

OneContact Reporting

Service Performance Report

Service: GrdRealVillaltalia, HotelRealPalacio, HotelRealOeiras, HotelRealParque, RealResidencia

			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		6	0	❌ 0,0%	0	✅ 0,0%	0	✅ 0,0%	6	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
GrdRealVillaltalia		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	00:00:04	00:00:00
	09:00:00	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
	12:00:00	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	00:00:06	00:00:00
	16:00:00	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
HotelRealPalacio		2	0	❌ 0,0%	0	✅ 0,0%	0	✅ 0,0%	2	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:18	00:00:00
	16:00:00	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	00:00:22	00:00:00
	18:00:00	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	00:00:15	00:00:00
RealResidencia		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	00:00:08	00:00:00
	15:00:00	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	00:00:08	00:00:00
02-01-2018		37	37	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:08	00:11:41	00:03:07	00:00:12	00:00:12
GrdRealVillaltalia		15	15	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:06	00:11:24	00:03:08	00:00:10	00:00:10
	09:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:06	00:04:40	00:03:20	00:00:06	00:00:06
	10:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:07	00:05:53	00:04:02	00:00:07	00:00:07
	11:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:04:12	00:03:16	00:00:16	00:00:16
	12:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:03	00:00:03	00:00:31	00:00:26	00:00:03	00:00:03
	14:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:04:11	00:02:14	00:00:12	00:00:12
	15:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:11:24	00:06:18	00:00:10	00:00:10
HotelRealOeiras		4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:02:28	00:01:22	00:00:14	00:00:14
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:01:17	00:01:17	00:00:23	00:00:23
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:02:28	00:02:28	00:00:08	00:00:08
	16:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:01:01	00:00:52	00:00:13	00:00:13
HotelRealPalacio		4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:05:02	00:02:52	00:00:28	00:00:28
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:03	00:00:03	00:00:19	00:00:19	00:00:03	00:00:03
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:05:02	00:05:02	00:00:10	00:00:10
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:13	00:04:31	00:04:31	00:01:29	00:01:29
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:01:38	00:01:38	00:00:10	00:00:10
HotelRealParque		11	11	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:06:54	00:02:52	00:00:10	00:00:10
	09:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:05:14	00:05:14	00:00:08	00:00:08
	10:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:07	00:01:28	00:01:04	00:00:07	00:00:07
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:06:54	00:06:54	00:00:08	00:00:08
	12:00:00	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
	14:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:05:33	00:02:52	00:00:16	00:00:16
	16:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:12	00:04:45	00:03:08	00:00:12	00:00:12
RealResidencia		3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:11:41	00:06:39	00:00:09	00:00:09
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:05:13	00:05:13	00:00:08	00:00:08
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:03:03	00:03:03	00:00:10	00:00:10
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:11:41	00:11:41	00:00:09	00:00:09
03-01-2018		53	48	✅ 90,6%	1	✅ 1,9%	0	✅ 0,0%	4	✅ 7,5%	00:00:16	00:00:09	00:19:16	00:03:03	00:00:13	00:00:12
GrdRealVillaltalia		18	16	✅ 88,9%	0	✅ 0,0%	0	✅ 0,0%	2	⚠️ 11,1%	00:00:10	00:00:07	00:19:16	00:04:54	00:00:13	00:00:12
	10:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:04:46	00:04:31	00:00:07	00:00:07
	11:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:05	00:05:03	00:05:01	00:00:06	00:00:06
	12:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:08	00:08:06	00:03:52	00:00:15	00:00:15
	13:00:00	4	2	⚠️ 50,0%	0	✅ 0,0%	0	✅ 0,0%	2	❌ 50,0%	00:00:10	00:00:08	00:19:16	00:11:06	00:00:21	00:00:20

OneContact Reporting

Service Performance Report

	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:10:03	00:05:15	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:35	00:00:35	00:00:17	00:00:17
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:22	00:00:22	00:00:08	00:00:08
HotelRealOeiras		11	11	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:08	00:02:02	00:00:07	00:00:07
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:20	00:02:50	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:58	00:01:58	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:20	00:01:20	00:00:10	00:00:10
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:04:08	00:02:34	00:00:05	00:00:05
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:43	00:01:33	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:01	00:01:01	00:00:11	00:00:11
HotelRealPalacio		11	9	✔	81,8%	0	✔	0,0%	0	✔	0,0%	2	✖	18,2%	00:00:16	00:00:10	00:05:16	00:02:34	00:00:13	00:00:14
	09:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	1	✖	33,3%	00:00:16	00:00:12	00:03:05	00:02:14	00:00:15	00:00:18
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:05:16	00:04:52	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:39	00:02:39	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:41	00:00:41	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:58	00:02:26	00:00:24	00:00:24
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:36	00:00:36	00:00:05	00:00:05
	18:00:00	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	00:00:06	00:00:00
HotelRealParque		11	10	✔	90,9%	1	✔	9,1%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:39	00:01:55	00:00:17	00:00:14
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:42	00:00:42	00:00:09	00:00:09
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:25	00:02:22	00:00:14	00:00:14
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:39	00:02:51	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:00:41	00:00:41	00:00:14	00:00:14
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:45	00:00:45	00:00:09	00:00:09
	16:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:09	00:01:09	00:00:34	00:00:17
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:55	00:00:55	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:33	00:03:33	00:00:32	00:00:32
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:13	00:02:24	00:00:12	00:00:12
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:13	00:02:24	00:00:12	00:00:12
04-01-2018		55	45	✔	81,8%	6	⚠	10,9%	0	✔	0,0%	4	✔	7,3%	00:00:15	00:00:08	00:09:44	00:03:05	00:00:20	00:00:13
GrdRealVillaltalia		27	19	⚠	70,4%	5	✖	18,5%	0	✔	0,0%	3	⚠	11,1%	00:00:10	00:00:08	00:09:28	00:03:03	00:00:30	00:00:16
	09:00:00	7	2	✖	28,6%	2	✖	28,6%	0	✔	0,0%	3	✖	42,9%	00:00:09	00:00:05	00:04:57	00:03:14	00:00:24	00:00:08
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:28	00:03:04	00:00:08	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:28	00:04:12	00:00:23	00:00:23
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:07	00:00:42	00:00:06	00:00:06
	13:00:00	5	3	⚠	60,0%	2	✖	40,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:19	00:04:18	00:01:05	00:00:32
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:22	00:02:34	00:00:26	00:00:26
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:34	00:02:23	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:00	00:02:00	00:00:08	00:00:08
	19:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:02:14	00:00:00
HotelRealOeiras		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:08:53	00:03:43	00:00:09	00:00:09
	09:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:04:46	00:02:37	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:45	00:01:45	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:07:39	00:07:39	00:00:25	00:00:25
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:07:27	00:05:01	00:00:08	00:00:08
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:16	00:01:37	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:39	00:04:39	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:53	00:08:53	00:00:07	00:00:07
HotelRealPalacio		4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:41	00:04:18	00:00:15	00:00:13
	10:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:00	00:00:00	00:00:22	00:00:00
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:34	00:01:34	00:00:08	00:00:08
02-04-2018 17:00:00 02-04-2018 14:03:28		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:38	00:04:38	00:00:22	00:00:22

OneContact Reporting

Service Performance Report

	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:41	00:06:41	00:00:09	00:00:09
HotelRealParque		11	10	✔	90,9%	0	✔	0,0%	0	✔	0,0%	1	✔	9,1%	00:00:15	00:00:09	00:09:44	00:02:06	00:00:11	00:00:11
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:10	00:01:10	00:00:03	00:00:03
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:32	00:01:11	00:00:13	00:00:13
	13:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:09	00:00:08	00:02:13	00:01:32	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:09:44	00:09:44	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:09	00:01:09	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:03	00:01:03	00:00:39	00:00:39
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:01:46	00:01:46	00:00:02	00:00:02
05-01-2018		59	52	✔	88,1%	5	✔	8,5%	0	✔	0,0%	2	✔	3,4%	00:00:16	00:00:09	00:13:32	00:02:10	00:00:13	00:00:12
GrdRealVillaltalia		14	13	✔	92,9%	1	✔	7,1%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:13:32	00:02:37	00:00:14	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:13:32	00:13:32	00:00:19	00:00:19
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:03:51	00:03:42	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:00	00:00:33	00:00:08	00:00:08
	13:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:13	00:01:12	00:00:22	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:29	00:00:29	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:03	00:01:03	00:00:37	00:00:37
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:05:44	00:05:44	00:00:04	00:00:04
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:46	00:01:38	00:00:06	00:00:06
HotelRealOeiras		19	19	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:10	00:07:18	00:02:13	00:00:14	00:00:14
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:29	00:00:29	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:05:21	00:03:04	00:00:06	00:00:06
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:37	00:01:08	00:00:11	00:00:11
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:28	00:00:28	00:00:21	00:00:21
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:12	00:02:23	00:02:23	00:00:36	00:00:36
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:01	00:00:50	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:02:02	00:01:54	00:00:28	00:00:28
	17:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:09	00:07:18	00:03:23	00:00:12	00:00:12
HotelRealPalacio		9	6	⚠	66,7%	1	⚠	11,1%	0	✔	0,0%	2	✖	22,2%	00:00:15	00:00:09	00:03:57	00:02:13	00:00:13	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:52	00:01:52	00:00:03	00:00:03
	12:00:00	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	00:00:11	00:00:11
	15:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:58	00:01:35	00:00:14	00:00:15
	16:00:00	3	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	2	✖	66,7%	00:00:08	00:00:08	00:02:44	00:02:44	00:00:14	00:00:08
HotelRealParque		15	12	✔	80,0%	3	✖	20,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:41	00:01:29	00:00:13	00:00:11
	10:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:34	00:01:10	00:00:16	00:00:14
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:01	00:01:38	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:41	00:02:41	00:00:20	00:00:20
	16:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:02:33	00:01:23	00:00:09	00:00:11
	17:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:45	00:01:24	00:00:14	00:00:07
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:04:22	00:02:39	00:00:05	00:00:05
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:04:22	00:02:39	00:00:05	00:00:05
06-01-2018		18	12	⚠	66,7%	2	⚠	11,1%	0	✔	0,0%	4	✖	22,2%	00:00:15	00:00:06	00:09:35	00:03:20	00:00:17	00:00:05
GrdRealVillaltalia		6	4	⚠	66,7%	1	✖	16,7%	0	✔	0,0%	1	✖	16,7%	00:00:10	00:00:07	00:04:44	00:02:07	00:00:11	00:00:06
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:02:18	00:01:15	00:00:07	00:00:07
	12:00:00	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	00:00:05	00:00:00
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:44	00:04:44	00:00:05	00:00:05
	16:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:37	00:00:00
HotelRealOeiras		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:03	00:06:43	00:04:31	00:00:03	00:00:03
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:03	00:06:43	00:05:35	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:23	00:02:23	00:00:04	00:00:04
HotelRealPalacio		4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:07	00:00:05	00:09:35	00:04:37	00:00:04	00:00:05
02-04-2018 09:00:00	14:03:28	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	00:00:04	00:00:00

OneContact Reporting

Service Performance Report

	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:46	00:02:46	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:09:35	00:05:33	00:00:04	00:00:04
HotelRealParque		4	1	✖	25,0%	1	✖	25,0%	0	✔	0,0%	2	✖	50,0%	00:00:15	00:00:10	00:02:52	00:02:52	00:00:53	00:00:05
	09:00:00	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	00:00:22	00:00:00
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:52	00:02:52	00:00:05	00:00:05
	14:00:00	2	0	✖	0,0%	1	✖	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:32	00:00:00
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:12	00:01:12	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:12	00:01:12	00:00:06	00:00:06
08-01-2018		47	45	✔	95,7%	1	✔	2,1%	0	✔	0,0%	1	✔	2,1%	00:00:15	00:00:09	00:17:53	00:02:58	00:00:17	00:00:15
GrdRealVillaltalia		9	7	⚠	77,8%	1	⚠	11,1%	0	✔	0,0%	1	⚠	11,1%	00:00:10	00:00:08	00:17:53	00:07:03	00:00:26	00:00:13
	09:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:02:12	00:00:00
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:08:03	00:08:03	00:00:25	00:00:25
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:31	00:03:31	00:00:17	00:00:17
	14:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:07	00:00:07	00:04:11	00:04:11	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:54	00:04:54	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:10:10	00:10:10	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:17:53	00:17:53	00:00:11	00:00:11
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:41	00:00:41	00:00:17	00:00:17
HotelRealOeiras		20	20	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:11:44	00:02:34	00:00:15	00:00:15
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:48	00:01:48	00:00:34	00:00:34
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:09:56	00:05:38	00:00:18	00:00:18
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:36	00:01:36	00:00:06	00:00:06
	13:00:00	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
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:01:27	00:00:55	00:00:10	00:00:10
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:09:04	00:03:30	00:00:19	00:00:19
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:12	00:01:20	00:00:15	00:00:15
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:56	00:01:24	00:00:14	00:00:14
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:11:44	00:11:44	00:00:07	00:00:07
HotelRealPalacio		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:12	00:01:36	00:00:18	00:00:18
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:17	00:00:56	00:00:20	00:00:20
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:09	00:01:09	00:00:23	00:00:23
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:12	00:01:32	00:00:14	00:00:14
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:46	00:01:46	00:00:39	00:00:39
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:03:08	00:02:29	00:00:08	00:00:08
HotelRealParque		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:08:19	00:02:18	00:00:14	00:00:14
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:08:19	00:08:19	00:00:11	00:00:11
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:22	00:01:22	00:00:06	00:00:06
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:18	00:01:25	00:00:11	00:00:11
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:02	00:02:06	00:00:23	00:00:23
09-01-2018		47	39	✔	83,0%	6	⚠	12,8%	1	✔	2,1%	1	✔	2,1%	00:00:18	00:00:09	00:18:06	00:02:44	00:00:24	00:00:13
GrdRealVillaltalia		11	9	✔	81,8%	2	✖	18,2%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:09:04	00:02:48	00:00:26	00:00:14
	09:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:02:36	00:00:00
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:57	00:02:57	00:00:05	00:00:05
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:07	00:02:28	00:00:11	00:00:11
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:34	00:01:12	00:00:22	00:00:22
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:04	00:09:04	00:00:13	00:00:13
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:13	00:02:13	00:00:07	00:00:07
	16:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:00	00:00:00	00:00:05	00:00:00
HotelRealOeiras		13	11	✔	84,6%	2	✖	15,4%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:51	00:01:45	00:00:29	00:00:13
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:51	00:02:37	00:00:15	00:00:15
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:57	00:00:57	00:00:11	00:00:11
02-04-2018 13:00:00	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:02:37	00:02:06	00:00:06	00:00:06
02-04-2018 14:03:28	14:03:28																			

OneContact Reporting

Service Performance Report

	16:00:00	3	1	33,3%	2	66,7%	0	0,0%	0	0,0%	00:00:15	00:00:12	00:01:15	00:01:15	00:01:21	00:00:09
	17:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:13	00:00:02	00:00:02	00:00:40	00:00:40
	18:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:06	00:01:46	00:01:08	00:00:07	00:00:07
HotelRealPalacio		10	8	80,0%	1	10,0%	1	10,0%	0	0,0%	00:00:18	00:00:12	00:03:40	00:02:12	00:00:24	00:00:14
	09:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:07	00:00:06	00:02:33	00:01:32	00:00:06	00:00:06
	11:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:15	00:03:40	00:03:40	00:00:16	00:00:16
	12:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:07	00:00:07	00:03:29	00:03:29	00:00:07	00:00:07
	14:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:13	00:01:36	00:01:36	00:00:54	00:00:54
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:04	00:00:04	00:01:10	00:01:10	00:00:04	00:00:04
	16:00:00	3	2	66,7%	1	33,3%	0	0,0%	0	0,0%	00:00:15	00:00:14	00:02:49	00:02:16	00:00:42	00:00:09
	17:00:00	1	0	0,0%	0	0,0%	1	100,0%	0	0,0%	00:00:18	00:00:18	00:00:00	00:00:00	00:00:18	00:00:00
HotelRealParque		8	6	75,0%	1	12,5%	0	0,0%	1	12,5%	00:00:15	00:00:07	00:18:06	00:06:01	00:00:18	00:00:09
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:06	00:00:06	00:02:02	00:02:02	00:00:06	00:00:06
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:08	00:06:46	00:04:40	00:00:08	00:00:08
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:04	00:00:04	00:04:54	00:04:54	00:00:04	00:00:04
	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	00:00:46	00:00:00
	17:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:18:06	00:09:56	00:00:14	00:00:14
RealResidencia		5	5	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:03:28	00:01:41	00:00:15	00:00:15
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:01:32	00:01:32	00:00:10	00:00:10
	10:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:03:28	00:02:14	00:00:20	00:00:20
	11:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:05	00:00:05	00:00:59	00:00:59	00:00:05	00:00:05
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:11	00:01:28	00:01:28	00:00:22	00:00:22
10-01-2018		54	51	94,4%	1	1,9%	0	0,0%	2	3,7%	00:00:15	00:00:08	00:12:53	00:02:53	00:00:12	00:00:12
GrdRealVillaltalia		21	21	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:07	00:12:53	00:03:36	00:00:11	00:00:11
	10:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:05	00:00:04	00:02:47	00:01:58	00:00:04	00:00:04
	11:00:00	8	8	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:12:53	00:03:49	00:00:15	00:00:15
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:07:39	00:05:08	00:00:16	00:00:16
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:06	00:00:06	00:00:37	00:00:37	00:00:06	00:00:06
	15:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:07	00:04:21	00:02:24	00:00:12	00:00:12
	16:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:04	00:00:04	00:07:49	00:07:49	00:00:04	00:00:04
	17:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:04:21	00:04:21	00:00:10	00:00:10
	18:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:07	00:08:04	00:03:42	00:00:09	00:00:09
HotelRealOeiras		8	8	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:05:50	00:02:27	00:00:11	00:00:11
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:02:59	00:02:59	00:00:08	00:00:08
	11:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:07	00:00:07	00:00:44	00:00:44	00:00:07	00:00:07
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:12	00:00:12	00:05:50	00:05:50	00:00:12	00:00:12
	14:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:11	00:00:11	00:05:38	00:05:38	00:00:12	00:00:12
	15:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:11	00:01:48	00:01:10	00:00:20	00:00:20
	16:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:07	00:00:05	00:02:31	00:01:43	00:00:05	00:00:05
HotelRealPalacio		7	7	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:06:01	00:02:57	00:00:20	00:00:20
	12:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:03:17	00:03:17	00:00:19	00:00:19
	15:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:06:01	00:04:39	00:00:21	00:00:21
	16:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:11	00:00:11	00:01:52	00:01:52	00:00:11	00:00:11
	18:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:01:23	00:00:46	00:00:24	00:00:24
HotelRealParque		17	14	82,4%	1	5,9%	0	0,0%	2	11,8%	00:00:15	00:00:08	00:05:15	00:02:11	00:00:10	00:00:08
	09:00:00	5	2	40,0%	1	20,0%	0	0,0%	2	40,0%	00:00:15	00:00:09	00:02:03	00:01:30	00:00:13	00:00:06
	10:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:08	00:03:06	00:01:50	00:00:08	00:00:08
	11:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:05:15	00:02:22	00:00:13	00:00:13
	12:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:06	00:00:06	00:01:39	00:01:39	00:00:06	00:00:06
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:14	00:00:14	00:02:01	00:02:01	00:00:14	00:00:14
	14:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:06	00:00:06	00:02:42	00:02:42	00:00:06	00:00:06
02-04-2018 14:03:28	15:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:08	00:00:06	00:03:50	00:03:46	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:45	00:00:45	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:07	00:02:07	00:00:04	00:00:04
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:35	00:00:35	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:35	00:00:35	00:00:10	00:00:10
11-01-2018		51	38	⚠	74,5%	2	✔	3,9%	0	✔	0,0%	11	✖	21,6%	00:00:15	00:00:08	00:14:51	00:02:52	00:00:15	00:00:12
GrdRealVillaltalia		17	12	⚠	70,6%	1	✔	5,9%	0	✔	0,0%	4	✖	23,5%	00:00:10	00:00:08	00:14:51	00:03:09	00:00:15	00:00:16
	09:00:00	2	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	10:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:10	00:00:07	00:01:26	00:01:26	00:00:44	00:01:18
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:24	00:01:02	00:00:11	00:00:11
	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	00:00:11	00:00:00
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:32	00:04:02	00:00:21	00:00:21
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:40	00:01:43	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:34	00:00:34	00:00:04	00:00:04
	17:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:06	00:02:48	00:00:15	00:00:08
	19:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:14:51	00:14:51	00:00:08	00:00:08
HotelRealOeiras		15	9	⚠	60,0%	1	✔	6,7%	0	✔	0,0%	5	✖	33,3%	00:00:15	00:00:09	00:06:04	00:02:13	00:00:21	00:00:11
	09:00:00	2	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:08	00:06:04	00:03:14	00:00:03	00:00:03
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:35	00:04:35	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:46	00:01:46	00:00:08	00:00:08
	13:00:00	4	0	✖	0,0%	1	✖	25,0%	0	✔	0,0%	3	✖	75,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:50	00:00:00
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:33	00:02:03	00:00:17	00:00:17
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:02:39	00:01:22	00:00:12	00:00:12
HotelRealPalacio		9	7	⚠	77,8%	0	✔	0,0%	0	✔	0,0%	2	✖	22,2%	00:00:15	00:00:09	00:04:42	00:02:54	00:00:15	00:00:14
	09:00:00	2	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:22	00:00:00
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:35	00:03:35	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:15	00:02:26	00:00:24	00:00:24
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:56	00:02:56	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:42	00:04:42	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:08	00:01:08	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:03	00:03:03	00:00:19	00:00:19
HotelRealParque		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:11:21	00:03:12	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:31	00:00:31	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:11:21	00:05:54	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:31	00:02:31	00:00:09	00:00:09
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:03	00:06:42	00:02:31	00:00:04	00:00:04
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:54	00:01:54	00:00:04	00:00:04
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:46	00:02:46	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:46	00:02:46	00:00:10	00:00:10
12-01-2018		74	64	✔	86,5%	2	✔	2,7%	0	✔	0,0%	8	⚠	10,8%	00:00:16	00:00:07	00:16:10	00:03:04	00:00:12	00:00:09
GrdRealVillaltalia		16	11	⚠	68,8%	1	✔	6,3%	0	✔	0,0%	4	✖	25,0%	00:00:10	00:00:06	00:16:10	00:05:44	00:00:13	00:00:07
	09:00:00	5	1	✖	20,0%	0	✔	0,0%	0	✔	0,0%	4	✖	80,0%	00:00:07	00:00:07	00:04:37	00:04:37	00:00:05	00:00:07
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:16:10	00:06:49	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:07:25	00:07:25	00:00:03	00:00:03
	12:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:12	00:03:12	00:00:56	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:50	00:03:50	00:00:14	00:00:14
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:40	00:00:40	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:12:07	00:09:14	00:00:05	00:00:05
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:21	00:04:21	00:00:07	00:00:07
HotelRealOeiras		18	18	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:08:36	00:02:38	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:41	00:02:41	00:00:04	00:00:04
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:27	00:02:27	00:00:05	00:00:05
02-04-2018 14:03:28		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:27	00:02:27	00:00:05	00:00:05

