

# OneContact Reporting

## Team Detail Daily Report

Team: Lisboa

Date / Agent	Handled Interactions	Transferred Interactions	Abandoned Interactions	Rejected Interactions	Talk Time				Ring Time (Handled Interactions)				Wrapup Time				Preview Time			
					Total	Avg	Max	Min	Total	Avg	Max	Min	Total	Avg	Max	Min	Total	Avg	Max	Min
02-01-2018	40	6	0	10	02:21:04	00:03:04	00:11:41	00:00:11	00:05:15	00:00:08	00:00:18	00:00:02	00:08:17	00:00:11	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	15	0	0	3	00:50:49	00:03:23	00:06:54	00:00:40	00:02:07	00:00:08	00:00:11	00:00:06	00:04:17	00:00:17	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	13	2	0	2	00:34:06	00:02:16	00:06:42	00:00:11	00:01:32	00:00:07	00:00:18	00:00:02	00:00:18	00:00:01	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	8	4	0	4	00:33:58	00:02:50	00:11:24	00:00:19	00:01:01	00:00:08	00:00:14	00:00:05	00:01:42	00:00:08	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	4	0	0	1	00:22:11	00:05:33	00:11:41	00:01:38	00:00:35	00:00:09	00:00:10	00:00:08	00:02:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
03-01-2018	41	10	2	19	02:31:59	00:02:59	00:19:16	00:00:10	00:04:44	00:00:07	00:00:14	00:00:02	00:06:35	00:00:08	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	12	3	2	2	00:56:31	00:03:46	00:19:16	00:00:41	00:01:43	00:00:09	00:00:14	00:00:03	00:03:51	00:00:15	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	10	5	0	7	00:41:11	00:02:45	00:08:06	00:00:22	00:00:45	00:00:04	00:00:08	00:00:04	00:00:15	00:00:01	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	12	2	0	8	00:31:36	00:02:15	00:06:17	00:00:10	00:01:30	00:00:08	00:00:10	00:00:02	00:00:19	00:00:01	00:00:04	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	3	0	0	1	00:12:24	00:04:08	00:10:03	00:00:45	00:00:14	00:00:05	00:00:05	00:00:04	00:00:10	00:00:03	00:00:08	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	4	0	0	1	00:10:17	00:02:34	00:05:16	00:00:42	00:00:32	00:00:08	00:00:09	00:00:07	00:02:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
04-01-2018	52	7	4	29	02:44:24	00:02:47	00:09:44	00:00:18	00:06:32	00:00:08	00:00:27	00:00:01	00:14:26	00:00:15	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	14	2	0	2	00:33:06	00:02:04	00:04:46	00:00:31	00:01:51	00:00:08	00:00:10	00:00:06	00:03:44	00:00:15	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	9	3	1	4	00:27:05	00:02:15	00:06:03	00:00:18	00:00:59	00:00:07	00:00:17	00:00:02	00:00:45	00:00:04	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	8	1	0	6	00:26:43	00:02:58	00:08:53	00:00:26	00:00:49	00:00:06	00:00:08	00:00:02	00:00:38	00:00:04	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
lidia.nicolau	9	1	0	8	00:30:08	00:03:01	00:07:27	00:00:31	00:01:00	00:00:07	00:00:11	00:00:01	00:04:46	00:00:29	00:00:30	00:00:16	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	3	0	0	2	00:03:07	00:01:02	00:01:33	00:00:27	00:00:18	00:00:06	00:00:09	00:00:04	00:00:03	00:00:01	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	7	0	2	7	00:31:59	00:04:34	00:09:28	00:00:38	00:01:25	00:00:12	00:00:27	00:00:07	00:03:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	2	0	1	0	00:12:16	00:06:08	00:09:44	00:02:32	00:00:10	00:00:05	00:00:09	00:00:01	00:01:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
05-01-2018	65	7	4	20	02:25:54	00:02:02	00:13:32	00:00:04	00:08:53	00:00:08	00:00:27	00:00:02	00:17:13	00:00:15	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	23	0	1	3	00:52:43	00:02:18	00:07:18	00:00:19	00:03:00	00:00:08	00:00:27	00:00:02	00:01:19	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	15	1	1	3	00:35:20	00:02:12	00:06:46	00:00:25	00:02:08	00:00:09	00:00:15	00:00:05	00:01:22	00:00:05	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
