	00:04:55	00:00:08	00:00:08
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:05:15	00:05:15	00:00:09	00:00:09
03-01-2018		45	45	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:18	00:00:09	00:12:36	00:03:26	00:00:10	00:00:10
GrdRealSantaEulalia		15	15	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:16	00:00:08	00:12:36	00:04:56	00:00:10	00:00:10
	09:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:05	00:00:04	00:12:36	00:10:05	00:00:04	00:00:04
	10:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:04:39	00:02:46	00:00:23	00:00:23
	11:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:06:38	00:06:07	00:00:07	00:00:07
	12:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:03	00:00:03	00:04:49	00:04:49	00:00:04	00:00:04
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:16	00:00:16	00:03:11	00:03:11	00:00:16	00:00:16
	14:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:09	00:06:39	00:03:06	00:00:08	00:00:08
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:11	00:06:41	00:06:41	00:00:11	00:00:11
	16:00:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:07	00:00:07	00:00:59	00:00:59	00:00:00	00:00:00
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:05:03	00:05:03	00:00:08	00:00:08
	18:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:07	00:05:49	00:04:20	00:00:08	00:00:08
02-04-2018 14:02:42																

OneContact Reporting

Service Performance Report

	10:00:00	3	0	0,0%	0	0,0%	0	0,0%	3	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
	11:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:07:36	00:03:34	00:00:26	00:00:26
	12:00:00	2	1	50,0%	1	50,0%	0	0,0%	0	0,0%	00:00:15	00:00:12	00:07:56	00:07:56	00:00:50	00:00:07
	14:00:00	7	0	0,0%	1	14,3%	0	0,0%	6	85,7%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	15:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:01:41	00:01:39	00:00:35	00:00:35
RealBellavistaHotel		5	3	60,0%	0	0,0%	0	0,0%	2	40,0%	00:00:14	00:00:09	00:17:33	00:08:38	00:00:06	00:00:09
	10:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:14	00:00:10	00:17:33	00:09:48	00:00:10	00:00:10
	15:00:00	3	1	33,3%	0	0,0%	0	0,0%	2	66,7%	00:00:07	00:00:07	00:06:18	00:06:18	00:00:04	00:00:07
RealMarinaHotel/Resi		5	2	40,0%	0	0,0%	0	0,0%	3	60,0%	00:00:11	00:00:10	00:07:11	00:05:53	00:00:08	00:00:10
	11:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:07:11	00:07:11	00:00:10	00:00:10
	13:00:00	3	1	33,3%	0	0,0%	0	0,0%	2	66,7%	00:00:11	00:00:11	00:04:35	00:04:35	00:00:08	00:00:11
	14:00:00	1	0	0,0%	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
TOTAL		4088	3615	88,4%	57	1,4%	3	0,1%	413	10,1%	00:01:00	00:00:09	00:40:13	00:03:46	00:00:11	00:00:10