OneContact Reporting

Service Performance Report

	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:01	00:04:01	00:00:19	00:00:19
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:05:05	00:03:17	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:06	00:05:06	00:00:07	00:00:07
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:02:29	00:01:37	00:00:08	00:00:08
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:01:55	00:01:34	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:25	00:01:16	00:00:14	00:00:14
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:08:36	00:05:18	00:00:10	00:00:10
HotelRealPalacio		10	9	✔	90,0%	0	✔	0,0%	0	✔	0,0%	1	⚠	10,0%	00:00:16	00:00:07	00:05:47	00:02:27	00:00:10	00:00:11
	09:00:00	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	00:00:06	00:00:00
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:18	00:04:18	00:00:05	00:00:05
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:10	00:01:35	00:00:22	00:00:22
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:16	00:00:16	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:30	00:01:24	00:00:08	00:00:08
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:08	00:04:53	00:02:40	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:05:47	00:05:47	00:00:04	00:00:04
HotelRealParque		26	24	✔	92,3%	0	✔	0,0%	0	✔	0,0%	2	✔	7,7%	00:00:15	00:00:08	00:08:38	00:02:36	00:00:09	00:00:09
	09:00:00	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	00:00:04	00:00:00
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:08:38	00:05:10	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:03:01	00:02:31	00:00:06	00:00:06
	12:00:00	6	5	✔	83,3%	0	✔	0,0%	0	✔	0,0%	1	✖	16,7%	00:00:15	00:00:09	00:05:58	00:03:09	00:00:16	00:00:15
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:05:11	00:03:00	00:00:12	00:00:12
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:04:23	00:02:20	00:00:05	00:00:05
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:39	00:03:24	00:00:06	00:00:06
	17:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:04:33	00:01:32	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:48	00:01:48	00:00:14	00:00:14
RealResidencia		4	2	⚠	50,0%	1	✖	25,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:12	00:03:17	00:01:56	00:00:50	00:00:10
	09:00:00	3	1	✖	33,3%	1	✖	33,3%	0	✔	0,0%	1	✖	33,3%	00:00:15	00:00:12	00:00:35	00:00:35	00:01:03	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:17	00:03:17	00:00:10	00:00:10
13-01-2018		18	16	✔	88,9%	0	✔	0,0%	0	✔	0,0%	2	⚠	11,1%	00:00:12	00:00:06	00:13:31	00:04:26	00:00:06	00:00:06
GrdRealVillaltalia		11	9	✔	81,8%	0	✔	0,0%	0	✔	0,0%	2	✖	18,2%	00:00:08	00:00:06	00:08:56	00:03:18	00:00:06	00:00:06
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:48	00:01:48	00:00:04	00:00:04
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:56	00:05:29	00:00:07	00:00:07
	13:00:00	5	3	⚠	60,0%	0	✔	0,0%	0	✔	0,0%	2	✖	40,0%	00:00:07	00:00:05	00:02:22	00:01:27	00:00:06	00:00:05
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:48	00:01:48	00:00:03	00:00:03
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:16	00:05:16	00:00:08	00:00:08
HotelRealOeiras		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:13:31	00:09:37	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:05:43	00:05:43	00:00:03	00:00:03
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:13:31	00:13:31	00:00:08	00:00:08
HotelRealPalacio		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:06	00:12:43	00:04:51	00:00:06	00:00:06
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:03:46	00:02:13	00:00:04	00:00:04
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:12:43	00:12:43	00:00:12	00:00:12
HotelRealParque		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:42	00:02:42	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:42	00:02:42	00:00:08	00:00:08
15-01-2018		86	70	✔	81,4%	6	✔	7,0%	0	✔	0,0%	10	⚠	11,6%	00:00:16	00:00:09	00:08:08	00:02:07	00:00:20	00:00:14
GrdRealVillaltalia		23	18	⚠	78,3%	2	✔	8,7%	0	✔	0,0%	3	⚠	13,0%	00:00:10	00:00:08	00:07:00	00:02:31	00:00:25	00:00:16
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:36	00:02:36	00:00:09	00:00:09
	10:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:03:26	00:03:26	00:01:21	00:00:13
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:05	00:01:11	00:00:12	00:00:12
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:07:00	00:03:38	00:00:09	00:00:09
	13:00:00	6	4	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	2	✖	33,3%	00:00:10	00:00:07	00:03:52	00:02:22	00:00:16	00:00:15
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:55	00:01:42	00:00:14	00:00:14
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:48	00:03:48	00:00:26	00:00:26
02-04-2018 14:03:28		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:48	00:03:48	00:00:26	00:00:26

OneContact Reporting

Service Performance Report

	16:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:07	00:02:22	00:01:44	00:00:13	00:00:13
	17:00:00	4	2	⚠ 50,0%	1	✖ 25,0%	0	✔ 0,0%	1	✖ 25,0%	00:00:10	00:00:08	00:04:16	00:03:56	00:00:42	00:00:30
HotelRealOeiras		24	21	✔ 87,5%	3	⚠ 12,5%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:05:21	00:01:40	00:00:26	00:00:18
	09:00:00	4	2	⚠ 50,0%	2	✖ 50,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:08	00:03:02	00:01:54	00:01:15	00:00:50
	10:00:00	3	2	⚠ 66,7%	1	✖ 33,3%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:12	00:02:35	00:02:12	00:00:29	00:00:18
	11:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:01:44	00:01:14	00:00:10	00:00:10
	12:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:12	00:02:30	00:01:52	00:00:20	00:00:20
	13:00:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	14:00:00	4	4	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:03:02	00:01:46	00:00:23	00:00:23
	15:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:01:27	00:01:09	00:00:13	00:00:13
	16:00:00	4	4	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:08	00:01:20	00:00:56	00:00:10	00:00:10
	17:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:01:18	00:01:18	00:00:07	00:00:07
	18:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:05:21	00:05:21	00:00:09	00:00:09
HotelRealPalacio		18	13	⚠ 72,2%	1	✔ 5,6%	0	✔ 0,0%	4	✖ 22,2%	00:00:16	00:00:09	00:08:08	00:01:59	00:00:16	00:00:11
	09:00:00	2	1	⚠ 50,0%	0	✔ 0,0%	0	✔ 0,0%	1	✖ 50,0%	00:00:08	00:00:08	00:02:52	00:02:52	00:00:12	00:00:08
	11:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:03:31	00:02:05	00:00:10	00:00:10
	12:00:00	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	00:00:11	00:00:00
	13:00:00	3	1	✖ 33,3%	1	✖ 33,3%	0	✔ 0,0%	1	✖ 33,3%	00:00:15	00:00:11	00:01:05	00:01:05	00:00:46	00:00:19
	14:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:16	00:00:08	00:08:08	00:03:07	00:00:14	00:00:14
	15:00:00	4	4	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:14	00:00:10	00:02:37	00:01:50	00:00:10	00:00:10
	16:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:06	00:01:01	00:00:31	00:00:08	00:00:08
	17:00:00	2	1	⚠ 50,0%	0	✔ 0,0%	0	✔ 0,0%	1	✖ 50,0%	00:00:07	00:00:07	00:03:17	00:03:17	00:00:07	00:00:08
HotelRealParque		19	16	✔ 84,2%	0	✔ 0,0%	0	✔ 0,0%	3	✖ 15,8%	00:00:15	00:00:09	00:05:06	00:02:28	00:00:10	00:00:11
	09:00:00	6	6	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:04:45	00:02:48	00:00:12	00:00:12
	10:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:12	00:03:39	00:02:18	00:00:12	00:00:12
	11:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:11	00:00:36	00:00:36	00:00:11	00:00:11
	12:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:04:33	00:04:33	00:00:06	00:00:06
	15:00:00	3	1	✖ 33,3%	0	✔ 0,0%	0	✔ 0,0%	2	✖ 66,7%	00:00:07	00:00:07	00:02:29	00:02:29	00:00:05	00:00:08
	16:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:07	00:02:29	00:01:33	00:00:08	00:00:08
	17:00:00	2	1	⚠ 50,0%	0	✔ 0,0%	0	✔ 0,0%	1	✖ 50,0%	00:00:08	00:00:08	00:02:11	00:02:11	00:00:09	00:00:08
	18:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:11	00:05:06	00:02:56	00:00:16	00:00:16
RealResidencia		2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:01:20	00:01:04	00:00:10	00:00:10
	09:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:01:20	00:01:04	00:00:10	00:00:10
16-01-2018		54	53	✔ 98,1%	0	✔ 0,0%	0	✔ 0,0%	1	✔ 1,9%	00:00:15	00:00:08	00:22:05	00:03:15	00:00:12	00:00:12
GrdRealVillaltalia		20	19	✔ 95,0%	0	✔ 0,0%	0	✔ 0,0%	1	✔ 5,0%	00:00:10	00:00:07	00:22:05	00:04:37	00:00:10	00:00:10
	09:00:00	4	3	⚠ 75,0%	0	✔ 0,0%	0	✔ 0,0%	1	✖ 25,0%	00:00:10	00:00:06	00:06:52	00:03:24	00:00:10	00:00:13
	10:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:07	00:06:07	00:04:10	00:00:12	00:00:12
	11:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:05	00:03:16	00:01:59	00:00:05	00:00:05
	13:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:06	00:22:05	00:13:08	00:00:06	00:00:06
	14:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:07	00:03:31	00:03:02	00:00:11	00:00:11
	15:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:01:51	00:01:51	00:00:20	00:00:20
	16:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:07	00:02:43	00:02:41	00:00:12	00:00:12
	17:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:08	00:10:20	00:04:52	00:00:10	00:00:10
HotelRealOeiras		13	13	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:08:23	00:02:05	00:00:13	00:00:13
	10:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:09	00:08:23	00:03:32	00:00:09	00:00:09
	11:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:12	00:03:44	00:02:36	00:00:31	00:00:31
	15:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:00:53	00:00:34	00:00:15	00:00:15
	16:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:12	00:00:08	00:02:51	00:02:03	00:00:08	00:00:08
	17:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:07	00:02:12	00:01:20	00:00:09	00:00:09
HotelRealPalacio		8	8	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:08	00:06:55	00:02:49	00:00:13	00:00:13
	09:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:04:51	00:04:51	00:00:09	00:00:09
02-04-2018 14:03:28	10:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:11	00:01:18	00:01:04	00:00:16	00:00:16

OneContact Reporting

Service Performance Report

	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:55	00:04:30	00:00:22	00:00:22
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:57	00:05:57	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:01:25	00:00:55	00:00:05	00:00:05
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:01:39	00:01:39	00:00:03	00:00:03
HotelRealParque		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:35	00:02:33	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:18	00:04:18	00:00:23	00:00:23
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:26	00:00:26	00:00:13	00:00:13
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:06:35	00:04:12	00:00:12	00:00:12
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:49	00:01:46	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:01:55	00:01:55	00:00:03	00:00:03
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:52	00:01:52	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:26	00:02:26	00:00:09	00:00:09
RealResidencia		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:09	00:02:28	00:00:19	00:00:19
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:09	00:03:12	00:00:31	00:00:31
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:24	00:01:44	00:00:06	00:00:06
17-01-2018		50	48	✔	96,0%	1	✔	2,0%	0	✔	0,0%	1	✔	2,0%	00:00:15	00:00:07	00:12:30	00:03:07	00:00:11	00:00:11
GrdRealVillaltalia		15	14	✔	93,3%	1	✔	6,7%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:12:30	00:03:30	00:00:14	00:00:15
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:01:31	00:01:31	00:00:03	00:00:03
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:58	00:02:30	00:00:12	00:00:12
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:05:33	00:05:33	00:00:27	00:00:27
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:12:30	00:06:44	00:00:04	00:00:04
	14:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:20	00:03:20	00:00:18	00:00:28
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:32	00:02:55	00:00:21	00:00:21
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:55	00:01:48	00:00:19	00:00:19
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:03:29	00:03:29	00:00:13	00:00:13
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:25	00:00:25	00:00:18	00:00:18
HotelRealOeiras		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:12:15	00:04:37	00:00:08	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:05:51	00:05:51	00:00:03	00:00:03
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:12:15	00:08:50	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:29	00:04:29	00:00:20	00:00:20
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:59	00:01:45	00:00:08	00:00:08
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:03:37	00:02:24	00:00:05	00:00:05
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:21	00:01:21	00:00:10	00:00:10
HotelRealPalacio		10	9	✔	90,0%	0	✔	0,0%	0	✔	0,0%	1	⚠	10,0%	00:00:15	00:00:08	00:04:17	00:02:17	00:00:11	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:10	00:04:10	00:00:20	00:00:20
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:17	00:02:30	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:27	00:01:27	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:22	00:03:22	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:13	00:00:13	00:00:06	00:00:06
	14:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:10	00:03:22	00:02:06	00:00:14	00:00:17
HotelRealParque		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:00	00:01:54	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:02:36	00:01:34	00:00:07	00:00:07
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:02:34	00:01:16	00:00:04	00:00:04
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:22	00:03:22	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:48	00:02:00	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:56	00:01:56	00:00:07	00:00:07
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:01:50	00:01:32	00:00:12	00:00:12
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:56	00:01:34	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:00	00:04:00	00:00:47	00:00:47
18-01-2018		52	49	✔	94,2%	0	✔	0,0%	0	✔	0,0%	3	✔	5,8%	00:00:15	00:00:07	00:20:07	00:02:44	00:00:10	00:00:09
GrdRealVillaltalia		11	10	✔	90,9%	0	✔	0,0%	0	✔	0,0%	1	✔	9,1%	00:00:10	00:00:07	00:20:07	00:04:36	00:00:10	00:00:09
02-04-2018 09:00:00 14:03:28		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	00:00:14	00:00:00

OneContact Reporting

Service Performance Report

	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:42	00:04:42	00:00:19	00:00:19
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:20:07	00:10:28	00:00:12	00:00:12
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:02:04	00:01:28	00:00:05	00:00:05
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:05:23	00:03:00	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:18	00:02:20	00:00:11	00:00:11
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:14:12	00:07:12	00:00:04	00:00:04
HotelRealOeiras		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:07:01	00:01:57	00:00:08	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:23	00:01:23	00:00:03	00:00:03
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:01:04	00:01:04	00:00:15	00:00:15
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:04:11	00:01:52	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:24	00:00:24	00:00:04	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:39	00:04:39	00:00:10	00:00:10
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:01	00:04:50	00:00:14	00:00:14
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:03	00:02:39	00:01:51	00:00:04	00:00:04
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:00:20	00:00:16	00:00:10	00:00:10
HotelRealPalacio		8	7	✔	87,5%	0	✔	0,0%	0	✔	0,0%	1	⚠	12,5%	00:00:11	00:00:05	00:06:49	00:02:06	00:00:08	00:00:06
	09:00:00	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	00:00:22	00:00:00
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:02:19	00:01:31	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:06:49	00:06:49	00:00:04	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:02	00:01:29	00:01:06	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:08	00:04:08	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:06	00:01:46	00:00:55	00:00:06	00:00:06
HotelRealParque		15	14	✔	93,3%	0	✔	0,0%	0	✔	0,0%	1	✔	6,7%	00:00:15	00:00:08	00:06:18	00:02:15	00:00:11	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:56	00:02:56	00:00:08	00:00:08
	10:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:09	00:00:07	00:04:34	00:03:34	00:00:09	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:03:23	00:02:02	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:38	00:00:38	00:00:08	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:36	00:01:30	00:00:22	00:00:22
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:43	00:01:33	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:06:18	00:03:36	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:31	00:00:31	00:00:03	00:00:03
RealResidencia		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:43	00:03:08	00:00:17	00:00:17
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:43	00:04:43	00:00:11	00:00:11
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:02:21	00:02:21	00:00:39	00:00:39
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:53	00:02:53	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:36	00:02:36	00:00:07	00:00:07
19-01-2018		41	41	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:12:37	00:03:26	00:00:12	00:00:12
GrdRealVillaltalia		11	11	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:11:45	00:04:54	00:00:13	00:00:13
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:39	00:05:39	00:00:18	00:00:18
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:58	00:04:36	00:00:12	00:00:12
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:11:45	00:05:02	00:00:11	00:00:11
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:36	00:04:36	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:05	00:02:05	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:11:38	00:11:38	00:00:17	00:00:17
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:39	00:00:39	00:00:23	00:00:23
HotelRealOeiras		11	11	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:10:50	00:02:54	00:00:14	00:00:14
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:17	00:00:43	00:00:17	00:00:17
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:21	00:03:21	00:00:03	00:00:03
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:10:50	00:06:18	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:45	00:01:45	00:00:07	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:03	00:05:03	00:00:19	00:00:19
02-04-2018 14:03:28	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:41	00:01:41	00:00:05	00:00:05

OneContact Reporting

Service Performance Report

	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:22	00:02:41	00:00:27	00:00:27
HotelRealPalacio		5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:02:38	00:01:09	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:00:49	00:00:49	00:00:17	00:00:17
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:19	00:00:52	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:38	00:02:38	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:34	00:00:34	00:00:07	00:00:07
HotelRealParque		11	11	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:08:46	00:03:08	00:00:14	00:00:14
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:01:24	00:00:58	00:00:08	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:54	00:04:34	00:00:24	00:00:24
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:07	00:01:14	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:32	00:03:32	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:08:46	00:07:14	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:56	00:01:56	00:00:49	00:00:49
RealResidencia		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:12:37	00:04:50	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:13	00:00:13	00:00:07	00:00:07
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:12:37	00:07:09	00:00:06	00:00:06
20-01-2018		13	8	⚠	61,5%	1	✔	7,7%	0	✔	0,0%	4	✖	30,8%	00:00:15	00:00:09	00:07:08	00:02:50	00:00:19	00:00:24
GrdRealVillaltalia		3	1	✖	33,3%	1	✖	33,3%	0	✔	0,0%	1	✖	33,3%	00:00:07	00:00:07	00:01:40	00:01:40	00:00:13	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:40	00:01:40	00:00:07	00:00:07
	14:00:00	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	00:00:16	00:00:00
HotelRealOeiras		4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:08	00:03:35	00:02:53	00:00:40	00:00:51
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:48	00:02:48	00:00:05	00:00:05
	15:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:10	00:03:35	00:03:35	00:01:12	00:02:17
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:17	00:02:17	00:00:10	00:00:10
HotelRealPalacio		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:07:08	00:05:02	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:55	00:02:55	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:08	00:07:08	00:00:08	00:00:08
HotelRealParque		4	2	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	2	✖	50,0%	00:00:09	00:00:08	00:01:16	00:01:07	00:00:06	00:00:08
	15:00:00	2	0	✖	0,0%	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
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:16	00:01:07	00:00:08	00:00:08
22-01-2018		68	65	✔	95,6%	2	✔	2,9%	0	✔	0,0%	1	✔	1,5%	00:00:15	00:00:07	00:15:54	00:02:55	00:00:09	00:00:09
GrdRealVillaltalia		16	15	✔	93,8%	0	✔	0,0%	0	✔	0,0%	1	✔	6,3%	00:00:10	00:00:07	00:15:54	00:05:04	00:00:08	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:53	00:05:53	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:33	00:00:33	00:00:24	00:00:24
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:15:54	00:05:47	00:00:08	00:00:08
	13:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:09	00:00:06	00:09:20	00:06:39	00:00:05	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:51	00:00:51	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:08:22	00:08:22	00:00:14	00:00:14
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:03	00:07:19	00:05:10	00:00:04	00:00:04
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:13	00:01:13	00:00:08	00:00:08
HotelRealOeiras		18	18	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:19	00:01:59	00:00:09	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:04:43	00:03:19	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:04	00:01:04	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:19	00:03:50	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	00:01:25	00:01:25	00:00:03	00:00:03
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:23	00:01:01	00:00:12	00:00:12
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:02:37	00:02:06	00:00:08	00:00:08
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:01:31	00:01:09	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:51	00:03:51	00:00:23	00:00:23
HotelRealPalacio		13	12	✔	92,3%	1	✔	7,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:24	00:02:55	00:00:12	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:01:13	00:01:13	00:00:13	00:00:13
02-04-2018 14:03:28	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:02	00:01:22	00:00:20	00:00:20

OneContact Reporting

Service Performance Report

	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:03	00:05:55	00:04:42	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:05:22	00:03:10	00:00:06	00:00:06
	13:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:24	00:02:53	00:00:17	00:00:17
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:54	00:01:54	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:11	00:06:11	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:29	00:01:29	00:00:12	00:00:12
HotelRealParque		20	19	✔	95,0%	1	✔	5,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:07:47	00:02:17	00:00:08	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:35	00:04:35	00:00:09	00:00:09
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:02:54	00:01:46	00:00:07	00:00:07
	11:00:00	5	4	✔	80,0%	1	✖	20,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:04:31	00:02:58	00:00:08	00:00:09
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:50	00:01:48	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:07:19	00:04:12	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:07:47	00:03:02	00:00:16	00:00:16
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:06	00:04:11	00:01:19	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:01:25	00:00:51	00:00:07	00:00:07
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:26	00:02:26	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:26	00:02:26	00:00:07	00:00:07
23-01-2018		61	50	✔	82,0%	5	✔	8,2%	0	✔	0,0%	6	✔	9,8%	00:00:20	00:00:08	00:11:55	00:02:22	00:00:15	00:00:13
GrdRealVillaltalia		24	21	✔	87,5%	1	✔	4,2%	0	✔	0,0%	2	✔	8,3%	00:00:10	00:00:08	00:11:55	00:02:58	00:00:22	00:00:17
	09:00:00	9	8	✔	88,9%	0	✔	0,0%	0	✔	0,0%	1	⚠	11,1%	00:00:10	00:00:07	00:07:05	00:02:20	00:00:23	00:00:23
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:20	00:07:01	00:00:08	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:13	00:02:40	00:00:20	00:00:20
	12:00:00	5	3	⚠	60,0%	1	✖	20,0%	0	✔	0,0%	1	✖	20,0%	00:00:10	00:00:08	00:03:53	00:02:44	00:00:37	00:00:11
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:11:55	00:04:26	00:00:11	00:00:11
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:26	00:01:04	00:00:17	00:00:17
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:22	00:01:22	00:00:06	00:00:06
HotelRealOeiras		14	8	⚠	57,1%	2	⚠	14,3%	0	✔	0,0%	4	✖	28,6%	00:00:15	00:00:08	00:05:08	00:01:50	00:00:11	00:00:08
	09:00:00	3	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	2	✖	66,7%	00:00:08	00:00:08	00:01:00	00:01:00	00:00:05	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:05	00:01:05	00:00:06	00:00:06
	12:00:00	5	1	✖	20,0%	2	✖	40,0%	0	✔	0,0%	2	✖	40,0%	00:00:15	00:00:09	00:01:14	00:01:08	00:00:19	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:05:08	00:05:08	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:01:40	00:01:30	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:50	00:00:50	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:07	00:03:07	00:00:07	00:00:07
HotelRealPalacio		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:20	00:00:08	00:04:46	00:01:35	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:07	00:01:13	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:04:46	00:02:23	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:20	00:00:10	00:00:30	00:00:20	00:00:08	00:00:08
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:45	00:02:24	00:00:14	00:00:14
HotelRealParque		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:19	00:02:34	00:00:12	00:00:12
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:24	00:01:24	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:02:58	00:01:26	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:40	00:03:40	00:00:08	00:00:08
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:24	00:02:55	00:00:20	00:00:20
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:34	00:01:34	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:06:19	00:04:16	00:00:10	00:00:10
RealResidencia		3	1	✖	33,3%	2	✖	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:45	00:01:45	00:00:11	00:00:26
	12:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:45	00:01:45	00:00:16	00:00:26
	16:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:00:00	00:00:00	00:00:02	00:00:00
24-01-2018		48	45	✔	93,8%	2	✔	4,2%	0	✔	0,0%	1	✔	2,1%	00:00:15	00:00:09	00:11:35	00:02:49	00:00:14	00:00:13
GrdRealVillaltalia		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:11:35	00:04:18	00:00:15	00:00:15
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:41	00:03:41	00:00:06	00:00:06
02-04-2018 14:03:28		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:41	00:03:41	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:00:57	00:00:57	00:00:26	00:00:26
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:07:36	00:03:28	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:08:17	00:04:26	00:00:09	00:00:09
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:11:35	00:06:56	00:00:18	00:00:18
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:06:33	00:05:11	00:00:36	00:00:36
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:25	00:04:17	00:00:12	00:00:12
HotelRealOeiras		13	10	⚠	76,9%	2	✖	15,4%	0	✔	0,0%	1	✔	7,7%	00:00:15	00:00:10	00:04:55	00:01:32	00:00:17	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:55	00:02:34	00:00:16	00:00:16
	10:00:00	6	3	⚠	50,0%	2	✖	33,3%	0	✔	0,0%	1	✖	16,7%	00:00:15	00:00:11	00:01:44	00:01:04	00:00:25	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:02	00:01:02	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:06	00:01:06	00:00:07	00:00:07
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:02:35	00:01:38	00:00:09	00:00:09
HotelRealPalacio		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:34	00:03:16	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:05:14	00:05:14	00:00:14	00:00:14
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:53	00:04:20	00:00:16	00:00:16
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:25	00:01:25	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:17	00:02:17	00:00:23	00:00:23
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:06:34	00:04:04	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:53	00:00:53	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:47	00:02:47	00:00:04	00:00:04
HotelRealParque		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:23	00:01:48	00:00:13	00:00:13
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:12	00:01:12	00:01:08	00:01:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:00	00:03:00	00:00:04	00:00:04
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:07	00:01:07	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:35	00:02:35	00:00:11	00:00:11
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:03:23	00:01:51	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:41	00:00:41	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:43	00:01:43	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:13	00:02:13	00:00:08	00:00:08
25-01-2018		54	52	✔	96,3%	0	✔	0,0%	0	✔	0,0%	2	✔	3,7%	00:00:15	00:00:08	00:08:12	00:02:24	00:00:10	00:00:10
GrdRealVillaltalia		11	10	✔	90,9%	0	✔	0,0%	0	✔	0,0%	1	✔	9,1%	00:00:10	00:00:08	00:08:12	00:03:14	00:00:12	00:00:10
	09:00:00	6	5	✔	83,3%	0	✔	0,0%	0	✔	0,0%	1	✖	16,7%	00:00:10	00:00:08	00:08:12	00:03:03	00:00:12	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:04	00:02:59	00:02:56	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:35	00:04:35	00:00:14	00:00:14
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:44	00:01:44	00:00:18	00:00:18
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:17	00:04:17	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:48	00:03:48	00:00:08	00:00:08
HotelRealOeiras		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:08	00:04:21	00:01:59	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:51	00:02:51	00:00:04	00:00:04
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:08	00:00:08	00:00:09	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:08	00:04:21	00:02:50	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:45	00:01:45	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:03	00:01:03	00:00:09	00:00:09
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:21	00:00:56	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:02:57	00:02:57	00:00:15	00:00:15
HotelRealPalacio		11	10	✔	90,9%	0	✔	0,0%	0	✔	0,0%	1	✔	9,1%	00:00:15	00:00:07	00:05:10	00:02:32	00:00:08	00:00:08
	09:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	1	✖	33,3%	00:00:05	00:00:04	00:03:43	00:02:30	00:00:04	00:00:04
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:02:11	00:01:45	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:02:30	00:01:54	00:00:09	00:00:09
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:16	00:03:04	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:10	00:03:24	00:00:12	00:00:12
HotelRealParque		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:13	00:02:09	00:00:11	00:00:11