lidia.nicolau	10	5	1	6	00:34:31	00:02:18	00:13:32	00:00:20	00:01:34	00:00:09	00:00:14	00:00:07	00:07:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	6	0	0	2	00:04:31	00:00:45	00:01:52	00:00:14	00:00:42	00:00:07	00:00:14	00:00:03	00:02:32	00:00:25	00:00:30	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	6	0	1	5	00:08:23	00:01:24	00:03:22	00:00:04	00:00:45	00:00:08	00:00:13	00:00:04	00:02:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	5	1	0	1	00:10:26	00:01:44	00:05:09	00:00:04	00:00:44	00:00:09	00:00:18	00:00:04	00:02:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
06-01-2018	12	0	0	4	00:39:57	00:03:20	00:09:35	00:00:37	00:01:00	00:00:05	00:00:08	00:00:02	00:02:10	00:00:11	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	12	0	0	4	00:39:57	00:03:20	00:09:35	00:00:37	00:01:00	00:00:05	00:00:08	00:00:02	00:02:10	00:00:11	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
08-01-2018	53	6	0	25	02:47:18	00:02:50	00:17:53	00:00:17	00:07:22	00:00:08	00:00:44	00:00:02	00:18:25	00:00:20	00:00:32	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	17	2	0	5	00:51:07	00:02:41	00:11:44	00:00:29	00:02:03	00:00:07	00:00:09	00:00:02	00:08:02	00:00:27	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	1	0	0	3	00:00:34	00:00:34	00:00:34	00:00:34	00:00:10	00:00:10	00:00:10	00:00:10	00:00:01	00:00:01	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
maria.veloso	16	2	0	7	01:05:54	00:03:40	00:17:53	00:00:17	00:02:02	00:00:08	00:00:16	00:00:03	00:00:18	00:00:01	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	14	2	0	8	00:34:34	00:02:10	00:08:03	00:00:19	00:02:26	00:00:10	00:00:44	00:00:02	00:07:34	00:00:30	00:00:32	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	5	0	0	2	00:15:09	00:03:02	00:08:19	00:00:43	00:00:41	00:00:08	00:00:14	00:00:02	00:02:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
09-01-2018	42	2	1	29	01:54:11	00:02:36	00:18:06	00:00:02	00:04:55	00:00:07	00:00:23	00:00:02	00:08:37	00:00:12	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	8	2	0	5	00:32:38	00:03:16	00:18:06	00:00:02	00:01:07	00:00:08	00:00:11	00:00:07	00:04:34	00:00:27	00:00:30	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	9	0	1	5	00:21:19	00:02:22	00:04:51	00:00:59	00:00:53	00:00:06	00:00:12	00:00:04	00:00:14	00:00:02	00:00:04	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	2	0	0	1	00:02:03	00:01:02	00:01:32	00:00:31	00:00:17	00:00:08	00:00:10	00:00:07	00:00:02	00:00:01	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	15	0	0	6	00:35:51	00:02:23	00:09:04	00:00:58	00:01:20	00:00:05	00:00:11	00:00:03	00:02:12	00:00:09	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
maria.veloso	5	0	0	9	00:16:19	00:03:16	00:06:46	00:00:41	00:00:41	00:00:08	00:00:15	00:00:02	00:00:05	00:00:01	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	3	0	0	3	00:06:01	00:02:00	00:02:48	00:01:29	00:00:37	00:00:12	00:00:23	00:00:03	00:01:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
10-01-2018	53	8	1	20	02:41:13	00:02:39	00:12:53	00:00:09	00:06:38	00:00:08	00:00:20	00:00:01	00:12:26	00:00:13	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	11	0	0	4	00:34:21	00:03:07	00:08:04	00:00:35	00:01:32	00:00:08	00:00:17	00:00:03	00:05:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	9	4	0	2	00:25:53	00:01:59	00:07:19	00:00:22	00:01:01	00:00:07	00:00:12	00:00:03	00:00:28	00:00:02	00:00:12	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	15	1	0	2	00:45:41	00:02:51	00:12:53	00:00:09	00:01:29	00:00:06	00:00:20	00:00:03	00:02:45	00:00:10	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