OneContact Reporting

Service Performance Report

	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:47	00:02:54	00:00:09	00:00:09
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:38	00:01:04	00:00:18	00:00:18
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:04:05	00:01:18	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:47	00:01:47	00:00:14	00:00:14
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:05	00:02:05	00:00:11	00:00:11
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:34	00:02:15	00:00:15	00:00:15
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:06:13	00:03:46	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:12	00:03:12	00:00:08	00:00:08
RealResidencia		5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:04:01	00:02:12	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:03:19	00:02:05	00:00:05	00:00:05
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:01	00:02:28	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:23	00:01:23	00:00:06	00:00:06
26-01-2018		60	55	✔	91,7%	0	✔	0,0%	0	✔	0,0%	5	✔	8,3%	00:00:16	00:00:08	00:14:53	00:03:22	00:00:15	00:00:16
GrdRealVillaltalia		21	21	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:13:25	00:03:48	00:00:21	00:00:21
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:28	00:02:28	00:00:04	00:00:04
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:43	00:01:50	00:00:15	00:00:15
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:02:17	00:01:31	00:00:12	00:00:12
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:04:48	00:03:42	00:00:55	00:00:55
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:56	00:03:56	00:00:07	00:00:07
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:31	00:01:48	00:00:13	00:00:13
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:12:24	00:06:22	00:00:28	00:00:28
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:24	00:02:17	00:00:15	00:00:15
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:18	00:08:47	00:00:21	00:00:21
	19:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:13:25	00:13:25	00:00:16	00:00:16
HotelRealOeiras		14	12	✔	85,7%	0	✔	0,0%	0	✔	0,0%	2	⚠	14,3%	00:00:15	00:00:09	00:14:53	00:03:37	00:00:12	00:00:14
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:00:40	00:00:26	00:00:14	00:00:14
	12:00:00	3	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	2	✖	66,7%	00:00:05	00:00:05	00:01:15	00:01:15	00:00:04	00:00:05
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:04:31	00:04:31	00:00:41	00:00:41
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:10:03	00:05:52	00:00:16	00:00:16
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:14:53	00:07:44	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:19	00:02:10	00:00:06	00:00:06
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:16	00:02:55	00:00:11	00:00:11
HotelRealPalacio		16	13	✔	81,3%	0	✔	0,0%	0	✔	0,0%	3	✖	18,8%	00:00:16	00:00:09	00:06:19	00:03:08	00:00:12	00:00:12
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:10	00:02:52	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:45	00:03:45	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:16	00:00:58	00:00:04	00:00:04
	12:00:00	5	2	✖	40,0%	0	✔	0,0%	0	✔	0,0%	3	✖	60,0%	00:00:15	00:00:09	00:05:21	00:03:30	00:00:11	00:00:14
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:06:06	00:06:06	00:00:05	00:00:05
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:52	00:02:52	00:00:24	00:00:24
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:12	00:06:19	00:06:19	00:00:37	00:00:37
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:01:50	00:01:50	00:00:13	00:00:13
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:16	00:02:16	00:00:10	00:00:10
HotelRealParque		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:55	00:02:23	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	00:01:42	00:01:42	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	00:00:08	00:06:55	00:02:48	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:35	00:02:35	00:00:25	00:00:25
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:32	00:04:32	00:00:09	00:00:09
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:56	00:01:32	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:34	00:01:34	00:00:19	00:00:19
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:58	00:01:58	00:00:08	00:00:08
27-01-2018		28	14	⚠	50,0%	8	✖	28,6%	0	✔	0,0%	6	✖	21,4%	00:00:15	00:00:07	00:08:29	00:02:25	00:00:21	00:00:18
GrdRealVillaltalia		17	7	✖	41,2%	7	✖	41,2%	0	✔	0,0%	3	✖	17,6%	00:00:10	00:00:07	00:02:53	00:01:54	00:00:19	00:00:30

OneContact Reporting

Service Performance Report

	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:05	00:01:47	00:01:47	00:00:15	00:00:15
	10:00:00	6	3	⚠	50,0%	2	✖	33,3%	0	✔	0,0%	1	✖	16,7%	00:00:10	00:00:06	00:01:37	00:01:06	00:00:09	00:00:09
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:33	00:02:33	00:02:26	00:02:26
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:53	00:02:53	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:49	00:02:49	00:00:09	00:00:09
	16:00:00	7	0	✖	0,0%	5	✖	71,4%	0	✔	0,0%	2	✖	28,6%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:12	00:00:00
HotelRealOeiras		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:21	00:02:09	00:00:06	00:00:06
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:11	00:01:11	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:54	00:01:54	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:21	00:03:21	00:00:07	00:00:07
HotelRealPalacio		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:30	00:02:02	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:33	00:00:33	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:30	00:03:30	00:00:07	00:00:07
HotelRealParque		4	1	✖	25,0%	1	✖	25,0%	0	✔	0,0%	2	✖	50,0%	00:00:15	00:00:10	00:08:29	00:08:29	00:00:52	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:08:29	00:08:29	00:00:06	00:00:06
	12:00:00	3	0	✖	0,0%	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:07	00:00:00
RealResidencia		2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:10	00:00:10	00:01:28	00:01:28	00:00:14	00:00:10
	11:00:00	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	00:00:17	00:00:00
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:28	00:01:28	00:00:10	00:00:10
29-01-2018		72	67	✔	93,1%	1	✔	1,4%	0	✔	0,0%	4	✔	5,6%	00:00:15	00:00:07	00:14:58	00:02:57	00:00:09	00:00:09
GrdRealVillaltalia		31	30	✔	96,8%	0	✔	0,0%	0	✔	0,0%	1	✔	3,2%	00:00:12	00:00:06	00:14:58	00:03:58	00:00:07	00:00:07
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:17	00:00:50	00:00:10	00:00:10
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:06	00:13:21	00:05:26	00:00:05	00:00:05
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:14:58	00:07:58	00:00:04	00:00:04
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:10:26	00:04:38	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:03	00:01:03	00:00:09	00:00:09
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:08:52	00:06:50	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:55	00:04:27	00:00:08	00:00:08
	16:00:00	8	7	✔	87,5%	0	✔	0,0%	0	✔	0,0%	1	⚠	12,5%	00:00:10	00:00:07	00:06:21	00:03:04	00:00:07	00:00:08
	17:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:03:36	00:01:55	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:37	00:06:37	00:00:10	00:00:10
HotelRealOeiras		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:18	00:02:09	00:00:08	00:00:08
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:27	00:01:21	00:00:06	00:00:06
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:03:56	00:02:31	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:00:43	00:00:43	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:59	00:01:59	00:00:11	00:00:11
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:18	00:03:29	00:00:09	00:00:09
HotelRealPalacio		13	11	✔	84,6%	0	✔	0,0%	0	✔	0,0%	2	✖	15,4%	00:00:15	00:00:08	00:03:41	00:02:07	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:56	00:00:56	00:00:03	00:00:03
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:02	00:03:02	00:00:04	00:00:04
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:41	00:02:52	00:00:20	00:00:20
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:32	00:02:32	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:02:32	00:02:32	00:00:29	00:00:29
	16:00:00	5	3	⚠	60,0%	0	✔	0,0%	0	✔	0,0%	2	✖	40,0%	00:00:09	00:00:08	00:03:21	00:02:07	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:18	00:01:05	00:00:06	00:00:06
HotelRealParque		11	10	✔	90,9%	1	✔	9,1%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:03:49	00:01:54	00:00:14	00:00:15
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:00:56	00:00:56	00:00:22	00:00:22
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:01:52	00:01:31	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:04	00:01:04	00:00:05	00:00:05
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:49	00:03:20	00:00:14	00:00:14
	14:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:00	00:00:00	00:00:05	00:00:00
02-04-2018 15:00:00	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:58	00:01:22	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:14	00:03:14	00:00:05	00:00:05
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:53	00:01:39	00:00:38	00:00:38
RealResidencia		4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:08	00:04:15	00:02:04	00:00:10	00:00:11
	10:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	1	✖	33,3%	00:00:15	00:00:09	00:04:15	00:02:22	00:00:11	00:00:14
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:28	00:01:28	00:00:06	00:00:06
30-01-2018		58	51	✔	87,9%	4	✔	6,9%	0	✔	0,0%	3	✔	5,2%	00:00:15	00:00:08	00:05:44	00:02:10	00:00:18	00:00:10
GrdRealVillaltalia		11	10	✔	90,9%	0	✔	0,0%	0	✔	0,0%	1	✔	9,1%	00:00:10	00:00:06	00:02:35	00:01:25	00:00:09	00:00:09
	10:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:03	00:00:03	00:01:03	00:01:03	00:00:06	00:00:03
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:02:33	00:01:43	00:00:08	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:02:35	00:01:56	00:00:05	00:00:05
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:27	00:00:27	00:00:07	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:28	00:01:28	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:09	00:01:09	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:59	00:00:56	00:00:36	00:00:36
HotelRealOeiras		19	15	⚠	78,9%	3	✖	15,8%	0	✔	0,0%	1	✔	5,3%	00:00:15	00:00:09	00:05:41	00:02:39	00:00:30	00:00:08
	09:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:08	00:03:44	00:02:24	00:00:17	00:00:11
	10:00:00	2	0	✖	0,0%	2	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:03:04	00:00:00
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:40	00:00:40	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:25	00:01:54	00:00:06	00:00:06
	13:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:22	00:03:03	00:00:16	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:05:00	00:02:52	00:00:05	00:00:05
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:04:05	00:02:52	00:00:08	00:00:08
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:41	00:03:30	00:00:07	00:00:07
HotelRealPalacio		11	9	✔	81,8%	1	✔	9,1%	0	✔	0,0%	1	✔	9,1%	00:00:15	00:00:08	00:04:33	00:02:25	00:00:15	00:00:08
	09:00:00	3	1	✖	33,3%	1	✖	33,3%	0	✔	0,0%	1	✖	33,3%	00:00:15	00:00:13	00:00:53	00:00:53	00:00:34	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:29	00:01:29	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:04:33	00:04:33	00:00:03	00:00:03
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:30	00:03:30	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:11	00:04:11	00:00:04	00:00:04
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:21	00:02:21	00:00:05	00:00:05
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:51	00:01:58	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:53	00:00:53	00:00:09	00:00:09
HotelRealParque		16	16	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:05:44	00:02:08	00:00:14	00:00:14
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:02:29	00:02:23	00:00:34	00:00:34
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:27	00:01:27	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:04:54	00:02:42	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:21	00:01:38	00:00:14	00:00:14
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:04	00:05:11	00:02:09	00:00:07	00:00:07
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:06	00:02:52	00:01:34	00:00:07	00:00:07
	17:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:44	00:02:20	00:00:16	00:00:16
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:42	00:01:42	00:00:04	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:42	00:01:42	00:00:04	00:00:04
31-01-2018		73	62	✔	84,9%	5	✔	6,8%	0	✔	0,0%	6	✔	8,2%	00:00:15	00:00:08	00:16:12	00:02:41	00:00:15	00:00:12
GrdRealVillaltalia		25	20	✔	80,0%	2	✔	8,0%	0	✔	0,0%	3	⚠	12,0%	00:00:10	00:00:07	00:16:12	00:04:29	00:00:13	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:46	00:00:46	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:18	00:02:15	00:00:06	00:00:06
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:07	00:03:47	00:00:12	00:00:12
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:13:13	00:06:44	00:00:16	00:00:16
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:04	00:16:12	00:08:18	00:00:08	00:00:08
	15:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:10	00:00:06	00:09:26	00:07:47	00:00:09	00:00:11
	16:00:00	7	6	✔	85,7%	1	⚠	14,3%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:32	00:02:54	00:00:09	00:00:10
02-04-2018	17:00:00	3	0	✖	0,0%	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:36	00:00:00

OneContact Reporting

Service Performance Report

	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:27	00:03:26	00:00:15	00:00:15
HotelRealOeiras		14	13	✔	92,9%	1	✔	7,1%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:08:42	00:01:59	00:00:12	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:42	00:00:42	00:00:06	00:00:06
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:25	00:01:59	00:00:07	00:00:07
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:08:42	00:03:31	00:00:16	00:00:16
	15:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:04:44	00:01:42	00:00:16	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:12	00:01:12	00:00:22	00:00:22
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:30	00:01:13	00:00:09	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:07	00:02:07	00:00:12	00:00:12
HotelRealPalacio		10	8	✔	80,0%	0	✔	0,0%	0	✔	0,0%	2	✖	20,0%	00:00:15	00:00:10	00:04:59	00:01:40	00:00:17	00:00:18
	09:00:00	4	2	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	2	✖	50,0%	00:00:12	00:00:10	00:04:59	00:03:08	00:00:10	00:00:10
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:31	00:00:59	00:00:20	00:00:20
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:09	00:03:09	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:24	00:01:24	00:00:40	00:00:40
HotelRealParque		24	21	✔	87,5%	2	✔	8,3%	0	✔	0,0%	1	✔	4,2%	00:00:15	00:00:09	00:05:30	00:01:52	00:00:19	00:00:11
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:02:30	00:01:04	00:00:05	00:00:05
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:02:18	00:01:39	00:00:08	00:00:08
	14:00:00	6	4	⚠	66,7%	1	✖	16,7%	0	✔	0,0%	1	✖	16,7%	00:00:15	00:00:12	00:05:30	00:02:36	00:00:46	00:00:19
	15:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:53	00:01:58	00:00:15	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:05	00:02:44	00:00:08	00:00:08
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:26	00:01:48	00:00:14	00:00:14
01-02-2018		49	42	✔	85,7%	1	✔	2,0%	0	✔	0,0%	6	⚠	12,2%	00:00:15	00:00:09	00:11:45	00:02:26	00:00:12	00:00:11
GrdRealVillaltalia		13	12	✔	92,3%	0	✔	0,0%	0	✔	0,0%	1	✔	7,7%	00:00:10	00:00:07	00:10:12	00:03:47	00:00:07	00:00:08
	09:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:09	00:00:05	00:03:03	00:02:17	00:00:04	00:00:05
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:03:59	00:02:51	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:08:30	00:08:30	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:07:49	00:04:07	00:00:12	00:00:12
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:23	00:00:23	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:10:12	00:06:24	00:00:09	00:00:09
HotelRealOeiras		13	11	✔	84,6%	0	✔	0,0%	0	✔	0,0%	2	✖	15,4%	00:00:15	00:00:08	00:04:25	00:02:01	00:00:13	00:00:12
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:05	00:00:05	00:01:10	00:01:10	00:00:16	00:00:05
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:37	00:00:37	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:37	00:02:37	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:07	00:02:16	00:00:14	00:00:14
	13:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:07	00:00:07	00:02:37	00:02:37	00:00:08	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:48	00:01:48	00:00:34	00:00:34
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:25	00:02:18	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:00:45	00:00:45	00:00:18	00:00:18
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:12	00:03:12	00:00:06	00:00:06
HotelRealPalacio		5	3	⚠	60,0%	1	✖	20,0%	0	✔	0,0%	1	✖	20,0%	00:00:15	00:00:10	00:01:15	00:00:54	00:00:16	00:00:08
	09:00:00	3	1	✖	33,3%	1	✖	33,3%	0	✔	0,0%	1	✖	33,3%	00:00:15	00:00:10	00:01:15	00:01:15	00:00:21	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:38	00:00:38	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:49	00:00:49	00:00:07	00:00:07
HotelRealParque		17	15	✔	88,2%	0	✔	0,0%	0	✔	0,0%	2	⚠	11,8%	00:00:15	00:00:10	00:11:45	00:02:00	00:00:13	00:00:14
	09:00:00	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	00:00:08	00:00:00
	10:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:11	00:01:39	00:00:41	00:00:15	00:00:19
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:48	00:00:32	00:00:16	00:00:16
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:38	00:00:38	00:00:11	00:00:11
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:03	00:01:40	00:00:22	00:00:22
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:02:05	00:01:30	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:06	00:01:59	00:00:04	00:00:04
02-04-2018 14:03:28	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:11:45	00:07:42	00:00:13	00:00:13

OneContact Reporting

Service Performance Report

RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:29	00:02:29	00:00:11	00:00:11
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:29	00:02:29	00:00:11	00:00:11
02-02-2018		65	55	✔	84,6%	3	✔	4,6%	0	✔	0,0%	7	⚠	10,8%	00:00:15	00:00:08	00:10:34	00:02:12	00:00:13	00:00:13
GrdRealVillaltalia		21	18	✔	85,7%	0	✔	0,0%	0	✔	0,0%	3	⚠	14,3%	00:00:10	00:00:07	00:10:34	00:02:33	00:00:11	00:00:12
	10:00:00	2	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:55	00:01:54	00:00:10	00:00:10
	12:00:00	5	4	✔	80,0%	0	✔	0,0%	0	✔	0,0%	1	✖	20,0%	00:00:10	00:00:06	00:10:34	00:03:04	00:00:08	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:28	00:06:28	00:00:10	00:00:10
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:59	00:02:02	00:00:16	00:00:16
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:13	00:00:58	00:00:18	00:00:18
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:19	00:03:04	00:00:15	00:00:15
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:03	00:02:03	00:00:05	00:00:05
HotelRealOeiras		14	13	✔	92,9%	0	✔	0,0%	0	✔	0,0%	1	✔	7,1%	00:00:15	00:00:09	00:05:19	00:01:46	00:00:18	00:00:20
	10:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	1	✖	33,3%	00:00:07	00:00:06	00:03:02	00:02:24	00:00:05	00:00:06
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:20	00:01:17	00:00:17	00:00:17
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:19	00:04:08	00:00:52	00:00:52
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:55	00:00:55	00:00:19	00:00:19
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:14	00:00:52	00:00:16	00:00:16
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:02:11	00:01:20	00:00:09	00:00:09
HotelRealPalacio		8	5	⚠	62,5%	1	⚠	12,5%	0	✔	0,0%	2	✖	25,0%	00:00:15	00:00:11	00:06:19	00:03:54	00:00:24	00:00:12
	10:00:00	2	0	✖	0,0%	1	✖	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:04	00:00:00
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:02:24	00:02:17	00:00:09	00:00:09
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:05:17	00:04:18	00:00:10	00:00:10
	14:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:11	00:06:19	00:06:19	00:00:16	00:00:23
HotelRealParque		21	18	✔	85,7%	2	✔	9,5%	0	✔	0,0%	1	✔	4,8%	00:00:15	00:00:07	00:06:08	00:01:39	00:00:08	00:00:08
	09:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:04	00:01:20	00:00:56	00:00:05	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:36	00:01:36	00:00:06	00:00:06
	12:00:00	6	5	✔	83,3%	0	✔	0,0%	0	✔	0,0%	1	✖	16,7%	00:00:15	00:00:08	00:06:08	00:02:33	00:00:09	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:02	00:02:02	00:00:09	00:00:09
	14:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:00	00:00:00	00:00:08	00:00:00
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:01:25	00:01:10	00:00:05	00:00:05
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:39	00:01:24	00:00:11	00:00:11
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:24	00:01:24	00:00:08	00:00:08
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:01:25	00:01:08	00:00:08	00:00:08
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:01:19	00:01:19	00:00:14	00:00:14
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:01:19	00:01:19	00:00:14	00:00:14
03-02-2018		14	12	✔	85,7%	2	⚠	14,3%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:13:51	00:04:36	00:00:21	00:00:13
GrdRealVillaltalia		11	9	✔	81,8%	2	✖	18,2%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:13:51	00:04:29	00:00:25	00:00:14
	10:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:04	00:01:55	00:01:55	00:00:07	00:00:13
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:13:51	00:10:16	00:00:16	00:00:16
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:09	00:01:09	00:00:38	00:00:38
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:00:16	00:00:16	00:00:17	00:00:17
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:11:05	00:05:52	00:00:07	00:00:07
	16:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:02	00:02:22	00:00:54	00:00:08
HotelRealPalacio		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:11	00:01:55	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:11	00:03:11	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:39	00:00:39	00:00:07	00:00:07
HotelRealParque		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:10:57	00:10:57	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:10:57	00:10:57	00:00:10	00:00:10
05-02-2018		98	77	⚠	78,6%	1	✔	1,0%	0	✔	0,0%	20	✖	20,4%	00:00:15	00:00:07	00:12:21	00:03:04	00:00:13	00:00:14
GrdRealVillaltalia		25	20	✔	80,0%	0	✔	0,0%	0	✔	0,0%	5	✖	20,0%	00:00:10	00:00:07	00:12:21	00:04:12	00:00:10	00:00:11
	09:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:00	00:01:58	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:12:21	00:07:19	00:00:06	00:00:06
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:20	00:01:43	00:00:11	00:00:11
	12:00:00	6	2	✖	33,3%	0	✔	0,0%	0	✔	0,0%	4	✖	66,7%	00:00:05	00:00:04	00:11:10	00:06:22	00:00:06	00:00:04
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:08:23	00:06:02	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:10:44	00:10:44	00:00:07	00:00:07
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:20	00:03:23	00:00:29	00:00:29
	17:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:04	00:00:04	00:01:37	00:01:37	00:00:04	00:00:04
HotelRealOeiras		24	17	⚠	70,8%	1	✔	4,2%	0	✔	0,0%	6	✖	25,0%	00:00:15	00:00:07	00:09:12	00:02:50	00:00:14	00:00:14
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:06:14	00:03:03	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:35	00:02:40	00:00:06	00:00:06
	12:00:00	6	3	⚠	50,0%	1	✖	16,7%	0	✔	0,0%	2	✖	33,3%	00:00:11	00:00:08	00:03:36	00:01:52	00:00:09	00:00:08
	13:00:00	1	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:04	00:00:00
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:09:12	00:03:42	00:00:35	00:00:35
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:22	00:01:22	00:00:06	00:00:06
	16:00:00	6	3	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	3	✖	50,0%	00:00:15	00:00:07	00:04:25	00:02:51	00:00:14	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:15	00:03:15	00:00:05	00:00:05
HotelRealPalacio		20	13	⚠	65,0%	0	✔	0,0%	0	✔	0,0%	7	✖	35,0%	00:00:15	00:00:08	00:12:07	00:03:59	00:00:22	00:00:29
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:24	00:02:28	00:00:12	00:00:12
	10:00:00	5	2	✖	40,0%	0	✔	0,0%	0	✔	0,0%	3	✖	60,0%	00:00:07	00:00:07	00:03:31	00:03:06	00:00:08	00:00:07
	12:00:00	6	4	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	2	✖	33,3%	00:00:15	00:00:09	00:12:07	00:06:10	00:00:29	00:00:41
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:08:16	00:08:16	00:02:24	00:02:24
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:31	00:01:26	00:00:08	00:00:08
	16:00:00	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	00:00:05	00:00:00
	17:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:06	00:00:06	00:02:25	00:02:25	00:00:16	00:00:06
HotelRealParque		27	25	✔	92,6%	0	✔	0,0%	0	✔	0,0%	2	✔	7,4%	00:00:15	00:00:08	00:04:09	00:01:57	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:58	00:01:22	00:00:06	00:00:06
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:03:36	00:02:40	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:16	00:01:20	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:38	00:03:31	00:00:06	00:00:06
	13:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:09	00:04:09	00:01:43	00:00:12	00:00:13
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:29	00:01:19	00:00:06	00:00:06
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:57	00:02:10	00:00:16	00:00:16
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:18	00:03:15	00:00:08	00:00:08
	17:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:08	00:01:42	00:01:22	00:00:09	00:00:11
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:04	00:01:01	00:00:12	00:00:12
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:07	00:01:52	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:36	00:01:36	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:07	00:02:07	00:00:07	00:00:07
06-02-2018		52	52	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:13:08	00:03:01	00:00:10	00:00:10
GrdRealVillaltalia		21	21	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:13:08	00:04:00	00:00:13	00:00:13
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:17	00:03:17	00:00:06	00:00:06
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:21	00:03:08	00:00:10	00:00:10
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:04:56	00:02:26	00:00:18	00:00:18
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:09:10	00:06:05	00:00:06	00:00:06
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:12:47	00:04:14	00:00:14	00:00:14
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:16	00:00:58	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:11	00:01:11	00:00:39	00:00:39
	16:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:13:08	00:06:55	00:00:12	00:00:12
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:47	00:01:47	00:00:09	00:00:09
HotelRealOeiras		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:07	00:04:33	00:02:06	00:00:08	00:00:08
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:47	00:02:02	00:00:06	00:00:06
02-04-2018 14:03:28	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:40	00:01:31	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:03:44	00:02:03	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:33	00:02:34	00:00:06	00:00:06
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:02:58	00:02:56	00:00:11	00:00:11
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:57	00:00:57	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:35	00:02:35	00:00:10	00:00:10
HotelRealPalacio		7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:27	00:02:18	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:00	00:02:00	00:00:08	00:00:08
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:27	00:02:51	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:15	00:01:15	00:00:07	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:16	00:03:16	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:05	00:01:05	00:00:20	00:00:20
HotelRealParque		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:06:47	00:02:27	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	00:06:47	00:06:47	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:34	00:01:08	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:00:25	00:00:25	00:00:18	00:00:18
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:36	00:01:51	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:04:58	00:03:32	00:00:07	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:04	00:03:04	00:00:23	00:00:23
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:33	00:02:33	00:00:08	00:00:08
07-02-2018		65	55	✔	84,6%	2	✔	3,1%	0	✔	0,0%	8	⚠	12,3%	00:00:15	00:00:08	00:20:59	00:02:50	00:00:15	00:00:14
GrdRealVillaltalia		22	18	✔	81,8%	0	✔	0,0%	0	✔	0,0%	4	✖	18,2%	00:00:10	00:00:07	00:12:01	00:02:38	00:00:12	00:00:12
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:02:29	00:02:12	00:00:05	00:00:05
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:22	00:00:48	00:00:11	00:00:11
	11:00:00	3	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	2	✖	66,7%	00:00:03	00:00:03	00:00:30	00:00:30	00:00:13	00:00:03
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:12:01	00:12:01	00:00:19	00:00:19
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:39	00:01:31	00:00:07	00:00:07
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:08	00:02:01	00:00:20	00:00:20
	16:00:00	5	3	⚠	60,0%	0	✔	0,0%	0	✔	0,0%	2	✖	40,0%	00:00:10	00:00:08	00:03:44	00:03:00	00:00:12	00:00:14
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:12	00:02:48	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:45	00:03:45	00:00:28	00:00:28
HotelRealOeiras		21	16	⚠	76,2%	1	✔	4,8%	0	✔	0,0%	4	✖	19,0%	00:00:15	00:00:09	00:20:59	00:03:34	00:00:16	00:00:19
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:06:04	00:04:14	00:00:06	00:00:06
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:34	00:02:36	00:00:22	00:00:22
	11:00:00	10	6	⚠	60,0%	1	⚠	10,0%	0	✔	0,0%	3	✖	30,0%	00:00:15	00:00:09	00:20:59	00:04:08	00:00:11	00:00:12
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:37	00:00:37	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:25	00:07:25	00:00:18	00:00:18
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:37	00:02:24	00:00:14	00:00:14
	18:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:05	00:00:05	00:03:02	00:03:02	00:00:52	00:01:39
HotelRealPalacio		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:13:55	00:09:04	00:00:15	00:00:15
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:13:55	00:13:55	00:00:22	00:00:22
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:14	00:04:14	00:00:08	00:00:08
HotelRealParque		16	15	✔	93,8%	1	✔	6,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:49	00:01:51	00:00:20	00:00:12
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:11	00:02:00	00:00:16	00:00:16
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:07	00:06:49	00:02:53	00:00:10	00:00:10
	11:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:30	00:01:30	00:01:22	00:00:20
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:52	00:01:46	00:00:15	00:00:15
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:34	00:02:34	00:00:11	00:00:11
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:49	00:01:11	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:52	00:02:24	00:00:16	00:00:16
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:33	00:00:33	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:24	00:00:24	00:00:07	00:00:07
RealResidencia	02-04-2018 14:03:28	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:02:10	00:01:42	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:54	00:01:54	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:48	00:01:48	00:00:05	00:00:05
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:10	00:01:33	00:00:06	00:00:06
08-02-2018		58	56	✔	96,6%	0	✔	0,0%	0	✔	0,0%	2	✔	3,4%	00:00:15	00:00:07	00:16:40	00:03:36	00:00:10	00:00:10
GrdRealVillaltalia		23	22	✔	95,7%	0	✔	0,0%	0	✔	0,0%	1	✔	4,3%	00:00:10	00:00:07	00:16:40	00:03:42	00:00:09	00:00:09
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:05	00:16:40	00:07:17	00:00:06	00:00:06
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:05:37	00:02:57	00:00:05	00:00:05
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:46	00:03:46	00:00:20	00:00:20
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:08:53	00:03:59	00:00:05	00:00:05
	13:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:07	00:00:06	00:04:50	00:03:01	00:00:07	00:00:07
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:01:39	00:00:48	00:00:09	00:00:09
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:01	00:01:32	00:00:14	00:00:14
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:07	00:02:05	00:00:13	00:00:13
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:35	00:06:20	00:00:12	00:00:12
HotelRealOeiras		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:15:20	00:04:15	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:42	00:04:42	00:00:05	00:00:05
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:13:39	00:13:39	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:33	00:02:28	00:00:15	00:00:15
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:10	00:05:10	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:45	00:01:45	00:00:11	00:00:11
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:26	00:01:15	00:00:13	00:00:13
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:24	00:02:00	00:00:17	00:00:17
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:15:20	00:15:20	00:00:07	00:00:07
HotelRealPalacio		12	11	✔	91,7%	0	✔	0,0%	0	✔	0,0%	1	✔	8,3%	00:00:15	00:00:07	00:08:21	00:03:25	00:00:08	00:00:08
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:03:54	00:02:07	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:03	00:08:03	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:16	00:03:16	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:57	00:04:57	00:00:04	00:00:04
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:05	00:02:32	00:01:23	00:00:03	00:00:03
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:21	00:08:21	00:00:07	00:00:07
	18:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:11	00:06:34	00:06:34	00:00:14	00:00:23
HotelRealParque		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:08:07	00:02:55	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:29	00:03:29	00:00:23	00:00:23
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:01	00:01:01	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:30	00:04:30	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	00:02:13	00:02:13	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:26	00:02:32	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:01:44	00:01:04	00:00:10	00:00:10
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:08:07	00:04:33	00:00:12	00:00:12
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:58	00:02:58	00:00:04	00:00:04
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:58	00:02:58	00:00:04	00:00:04
09-02-2018		56	53	✔	94,6%	0	✔	0,0%	0	✔	0,0%	3	✔	5,4%	00:00:15	00:00:08	00:14:05	00:02:25	00:00:11	00:00:09
GrdRealVillaltalia		18	18	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:14:05	00:02:52	00:00:08	00:00:08
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:34	00:03:14	00:00:08	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:06	00:00:46	00:00:09	00:00:09
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:02:43	00:01:17	00:00:09	00:00:09
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:57	00:01:39	00:00:06	00:00:06
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:14:05	00:06:54	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:44	00:04:34	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:34	00:02:34	00:00:08	00:00:08
HotelRealOeiras		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:07:16	00:02:19	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:30	00:01:30	00:00:06	00:00:06
02-04-2018 14:03:28		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:30	00:01:30	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:22	00:01:22	00:00:04	00:00:04
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:07:16	00:07:16	00:00:34	00:00:34
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:36	00:03:36	00:00:19	00:00:19
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:02:35	00:01:25	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:10	00:01:58	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:15	00:01:15	00:00:09	00:00:09
HotelRealPalacio		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:13	00:02:19	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:09	00:03:09	00:00:24	00:00:24
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:06:13	00:02:39	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:16	00:02:16	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:03:01	00:01:54	00:00:10	00:00:10
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:34	00:02:01	00:00:08	00:00:08
HotelRealParque		20	17	✔	85,0%	0	✔	0,0%	0	✔	0,0%	3	✖	15,0%	00:00:15	00:00:08	00:09:55	00:02:02	00:00:13	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:29	00:02:08	00:00:06	00:00:06
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:54	00:00:48	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:09:55	00:09:55	00:00:07	00:00:07
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:17	00:00:37	00:00:10	00:00:10
	13:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:11	00:00:51	00:00:51	00:00:40	00:00:23
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:34	00:02:34	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:00	00:01:00	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:03	00:01:03	00:00:05	00:00:05
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:36	00:00:36	00:00:07	00:00:07
	18:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:11	00:00:11	00:05:03	00:05:03	00:00:19	00:00:11
	19:00:00	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	00:00:14	00:00:00
10-02-2018		19	14	⚠	73,7%	0	✔	0,0%	0	✔	0,0%	5	✖	26,3%	00:00:06	00:00:04	00:08:42	00:03:10	00:00:05	00:00:04
GrdRealVillaltalia		6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:08:42	00:04:17	00:00:04	00:00:04
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:08:27	00:08:27	00:00:04	00:00:04
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:50	00:00:50	00:00:03	00:00:03
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:47	00:03:47	00:00:03	00:00:03
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:08:42	00:05:16	00:00:04	00:00:04
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:06	00:02:06	00:00:06	00:00:06
HotelRealOeiras		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:04:36	00:02:08	00:00:04	00:00:04
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:12	00:02:12	00:00:03	00:00:03
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:16	00:00:53	00:00:04	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:36	00:04:36	00:00:05	00:00:05
HotelRealPalacio		6	2	✖	33,3%	0	✔	0,0%	0	✔	0,0%	4	✖	66,7%	00:00:05	00:00:04	00:02:24	00:01:48	00:00:06	00:00:04
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:24	00:02:24	00:00:05	00:00:05
	13:00:00	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	00:00:08	00:00:00
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:11	00:01:11	00:00:04	00:00:04
	15:00:00	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	00:00:04	00:00:00
RealResidencia		3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	1	✖	33,3%	00:00:04	00:00:04	00:04:02	00:03:17	00:00:05	00:00:04
	13:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	1	✖	33,3%	00:00:04	00:00:04	00:04:02	00:03:17	00:00:05	00:00:04
12-02-2018		64	58	✔	90,6%	2	✔	3,1%	0	✔	0,0%	4	✔	6,3%	00:00:15	00:00:08	00:15:11	00:03:28	00:00:12	00:00:11
GrdRealVillaltalia		32	27	✔	84,4%	1	✔	3,1%	0	✔	0,0%	4	⚠	12,5%	00:00:10	00:00:08	00:15:11	00:03:53	00:00:13	00:00:14
	09:00:00	4	2	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	2	✖	50,0%	00:00:10	00:00:09	00:02:46	00:02:06	00:00:06	00:00:08
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:12:48	00:05:52	00:00:12	00:00:12
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:15:11	00:08:36	00:00:09	00:00:09
	12:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:10:27	00:02:26	00:00:10	00:00:10
	13:00:00	3	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	2	✖	66,7%	00:00:10	00:00:08	00:01:44	00:01:44	00:00:08	00:00:17
	14:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:08:36	00:04:32	00:00:11	00:00:11
	15:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:36	00:04:36	00:00:24	00:00:08
02-04-2018 14:03:28	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:43	00:00:43	00:00:04	00:00:04

OneContact Reporting

Service Performance Report

	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:11:27	00:06:01	00:00:10	00:00:10
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:09	00:02:03	00:00:39	00:00:39
HotelRealOeiras		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:06:52	00:03:03	00:00:08	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:06	00:02:10	00:00:18	00:00:18
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:06:52	00:04:57	00:00:05	00:00:05
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:06:37	00:04:30	00:00:06	00:00:06
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:04:53	00:02:46	00:00:07	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:58	00:00:58	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:01:37	00:01:18	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:43	00:02:43	00:00:05	00:00:05
HotelRealPalacio		6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:06	00:03:47	00:01:42	00:00:06	00:00:06
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:47	00:02:48	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:50	00:01:50	00:00:07	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:00	00:01:00	00:00:03	00:00:03
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:01:17	00:00:54	00:00:08	00:00:08
HotelRealParque		12	11	✔	91,7%	1	✔	8,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:14:38	00:03:43	00:00:15	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:28	00:02:28	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:12	00:01:12	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:14:38	00:08:27	00:00:11	00:00:11
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:38	00:01:38	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:09	00:01:09	00:00:10	00:00:10
	14:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:58	00:01:58	00:00:38	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:27	00:01:27	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:06:01	00:03:16	00:00:09	00:00:09
	17:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:07:40	00:07:40	00:00:21	00:00:21
13-02-2018		49	36	⚠	73,5%	4	✔	8,2%	0	✔	0,0%	9	✖	18,4%	00:00:15	00:00:08	00:11:32	00:02:31	00:00:21	00:00:11
GrdRealVillaltalia		21	14	⚠	66,7%	1	✔	4,8%	0	✔	0,0%	6	✖	28,6%	00:00:10	00:00:06	00:11:32	00:03:13	00:00:14	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:28	00:00:28	00:00:17	00:00:17
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:46	00:01:46	00:00:05	00:00:05
	11:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:11:29	00:03:25	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:07:09	00:04:33	00:00:14	00:00:14
	15:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	1	✖	33,3%	00:00:08	00:00:06	00:11:32	00:04:47	00:00:08	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:40	00:01:06	00:00:12	00:00:12
	17:00:00	6	0	✖	0,0%	1	✖	16,7%	0	✔	0,0%	5	✖	83,3%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:26	00:00:00
HotelRealOeiras		6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:06:11	00:02:39	00:00:08	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:06:11	00:03:10	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:04:36	00:02:11	00:00:14	00:00:14
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:00	00:02:00	00:00:06	00:00:06
HotelRealPalacio		7	6	✔	85,7%	0	✔	0,0%	0	✔	0,0%	1	⚠	14,3%	00:00:15	00:00:08	00:03:56	00:02:08	00:00:22	00:00:19
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:47	00:02:47	00:00:05	00:00:05
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:03:56	00:02:43	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:22	00:03:22	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:11	00:01:08	00:00:43	00:00:43
	17:00:00	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	00:00:41	00:00:00
HotelRealParque		14	9	⚠	64,3%	3	✖	21,4%	0	✔	0,0%	2	⚠	14,3%	00:00:15	00:00:10	00:02:55	00:01:42	00:00:39	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:17	00:02:17	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:49	00:02:49	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:05	00:02:05	00:00:04	00:00:04
	13:00:00	3	0	✖	0,0%	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:40	00:00:00
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:01:30	00:00:56	00:00:04	00:00:04
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:22	00:01:14	00:00:18	00:00:18

OneContact Reporting

Service Performance Report

	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:55	00:01:56	00:00:14	00:00:14
	17:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:40	00:00:00
	18:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:49	00:00:00
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:40	00:00:40	00:00:07	00:00:07
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:40	00:00:40	00:00:07	00:00:07
14-02-2018		85	76	✔	89,4%	3	✔	3,5%	0	✔	0,0%	6	✔	7,1%	00:00:15	00:00:08	00:14:25	00:02:45	00:00:29	00:00:10
GrdRealVillaltalia		27	24	✔	88,9%	1	✔	3,7%	0	✔	0,0%	2	✔	7,4%	00:00:10	00:00:07	00:14:25	00:03:30	00:00:13	00:00:10
	10:00:00	6	4	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	2	✖	33,3%	00:00:10	00:00:07	00:05:45	00:02:00	00:00:12	00:00:14
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:07:07	00:03:53	00:00:09	00:00:09
	12:00:00	5	4	✔	80,0%	1	✖	20,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:10:46	00:04:43	00:00:29	00:00:10
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:14:25	00:08:33	00:00:07	00:00:07
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:43	00:01:49	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:46	00:00:58	00:00:09	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:13	00:01:13	00:00:09	00:00:09
HotelRealOeiras		24	22	✔	91,7%	1	✔	4,2%	0	✔	0,0%	1	✔	4,2%	00:00:15	00:00:09	00:10:36	00:02:46	00:00:11	00:00:10
	09:00:00	6	5	✔	83,3%	0	✔	0,0%	0	✔	0,0%	1	✖	16,7%	00:00:15	00:00:09	00:03:37	00:01:59	00:00:10	00:00:11
	10:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:07:27	00:04:05	00:00:20	00:00:10
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:10:36	00:04:14	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:28	00:03:40	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:51	00:05:51	00:00:10	00:00:10
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:02:27	00:01:25	00:00:07	00:00:07
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:22	00:02:49	00:00:12	00:00:12
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:33	00:01:00	00:00:16	00:00:16
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:22	00:02:22	00:00:06	00:00:06
HotelRealPalacio		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:05:52	00:02:24	00:00:08	00:00:08
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:42	00:01:54	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:42	00:01:42	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:52	00:05:52	00:00:24	00:00:24
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:25	00:05:25	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:42	00:00:42	00:00:03	00:00:03
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:01:42	00:01:06	00:00:08	00:00:08
HotelRealParque		24	20	✔	83,3%	1	✔	4,2%	0	✔	0,0%	3	⚠	12,5%	00:00:15	00:00:09	00:04:59	00:01:48	00:01:15	00:00:10
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:07	00:00:07	00:03:00	00:03:00	00:00:06	00:00:07
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:31	00:03:14	00:00:16	00:00:16
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:36	00:02:04	00:00:06	00:00:06
	12:00:00	4	2	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	2	✖	50,0%	00:00:05	00:00:04	00:04:59	00:03:34	00:00:04	00:00:04
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:31	00:01:29	00:00:14	00:00:14
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:21	00:01:01	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:52	00:01:52	00:00:18	00:00:18
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:01:16	00:00:54	00:00:11	00:00:11
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:00:49	00:00:46	00:00:10	00:00:10
	18:00:00	0	0	#DIV/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%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:26:22	00:00:00
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:52	00:03:52	00:00:06	00:00:06
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:52	00:03:52	00:00:06	00:00:06
15-02-2018		69	66	✔	95,7%	1	✔	1,4%	0	✔	0,0%	2	✔	2,9%	00:00:15	00:00:08	00:10:42	00:02:46	00:00:14	00:00:14
GrdRealVillaltalia		27	24	✔	88,9%	1	✔	3,7%	0	✔	0,0%	2	✔	7,4%	00:00:10	00:00:07	00:10:42	00:03:28	00:00:18	00:00:17
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:08	00:00:08	00:01:06	00:01:06	00:00:06	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:26	00:02:05	00:00:08	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:03:36	00:02:46	00:00:05	00:00:05
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:31	00:01:31	00:00:07	00:00:07
	13:00:00	9	8	✔	88,9%	1	⚠	11,1%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:48	00:01:48	00:00:35	00:00:34

OneContact Reporting

Service Performance Report

	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:29	00:03:29	00:00:15	00:00:15
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:09:09	00:04:45	00:00:12	00:00:12
	16:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:09	00:00:09	00:10:08	00:10:08	00:00:14	00:00:09
	18:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:10:42	00:06:27	00:00:10	00:00:10
HotelRealOeiras		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:23	00:02:45	00:00:13	00:00:13
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:02:35	00:01:36	00:00:20	00:00:20
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:13	00:02:28	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:46	00:02:26	00:00:26	00:00:26
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:04:48	00:02:54	00:00:12	00:00:12
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:05:23	00:04:18	00:00:05	00:00:05
HotelRealPalacio		11	11	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:59	00:01:58	00:00:14	00:00:14
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:27	00:02:33	00:00:20	00:00:20
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:59	00:02:42	00:00:18	00:00:18
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:37	00:01:22	00:00:15	00:00:15
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:10	00:01:10	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:40	00:00:40	00:00:09	00:00:09
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:03:16	00:02:00	00:00:04	00:00:04
HotelRealParque		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:08:30	00:02:25	00:00:09	00:00:09
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:25	00:01:06	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:08	00:05:08	00:00:07	00:00:07
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:08:30	00:03:44	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:56	00:02:48	00:00:18	00:00:18
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:18	00:01:14	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:58	00:01:58	00:00:12	00:00:12
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:53	00:01:07	00:00:11	00:00:11
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:02:10	00:02:08	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:05:18	00:05:18	00:00:05	00:00:05
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:18	00:01:18	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:18	00:01:18	00:00:07	00:00:07
16-02-2018		53	52	✔	98,1%	1	✔	1,9%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:52	00:02:22	00:00:19	00:00:17
GrdRealVillaltalia		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:09	00:02:26	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:51	00:00:51	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:00:35	00:00:35	00:00:18	00:00:18
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:09:09	00:09:09	00:00:05	00:00:05
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:17	00:01:46	00:00:08	00:00:08
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:39	00:02:09	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:53	00:01:53	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:17	00:03:17	00:00:34	00:00:34
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:39	00:01:39	00:00:05	00:00:05
HotelRealOeiras		14	13	✔	92,9%	1	✔	7,1%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:48	00:02:39	00:00:35	00:00:30
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:05	00:02:05	00:00:25	00:00:25
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:12	00:03:12	00:04:17	00:04:17
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:27	00:01:27	00:00:23	00:00:23
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:04	00:07:48	00:04:07	00:00:04	00:00:04
	13:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:41	00:00:00
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:31	00:01:32	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:12	00:01:12	00:00:12	00:00:12
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:05:55	00:02:41	00:00:10	00:00:10
HotelRealPalacio		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:09:52	00:02:21	00:00:16	00:00:16
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:03	00:01:03	00:00:06	00:00:06
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:09:52	00:04:42	00:00:16	00:00:16
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:08	00:01:16	00:00:16	00:00:16
02-04-2018 14:03:28																				