# OneContact Reporting

## Team Detail Daily Report

maria.veloso	11	2	1	9	00:38:17	00:02:57	00:07:39	00:00:19	00:01:24	00:00:08	00:00:14	00:00:01	00:00:13	00:00:01	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	7	1	0	3	00:17:01	00:02:08	00:05:50	00:00:23	00:01:12	00:00:10	00:00:20	00:00:06	00:03:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
11-01-2018	38	14	20	27	02:13:00	00:02:33	00:14:51	00:00:08	00:04:35	00:00:07	00:00:28	00:00:01	00:08:04	00:00:10	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	9	2	6	4	00:17:55	00:01:38	00:07:48	00:00:08	00:01:03	00:00:07	00:00:10	00:00:01	00:04:32	00:00:27	00:00:30	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	6	5	1	4	00:22:16	00:02:01	00:06:42	00:00:13	00:00:27	00:00:04	00:00:08	00:00:01	00:00:06	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	1	0	0	1	00:06:04	00:06:04	00:06:04	00:06:04	00:00:14	00:00:14	00:00:14	00:00:14	00:00:01	00:00:01	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	8	7	1	1	00:40:18	00:02:41	00:11:21	00:00:25	00:00:43	00:00:05	00:00:11	00:00:03	00:01:44	00:00:07	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
maria.veloso	11	0	1	3	00:41:27	00:03:46	00:14:51	00:00:49	00:01:46	00:00:10	00:00:28	00:00:02	00:00:11	00:00:01	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	3	0	11	14	00:05:00	00:01:40	00:02:31	00:00:58	00:00:22	00:00:07	00:00:09	00:00:06	00:01:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
12-01-2018	68	8	0	15	03:44:46	00:02:57	00:16:10	00:00:08	00:07:35	00:00:07	00:00:16	00:00:01	00:12:44	00:00:10	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
agente.test	0	0	0	2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	17	2	0	3	00:56:17	00:02:58	00:08:36	00:00:32	00:02:34	00:00:09	00:00:16	00:00:06	00:06:17	00:00:20	00:00:31	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	24	2	0	5	01:18:42	00:03:02	00:12:07	00:00:08	00:01:58	00:00:05	00:00:11	00:00:01	00:01:09	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	1	0	0	0	00:04:00	00:04:00	00:04:00	00:04:00	00:00:04	00:00:04	00:00:04	00:00:04	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	20	4	0	2	00:54:40	00:02:17	00:06:22	00:00:16	00:02:12	00:00:07	00:00:16	00:00:03	00:01:51	00:00:05	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	5	0	0	3	00:29:14	00:05:51	00:16:10	00:00:35	00:00:42	00:00:08	00:00:12	00:00:04	00:02:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	1	0	0	0	00:01:53	00:01:53	00:01:53	00:01:53	00:00:05	00:00:05	00:00:05	00:00:05	00:00:26	00:00:26	00:00:26	00:00:26	00:00:00	00:00:00	00:00:00	00:00:00
13-01-2018	14	3	0	0	01:11:39	00:04:13	00:13:31	00:00:23	00:01:43	00:00:07	00:00:21	00:00:03	00:00:43	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	14	3	0	0	01:11:39	00:04:13	00:13:31	00:00:23	00:01:43	00:00:07	00:00:21	00:00:03	00:00:43	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
15-01-2018	68	13	3	32	02:45:26	00:02:03	00:08:08	00:00:09	00:08:57	00:00:08	00:00:26	00:00:01	00:18:03	00:00:14	00:00:34	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	1	0	0	0	00:02:46	00:02:46	00:02:46	00:02:46	00:00:05	00:00:05	00:00:05	00:00:05	00:00:07	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	21	4	1	8	00:48:24	00:01:56	00:08:08	00:00:09	00:02:22	00:00:07	00:00:10	00:00:02	00:02:02	00:00:05	00:00:34	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
maria.veloso	19	3	1	14	00:51:53	00:02:22	00:07:00	00:00:23	00:02:41	00:00:08	00:00:15	00:00:01	00:00:22	00:00:01	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.barradas	0	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	21	3	0	8	00:43:27	00:01:49	00:05:21	00:00:16	00:02:56	00:00:08	00:00:26	00:00:02	00:11:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	6	3	1	1	00:18:56	00:02:06	00:04:45	00:00:36	00:00:53	00:00:09	00:00:13	00:00:03	00:04:01	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