OneContact Reporting

Service Performance Report

	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:04	00:03:04	00:00:19	00:00:19
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:42	00:00:42	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:16	00:01:16	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:38	00:01:34	00:00:26	00:00:26
HotelRealParque		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:46	00:02:07	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:04:55	00:04:55	00:00:15	00:00:15
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:09	00:01:09	00:00:10	00:00:10
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:24	00:01:31	00:00:12	00:00:12
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:37	00:01:10	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:00:54	00:00:48	00:00:06	00:00:06
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:09:46	00:03:59	00:00:15	00:00:15
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:26	00:01:08	00:00:20	00:00:20
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:00:50	00:00:38	00:00:08	00:00:08
17-02-2018		26	14	⚠	53,8%	2	✔	7,7%	0	✔	0,0%	10	✖	38,5%	00:00:10	00:00:06	00:13:08	00:03:46	00:00:13	00:00:06
GrdRealVillaltalia		9	6	⚠	66,7%	2	✖	22,2%	0	✔	0,0%	1	⚠	11,1%	00:00:10	00:00:06	00:13:08	00:05:18	00:00:26	00:00:06
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:00	00:02:45	00:00:06	00:00:06
	12:00:00	5	3	⚠	60,0%	1	✖	20,0%	0	✔	0,0%	1	✖	20,0%	00:00:09	00:00:06	00:11:01	00:04:23	00:00:06	00:00:07
	13:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:13:08	00:13:08	00:01:38	00:00:03
HotelRealOeiras		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:03	00:05:33	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:03	00:05:33	00:00:06	00:00:06
HotelRealPalacio		14	5	✖	35,7%	0	✔	0,0%	0	✔	0,0%	9	✖	64,3%	00:00:09	00:00:07	00:02:54	00:01:32	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:21	00:00:21	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:32	00:01:32	00:00:09	00:00:09
	12:00:00	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	00:00:06	00:00:00
	13:00:00	10	3	✖	30,0%	0	✔	0,0%	0	✔	0,0%	7	✖	70,0%	00:00:07	00:00:06	00:02:54	00:01:55	00:00:07	00:00:06
	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	00:00:05	00:00:00
HotelRealParque		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:20	00:02:20	00:00:04	00:00:04
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:20	00:02:20	00:00:04	00:00:04
19-02-2018		74	74	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:07:50	00:02:18	00:00:11	00:00:11
GrdRealVillaltalia		11	11	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:00	00:02:14	00:00:11	00:00:11
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:06	00:01:39	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:13	00:04:13	00:00:16	00:00:16
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:37	00:02:36	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:20	00:01:20	00:00:19	00:00:19
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:00	00:02:21	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:10	00:01:10	00:00:09	00:00:09
HotelRealOeiras		27	27	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:55	00:02:34	00:00:11	00:00:11
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:50	00:03:46	00:00:15	00:00:15
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:54	00:01:54	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:57	00:03:57	00:00:07	00:00:07
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:02:57	00:02:18	00:00:07	00:00:07
	14:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:13	00:01:48	00:00:21	00:00:21
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:06	00:03:09	00:00:11	00:00:11
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:55	00:03:38	00:00:06	00:00:06
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:03:34	00:02:12	00:00:06	00:00:06
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:29	00:02:06	00:00:06	00:00:06
HotelRealPalacio		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:34	00:01:58	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:14	00:02:18	00:00:06	00:00:06
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:34	00:03:20	00:00:14	00:00:14
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:05	00:01:18	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:03	00:02:03	00:00:09	00:00:09
02-04-2018 17:00:00 14-03-28		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:08	00:00:53	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

HotelRealParque		20	20	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:50	00:02:14	00:00:12	00:00:12
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:24	00:01:13	00:00:18	00:00:18
	10:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:26	00:01:47	00:00:13	00:00:13
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:06	00:03:06	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:57	00:02:56	00:00:16	00:00:16
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:33	00:01:24	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:58	00:01:58	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:07:50	00:05:18	00:00:08	00:00:08
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:03:29	00:02:01	00:00:08	00:00:08
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:03	00:01:42	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	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	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:03	00:02:03	00:00:18	00:00:18
20-02-2018		60	60	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:10:04	00:02:42	00:00:11	00:00:11
GrdRealVillaltalia		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:08:44	00:02:16	00:00:10	00:00:10
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:02:32	00:01:23	00:00:09	00:00:09
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:08:44	00:04:44	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:43	00:00:43	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:23	00:03:23	00:00:14	00:00:14
HotelRealOeiras		16	16	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:10:04	00:03:26	00:00:12	00:00:12
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:10:04	00:05:32	00:00:22	00:00:22
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:21	00:02:48	00:00:13	00:00:13
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:17	00:02:07	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:48	00:00:48	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:05	00:01:05	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:02	00:07:02	00:00:08	00:00:08
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:08:55	00:03:29	00:00:11	00:00:11
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:07:32	00:07:32	00:00:23	00:00:23
HotelRealPalacio		18	18	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:56	00:02:10	00:00:11	00:00:11
	09:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:12	00:01:22	00:00:08	00:00:08
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:19	00:02:09	00:00:14	00:00:14
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:07:56	00:04:18	00:00:11	00:00:11
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:46	00:02:42	00:00:14	00:00:14
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:22	00:00:22	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:01:54	00:01:08	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:50	00:01:50	00:00:04	00:00:04
HotelRealParque		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:30	00:02:22	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:55	00:03:55	00:00:06	00:00:06
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:02:03	00:01:14	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:42	00:01:42	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:48	00:01:48	00:00:03	00:00:03
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:04:38	00:02:43	00:00:32	00:00:32
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:30	00:01:48	00:00:13	00:00:13
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:20	00:01:20	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:07:30	00:05:22	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:24	00:00:24	00:00:07	00:00:07
RealResidencia		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:19	00:04:17	00:00:12	00:00:12
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:19	00:06:19	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:45	00:04:45	00:00:24	00:00:24
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:15	00:03:02	00:00:09	00:00:09
21-02-2018		48	45	✔	93,8%	3	✔	6,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:09:22	00:02:27	00:00:12	00:00:08
GrdRealVillaltalia		17	16	✔	94,1%	1	✔	5,9%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:09:22	00:03:27	00:00:07	00:00:07
	02-04-2018 09:00:00 14:03:28	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:28	00:01:28	00:00:05	00:00:05

OneContact Reporting

Service Performance Report

	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:37	00:01:37	00:00:05	00:00:05
	11:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:07:23	00:07:23	00:00:12	00:00:09
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:07:38	00:03:43	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:13	00:08:13	00:00:07	00:00:07
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:09:22	00:04:28	00:00:07	00:00:07
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:57	00:01:18	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:03:25	00:02:36	00:00:05	00:00:05
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:27	00:00:27	00:00:04	00:00:04
HotelRealOeiras		13	11	✔	84,6%	2	✖	15,4%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:24	00:02:00	00:00:22	00:00:08
	09:00:00	5	4	✔	80,0%	1	✖	20,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:03:23	00:01:54	00:00:45	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:24	00:00:24	00:00:13	00:00:13
	11:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:00	00:04:00	00:00:06	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:37	00:00:32	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:01	00:00:01	00:02:23	00:02:23	00:00:10	00:00:10
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:14	00:02:09	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:24	00:04:24	00:00:06	00:00:06
HotelRealPalacio		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:43	00:01:27	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:52	00:01:04	00:00:12	00:00:12
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:57	00:00:57	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:43	00:02:43	00:00:08	00:00:08
HotelRealParque		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:30	00:02:07	00:00:08	00:00:08
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:14	00:00:46	00:00:11	00:00:11
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:15	00:01:34	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:04:30	00:04:16	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:44	00:03:40	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:59	00:01:59	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:33	00:01:33	00:00:07	00:00:07
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:48	00:00:48	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:48	00:00:48	00:00:07	00:00:07
22-02-2018		57	56	✔	98,2%	1	✔	1,8%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:24:41	00:02:53	00:00:10	00:00:10
GrdRealVillaltalia		26	26	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:24:41	00:04:13	00:00:10	00:00:10
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:00	00:02:31	00:00:07	00:00:07
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:08:30	00:03:26	00:00:10	00:00:10
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:07:49	00:05:34	00:00:18	00:00:18
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:05:05	00:03:56	00:00:18	00:00:18
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:06:11	00:02:40	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:11:39	00:11:39	00:00:09	00:00:09
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:08	00:00:54	00:00:11	00:00:11
	16:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:24:41	00:05:13	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:09:00	00:09:00	00:00:07	00:00:07
HotelRealOeiras		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:07:03	00:02:51	00:00:11	00:00:11
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:03	00:04:16	00:00:15	00:00:15
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:56	00:00:56	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:56	00:01:56	00:00:06	00:00:06
HotelRealPalacio		15	14	✔	93,3%	1	✔	6,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:34	00:01:32	00:00:09	00:00:09
	09:00:00	5	4	✔	80,0%	1	✖	20,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:02:27	00:01:21	00:00:08	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:03:59	00:03:59	00:00:12	00:00:12
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:27	00:01:27	00:00:04	00:00:04
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:00:39	00:00:36	00:00:04	00:00:04
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:23	00:00:23	00:00:20	00:00:20
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:01:52	00:01:06	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	00:00:58	00:00:58	00:00:11	00:00:11
02-04-2018 14:03:28		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:58	00:00:58	00:00:11	00:00:11

OneContact Reporting

Service Performance Report

	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:05:34	00:05:34	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:16	00:00:16	00:00:07	00:00:07
HotelRealParque		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:03:40	00:01:19	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:51	00:01:51	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:36	00:00:36	00:00:07	00:00:07
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:06	00:03:40	00:01:53	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:39	00:00:39	00:00:14	00:00:14
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:43	00:00:43	00:00:22	00:00:22
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:39	00:01:15	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:02	00:01:15	00:01:15	00:00:05	00:00:05
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:21	00:02:20	00:00:06	00:00:06
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:20	00:01:20	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:21	00:03:21	00:00:07	00:00:07
23-02-2018		63	56	✔	88,9%	5	✔	7,9%	0	✔	0,0%	2	✔	3,2%	00:00:15	00:00:08	00:09:22	00:02:09	00:00:23	00:00:18
GrdRealVillaltalia		24	22	✔	91,7%	2	✔	8,3%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:42	00:01:46	00:00:11	00:00:12
	09:00:00	7	5	⚠	71,4%	2	✖	28,6%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:05:42	00:02:34	00:00:08	00:00:08
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:00:20	00:00:18	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:00:20	00:00:20	00:00:18	00:00:18
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:36	00:02:42	00:00:27	00:00:27
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:49	00:01:32	00:00:09	00:00:09
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:52	00:01:57	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:32	00:01:31	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:08	00:02:08	00:00:08	00:00:08
HotelRealOeiras		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:48	00:03:00	00:00:16	00:00:16
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:40	00:01:39	00:00:30	00:00:30
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:26	00:03:48	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:56	00:01:56	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:48	00:05:48	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:42	00:03:42	00:00:08	00:00:08
HotelRealPalacio		13	10	⚠	76,9%	1	✔	7,7%	0	✔	0,0%	2	✖	15,4%	00:00:15	00:00:08	00:09:22	00:02:58	00:00:24	00:00:12
	09:00:00	3	1	✖	33,3%	1	✖	33,3%	0	✔	0,0%	1	✖	33,3%	00:00:15	00:00:09	00:00:14	00:00:14	00:00:47	00:00:03
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:39	00:00:39	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	00:00:56	00:00:00
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:32	00:03:05	00:00:21	00:00:21
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:09:22	00:09:22	00:00:05	00:00:05
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:48	00:02:48	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:02	00:02:39	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:03:17	00:02:33	00:00:10	00:00:10
HotelRealParque		18	16	✔	88,9%	2	⚠	11,1%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:02	00:01:44	00:00:40	00:00:32
	10:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:53	00:01:26	00:00:10	00:00:10
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:35	00:02:45	00:02:09	00:02:09
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:12	00:01:00	00:00:06	00:00:06
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:02	00:01:53	00:00:12	00:00:12
	18:00:00	3	1	✖	33,3%	2	✖	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:11	00:01:11	00:01:13	00:00:07
24-02-2018		17	10	⚠	58,8%	3	✖	17,6%	1	✔	5,9%	3	✖	17,6%	00:00:15	00:00:08	00:04:08	00:02:00	00:00:11	00:00:07
GrdRealVillaltalia		7	2	✖	28,6%	3	✖	42,9%	0	✔	0,0%	2	✖	28,6%	00:00:10	00:00:07	00:00:55	00:00:28	00:00:12	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:55	00:00:55	00:00:04	00:00:04
	13:00:00	5	0	✖	0,0%	3	✖	60,0%	0	✔	0,0%	2	✖	40,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:15	00:00:00
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:00	00:00:00	00:00:07	00:00:07
HotelRealOeiras		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:03	00:02:10	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:43	00:01:43	00:00:09	00:00:09
02-04-2018	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:03	00:02:13	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	15:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:02:29	00:02:29	00:00:07	00:00:07
HotelRealPalacio		4	2	⚠50,0%	0	✔0,0%	1	✖25,0%	1	✖25,0%	00:00:15	00:00:10	00:04:08	00:02:42	00:00:16	00:00:08
	10:00:00	1	0	✖0,0%	0	✔0,0%	1	✖100,0%	0	✔0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:41	00:00:00
	12:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:01:15	00:01:15	00:00:07	00:00:07
	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	00:00:08	00:00:00
	15:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:04:08	00:04:08	00:00:09	00:00:09
HotelRealParque		2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:07	00:03:39	00:02:30	00:00:06	00:00:06
	10:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:06	00:00:06	00:01:21	00:01:21	00:00:06	00:00:06
	16:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:03:39	00:03:39	00:00:07	00:00:07
26-02-2018		69	65	✔94,2%	2	✔2,9%	0	✔0,0%	2	✔2,9%	00:00:15	00:00:08	00:12:13	00:02:29	00:00:11	00:00:11
GrdRealVillaltalia		15	13	✔86,7%	1	✔6,7%	0	✔0,0%	1	✔6,7%	00:00:10	00:00:07	00:12:13	00:03:47	00:00:10	00:00:11
	09:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:05	00:00:05	00:00:27	00:00:27	00:00:05	00:00:05
	10:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:03:38	00:03:38	00:00:09	00:00:09
	12:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:07	00:01:49	00:01:17	00:00:10	00:00:10
	13:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:12:13	00:07:34	00:00:12	00:00:12
	14:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:11:25	00:07:01	00:00:14	00:00:14
	15:00:00	2	1	⚠50,0%	1	✖50,0%	0	✔0,0%	0	✔0,0%	00:00:03	00:00:02	00:01:37	00:01:37	00:00:02	00:00:03
	16:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:02:13	00:01:27	00:00:12	00:00:12
	17:00:00	2	1	⚠50,0%	0	✔0,0%	0	✔0,0%	1	✖50,0%	00:00:10	00:00:08	00:01:47	00:01:47	00:00:12	00:00:15
HotelRealOeiras		21	21	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:07	00:10:18	00:02:25	00:00:08	00:00:08
	10:00:00	5	5	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:05:01	00:01:58	00:00:08	00:00:08
	11:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:07	00:05:52	00:05:05	00:00:07	00:00:07
	12:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:08	00:01:42	00:01:19	00:00:08	00:00:08
	14:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:10	00:00:47	00:00:47	00:00:10	00:00:10
	15:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:04	00:02:10	00:01:03	00:00:05	00:00:05
	16:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:01:57	00:01:38	00:00:07	00:00:07
	17:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:09	00:03:12	00:01:53	00:00:12	00:00:12
	18:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:06	00:10:18	00:05:51	00:00:06	00:00:06
HotelRealPalacio		13	12	✔92,3%	1	✔7,7%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:03:14	00:01:37	00:00:14	00:00:15
	09:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:15	00:02:12	00:02:12	00:00:30	00:00:30
	10:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:10	00:03:14	00:02:16	00:00:10	00:00:10
	13:00:00	1	0	✖0,0%	1	✖100,0%	0	✔0,0%	0	✔0,0%	00:00:02	00:00:02	00:00:00	00:00:00	00:00:02	00:00:00
	14:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:02:31	00:02:14	00:00:11	00:00:11
	15:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:01:46	00:01:05	00:00:19	00:00:19
	17:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:04	00:00:04	00:01:14	00:01:14	00:00:04	00:00:04
	18:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:14	00:00:14	00:00:20	00:00:20	00:00:14	00:00:14
HotelRealParque		18	17	✔94,4%	0	✔0,0%	0	✔0,0%	1	✔5,6%	00:00:15	00:00:08	00:06:20	00:02:15	00:00:10	00:00:10
	09:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:06	00:00:06	00:04:11	00:04:11	00:00:06	00:00:06
	10:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:00:28	00:00:28	00:00:07	00:00:07
	11:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:04	00:00:04	00:06:20	00:06:20	00:00:04	00:00:04
	12:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:10	00:01:45	00:01:18	00:00:10	00:00:10
	13:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:03	00:00:03	00:00:43	00:00:43	00:00:03	00:00:03
	14:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:03:24	00:01:59	00:00:15	00:00:15
	15:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:11	00:04:36	00:04:22	00:00:16	00:00:16
	16:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:05	00:00:05	00:00:53	00:00:53	00:00:06	00:00:06
	17:00:00	3	2	⚠66,7%	0	✔0,0%	0	✔0,0%	1	✖33,3%	00:00:09	00:00:06	00:03:38	00:02:23	00:00:08	00:00:06
	18:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:01:03	00:00:52	00:00:12	00:00:12
RealResidencia		2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:01:50	00:01:46	00:00:22	00:00:22
	15:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:06	00:00:06	00:01:50	00:01:50	00:00:07	00:00:07
	16:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:12	00:01:43	00:01:43	00:00:36	00:00:36
27-02-2018		72	70	✔97,2%	2	✔2,8%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:13:34	00:03:29	00:00:14	00:00:13
GrdRealVillaltalia	02-04-2018 14:03:28	28	27	✔96,4%	1	✔3,6%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:13:34	00:04:53	00:00:15	00:00:15

OneContact Reporting

Service Performance Report

	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:19	00:03:58	00:00:18	00:00:18
	10:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:11:51	00:05:10	00:00:12	00:00:12
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:10:54	00:09:22	00:00:10	00:00:10
	12:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:12:37	00:03:37	00:00:16	00:00:16
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:59	00:01:59	00:00:04	00:00:04
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:00:30	00:00:30	00:00:16	00:00:16
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:13:34	00:05:38	00:00:22	00:00:22
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:16	00:07:38	00:00:20	00:00:20
	17:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:12:29	00:04:38	00:00:13	00:00:16
HotelRealOeiras		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:58	00:01:50	00:00:14	00:00:14
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:58	00:02:50	00:00:13	00:00:13
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:17	00:01:17	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:18	00:01:16	00:00:17	00:00:17
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:29	00:01:29	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:07	00:01:02	00:00:14	00:00:14
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:46	00:02:24	00:00:16	00:00:16
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:28	00:01:51	00:00:16	00:00:16
HotelRealPalacio		12	11	✔	91,7%	1	✔	8,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:49	00:03:28	00:00:17	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:25	00:01:25	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:38	00:04:38	00:00:09	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:09	00:01:45	00:00:12	00:00:12
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:03:38	00:03:38	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:16	00:03:16	00:00:07	00:00:07
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:05:07	00:03:02	00:00:05	00:00:05
	16:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:09:49	00:06:56	00:00:39	00:00:08
HotelRealParque		16	16	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:17	00:02:27	00:00:11	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:07:17	00:04:36	00:00:08	00:00:08
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:03:35	00:01:36	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:01:03	00:00:48	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:18	00:01:18	00:00:21	00:00:21
	15:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:34	00:02:18	00:00:12	00:00:12
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:59	00:06:59	00:00:07	00:00:07
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:16	00:03:50	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:16	00:03:50	00:00:08	00:00:08
28-02-2018		50	48	✔	96,0%	2	✔	4,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:25	00:02:33	00:00:14	00:00:11
GrdRealVillaltalia		8	7	✔	87,5%	1	⚠	12,5%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:12	00:01:16	00:00:17	00:00:13
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:12	00:02:06	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:41	00:00:41	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:18	00:00:18	00:00:20	00:00:20
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:17	00:00:17	00:00:29	00:00:29
	15:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:00:00	00:00:00	00:00:46	00:00:00
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:16	00:01:16	00:00:17	00:00:17
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:04	00:02:04	00:00:06	00:00:06
HotelRealOeiras		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:47	00:02:24	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:37	00:00:37	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:11	00:02:11	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:02:45	00:02:45	00:00:04	00:00:04
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:29	00:01:29	00:00:03	00:00:03
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:26	00:02:26	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:13	00:02:13	00:00:04	00:00:04
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:40	00:02:40	00:00:08	00:00:08
02-04-2018 17:00:00	17:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:47	00:02:35	00:00:12	00:00:12

OneContact Reporting

Service Performance Report

	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:42	00:03:42	00:00:05	00:00:05
HotelRealPalacio		6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:07:01	00:02:25	00:00:07	00:00:07
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:26	00:01:26	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:54	00:01:54	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	00:02:09	00:02:09	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:00:55	00:00:55	00:00:02	00:00:02
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:07:01	00:04:02	00:00:08	00:00:08
HotelRealParque		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:25	00:02:52	00:00:14	00:00:14
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:06:08	00:06:08	00:00:11	00:00:11
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:54	00:02:50	00:00:15	00:00:15
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:00:53	00:00:48	00:00:07	00:00:07
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:17	00:01:26	00:00:18	00:00:18
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:45	00:06:00	00:00:26	00:00:26
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:07:25	00:03:50	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:34	00:00:34	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:21	00:01:21	00:00:07	00:00:07
RealResidencia		5	4	✔	80,0%	1	✖	20,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:06:14	00:04:03	00:00:37	00:00:14
	14:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:00:00	00:00:00	00:02:11	00:00:00
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:14	00:04:00	00:00:12	00:00:12
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:58	00:05:58	00:00:22	00:00:22
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:13	00:02:13	00:00:08	00:00:08
01-03-2018		58	55	✔	94,8%	2	✔	3,4%	0	✔	0,0%	1	✔	1,7%	00:00:15	00:00:08	00:17:23	00:03:49	00:00:26	00:00:10
GrdRealVillaltalia		15	15	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:17:23	00:05:33	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:53	00:04:53	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:06:49	00:06:49	00:00:04	00:00:04
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:11:55	00:04:49	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:53	00:02:24	00:00:08	00:00:08
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:51	00:04:06	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:51	00:04:51	00:00:16	00:00:16
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:17:23	00:17:23	00:00:16	00:00:16
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:12:39	00:06:54	00:00:20	00:00:20
HotelRealOeiras		18	15	✔	83,3%	2	⚠	11,1%	0	✔	0,0%	1	✔	5,6%	00:00:15	00:00:08	00:11:40	00:03:45	00:01:00	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:11:40	00:10:11	00:00:06	00:00:06
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:11	00:01:48	00:00:25	00:00:25
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:05	00:03:25	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:02:33	00:01:32	00:00:05	00:00:05
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:08:37	00:04:56	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:20	00:01:20	00:00:05	00:00:05
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:15	00:03:03	00:00:08	00:00:08
	18:00:00	2	0	✖	0,0%	1	✖	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:32	00:00:00
	19:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:10:26	00:00:00
HotelRealPalacio		11	11	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:57	00:02:54	00:00:09	00:00:09
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:42	00:01:11	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:02:51	00:02:51	00:00:28	00:00:28
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:06:57	00:03:58	00:00:07	00:00:07
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:06:23	00:04:42	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:48	00:01:48	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:34	00:01:34	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:48	00:04:48	00:00:09	00:00:09
HotelRealParque		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:05:48	00:02:35	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:22	00:02:22	00:00:21	00:00:21
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:35	00:03:23	00:00:12	00:00:12
02-04-2018 14:03:28																				

OneContact Reporting

Service Performance Report

	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:35	00:00:35	00:00:04	00:00:04
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:07	00:01:07	00:00:09	00:00:09
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:18	00:02:02	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:05:48	00:05:48	00:00:02	00:00:02
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:02:59	00:01:48	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:43	00:01:43	00:00:06	00:00:06
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:26	00:04:26	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:26	00:04:26	00:00:08	00:00:08
02-03-2018		67	62	✔	92,5%	2	✔	3,0%	0	✔	0,0%	3	✔	4,5%	00:00:15	00:00:07	00:12:06	00:02:48	00:00:12	00:00:08
GrdRealVillaltalia		27	24	✔	88,9%	2	✔	7,4%	0	✔	0,0%	1	✔	3,7%	00:00:10	00:00:07	00:12:06	00:04:02	00:00:15	00:00:08
	09:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:12:06	00:05:30	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:06:47	00:06:47	00:00:05	00:00:05
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:04:15	00:02:31	00:00:05	00:00:05
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:39	00:01:39	00:00:07	00:00:07
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:11:06	00:03:28	00:00:10	00:00:10
	14:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:32	00:00:32	00:00:27	00:00:03
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:07:07	00:03:42	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:11:23	00:07:46	00:00:18	00:00:18
	17:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:08	00:03:20	00:00:42	00:00:10
	18:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:08	00:00:07	00:05:45	00:03:52	00:00:07	00:00:07
HotelRealOeiras		21	19	✔	90,5%	0	✔	0,0%	0	✔	0,0%	2	✔	9,5%	00:00:13	00:00:07	00:07:27	00:02:27	00:00:11	00:00:07
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:23	00:00:23	00:00:05	00:00:05
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:19	00:04:19	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:00:57	00:00:46	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:07:26	00:07:26	00:00:06	00:00:06
	15:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:04:34	00:01:44	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:07:27	00:07:27	00:00:03	00:00:03
	17:00:00	5	3	⚠	60,0%	0	✔	0,0%	0	✔	0,0%	2	✖	40,0%	00:00:07	00:00:05	00:01:51	00:01:13	00:00:22	00:00:06
	18:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:04:49	00:03:02	00:00:07	00:00:07
HotelRealPalacio		7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:48	00:02:24	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:47	00:00:47	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:04:48	00:02:42	00:00:17	00:00:17
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:03:08	00:03:08	00:00:12	00:00:12
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:01	00:01:01	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:03:54	00:03:13	00:00:08	00:00:08
HotelRealParque		11	11	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:32	00:01:16	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:39	00:00:39	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:02:32	00:01:15	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:01:44	00:01:14	00:00:05	00:00:05
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:38	00:00:38	00:00:04	00:00:04
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:39	00:00:39	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:44	00:00:44	00:00:26	00:00:26
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:32	00:02:06	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:09	00:02:09	00:00:11	00:00:11
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:42	00:00:42	00:00:06	00:00:06
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:42	00:00:42	00:00:06	00:00:06
03-03-2018		27	10	✖	37,0%	6	✖	22,2%	0	✔	0,0%	11	✖	40,7%	00:00:15	00:00:07	00:09:03	00:03:56	00:00:23	00:00:14
GrdRealVillaltalia		17	5	✖	29,4%	5	✖	29,4%	0	✔	0,0%	7	✖	41,2%	00:00:10	00:00:07	00:09:03	00:05:11	00:00:23	00:00:23
	09:00:00	3	0	✖	0,0%	2	✖	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:09:03	00:09:03	00:00:30	00:00:30
	12:00:00	4	2	⚠	50,0%	1	✖	25,0%	0	✔	0,0%	1	✖	25,0%	00:00:10	00:00:08	00:07:01	00:04:06	00:00:40	00:00:06
	13:00:00	6	0	✖	0,0%	1	✖	16,7%	0	✔	0,0%	5	✖	83,3%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
02-04-2018 14:03:28																				

OneContact Reporting

Service Performance Report

	14:00:00	1	0	✖0,0%	1	✖100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:36	00:00:00
	15:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:06	00:07:15	00:04:20	00:00:36	00:00:36
HotelRealOeiras		4	4	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:06	00:04:03	00:02:07	00:00:06	00:00:06
	13:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:03:07	00:03:07	00:00:08	00:00:08
	14:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:05	00:00:05	00:04:03	00:04:03	00:00:05	00:00:05
	16:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:05	00:00:04	00:01:07	00:00:39	00:00:04	00:00:04
HotelRealPalacio		5	1	✖20,0%	1	✖20,0%	0	✔0,0%	3	✖60,0%	00:00:15	00:00:11	00:04:53	00:04:53	00:00:39	00:00:07
	10:00:00	5	1	✖20,0%	1	✖20,0%	0	✔0,0%	3	✖60,0%	00:00:15	00:00:11	00:04:53	00:04:53	00:00:39	00:00:07
HotelRealParque		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	00:00:21	00:00:00
	12:00:00	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	00:00:21	00:00:00
05-03-2018		61	57	✔93,4%	1	✔1,6%	0	✔0,0%	3	✔4,9%	00:00:15	00:00:08	00:08:31	00:02:56	00:00:11	00:00:10
GrdRealVillaltalia		27	23	✔85,2%	1	✔3,7%	0	✔0,0%	3	⚠11,1%	00:00:10	00:00:07	00:08:31	00:03:20	00:00:12	00:00:10
	09:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:01:19	00:01:19	00:00:07	00:00:07
	10:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:06	00:08:31	00:08:24	00:00:06	00:00:06
	11:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:03:04	00:01:40	00:00:15	00:00:15
	12:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:06	00:04:16	00:03:08	00:00:08	00:00:08
	13:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:06	00:00:05	00:02:55	00:02:17	00:00:05	00:00:05
	14:00:00	6	5	✔83,3%	0	✔0,0%	0	✔0,0%	1	✖16,7%	00:00:10	00:00:06	00:06:31	00:03:34	00:00:07	00:00:08
	15:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:06	00:05:49	00:03:32	00:00:09	00:00:09
	16:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:07	00:08:13	00:03:40	00:00:11	00:00:11
	17:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:00:36	00:00:36	00:00:08	00:00:08
	18:00:00	4	2	⚠50,0%	1	✖25,0%	0	✔0,0%	1	✖25,0%	00:00:10	00:00:09	00:06:48	00:03:31	00:00:25	00:00:23
	19:00:00	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	00:00:39	00:00:00
HotelRealOeiras		8	8	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:08	00:08:11	00:03:15	00:00:08	00:00:08
	11:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:04	00:00:04	00:04:48	00:04:48	00:00:04	00:00:04
	14:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:10	00:02:57	00:02:57	00:00:10	00:00:10
	16:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:08	00:08:11	00:03:28	00:00:08	00:00:08
	17:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:11	00:01:01	00:01:01	00:00:11	00:00:11
	18:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:06	00:06:11	00:03:18	00:00:09	00:00:09
HotelRealPalacio		10	10	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:04:34	00:03:00	00:00:10	00:00:10
	09:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:04:34	00:04:34	00:00:08	00:00:08
	10:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:03	00:00:03	00:00:46	00:00:46	00:00:04	00:00:04
	13:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:02:48	00:02:48	00:00:09	00:00:09
	14:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:11	00:03:32	00:02:20	00:00:16	00:00:16
	15:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:06	00:03:14	00:02:52	00:00:06	00:00:06
	16:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:09	00:04:24	00:03:50	00:00:12	00:00:12
HotelRealParque		14	14	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:04:59	00:01:51	00:00:10	00:00:10
	09:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:10	00:02:01	00:01:26	00:00:10	00:00:10
	11:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:08	00:03:22	00:02:20	00:00:08	00:00:08
	12:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:12	00:00:59	00:00:59	00:00:37	00:00:37
	14:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:13	00:00:06	00:04:59	00:03:50	00:00:06	00:00:06
	15:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:07	00:01:44	00:01:13	00:00:12	00:00:12
	16:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:00:38	00:00:38	00:00:07	00:00:07
	17:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:06	00:01:53	00:01:10	00:00:06	00:00:06
RealResidencia		2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:06:06	00:03:52	00:00:15	00:00:15
	11:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:12	00:06:06	00:06:06	00:00:23	00:00:23
	14:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:01:39	00:01:39	00:00:07	00:00:07
06-03-2018		87	81	✔93,1%	1	✔1,1%	0	✔0,0%	5	✔5,7%	00:00:15	00:00:09	00:10:45	00:02:29	00:00:12	00:00:12
GrdRealVillaltalia		31	28	✔90,3%	1	✔3,2%	0	✔0,0%	2	✔6,5%	00:00:11	00:00:08	00:10:45	00:03:11	00:00:11	00:00:11
	09:00:00	5	4	✔80,0%	0	✔0,0%	0	✔0,0%	1	✖20,0%	00:00:10	00:00:07	00:06:04	00:02:28	00:00:07	00:00:07
	10:00:00	7	6	✔85,7%	0	✔0,0%	0	✔0,0%	1	⚠14,3%	00:00:10	00:00:07	00:03:39	00:01:55	00:00:09	00:00:10
02-04-2018 11:00:00 14:03:28		3	2	⚠66,7%	1	✖33,3%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:04:27	00:03:12	00:00:22	00:00:22

OneContact Reporting

Service Performance Report

	13:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:11	00:04:16	00:00:11	00:00:11
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:10:45	00:04:49	00:00:13	00:00:13
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:48	00:02:31	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:18	00:03:38	00:00:08	00:00:08
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:48	00:04:00	00:00:08	00:00:08
HotelRealOeiras		23	23	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:06	00:02:03	00:00:16	00:00:16
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:13	00:00:56	00:00:16	00:00:16
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:26	00:03:26	00:00:06	00:00:06
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:06	00:03:51	00:00:13	00:00:13
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:04:43	00:02:26	00:00:10	00:00:10
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:47	00:01:46	00:00:16	00:00:16
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:47	00:01:01	00:00:11	00:00:11
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:55	00:02:03	00:00:16	00:00:16
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:02	00:01:18	00:00:38	00:00:38
HotelRealPalacio		16	13	✔	81,3%	0	✔	0,0%	0	✔	0,0%	3	✖	18,8%	00:00:15	00:00:09	00:07:38	00:01:35	00:00:10	00:00:10
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:14	00:00:14	00:01:59	00:01:59	00:00:10	00:00:14
	10:00:00	3	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	2	✖	66,7%	00:00:02	00:00:02	00:01:26	00:01:26	00:00:07	00:00:03
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:38	00:02:17	00:00:12	00:00:12
	14:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:52	00:00:55	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:35	00:00:35	00:00:20	00:00:20
HotelRealParque		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:10:25	00:02:34	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:18	00:03:18	00:00:06	00:00:06
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:06	00:02:55	00:00:08	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:24	00:02:05	00:00:10	00:00:10
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:08:15	00:02:27	00:00:09	00:00:09
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:02	00:01:34	00:00:20	00:00:20
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:35	00:00:35	00:00:09	00:00:09
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:10:25	00:05:56	00:00:10	00:00:10
07-03-2018		62	55	✔	88,7%	3	✔	4,8%	0	✔	0,0%	4	✔	6,5%	00:00:15	00:00:08	00:18:02	00:02:56	00:00:12	00:00:11
GrdRealVillaltalia		18	16	✔	88,9%	1	✔	5,6%	0	✔	0,0%	1	✔	5,6%	00:00:10	00:00:07	00:18:02	00:04:00	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:35	00:01:35	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:11	00:01:08	00:00:14	00:00:14
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:06	00:04:06	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:01	00:02:01	00:00:18	00:00:18
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:18:02	00:08:17	00:00:08	00:00:08
	16:00:00	7	5	⚠	71,4%	1	⚠	14,3%	0	✔	0,0%	1	⚠	14,3%	00:00:09	00:00:05	00:03:40	00:02:40	00:00:06	00:00:06
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:33	00:04:30	00:00:18	00:00:18
HotelRealOeiras		14	13	✔	92,9%	0	✔	0,0%	0	✔	0,0%	1	✔	7,1%	00:00:15	00:00:09	00:10:45	00:03:21	00:00:12	00:00:13
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:05:52	00:03:39	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:43	00:02:43	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:52	00:04:52	00:00:05	00:00:05
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:16	00:00:53	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:32	00:05:32	00:00:21	00:00:21
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:55	00:01:55	00:00:40	00:00:40
	18:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:09	00:10:45	00:05:54	00:00:11	00:00:12
HotelRealPalacio		11	9	✔	81,8%	1	✔	9,1%	0	✔	0,0%	1	✔	9,1%	00:00:15	00:00:08	00:05:22	00:02:25	00:00:19	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:22	00:05:22	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:53	00:02:53	00:00:23	00:00:23
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:28	00:02:00	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:04	00:04:59	00:02:22	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:26	00:02:26	00:00:09	00:00:09
02-04-2018	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:01:20	00:01:12	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	18:00:00	2	0	 0,0%	1	 50,0%	0	 0,0%	1	 50,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:07	00:00:00
HotelRealParque		17	15	 88,2%	1	 5,9%	0	 0,0%	1	 5,9%	00:00:15	00:00:09	00:05:23	00:01:43	00:00:10	00:00:10
	09:00:00	2	1	 50,0%	1	 50,0%	0	 0,0%	0	 0,0%	00:00:12	00:00:10	00:01:42	00:01:42	00:00:10	00:00:08
	10:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:06	00:00:05	00:03:14	00:02:00	00:00:05	00:00:05
	11:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:07	00:00:07	00:00:41	00:00:41	00:00:07	00:00:07
	12:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:11	00:00:11	00:02:29	00:02:29	00:00:11	00:00:11
	13:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:12	00:02:54	00:02:54	00:00:37	00:00:37
	14:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:06	00:00:06	00:00:29	00:00:29	00:00:06	00:00:06
	15:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:13	00:00:13	00:00:57	00:00:57	00:00:13	00:00:13
	16:00:00	5	5	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:12	00:00:08	00:05:23	00:01:59	00:00:08	00:00:08
	17:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:07	00:00:06	00:02:32	00:01:27	00:00:07	00:00:07
	18:00:00	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	00:00:04	00:00:00
RealResidencia		2	2	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:10	00:03:18	00:03:17	00:00:16	00:00:16
	14:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:07	00:00:07	00:03:16	00:03:16	00:00:07	00:00:07
	16:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:12	00:03:18	00:03:18	00:00:24	00:00:24
08-03-2018		50	47	 94,0%	3	 6,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:09	00:09:02	00:02:47	00:00:22	00:00:12
GrdRealVillaltalia		17	15	 88,2%	2	 11,8%	0	 0,0%	0	 0,0%	00:00:10	00:00:08	00:08:35	00:03:56	00:00:41	00:00:16
	09:00:00	3	3	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:10	00:05:20	00:04:18	00:00:13	00:00:13
	10:00:00	2	1	 50,0%	1	 50,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:09	00:02:07	00:02:07	00:00:30	00:00:15
	14:00:00	4	4	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:08	00:08:35	00:03:48	00:00:08	00:00:08
	15:00:00	3	3	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:08	00:06:43	00:04:59	00:00:10	00:00:10
	16:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:07	00:04:59	00:03:42	00:00:11	00:00:11
	17:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:08	00:03:37	00:03:37	00:01:32	00:01:32
	18:00:00	2	1	 50,0%	1	 50,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:09	00:03:01	00:03:01	00:03:30	00:00:06
HotelRealOeiras		10	10	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:10	00:04:35	00:01:56	00:00:12	00:00:12
	09:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:08	00:01:54	00:01:40	00:00:09	00:00:09
	11:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:05	00:00:05	00:02:15	00:02:15	00:00:06	00:00:06
	13:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:10	00:03:07	00:01:44	00:00:16	00:00:16
	14:00:00	3	3	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:09	00:00:08	00:01:41	00:01:17	00:00:09	00:00:09
	16:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:12	00:04:35	00:03:13	00:00:18	00:00:18
HotelRealPalacio		7	7	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:10	00:09:02	00:04:37	00:00:14	00:00:14
	09:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:07	00:00:07	00:09:02	00:09:02	00:00:07	00:00:07
	10:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:07	00:00:07	00:05:56	00:05:56	00:00:07	00:00:07
	12:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:11	00:04:34	00:03:06	00:00:12	00:00:12
	14:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:08	00:00:08	00:02:44	00:02:44	00:00:08	00:00:08
	15:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:13	00:01:23	00:01:23	00:00:26	00:00:26
	17:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:12	00:07:04	00:07:04	00:00:24	00:00:24
HotelRealParque		16	15	 93,8%	1	 6,3%	0	 0,0%	0	 0,0%	00:00:15	00:00:08	00:02:45	00:01:15	00:00:10	00:00:08
	10:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:09	00:00:09	00:00:31	00:00:31	00:00:09	00:00:09
	11:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:08	00:00:06	00:00:57	00:00:52	00:00:06	00:00:06
	12:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:03	00:00:03	00:01:44	00:01:44	00:00:03	00:00:03
	15:00:00	4	4	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:09	00:00:08	00:01:23	00:01:04	00:00:08	00:00:08
	16:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:06	00:00:06	00:00:33	00:00:33	00:00:06	00:00:06
	17:00:00	6	6	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:09	00:02:45	00:01:38	00:00:10	00:00:10
	19:00:00	1	0													

OneContact Reporting

Service Performance Report

	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:06:28	00:04:48	00:00:09	00:00:09
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:05:48	00:03:16	00:00:10	00:00:10
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:10:09	00:03:55	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:04:01	00:04:01	00:00:31	00:00:31
HotelRealOeiras		11	9	✔	81,8%	0	✔	0,0%	0	✔	0,0%	2	✖	18,2%	00:00:15	00:00:09	00:09:03	00:02:48	00:00:10	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:00:59	00:00:59	00:00:18	00:00:18
	10:00:00	3	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	2	✖	66,7%	00:00:09	00:00:09	00:09:03	00:09:03	00:00:08	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:59	00:01:59	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:32	00:02:32	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:21	00:01:21	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:50	00:04:50	00:00:24	00:00:24
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:43	00:01:43	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:01:44	00:01:22	00:00:08	00:00:08
HotelRealPalacio		12	11	✔	91,7%	1	✔	8,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:10:43	00:02:27	00:00:19	00:00:20
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:10:43	00:10:43	00:00:05	00:00:05
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:46	00:00:46	00:01:05	00:01:05
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:48	00:03:48	00:00:10	00:00:10
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:17	00:01:13	00:00:22	00:00:22
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:18	00:03:08	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:31	00:01:31	00:00:08	00:00:08
	17:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:10	00:00:00
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:09	00:00:54	00:00:23	00:00:23
HotelRealParque		14	12	✔	85,7%	0	✔	0,0%	0	✔	0,0%	2	⚠	14,3%	00:00:15	00:00:09	00:05:13	00:02:32	00:00:12	00:00:13
	09:00:00	3	1	✖	33,3%	0	✔	0,0%	0	✔	0,0%	2	✖	66,7%	00:00:07	00:00:07	00:00:38	00:00:38	00:00:06	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:30	00:03:30	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:43	00:04:28	00:00:08	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:00	00:02:43	00:00:31	00:00:31
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:01:26	00:01:12	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:54	00:01:54	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:09	00:03:09	00:00:10	00:00:10
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:13	00:02:19	00:00:12	00:00:12
RealResidencia		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:55	00:05:01	00:00:18	00:00:18
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:50	00:06:50	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:34	00:04:34	00:00:09	00:00:09
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:07:55	00:04:20	00:00:28	00:00:28
10-03-2018		16	14	✔	87,5%	0	✔	0,0%	0	✔	0,0%	2	⚠	12,5%	00:00:10	00:00:07	00:12:59	00:02:35	00:00:12	00:00:13
GrdRealVillaltalia		7	6	✔	85,7%	0	✔	0,0%	0	✔	0,0%	1	⚠	14,3%	00:00:10	00:00:07	00:12:59	00:04:25	00:00:08	00:00:09
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:12:59	00:07:40	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:44	00:00:44	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:14	00:05:14	00:00:09	00:00:09
	15:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:10	00:00:06	00:02:59	00:02:59	00:00:09	00:00:13
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:12	00:02:12	00:00:07	00:00:07
HotelRealOeiras		2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:07	00:00:07	00:02:20	00:02:20	00:00:06	00:00:08
	10:00:00	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	00:00:04	00:00:00
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:20	00:02:20	00:00:08	00:00:08
HotelRealPalacio		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:06	00:00:41	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:06	00:01:06	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:00:39	00:00:29	00:00:07	00:00:07
HotelRealParque		4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:07	00:01:18	00:00:26	00:00:26
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:07	00:02:07	00:00:06	00:00:06
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:00	00:01:02	00:00:32	00:00:32
12-03-2018	02-04-2018 14:03:28	68	63	✔	92,6%	3	✔	4,4%	0	✔	0,0%	2	✔	2,9%	00:00:15	00:00:08	00:09:34	00:02:25	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

GrdRealVillaltalia		19	15	🚨	78,9%	3	❌	15,8%	0	✅	0,0%	1	✅	5,3%	00:00:11	00:00:07	00:08:52	00:03:12	00:00:08	00:00:09
	09:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:05	00:02:07	00:01:40	00:00:06	00:00:06
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:08:52	00:08:52	00:00:16	00:00:16
	11:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:02:57	00:02:18	00:00:08	00:00:08
	12:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:09	00:02:51	00:02:02	00:00:18	00:00:18
	13:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:08:15	00:08:15	00:00:08	00:00:08
	15:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:06	00:04:44	00:03:30	00:00:06	00:00:06
	16:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:01:40	00:01:40	00:00:07	00:00:07
	17:00:00	6	2	❌	33,3%	3	❌	50,0%	0	✅	0,0%	1	❌	16,7%	00:00:05	00:00:04	00:00:33	00:00:16	00:00:04	00:00:04
	18:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:07:38	00:07:38	00:00:10	00:00:10
HotelRealOeiras		18	17	✅	94,4%	0	✅	0,0%	0	✅	0,0%	1	✅	5,6%	00:00:15	00:00:08	00:04:53	00:02:10	00:00:11	00:00:11
	09:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:07	00:01:38	00:01:30	00:00:07	00:00:07
	10:00:00	3	2	🚨	66,7%	0	✅	0,0%	0	✅	0,0%	1	❌	33,3%	00:00:15	00:00:08	00:01:15	00:01:14	00:00:10	00:00:13
	11:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:09	00:04:53	00:02:49	00:00:09	00:00:09
	12:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:08	00:04:34	00:03:16	00:00:08	00:00:08
	13:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:03:32	00:02:16	00:00:20	00:00:20
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:06	00:02:03	00:02:00	00:00:07	00:00:07
	16:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:11	00:01:47	00:01:47	00:00:22	00:00:22
	17:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:01:35	00:01:35	00:00:08	00:00:08
	18:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:06	00:03:33	00:02:29	00:00:09	00:00:09
HotelRealPalacio		8	8	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:03:53	00:01:52	00:00:14	00:00:14
	09:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:03:53	00:02:46	00:00:15	00:00:15
	11:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:09	00:02:30	00:02:30	00:00:08	00:00:08
	12:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:01:57	00:01:20	00:00:20	00:00:20
	14:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:00:31	00:00:31	00:00:08	00:00:08
	17:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:02:27	00:02:27	00:00:07	00:00:07
HotelRealParque		20	20	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:08	00:09:34	00:02:15	00:00:09	00:00:09
	09:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:01:26	00:01:26	00:00:08	00:00:08
	10:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:13	00:00:10	00:04:40	00:02:40	00:00:10	00:00:10
	11:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:09	00:02:44	00:02:34	00:00:09	00:00:09
	12:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:00:49	00:00:49	00:00:08	00:00:08
	13:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:00:30	00:00:30	00:00:08	00:00:08
	14:00:00	6	6	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:07	00:09:34	00:02:38	00:00:09	00:00:09
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:10	00:04:27	00:02:27	00:00:10	00:00:10
	16:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:09	00:01:20	00:00:54	00:00:14	00:00:14
	17:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:06	00:05:46	00:03:18	00:00:06	00:00:06
	18:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:02:35	00:02:35	00:00:08	00:00:08
RealResidencia		3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:03:52	00:02:24	00:00:08	00:00:08
	14:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:01:20	00:01:20	00:00:07	00:00:07
	16:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:03:52	00:02:39	00:00:08	00:00:08
	17:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:02:59	00:02:59	00:00:10	00:00:10
13-03-2018		55	52	✅	94,5%	1	✅	1,8%	0	✅	0,0%	2	✅	3,6%	00:00:15	00:00:09	00:15:02	00:02:46	00:00:14	00:00:14
GrdRealVillaltalia		21	20	✅	95,2%	1	✅	4,8%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:07	00:15:02	00:03:08	00:00:11	00:00:11
	09:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:09	00:02:01	00:01:52	00:00:22	00:00:22
	10:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:05:40	00:03:36	00:00:08	00:00:08
	11:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:03:35	00:03:35	00:00:17	00:00:17
	12:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:06	00:00:04	00:02:21	00:01:50	00:00:04	00:00:04
	13:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:03:04	00:03:04	00:00:11	00:00:11
	14:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:05	00:15:02	00:06:02	00:00:16	00:00:16
	15:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:07	00:07:38	00:02:42	00:00:12	00:00:12
	16:00:00	5	4	✅	80,0%	1	❌	20,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:03:58	00:01:58	00:00:08	00:00:08
	17:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	0	✅	0,0%	00:00:05	00:00:05	00:01:34	00:01:34	00:00:05	00:00:05
02-04-2018 14:03:28																				