16-01-2018	62	5	0	24	03:29:00	00:03:07	00:22:05	00:00:15	00:07:29	00:00:07	00:00:32	00:00:01	00:11:46	00:00:11	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	17	0	0	3	00:56:21	00:03:19	00:11:00	00:00:17	00:01:53	00:00:07	00:00:32	00:00:02	00:01:21	00:00:05	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	7	0	0	6	00:11:43	00:01:40	00:02:30	00:00:55	00:00:47	00:00:07	00:00:12	00:00:02	00:00:39	00:00:06	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	14	3	0	6	00:45:15	00:02:40	00:08:23	00:00:15	00:01:30	00:00:06	00:00:16	00:00:03	00:03:35	00:00:13	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
maria.veloso	12	2	0	6	00:45:41	00:03:16	00:06:52	00:00:33	00:01:50	00:00:09	00:00:15	00:00:01	00:00:11	00:00:01	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	11	0	0	3	00:48:38	00:04:25	00:22:05	00:00:39	00:01:25	00:00:08	00:00:12	00:00:04	00:05:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	1	0	0	0	00:01:22	00:01:22	00:01:22	00:01:22	00:00:04	00:00:04	00:00:04	00:00:04	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
17-01-2018	51	6	6	20	02:46:14	00:02:55	00:12:30	00:00:05	00:05:08	00:00:06	00:00:12	00:00:02	00:05:04	00:00:05	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	18	1	3	5	00:46:31	00:02:27	00:12:30	00:00:06	00:01:39	00:00:06	00:00:11	00:00:02	00:00:54	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	9	0	1	5	00:22:27	00:02:30	00:04:29	00:00:25	00:01:10	00:00:08	00:00:11	00:00:05	00:01:10	00:00:08	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	10	2	2	3	00:41:46	00:03:29	00:12:06	00:00:33	00:00:40	00:00:04	00:00:09	00:00:02	00:00:42	00:00:04	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
maria.veloso	10	3	0	4	00:42:26	00:03:16	00:09:25	00:00:33	00:01:14	00:00:07	00:00:12	00:00:06	00:00:18	00:00:01	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	3	0	0	3	00:00:49	00:00:16	00:00:31	00:00:05	00:00:21	00:00:07	00:00:08	00:00:06	00:01:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	1	0	0	0	00:12:15	00:12:15	00:12:15	00:12:15	00:00:04	00:00:04	00:00:04	00:00:04	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
18-01-2018	51	10	0	11	02:35:08	00:02:33	00:20:07	00:00:04	00:05:33	00:00:07	00:00:15	00:00:00	00:06:08	00:00:06	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	16	1	0	0	00:33:42	00:01:59	00:06:49	00:00:06	00:01:30	00:00:06	00:00:11	00:00:03	00:00:20	00:00:01	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	8	4	0	2	00:24:07	00:02:01	00:04:11	00:00:36	00:00:58	00:00:07	00:00:11	00:00:03	00:00:14	00:00:01	00:00:03	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	12	5	0	3	00:42:15	00:02:29	00:14:12	00:00:20	00:01:15	00:00:06	00:00:15	00:00:00	00:01:53	00:00:07	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
maria.veloso	9	0	0	6	00:36:39	00:04:04	00:20:07	00:00:04	00:01:22	00:00:09	00:00:12	00:00:07	00:00:41	00:00:05	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	6	0	0	0	00:18:25	00:03:04	00:06:18	00:00:45	00:00:28	00:00:05	00:00:07	00:00:02	00:03:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
19-01-2018	38	6	4	19	02:28:50	00:03:23	00:12:37	00:00:13	00:03:56	00:00:06	00:00:12	00:00:03	00:03:24	00:00:05	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	4	0	0	5	00:22:43	00:05:41	00:12:37	00:01:45	00:00:28	00:00:07	00:00:07	00:00:07	00:01:39	00:00:25	00:00:30	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	11	1	2	3	00:28:55	00:02:25	00:04:36	00:00:22	00:00:54	00:00:05	00:00:08	00:00:03	00:00:14	00:00:01	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	4	0	0	0	00:03:33	00:00:53	00:01:24	00:00:22	00:00:29	00:00:07	00:00:10	00:00:05	00:00:34	00:00:08	00:00:					

# OneContact Reporting

## Team Detail Daily Report

20-01-2018	11	0	1	1	00:28:22	00:02:35	00:07:08	00:00:58	00:01:28	00:00:08	00:00:12	00:00:04	00:02:08	00:00:12	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	11	0	1	1	00:28:22	00:02:35	00:07:08	00:00:58	00:01:28	00:00:08	00:00:12	00:00:04	00:02:08	00:00:12	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
22-01-2018	66	15	3	12	03:37:14	00:02:41	00:15:54	00:00:14	00:07:32	00:00:07	00:00:48	00:00:01	00:11:53	00:00:09	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	19	3	1	2	01:06:48	00:03:02	00:07:19	00:00:16	00:03:01	00:00:10	00:00:48	00:00:02	00:04:30	00:00:12	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	4	1	0	0	00:11:28	00:02:18	00:09:20	00:00:15	00:00:21	00:00:05	00:00:08	00:00:02	00:00:04	00:00:01	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	20	3	0	4	00:50:55	00:02:13	00:08:22	00:00:18	00:01:22	00:00:04	00:00:12	00:00:01	00:01:20	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
maria.veloso	13	6	2	2	01:07:42	00:03:34	00:15:54	00:00:14	00:01:32	00:00:07	00:00:10	00:00:01	00:00:29	00:00:02	00:00:06	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	7	2	0	3	00:11:34	00:01:17	00:02:37	00:00:17	00:00:51	00:00:07	00:00:09	00:00:06	00:04:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	3	0	0	1	00:08:47	00:02:56	00:04:35	00:01:13	00:00:25	00:00:08	00:00:13	00:00:03	00:01:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
23-01-2018	45	16	5	19	02:23:19	00:02:21	00:11:55	00:00:10	00:05:42	00:00:08	00:00:20	00:00:03	00:06:18	00:00:07	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	11	2	1	5	00:43:19	00:03:20	00:07:20	00:00:19	00:01:32	00:00:08	00:00:13	00:00:07	00:03:54	00:00:18	00:00:31	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	4	0	1	0	00:04:20	00:01:05	00:02:58	00:00:10	00:00:30	00:00:08	00:00:20	00:00:03	00:00:08	00:00:02	00:00:03	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	10	4	1	5	00:22:55	00:01:38	00:07:05	00:00:13	00:01:17	00:00:08	00:00:12	00:00:06	00:00:17	00:00:02	00:00:04	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	8	5	2	5	00:19:41	00:01:31	00:06:13	00:00:17	00:00:46	00:00:06	00:00:10	00:00:03	00:01:15	00:00:06	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
maria.veloso	11	5	0	4	00:47:56	00:03:00	00:11:55	00:00:21	00:01:34	00:00:09	00:00:20	00:00:06	00:00:14	00:00:01	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	1	0	0	0	00:05:08	00:05:08	00:05:08	00:05:08	00:00:03	00:00:03	00:00:03	00:00:03	00:00:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
24-01-2018	50	4	0	15	02:20:59	00:02:37	00:11:35	00:00:12	00:06:09	00:00:07	00:00:14	00:00:03	00:08:58	00:00:10	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	15	0	0	5	00:42:50	00:02:51	00:11:35	00:00:12	00:02:01	00:00:08	00:00:12	00:00:04	00:06:14	00:00:25	00:00:31	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	0	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	8	1	0	7	00:19:25	00:02:09	00:05:14	00:00:18	00:01:05	00:00:08	00:00:14	00:00:06	00:00:14	00:00:02	00:00:05	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	8	3	0	1	00:26:40	00:02:25	00:06:34	00:00:34	00:00:31	00:00:04	00:00:05	00:00:03	00:00:19	00:00:02	00:00:12	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
maria.veloso	15	0	0	1	00:45:04	00:03:00	00:07:36	00:00:36	00:01:58	00:00:08	00:00:11	00:00:04	00:00:11	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	4	0	0	0	00:07:00	00:01:45	00:02:43	00:00:36	00:00:34	00:00:08	00:00:11	00:00:07	00:02:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