OneContact Reporting

Service Performance Report

	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:20	00:06:20	00:00:08	00:00:08
HotelRealOeiras		12	10	✔	83,3%	0	✔	0,0%	0	✔	0,0%	2	✖	16,7%	00:00:15	00:00:11	00:05:08	00:02:04	00:00:19	00:00:22
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:50	00:02:50	00:00:22	00:00:22
	10:00:00	2	0	✖	0,0%	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
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:16	00:01:16	00:01:07	00:01:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:40	00:01:40	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:35	00:01:50	00:00:18	00:00:18
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:08	00:03:42	00:00:24	00:00:24
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:15	00:02:15	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:00	00:01:00	00:00:27	00:00:27
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:30	00:00:30	00:00:07	00:00:07
HotelRealPalacio		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:21	00:02:42	00:00:15	00:00:15
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:45	00:01:32	00:00:18	00:00:18
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:32	00:02:30	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:07:21	00:07:21	00:00:10	00:00:10
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:18	00:02:37	00:00:20	00:00:20
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:15	00:01:15	00:00:07	00:00:07
HotelRealParque		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:46	00:02:47	00:00:11	00:00:11
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:09:46	00:05:18	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:15	00:03:15	00:00:22	00:00:22
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:22	00:02:22	00:00:21	00:00:21
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:58	00:01:58	00:00:04	00:00:04
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:05:09	00:03:10	00:00:08	00:00:08
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:38	00:01:26	00:00:10	00:00:10
14-03-2018		65	51	⚠	78,5%	3	✔	4,6%	0	✔	0,0%	11	✖	16,9%	00:00:18	00:00:09	00:11:33	00:02:49	00:00:18	00:00:11
GrdRealVillaltalia		22	16	⚠	72,7%	1	✔	4,5%	0	✔	0,0%	5	✖	22,7%	00:00:11	00:00:08	00:10:21	00:03:55	00:00:17	00:00:12
	09:00:00	6	0	✖	0,0%	1	✖	16,7%	0	✔	0,0%	5	✖	83,3%	00:00:10	00:00:10	00:00:00	00:00:00	00:00:30	00:00:00
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:26	00:04:02	00:00:08	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:10:21	00:06:46	00:00:08	00:00:08
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:04:12	00:03:21	00:00:10	00:00:10
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:08:47	00:03:48	00:00:18	00:00:18
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:29	00:02:41	00:00:06	00:00:06
HotelRealOeiras		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:05:03	00:02:40	00:00:08	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:33	00:02:15	00:00:14	00:00:14
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:05	00:04:05	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:03	00:05:03	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:00	00:02:00	00:00:07	00:00:07
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:03:21	00:01:55	00:00:05	00:00:05
HotelRealPalacio		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:36	00:01:53	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:21	00:02:21	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:02	00:01:15	00:00:18	00:00:18
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:05:36	00:02:32	00:00:11	00:00:11
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:47	00:00:47	00:00:07	00:00:07
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:54	00:01:52	00:00:06	00:00:06
HotelRealParque		22	16	⚠	72,7%	1	✔	4,5%	0	✔	0,0%	5	✖	22,7%	00:00:16	00:00:09	00:11:33	00:02:16	00:00:23	00:00:12
	09:00:00	6	2	✖	33,3%	1	✖	16,7%	0	✔	0,0%	3	✖	50,0%	00:00:16	00:00:11	00:03:21	00:03:06	00:00:54	00:00:09
	10:00:00	5	3	⚠	60,0%	0	✔	0,0%	0	✔	0,0%	2	✖	40,0%	00:00:15	00:00:09	00:00:48	00:00:42	00:00:11	00:00:16
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:02:20	00:01:26	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:01:25	00:01:08	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:01:00	00:00:54	00:00:11	00:00:11
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:11:33	00:05:17	00:00:19	00:00:19
02-04-2018 14:03:28	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:53	00:04:53	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	17:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:01:29	00:01:20	00:00:08	00:00:08
RealResidencia		5	3	⚠60,0%	1	✖20,0%	0	✔0,0%	1	✖20,0%	00:00:18	00:00:12	00:04:55	00:02:52	00:00:30	00:00:12
	13:00:00	3	1	✖33,3%	1	✖33,3%	0	✔0,0%	1	✖33,3%	00:00:15	00:00:13	00:03:07	00:03:07	00:00:39	00:00:06
	14:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:18	00:00:11	00:04:55	00:02:49	00:00:16	00:00:16
15-03-2018		57	50	✔87,7%	3	✔5,3%	0	✔0,0%	4	✔7,0%	00:00:15	00:00:08	00:17:28	00:03:38	00:00:18	00:00:19
GrdRealVillaltalia		25	22	✔88,0%	1	✔4,0%	0	✔0,0%	2	✔8,0%	00:00:10	00:00:07	00:17:28	00:05:32	00:00:28	00:00:30
	09:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:09	00:13:38	00:08:13	00:02:41	00:02:41
	10:00:00	3	2	⚠66,7%	0	✔0,0%	0	✔0,0%	1	✖33,3%	00:00:10	00:00:07	00:05:57	00:04:27	00:00:12	00:00:12
	11:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:07	00:07:49	00:03:38	00:00:10	00:00:10
	12:00:00	6	4	⚠66,7%	1	✖16,7%	0	✔0,0%	1	✖16,7%	00:00:10	00:00:06	00:06:33	00:03:10	00:00:09	00:00:10
	13:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:09:02	00:09:02	00:00:16	00:00:16
	14:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:06	00:00:06	00:01:39	00:01:39	00:00:06	00:00:06
	15:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:09:18	00:06:29	00:00:10	00:00:10
	16:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:06	00:09:42	00:05:34	00:00:06	00:00:06
	17:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:04:08	00:04:08	00:00:08	00:00:08
	18:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:06	00:17:28	00:10:29	00:00:06	00:00:06
HotelRealOeiras		13	12	✔92,3%	1	✔7,7%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:07	00:03:15	00:01:54	00:00:08	00:00:08
	09:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:03:15	00:02:04	00:00:07	00:00:07
	10:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:02:55	00:02:54	00:00:08	00:00:08
	12:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:06	00:00:06	00:01:25	00:01:04	00:00:06	00:00:06
	15:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:02:36	00:02:36	00:00:07	00:00:07
	16:00:00	4	3	⚠75,0%	1	✖25,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:06	00:03:02	00:01:43	00:00:08	00:00:11
	17:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:02:15	00:02:15	00:00:09	00:00:09
	18:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:11	00:00:39	00:00:39	00:00:12	00:00:12
HotelRealPalacio		8	6	⚠75,0%	1	⚠12,5%	0	✔0,0%	1	⚠12,5%	00:00:15	00:00:11	00:04:22	00:02:18	00:00:20	00:00:12
	09:00:00	2	1	⚠50,0%	0	✔0,0%	0	✔0,0%	1	✖50,0%	00:00:07	00:00:07	00:04:22	00:04:22	00:00:14	00:00:07
	10:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:07	00:02:33	00:02:07	00:00:07	00:00:07
	11:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:02:02	00:02:02	00:00:20	00:00:20
	14:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:12	00:01:26	00:01:26	00:00:12	00:00:12
	15:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:01:43	00:01:43	00:00:20	00:00:20
	19:00:00	1	0	✖0,0%	1	✖100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:05	00:00:00
HotelRealParque		11	10	✔90,9%	0	✔0,0%	0	✔0,0%	1	✔9,1%	00:00:15	00:00:09	00:06:05	00:02:08	00:00:09	00:00:10
	09:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:00:33	00:00:33	00:00:08	00:00:08
	10:00:00	4	3	⚠75,0%	0	✔0,0%	0	✔0,0%	1	✖25,0%	00:00:08	00:00:07	00:01:16	00:01:08	00:00:06	00:00:07
	11:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:07	00:06:05	00:04:48	00:00:07	00:00:07
	12:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:13	00:00:13	00:02:03	00:02:03	00:00:13	00:00:13
	13:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:12	00:03:20	00:03:20	00:00:12	00:00:12
	15:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:13	00:01:45	00:01:45	00:00:27	00:00:27
	16:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:05	00:00:05	00:00:37	00:00:37	00:00:05	00:00:05
16-03-2018		78	71	✔91,0%	1	✔1,3%	0	✔0,0%	6	✔7,7%	00:00:15	00:00:08	00:17:15	00:02:50	00:00:16	00:00:15
GrdRealVillaltalia		25	22	✔88,0%	0	✔0,0%	0	✔0,0%	3	⚠12,0%	00:00:10	00:00:07	00:17:15	00:03:38	00:00:10	00:00:10
	09:00:00	5	2	✖40,0%	0	✔0,0%	0	✔0,0%	3	✖60,0%	00:00:10	00:00:06	00:17:15	00:09:09	00:00:09	00:00:10
	10:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:07	00:01:21	00:01:21	00:00:11	00:00:11
	11:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:05:49	00:05:49	00:00:09	00:00:09
	12:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:07	00:05:37	00:02:32	00:00:12	00:00:12
	13:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:07:46	00:04:52	00:00:08	00:00:08
	14:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:08	00:01:40	00:01:16	00:00:12	00:00:12
	15:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:07	00:06:42	00:04:40	00:00:10	00:00:10
	16:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:09	00:08:47	00:08:47	00:00:26	00:00:26
	17:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:06	00:04:21	00:01:25	00:00:08	00:00:08
HotelRealOeiras		29	25	✔86,2%	1	✔3,4%	0	✔0,0%	3	⚠10,3%	00:00:15	00:00:09	00:14:56	00:03:04	00:00:25	00:00:22
02-04-2018	09:00:00	4	1	✖25,0%	1	✖25,0%	0	✔0,0%	2	✖50,0%	00:00:15	00:00:12	00:01:48	00:01:48	00:00:46	00:00:08

OneContact Reporting

Service Performance Report

	10:00:00	4	3	75,0%	0	0,0%	0	0,0%	1	25,0%	00:00:08	00:00:05	00:14:56	00:08:36	00:01:10	00:01:31
	11:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:13	00:00:09	00:02:31	00:01:52	00:00:09	00:00:09
	12:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:11	00:00:11	00:04:46	00:04:46	00:00:11	00:00:11
	14:00:00	4	4	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:07	00:04:11	00:01:35	00:00:10	00:00:10
	16:00:00	4	4	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:04:31	00:01:57	00:00:12	00:00:12
	17:00:00	8	8	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:05:34	00:02:11	00:00:16	00:00:16
	19:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:09	00:07:06	00:07:06	00:00:09	00:00:09
HotelRealPalacio		9	9	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:08	00:08:57	00:02:03	00:00:10	00:00:10
	14:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:00:23	00:00:16	00:00:16	00:00:16
	15:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:11	00:00:08	00:03:31	00:01:46	00:00:10	00:00:10
	17:00:00	4	4	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:07	00:08:57	00:02:59	00:00:08	00:00:08
HotelRealParque		11	11	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:08	00:04:27	00:01:44	00:00:11	00:00:11
	10:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:02:14	00:02:14	00:00:08	00:00:08
	11:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:02	00:00:02	00:02:48	00:02:48	00:00:02	00:00:02
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:01:55	00:01:16	00:00:08	00:00:08
	13:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:08	00:02:38	00:02:02	00:00:12	00:00:12
	15:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:04:27	00:02:14	00:00:13	00:00:13
	16:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:12	00:00:52	00:00:52	00:00:25	00:00:25
	18:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:05	00:00:03	00:00:38	00:00:35	00:00:05	00:00:05
RealResidencia		4	4	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:04:39	00:02:02	00:00:16	00:00:16
	11:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:11	00:00:11	00:00:47	00:00:47	00:00:11	00:00:11
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:11	00:01:21	00:01:21	00:00:22	00:00:22
	14:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:04:39	00:04:39	00:00:11	00:00:11
	16:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:01:22	00:01:22	00:00:20	00:00:20
17-03-2018		25	18	72,0%	1	4,0%	0	0,0%	6	24,0%	00:00:13	00:00:05	00:11:17	00:02:21	00:00:11	00:00:06
GrdRealVillaltalia		5	5	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:05	00:04:53	00:01:59	00:00:05	00:00:05
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:04	00:00:04	00:01:13	00:01:13	00:00:04	00:00:04
	12:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:09	00:00:05	00:04:53	00:02:23	00:00:05	00:00:05
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:06	00:00:06	00:01:30	00:01:30	00:00:06	00:00:06
HotelRealOeiras		10	7	70,0%	0	0,0%	0	0,0%	3	30,0%	00:00:13	00:00:06	00:11:17	00:03:20	00:00:07	00:00:06
	10:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:02	00:00:02	00:01:28	00:01:28	00:00:02	00:00:02
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:07	00:00:05	00:02:28	00:01:50	00:00:05	00:00:05
	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	00:00:05	00:00:00
	16:00:00	6	4	66,7%	0	0,0%	0	0,0%	2	33,3%	00:00:13	00:00:08	00:11:17	00:04:33	00:00:09	00:00:08
HotelRealPalacio		5	3	60,0%	0	0,0%	0	0,0%	2	40,0%	00:00:04	00:00:03	00:03:52	00:01:43	00:00:06	00:00:03
	10:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:03	00:00:03	00:03:52	00:03:52	00:00:03	00:00:03
	12:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:02	00:00:02	00:00:43	00:00:43	00:00:02	00:00:02
	14:00:00	2	0	0,0%	0	0,0%	0	0,0%	2	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:04	00:00:04	00:00:33	00:00:33	00:00:04	00:00:04
HotelRealParque		5	3	60,0%	1	20,0%	0	0,0%	1	20,0%	00:00:10	00:00:06	00:01:47	00:01:16	00:00:32	00:00:08
	11:00:00	1	1	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:01:44	00:01:44	00:00:10	00:00:10
	12:00:00	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	00:00:06	00:00:00
	14:00:00	1	0	0,0%	1	100,0%	0	0,0%	0	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:02:09	00:00:00
	15:00:00	2	2	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:01:47	00:01:02	00:00:08	00:00:08
19-03-2018		87	84	96,6%	2	2,3%	0	0,0%	1	1,1%	00:00:16	00:00:08	00:19:34	00:02:50	00:00:13	00:00:13
GrdRealVillaltalia		26	24	92,3%	2	7,7%	0	0,0%	0	0,0%	00:00:11	00:00:07	00:09:24	00:02:38	00:00:16	00:00:15
	09:00:00	0	0	#DIV/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
	10:00:00	4	4	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:07	00:06:07	00:02:43	00:00:10	00:00:10
	11:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:11	00:00:08	00:07:58	00:04:17	00:00:14	00:00:14
	12:00:00	3	3	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:06	00:01:23	00:01:15	00:00:08	00:00:08
	13:00:00	4	4	100,0%	0	0,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:09:24	00:03:14	00:00:32	00:00:32
02-04-2018	14:00:00	3	2	66,7%	1	33,3%	0	0,0%	0	0,0%	00:00:10	00:00:09	00:04:19	00:02:31	00:00:22	00:00:08

OneContact Reporting

Service Performance Report

	15:00:00	4	3	 75,0%	1	 25,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:07	00:03:32	00:02:30	00:00:16	00:00:20
	16:00:00	4	4	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:06	00:03:29	00:01:53	00:00:10	00:00:10
	17:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:10	00:02:37	00:02:37	00:00:10	00:00:10
HotelRealOeiras		18	17	 94,4%	0	 0,0%	0	 0,0%	1	 5,6%	00:00:15	00:00:09	00:19:34	00:03:28	00:00:13	00:00:13
	10:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:08	00:03:22	00:02:04	00:00:13	00:00:13
	11:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:10	00:09:04	00:09:04	00:00:21	00:00:21
	12:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:14	00:01:15	00:01:15	00:00:57	00:00:57
	13:00:00	2	1	 50,0%	0	 0,0%	0	 0,0%	1	 50,0%	00:00:04	00:00:04	00:00:52	00:00:52	00:00:06	00:00:05
	14:00:00	4	4	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:12	00:00:07	00:04:52	00:02:34	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	00:01:19	00:01:19	00:00:12	00:00:12
	16:00:00	5	5	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:08	00:19:34	00:04:52	00:00:11	00:00:11
	17:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:07	00:00:07	00:04:23	00:04:23	00:00:07	00:00:07
	18:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:10	00:02:53	00:02:53	00:00:10	00:00:10
HotelRealPalacio		19	19	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:08	00:16:41	00:03:15	00:00:11	00:00:11
	09:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:08	00:00:08	00:02:29	00:02:02	00:00:08	00:00:08
	10:00:00	3	3	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:09	00:00:07	00:16:41	00:05:12	00:00:08	00:00:08
	11:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:11	00:02:37	00:01:59	00:00:23	00:00:23
	12:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:06	00:00:06	00:03:08	00:02:02	00:00:06	00:00:06
	13:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:11	00:05:18	00:05:18	00:00:22	00:00:22
	14:00:00	5	5	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:08	00:00:06	00:07:45	00:03:14	00:00:06	00:00:06
	15:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:12	00:05:14	00:02:59	00:00:18	00:00:18
	17:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:03	00:00:03	00:04:04	00:04:04	00:00:04	00:00:04
	18:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:12	00:00:12	00:00:42	00:00:42	00:00:13	00:00:13
HotelRealParque		22	22	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:16	00:00:09	00:09:34	00:02:13	00:00:13	00:00:13
	09:00:00	4	4	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:07	00:00:06	00:01:06	00:00:52	00:00:06	00:00:06
	10:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:08	00:00:08	00:02:41	00:02:41	00:00:08	00:00:08
	11:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:09	00:00:09	00:00:51	00:00:51	00:00:09	00:00:09
	12:00:00	3	3	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:09	00:02:01	00:01:42	00:00:16	00:00:16
	13:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:08	00:00:08	00:09:34	00:09:34	00:00:08	00:00:08
	14:00:00	3	3	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:10	00:02:06	00:01:27	00:00:13	00:00:13
	15:00:00	7	7	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:16	00:00:09	00:07:51	00:02:45	00:00:16	00:00:16
	16:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:08	00:00:08	00:01:45	00:01:45	00:00:08	00:00:08
	17:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:11	00:00:40	00:00:40	00:00:22	00:00:22
RealResidencia		2	2	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:12	00:00:12	00:03:08	00:02:41	00:00:12	00:00:12
	17:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:12	00:00:12	00:03:08	00:02:41	00:00:12	00:00:12
20-03-2018		74	71	 95,9%	3	 4,1%	0	 0,0%	0	 0,0%	00:00:15	00:00:08	00:13:50	00:02:54	00:00:15	00:00:10
GrdRealVillaltalia		24	23	 95,8%	1	 4,2%	0	 0,0%	0	 0,0%	00:00:10	00:00:07	00:11:05	00:04:03	00:00:14	00:00:10
	09:00:00	5	5	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:07	00:08:50	00:05:04	00:00:09	00:00:09
	10:00:00	7	6	 85,7%	1	 14,3%	0	 0,0%	0	 0,0%	00:00:10	00:00:08	00:08:18	00:02:34	00:00:22	00:00:07
	11:00:00	4	4	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:06	00:11:05	00:05:00	00:00:08	00:00:08
	12:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:04	00:00:04	00:00:56	00:00:56	00:00:05	00:00:05
	13:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:04	00:00:04	00:01:12	00:01:12	00:00:05	00:00:05
	16:00:00	4	4	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:06	00:09:16	00:04:06	00:00:08	00:00:08
	17:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:08	00:10:00	00:06:58	00:00:34	00:00:34
HotelRealOeiras		4	4	 100,0%	0	 0,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:09	00:07:06	00:02:56	00:00:11	00:00:11
	10:00:00	1	1	 100,0%	0	 0,0%										

OneContact Reporting

Service Performance Report

	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:44	00:06:44	00:00:10	00:00:10
	15:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:06:15	00:01:58	00:00:06	00:00:06
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:19	00:01:19	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:55	00:00:55	00:00:21	00:00:21
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:22	00:00:22	00:00:12	00:00:12
HotelRealParque		26	24	✔	92,3%	2	✔	7,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:39	00:02:09	00:00:21	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:04	00:01:04	00:00:08	00:00:08
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:30	00:03:50	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:02:48	00:01:42	00:00:06	00:00:06
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:58	00:02:42	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:17	00:01:17	00:00:04	00:00:04
	15:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:06	00:06:39	00:02:21	00:00:08	00:00:08
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:52	00:01:41	00:00:22	00:00:22
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:00:59	00:00:40	00:00:07	00:00:07
	18:00:00	2	0	✖	0,0%	2	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:32	00:00:00
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:36	00:00:36	00:00:09	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:36	00:00:36	00:00:09	00:00:09
21-03-2018		73	69	✔	94,5%	2	✔	2,7%	0	✔	0,0%	2	✔	2,7%	00:00:15	00:00:08	00:11:22	00:02:41	00:00:14	00:00:10
GrdRealVillaltalia		30	27	✔	90,0%	1	✔	3,3%	0	✔	0,0%	2	✔	6,7%	00:00:10	00:00:07	00:11:22	00:03:28	00:00:16	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:04	00:02:04	00:00:05	00:00:05
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:33	00:01:03	00:00:18	00:00:18
	11:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:11:22	00:04:26	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:40	00:01:40	00:00:06	00:00:06
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:10:45	00:05:58	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:20	00:01:20	00:00:14	00:00:14
	15:00:00	6	3	⚠	50,0%	1	✖	16,7%	0	✔	0,0%	2	✖	33,3%	00:00:10	00:00:08	00:04:42	00:02:13	00:00:41	00:00:10
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:07:41	00:03:05	00:00:06	00:00:06
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:52	00:02:46	00:00:11	00:00:11
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:17	00:06:17	00:00:08	00:00:08
HotelRealOeiras		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:10	00:02:17	00:00:11	00:00:11
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:28	00:01:52	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:05:10	00:05:10	00:00:06	00:00:06
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:01	00:01:06	00:00:14	00:00:14
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:03:14	00:02:12	00:00:11	00:00:11
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:37	00:02:18	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	00:03:44	00:03:44	00:00:09	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:50	00:01:50	00:00:20	00:00:20
HotelRealPalacio		11	11	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:27	00:02:03	00:00:10	00:00:10
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:33	00:01:32	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:38	00:00:57	00:00:16	00:00:16
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:05:27	00:03:04	00:00:10	00:00:10
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:04:44	00:02:21	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:24	00:00:24	00:00:04	00:00:04
HotelRealParque		15	15	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:32	00:01:50	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:04	00:03:04	00:00:03	00:00:03
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:06	00:01:16	00:00:15	00:00:15
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:29	00:00:53	00:00:08	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:03:08	00:01:32	00:00:14	00:00:14
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:32	00:03:07	00:00:06	00:00:06
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:14	00:01:04	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:10	00:02:10	00:00:07	00:00:07
02-04-2018 14:03:28	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:32	00:01:32	00:00:05	00:00:05