25-01-2018	53	11	0	8	02:29:14	00:02:20	00:08:12	00:00:08	00:06:45	00:00:08	00:00:21	00:00:02	00:06:47	00:00:07	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	11	2	0	1	00:31:51	00:02:27	00:08:12	00:00:08	00:01:28	00:00:08	00:00:14	00:00:03	00:02:38	00:00:12	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	7	1	0	0	00:20:15	00:02:32	00:05:43	00:00:20	00:00:40	00:00:06	00:00:09	00:00:03	00:00:06	00:00:01	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	9	5	0	2	00:25:32	00:01:49	00:04:21	00:00:27	00:01:24	00:00:09	00:00:14	00:00:06	00:00:43	00:00:04	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	12	2	0	1	00:34:10	00:02:26	00:05:34	00:00:15	00:00:58	00:00:05	00:00:08	00:00:02	00:00:41	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
maria.veloso	9	1	0	2	00:23:41	00:02:22	00:06:13	00:00:25	00:01:24	00:00:09	00:00:14	00:00:03	00:00:08	00:00:01	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	3	0	0	1	00:07:51	00:02:37	00:03:27	00:01:12	00:00:37	00:00:12	00:00:21	00:00:08	00:01:31	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	2	0	0	1	00:05:54	00:02:57	00:03:56	00:01:58	00:00:14	00:00:07	00:00:10	00:00:04	00:01:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
26-01-2018	58	9	0	28	03:25:43	00:03:04	00:14:53	00:00:12	00:06:21	00:00:07	00:00:18	00:00:01	00:05:47	00:00:05	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	7	3	0	6	00:17:31	00:01:45	00:03:45	00:00:25	00:01:03	00:00:09	00:00:14	00:00:07	00:01:42	00:00:10	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	6	0	0	0	00:29:37	00:04:56	00:14:53	00:00:31	00:00:33	00:00:06	00:00:10	00:00:02	00:00:06	00:00:01	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	5	1	0	4	00:14:34	00:02:26	00:04:32	00:00:38	00:00:34	00:00:07	00:00:09	00:00:04	00:00:09	00:00:02	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	23	2	0	3	01:23:41	00:03:21	00:13:25	00:00:12	00:01:48	00:00:05	00:00:10	00:00:01	00:01:22	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
maria.veloso	15	2	0	12	00:55:05	00:03:14	00:09:18	00:00:24	00:02:03	00:00:08	00:00:18	00:00:02	00:00:58	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	2	1	0	3	00:05:15	00:01:45	00:02:24	00:01:01	00:00:20	00:00:10	00:00:13	00:00:07	00:01:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
27-01-2018	17	1	0	4	00:39:17	00:02:11	00:08:29	00:00:24	00:02:20	00:00:08	00:00:24	00:00:00	00:05:54	00:00:20	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	17	1	0	4	00:39:17	00:02:11	00:08:29	00:00:24	00:02:20	00:00:08	00:00:24	00:00:00	00:05:54	00:00:20	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
29-01-2018	64	12	2	18	03:43:56	00:02:57	00:14:58	00:00:08	00:06:59	00:00:07	00:00:15	00:00:02	00:09:39	00:00:08	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
agente.test	0	0	0	2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	21	1	0	1	01:21:27	00:03:42	00:14:58	00:00:43	00:01:58	00:00:06	00:00:10	00:00:02	00:00:52	00:00:02	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
hugo.teles	20	4	0	2	01:12:57	00:03:02	00:10:26	00:00:08	00:02:32	00:00:08	00:00:15	00:00:03	00:02:00	00:00:05	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	14	7	2	3	00:43:55	00:02:05	00:08:14	00:00:18	00:01:15	00:00:05	00:00:14	00:00:02	00:02:17	00:00:07	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.barradas	0	0	0	5	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	7	0	0	5	00:10:24	00:01:29	00:03:56	00:00:21	00:00:58	00:00:08	00:00:13	00:00:06	00:03:30	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	2	0	0	0	00:15:13	00:07:36	00:13:21	00:01:52	00:00:16	00:00:08	00:00:12	00:00:04	00:01:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
30-01-2018	44	17	1	18	02:08:57	00:02:07	00:05:44	00:00:13	00:04:03	00:00:06	00:00:12	00:00:01	00:07:11	00:00:08	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	7	6	0	2	00:26:38	00:02:03	00:05:44	00:00:40	00:01:01	00:00:09	00:00:12	00:00:07	00:02:27	00:00:13	00					