OneContact Reporting

Service Performance Report

RealResidencia		4	3	🟡 75,0%	1	🔴 25,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:12	00:06:37	00:04:21	00:00:40	00:00:09
	12:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:11	00:00:11	00:01:08	00:01:08	00:00:11	00:00:11
	13:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:09	00:00:09	00:05:18	00:05:18	00:00:10	00:00:10
	15:00:00	1	0	🔴 0,0%	1	🔴 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:16	00:00:00
	18:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%	00:00:05	00:00:05	00:06:37	00:06:37	00:00:05	00:00:05
22-03-2018		56	48	🟢 85,7%	2	🟢 3,6%	0	🟢 0,0%	6	🟡 10,7%			00:00:16	00:00:09	00:21:09	00:03:11	00:00:13	00:00:14
GrdRealVillaltalia		19	14	🟡 73,7%	1	🟢 5,3%	0	🟢 0,0%	4	🔴 21,1%			00:00:10	00:00:07	00:21:09	00:04:03	00:00:08	00:00:08
	09:00:00	5	1	🔴 20,0%	1	🔴 20,0%	0	🟢 0,0%	3	🔴 60,0%			00:00:10	00:00:08	00:02:51	00:02:51	00:00:07	00:00:10
	10:00:00	3	2	🟡 66,7%	0	🟢 0,0%	0	🟢 0,0%	1	🔴 33,3%			00:00:04	00:00:03	00:09:54	00:05:51	00:00:04	00:00:03
	11:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:09	00:00:07	00:03:45	00:02:16	00:00:07	00:00:07
	12:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:04	00:00:04	00:01:49	00:01:36	00:00:06	00:00:06
	14:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:10	00:00:08	00:03:57	00:03:19	00:00:12	00:00:12
	15:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:08	00:00:08	00:02:50	00:02:50	00:00:08	00:00:08
	16:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:10	00:00:07	00:21:09	00:09:15	00:00:16	00:00:16
	17:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:06	00:00:06	00:00:43	00:00:43	00:00:06	00:00:06
HotelRealOeiras		13	13	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:15	00:00:10	00:06:54	00:02:30	00:00:13	00:00:13
	10:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:15	00:00:10	00:02:16	00:02:13	00:00:10	00:00:10
	11:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:14	00:00:14	00:01:28	00:01:28	00:00:14	00:00:14
	13:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:15	00:00:09	00:06:54	00:03:57	00:00:12	00:00:12
	14:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:07	00:00:07	00:00:21	00:00:21	00:00:07	00:00:07
	15:00:00	4	4	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:15	00:00:08	00:06:33	00:02:23	00:00:11	00:00:11
	16:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:08	00:00:08	00:01:06	00:01:06	00:00:08	00:00:08
	17:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:15	00:00:14	00:03:59	00:03:59	00:00:42	00:00:42
HotelRealPalacio		5	4	🟢 80,0%	1	🔴 20,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:15	00:00:10	00:07:37	00:02:23	00:00:21	00:00:25
	10:00:00	2	1	🟡 50,0%	1	🔴 50,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:07	00:00:07	00:02:43	00:02:43	00:00:08	00:00:08
	11:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:07	00:00:06	00:07:37	00:04:08	00:00:05	00:00:05
	15:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:15	00:00:11	00:00:19	00:00:19	00:00:35	00:00:35
	16:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:15	00:00:13	00:00:36	00:00:36	00:00:52	00:00:52
HotelRealParque		19	17	🟢 89,5%	0	🟢 0,0%	0	🟢 0,0%	2	🟡 10,5%			00:00:16	00:00:10	00:17:20	00:03:09	00:00:16	00:00:16
	09:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:15	00:00:10	00:03:17	00:01:15	00:00:19	00:00:19
	10:00:00	4	2	🟡 50,0%	0	🟢 0,0%	0	🟢 0,0%	2	🔴 50,0%			00:00:07	00:00:06	00:00:59	00:00:58	00:00:15	00:00:06
	13:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:12	00:00:12	00:02:18	00:02:18	00:00:12	00:00:12
	14:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:15	00:00:07	00:17:20	00:08:56	00:00:12	00:00:12
	15:00:00	5	5	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:16	00:00:11	00:05:18	00:02:16	00:00:21	00:00:21
	16:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:09	00:00:09	00:02:22	00:02:22	00:00:09	00:00:09
	17:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:08	00:00:08	00:08:10	00:08:10	00:00:08	00:00:08
	18:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:15	00:00:11	00:04:51	00:02:56	00:00:17	00:00:17
23-03-2018		70	62	🟢 88,6%	5	🟢 7,1%	0	🟢 0,0%	3	🟢 4,3%			00:00:15	00:00:08	00:10:39	00:02:31	00:00:16	00:00:12
GrdRealVillaltalia		28	25	🟢 89,3%	3	🟡 10,7%	0	🟢 0,0%	0	🟢 0,0%			00:00:10	00:00:07	00:10:39	00:03:04	00:00:21	00:00:16
	09:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:05	00:00:04	00:01:43	00:01:35	00:00:05	00:00:05
	11:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:10	00:00:08	00:02:10	00:01:42	00:00:11	00:00:11
	12:00:00	2	2	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:07	00:00:07	00:04:17	00:02:54	00:00:07	00:00:07
	13:00:00	4	4	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:10	00:00:08	00:07:30	00:04:13	00:00:46	00:00:46
	14:00:00	4	4	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:10	00:00:07	00:06:43	00:01:58	00:00:13	00:00:13
	15:00:00	5	4	🟢 80,0%	1	🔴 20,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:10	00:00:08	00:09:05	00:04:30	00:00:13	00:00:07
	16:00:00	3	3	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:10	00:00:08	00:10:39	00:05:59	00:00:15	00:00:15
	17:00:00	3	2	🟡 66,7%	1	🔴 33,3%	0	🟢 0,0%	0	🟢 0,0%			00:00:10	00:00:08	00:00:38	00:00:36	00:00:20	00:00:11
	18:00:00	2	1	🟡 50,0%	1	🔴 50,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:10	00:00:09	00:05:16	00:05:16	00:01:04	00:00:16
HotelRealOeiras		14	13	🟢 92,9%	0	🟢 0,0%	0	🟢 0,0%	1	🟢 7,1%			00:00:15	00:00:08	00:06:13	00:02:26	00:00:09	00:00:10
	10:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:15	00:00:12	00:02:04	00:02:04	00:00:24	00:00:24
	12:00:00	4	4	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:11	00:00:06	00:06:04	00:02:12	00:00:06	00:00:06
02-04-2018 13:00:28	13:00:00	1	1	🟢 100,0%	0	🟢 0,0%	0	🟢 0,0%	0	🟢 0,0%			00:00:11	00:00:11	00:00:39	00:00:39	00:00:11	00:00:11

OneContact Reporting

Service Performance Report

	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:25	00:01:51	00:00:11	00:00:11
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:06:13	00:05:18	00:00:06	00:00:06
	16:00:00	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	00:00:06	00:00:00
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:40	00:02:40	00:00:07	00:00:07
HotelRealPalacio		9	7	⚠	77,8%	1	⚠	11,1%	0	✔	0,0%	1	⚠	11,1%	00:00:15	00:00:07	00:05:33	00:02:39	00:00:12	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:33	00:03:44	00:00:09	00:00:09
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:39	00:01:30	00:00:13	00:00:13
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:54	00:01:08	00:00:06	00:00:06
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:49	00:04:15	00:00:08	00:00:08
	17:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:42	00:00:00
	18:00:00	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	00:00:05	00:00:00
HotelRealParque		18	16	✔	88,9%	1	✔	5,6%	0	✔	0,0%	1	✔	5,6%	00:00:15	00:00:09	00:04:07	00:01:38	00:00:16	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:07	00:02:24	00:00:22	00:00:22
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:56	00:00:56	00:00:10	00:00:10
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:02:57	00:01:38	00:00:07	00:00:07
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:25	00:01:34	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:44	00:01:20	00:00:08	00:00:08
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:46	00:01:35	00:00:11	00:00:11
	18:00:00	3	1	✖	33,3%	1	✖	33,3%	0	✔	0,0%	1	✖	33,3%	00:00:15	00:00:10	00:01:54	00:01:54	00:00:46	00:00:06
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:38	00:01:38	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:38	00:01:38	00:00:06	00:00:06
24-03-2018		8	7	✔	87,5%	0	✔	0,0%	0	✔	0,0%	1	⚠	12,5%	00:00:10	00:00:07	00:14:16	00:05:50	00:00:07	00:00:07
GrdRealVillaltalia		5	4	✔	80,0%	0	✔	0,0%	0	✔	0,0%	1	✖	20,0%	00:00:07	00:00:06	00:10:26	00:04:39	00:00:06	00:00:06
	11:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:06	00:00:06	00:10:26	00:10:26	00:00:06	00:00:06
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:06:51	00:06:51	00:00:06	00:00:06
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:00:52	00:00:39	00:00:06	00:00:06
HotelRealPalacio		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:14:16	00:14:16	00:00:07	00:00:07
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:14:16	00:14:16	00:00:07	00:00:07
HotelRealParque		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:23	00:03:23	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:23	00:03:23	00:00:10	00:00:10
RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:36	00:04:36	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:36	00:04:36	00:00:07	00:00:07
26-03-2018		70	67	✔	95,7%	2	✔	2,9%	0	✔	0,0%	1	✔	1,4%	00:00:15	00:00:08	00:09:09	00:02:30	00:00:10	00:00:10
GrdRealVillaltalia		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:09:09	00:03:27	00:00:09	00:00:09
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:37	00:02:58	00:00:04	00:00:04
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:46	00:02:34	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:45	00:04:00	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:51	00:00:51	00:00:10	00:00:10
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:14	00:03:49	00:00:12	00:00:12
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:09:09	00:04:30	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:29	00:01:29	00:00:05	00:00:05
HotelRealOeiras		25	22	✔	88,0%	2	✔	8,0%	0	✔	0,0%	1	✔	4,0%	00:00:15	00:00:08	00:05:50	00:02:21	00:00:14	00:00:15
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:48	00:01:48	00:00:23	00:00:23
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:36	00:04:35	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:37	00:01:12	00:00:22	00:00:22
	13:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:02:16	00:01:11	00:00:09	00:00:09
	14:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:05:50	00:02:58	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:10	00:01:10	00:00:04	00:00:04
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:21	00:03:16	00:00:16	00:00:16
	18:00:00	7	4	⚠	57,1%	2	✖	28,6%	0	✔	0,0%	1	⚠	14,3%	00:00:15	00:00:10	00:04:28	00:02:29	00:00:21	00:00:32
HotelRealPalacio	02-04-2018 14:03:28	8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:06:43	00:02:55	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:37	00:01:37	00:00:07	00:00:07
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:55	00:02:44	00:00:06	00:00:06
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:06:43	00:03:54	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:58	00:02:58	00:00:08	00:00:08
HotelRealParque		20	20	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:05:13	00:01:40	00:00:08	00:00:08
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:04	00:01:40	00:00:04	00:00:04
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:35	00:00:35	00:00:06	00:00:06
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:34	00:00:52	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:00:55	00:00:40	00:00:07	00:00:07
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:05:13	00:03:09	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:08	00:01:58	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:30	00:01:31	00:00:08	00:00:08
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:59	00:02:08	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:30	00:00:30	00:00:10	00:00:10
27-03-2018		71	67	✔	94,4%	0	✔	0,0%	0	✔	0,0%	4	✔	5,6%	00:00:16	00:00:08	00:12:42	00:03:06	00:00:12	00:00:12
GrdRealVillaltalia		27	23	✔	85,2%	0	✔	0,0%	0	✔	0,0%	4	⚠	14,8%	00:00:10	00:00:07	00:11:59	00:03:48	00:00:13	00:00:13
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:01:24	00:01:24	00:00:16	00:00:16
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:17	00:01:07	00:00:08	00:00:08
	11:00:00	6	2	✖	33,3%	0	✔	0,0%	0	✔	0,0%	4	✖	66,7%	00:00:10	00:00:08	00:01:41	00:01:26	00:00:09	00:00:06
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:11:59	00:07:08	00:00:21	00:00:21
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:14	00:04:14	00:00:35	00:00:35
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:21	00:02:48	00:00:16	00:00:16
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:08:59	00:04:58	00:00:06	00:00:06
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:11	00:03:02	00:00:11	00:00:11
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:28	00:01:28	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:46	00:00:46	00:00:08	00:00:08
HotelRealOeiras		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:12:24	00:02:51	00:00:10	00:00:10
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:45	00:02:01	00:00:06	00:00:06
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:08	00:01:59	00:00:22	00:00:22
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:00:57	00:00:39	00:00:08	00:00:08
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:03:13	00:01:33	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:49	00:03:49	00:00:03	00:00:03
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:12:24	00:07:34	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:56	00:02:56	00:00:07	00:00:07
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:38	00:02:12	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:07:08	00:07:08	00:00:05	00:00:05
HotelRealPalacio		13	13	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:09	00:12:42	00:03:31	00:00:11	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:12	00:04:55	00:03:08	00:00:12	00:00:12
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:02	00:03:02	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:00	00:02:20	00:00:22	00:00:22
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:01	00:03:13	00:00:10	00:00:10
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:12:42	00:05:14	00:00:07	00:00:07
HotelRealParque		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:24	00:01:35	00:00:10	00:00:10
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:01:07	00:00:53	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:05:24	00:02:56	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:53	00:01:53	00:00:04	00:00:04
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:57	00:01:41	00:00:14	00:00:14
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:36	00:00:36	00:00:10	00:00:10
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:03:14	00:01:32	00:00:08	00:00:08
RealResidencia		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:21	00:03:12	00:00:20	00:00:20
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:21	00:04:21	00:00:21	00:00:21
02-04-2018 17:00:00 14:03:28		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:03	00:02:03	00:00:19	00:00:19

OneContact Reporting

Service Performance Report

28-03-2018		56	54	✔	96,4%	0	✔	0,0%	0	✔	0,0%	2	✔	3,6%	00:00:15	00:00:08	00:11:23	00:02:36	00:00:10	00:00:10
GrdRealVillaltalia		20	20	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:11:23	00:03:23	00:00:09	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:34	00:03:17	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:20	00:00:20	00:00:04	00:00:04
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:11:23	00:07:50	00:00:08	00:00:08
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:21	00:02:22	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:08:37	00:06:25	00:00:18	00:00:18
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:06:22	00:05:18	00:00:05	00:00:05
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:03	00:02:03	00:00:04	00:00:04
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:05:31	00:02:08	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	00:00:47	00:00:47	00:00:09	00:00:09
HotelRealOeiras		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:54	00:01:35	00:00:11	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:54	00:02:04	00:00:17	00:00:17
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:45	00:00:45	00:00:13	00:00:13
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:39	00:02:39	00:00:05	00:00:05
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:02:32	00:02:32	00:00:14	00:00:14
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:49	00:00:49	00:00:03	00:00:03
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:01:11	00:00:53	00:00:08	00:00:08
HotelRealPalacio		11	10	✔	90,9%	0	✔	0,0%	0	✔	0,0%	1	✔	9,1%	00:00:15	00:00:09	00:03:23	00:01:37	00:00:09	00:00:10
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	1	✖	50,0%	00:00:12	00:00:12	00:01:22	00:01:22	00:00:10	00:00:12
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:06	00:01:47	00:01:12	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:23	00:01:58	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:35	00:02:35	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:57	00:00:57	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:57	00:02:57	00:00:22	00:00:22
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:00:53	00:00:53	00:00:14	00:00:14
HotelRealParque		14	13	✔	92,9%	0	✔	0,0%	0	✔	0,0%	1	✔	7,1%	00:00:15	00:00:09	00:07:27	00:02:26	00:00:11	00:00:11
	09:00:00	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	00:00:08	00:00:00
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:15	00:01:15	00:00:37	00:00:37
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:08	00:02:49	00:02:37	00:00:08	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:38	00:01:27	00:00:11	00:00:11
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:41	00:01:41	00:00:08	00:00:08
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:06:13	00:02:34	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:07:27	00:07:27	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:27	00:01:27	00:00:11	00:00:11
RealResidencia		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:08	00:03:45	00:00:16	00:00:16
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:04:08	00:04:08	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:50	00:03:50	00:00:19	00:00:19
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:16	00:03:16	00:00:25	00:00:25
29-03-2018		76	60	⚠	78,9%	2	✔	2,6%	0	✔	0,0%	14	✖	18,4%	00:00:34	00:00:08	00:19:15	00:02:32	00:00:24	00:00:22
GrdRealVillaltalia		26	19	⚠	73,1%	0	✔	0,0%	0	✔	0,0%	7	✖	26,9%	00:00:10	00:00:07	00:07:35	00:02:38	00:00:11	00:00:12
	10:00:00	6	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	6	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:12	00:01:52	00:00:23	00:00:23
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:30	00:00:30	00:00:05	00:00:05
	13:00:00	5	4	✔	80,0%	0	✔	0,0%	0	✔	0,0%	1	✖	20,0%	00:00:10	00:00:06	00:07:35	00:05:00	00:00:08	00:00:08
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:05	00:04:43	00:02:08	00:00:10	00:00:10
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:53	00:01:46	00:00:12	00:00:12
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:58	00:04:50	00:00:16	00:00:16
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:01:01	00:00:54	00:00:10	00:00:10
HotelRealOeiras		12	10	✔	83,3%	0	✔	0,0%	0	✔	0,0%	2	✖	16,7%	00:00:15	00:00:08	00:05:15	00:02:06	00:00:13	00:00:14
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:15	00:02:56	00:00:35	00:00:35
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:08	00:01:42	00:00:06	00:00:06
02-04-2018 14:03:28		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:08	00:01:42	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

	13:00:00	3	1	✖ 33,3%	0	✔ 0,0%	0	✔ 0,0%	2	✖ 66,7%	00:00:04	00:00:04	00:02:28	00:02:28	00:00:06	00:00:04
	14:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:01:09	00:01:09	00:00:07	00:00:07
	15:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:02:27	00:02:27	00:00:08	00:00:08
	16:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:01:45	00:01:45	00:00:19	00:00:19
	17:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:01:58	00:01:58	00:00:09	00:00:09
	18:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:11	00:01:55	00:01:55	00:00:11	00:00:11
HotelRealPalacio		12	9	⚠ 75,0%	0	✔ 0,0%	0	✔ 0,0%	3	✖ 25,0%	00:00:15	00:00:08	00:19:15	00:04:10	00:00:09	00:00:09
	09:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:04:42	00:04:42	00:00:09	00:00:09
	10:00:00	5	2	✖ 40,0%	0	✔ 0,0%	0	✔ 0,0%	3	✖ 60,0%	00:00:09	00:00:06	00:19:15	00:10:24	00:00:08	00:00:06
	11:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:01:07	00:01:07	00:00:09	00:00:09
	15:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:01:43	00:01:43	00:00:06	00:00:06
	16:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:03:21	00:03:21	00:00:21	00:00:21
	17:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:08	00:02:45	00:01:50	00:00:08	00:00:08
	18:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:03	00:00:03	00:02:08	00:02:08	00:00:03	00:00:03
HotelRealParque		24	21	✔ 87,5%	2	✔ 8,3%	0	✔ 0,0%	1	✔ 4,2%	00:00:34	00:00:11	00:10:33	00:02:03	00:00:54	00:00:43
	09:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:00:46	00:00:46	00:00:09	00:00:09
	10:00:00	4	1	✖ 25,0%	2	✖ 50,0%	0	✔ 0,0%	1	✖ 25,0%	00:00:15	00:00:14	00:00:27	00:00:27	00:03:42	00:08:12
	12:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:02:22	00:01:57	00:00:10	00:00:10
	13:00:00	4	4	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:12	00:06:45	00:02:35	00:00:34	00:00:34
	14:00:00	5	5	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:07	00:03:24	00:01:35	00:00:07	00:00:07
	15:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:34	00:00:18	00:10:33	00:04:15	00:00:10	00:00:10
	16:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:06	00:01:40	00:01:35	00:00:06	00:00:06
	17:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:02:54	00:01:52	00:01:18	00:01:18
	18:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:08	00:02:52	00:01:21	00:00:08	00:00:08
RealResidencia		2	1	⚠ 50,0%	0	✔ 0,0%	0	✔ 0,0%	1	✖ 50,0%	00:00:07	00:00:07	00:01:47	00:01:47	00:00:12	00:00:07
	10:00:00	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	00:00:18	00:00:00
	17:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:01:47	00:01:47	00:00:07	00:00:07
30-03-2018		36	23	⚠ 63,9%	6	✖ 16,7%	0	✔ 0,0%	7	✖ 19,4%	00:00:15	00:00:08	00:11:11	00:03:35	00:00:26	00:00:10
GrdRealVillaltalia		17	14	✔ 82,4%	2	⚠ 11,8%	0	✔ 0,0%	1	✔ 5,9%	00:00:10	00:00:07	00:11:11	00:03:01	00:00:30	00:00:10
	09:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:07	00:00:38	00:00:38	00:00:14	00:00:14
	11:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:00:44	00:00:44	00:00:18	00:00:18
	12:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:07	00:07:31	00:04:33	00:00:11	00:00:11
	14:00:00	5	4	✔ 80,0%	1	✖ 20,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:07	00:04:12	00:02:54	00:00:08	00:00:09
	15:00:00	4	4	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:07	00:11:11	00:03:57	00:00:09	00:00:09
	16:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:03:30	00:02:09	00:00:08	00:00:08
	17:00:00	2	0	✖ 0,0%	1	✖ 50,0%	0	✔ 0,0%	1	✖ 50,0%	00:00:10	00:00:10	00:00:00	00:00:00	00:03:00	00:00:00
HotelRealOeiras		4	2	⚠ 50,0%	0	✔ 0,0%	0	✔ 0,0%	2	✖ 50,0%	00:00:15	00:00:12	00:07:04	00:06:37	00:00:23	00:00:18
	14:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:07:04	00:07:04	00:00:08	00:00:08
	16:00:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	17:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:13	00:06:10	00:06:10	00:00:28	00:00:28
	18:00:00	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	00:00:33	00:00:00
	19:00:00	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	00:00:23	00:00:00
HotelRealPalacio		7	4	⚠ 57,1%	0	✔ 0,0%	0	✔ 0,0%	3	✖ 42,9%	00:00:09	00:00:06	00:04:44	00:02:48	00:00:10	00:00:06
	11:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:01:48	00:01:48	00:00:09	00:00:09
	12:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:04	00:00:04	00:03:01	00:03:01	00:00:04	00:00:04
	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	00:00:08	00:00:00
	15:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:07	00:00:04	00:04:44	00:03:12	00:00:04	00:00:04
	17:00:00	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	00:00:13	00:00:00
	18:00:00	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	00:00:25	00:00:00
HotelRealParque		7	2	✖ 28,6%	4	✖ 57,1%	0	✔ 0,0%	1	⚠ 14,3%	00:00:11	00:00:10	00:07:20	00:06:12	00:00:38	00:00:10
	13:00:00	5	0	✖ 0,0%	4	✖ 80,0%	0	✔ 0,0%	1	✖ 20,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:50	00:00:00
02-04-2018 14:03:28	14:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:10	00:07:20	00:06:12	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

RealResidencia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:20	00:03:20	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:20	00:03:20	00:00:07	00:00:07
31-03-2018		15	7	✘	46,7%	3	✘	20,0%	0	✔	0,0%	5	✘	33,3%	00:00:15	00:00:10	00:06:43	00:02:19	00:00:31	00:00:09
GrdRealVillaltalia		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:01	00:03:01	00:00:09	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:01	00:03:01	00:00:09	00:00:09
HotelRealOeiras		5	3	⚠	60,0%	0	✔	0,0%	0	✔	0,0%	2	✘	40,0%	00:00:12	00:00:10	00:03:18	00:01:39	00:00:08	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:03:18	00:03:18	00:00:11	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	00:00:05	00:00:00
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:01:15	00:00:49	00:00:10	00:00:10
	16:00:00	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	00:00:07	00:00:00
HotelRealPalacio		4	0	✘	0,0%	1	✘	25,0%	0	✔	0,0%	3	✘	75,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:19	00:00:00
	10:00:00	1	0	✘	0,0%	1	✘	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:00	00:00:00
	14:00:00	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	00:00:05	00:00:00
HotelRealParque		5	3	⚠	60,0%	2	✘	40,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:43	00:02:45	00:01:06	00:00:08
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:01:05	00:00:46	00:00:08	00:00:08
	11:00:00	2	1	⚠	50,0%	1	✘	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:06:43	00:06:43	00:02:11	00:00:08
	15:00:00	1	0	✘	0,0%	1	✘	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:53	00:00:00
TOTAL		4206	3747	✔	89,1%	160	✔	3,8%	2	✔	0,0%	297	✔	7,1%	00:00:34	00:00:08	00:24:41	00:02:49	00:00:15	00:00:12