# OneContact Reporting

## Team Detail Daily Report

liliana.manalvo	12	5	1	5	00:42:53	00:02:31	00:05:00	00:00:22	00:00:58	00:00:05	00:00:09	00:00:01	00:00:49	00:00:03	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	4	2	0	6	00:13:01	00:02:10	00:05:11	00:00:27	00:00:22	00:00:06	00:00:11	00:00:01	00:03:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
31-01-2018	55	18	2	26	03:11:06	00:02:37	00:16:12	00:00:01	00:05:56	00:00:06	00:00:13	00:00:01	00:18:29	00:00:15	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
ana.garcia	7	4	0	4	00:26:16	00:02:23	00:05:30	00:00:30	00:01:05	00:00:09	00:00:12	00:00:08	00:01:48	00:00:10	00:00:30	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00
carina.diogo	10	2	1	5	00:48:13	00:04:01	00:16:12	00:00:33	00:00:49	00:00:05	00:00:09	00:00:01	00:00:08	00:00:01	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
liliana.manalvo	17	6	1	3	00:51:59	00:02:16	00:08:27	00:00:15	00:01:27	00:00:05	00:00:12	00:00:02	00:03:00	00:00:08	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
susana.oliveira	12	5	0	13	00:48:20	00:02:51	00:09:26	00:00:23	00:01:20	00:00:07	00:00:13	00:00:02	00:08:33	00:00:30	00:00:31	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
tania.sobral	9	1	0	1	00:16:18	00:01:38	00:04:44	00:00:01	00:01:15	00:00:08	00:00:12	00:00:04	00:05:00	00:00:30	00:00:30	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00
TOTAL	1211	214	59	453	2.15:48:10	00:02:41	00:22:05	00:00:01	02:23:30	00:00:07	00:00:48	00:00:00	03:57:09	00:00:10	00:00:34	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00