

OneContact Reporting

Service Performance Report

Service: GrdRealSantaEulalia, RealMarinaHotel/Resi, RealBellavistaHotel

			Total Chamadas Atendidas		Total Chamadas Abandonadas		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
02-04-2018		65	60	✔ 92,3%	1	✔ 1,5%	4	✔ 6,2%	00:00:15	00:00:08	00:16:15	00:04:04	00:00:12	00:00:10
GrdRealSantaEulalia		40	37	✔ 92,5%	1	✔ 2,5%	2	✔ 5,0%	00:00:15	00:00:09	00:14:28	00:03:46	00:00:14	00:00:11
	09:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:01:53	00:01:53	00:00:07	00:00:07
	10:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:11	00:03:27	00:03:16	00:00:14	00:00:14
	11:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:06	00:03:05	00:02:48	00:00:07	00:00:07
	12:00:00	7	5	⚠ 71,4%	1	⚠ 14,3%	1	⚠ 14,3%	00:00:15	00:00:09	00:08:37	00:03:59	00:00:30	00:00:12
	13:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:03:49	00:02:37	00:00:12	00:00:12
	14:00:00	5	5	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:07	00:07:11	00:02:26	00:00:07	00:00:07
	15:00:00	5	5	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:08	00:14:28	00:05:01	00:00:09	00:00:09
	16:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:08	00:06:42	00:02:55	00:00:10	00:00:10
	17:00:00	7	6	✔ 85,7%	0	✔ 0,0%	1	⚠ 14,3%	00:00:15	00:00:09	00:10:39	00:03:47	00:00:11	00:00:11
	18:00:00	4	4	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:05:30	00:04:09	00:00:17	00:00:17
	19:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:02	00:00:02	00:12:46	00:12:46	00:00:20	00:00:20
RealBellavistaHotel		11	11	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:09	00:07:56	00:05:01	00:00:09	00:00:09
	10:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:12	00:00:10	00:07:56	00:05:04	00:00:10	00:00:10
	11:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:05:02	00:05:02	00:00:08	00:00:08
	14:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:11	00:04:01	00:04:01	00:00:11	00:00:11
	15:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:08	00:05:45	00:04:53	00:00:08	00:00:08
	16:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:04:30	00:04:30	00:00:06	00:00:06
	17:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:10	00:07:41	00:05:34	00:00:10	00:00:10
RealMarinaHotel/Resi		14	12	✔ 85,7%	0	✔ 0,0%	2	⚠ 14,3%	00:00:15	00:00:07	00:16:15	00:04:12	00:00:08	00:00:08
	09:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:12	00:00:10	00:05:19	00:04:03	00:00:10	00:00:10
	11:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:06	00:16:15	00:07:20	00:00:06	00:00:06
	12:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:14	00:00:10	00:05:27	00:04:20	00:00:10	00:00:10
	14:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:07	00:02:06	00:01:12	00:00:07	00:00:07
	15:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:06	00:03:48	00:02:26	00:00:10	00:00:10
	17:00:00	1	0	✖ 0,0%	0	✔ 0,0%	1	✖ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	18:00:00	1	0	✖ 0,0%	0	✔ 0,0%	1	✖ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
03-04-2018		41	41	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:17:54	00:04:35	00:00:10	00:00:10
GrdRealSantaEulalia		17	17	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:12:30	00:04:36	00:00:09	00:00:09
	09:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:12	00:00:12	00:01:45	00:01:45	00:00:12	00:00:12
	10:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:12	00:00:10	00:12:30	00:09:28	00:00:10	00:00:10
	11:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:09:11	00:05:16	00:00:09	00:00:09
	12:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:09:27	00:07:39	00:00:09	00:00:09
	13:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:07	00:01:08	00:00:51	00:00:07	00:00:07
	14:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:11	00:07:57	00:07:57	00:00:11	00:00:11
	15:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:11	00:07:12	00:04:16	00:00:11	00:00:11
	16:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:12	00:00:08	00:03:30	00:02:11	00:00:08	00:00:08
	17:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:01:37	00:01:15	00:00:05	00:00:05
	18:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:04	00:00:04	00:07:38	00:07:38	00:00:04	00:00:04
	19:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:05	00:00:05	00:03:30	00:03:30	00:00:05	00:00:05
RealBellavistaHotel		10	10	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:09	00:17:54	00:05:50	00:00:09	00:00:09
	10:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:17:43	00:17:43	00:00:10	00:00:10
	12:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:17:54	00:07:11	00:00:09	00:00:09
	13:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:03:01	00:01:54	00:00:08	00:00:08

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	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:49	00:02:18	00:00:07	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:16	00:02:16	00:00:09	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:12:03	00:12:03	00:00:11	00:00:11
RealMarinaHotel/Resi		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:09:30	00:03:35	00:00:12	00:00:12
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:09:30	00:09:30	00:00:12	00:00:12
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:04:13	00:02:55	00:00:08	00:00:08
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:05	00:03:43	00:00:17	00:00:17
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:02:56	00:02:14	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:34	00:02:34	00:00:08	00:00:08
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:46	00:03:19	00:00:12	00:00:12
04-04-2018		70	57	🟡	81,4%	0	✔	0,0%	13	❌	18,6%	00:00:15	00:00:10	00:17:50	00:04:06	00:00:12	00:00:12
GrdRealSantaEulalia		35	31	✔	88,6%	0	✔	0,0%	4	🟡	11,4%	00:00:15	00:00:10	00:08:18	00:03:33	00:00:13	00:00:13
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:07:38	00:05:12	00:00:08	00:00:08
	10:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:08:00	00:04:25	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:10	00:03:10	00:00:24	00:00:24
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:08:18	00:06:46	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:05	00:04:05	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:03:18	00:03:18	00:00:27	00:00:27
	15:00:00	11	9	🟡	81,8%	0	✔	0,0%	2	❌	18,2%	00:00:15	00:00:10	00:06:33	00:02:36	00:00:14	00:00:14
	16:00:00	8	6	🟡	75,0%	0	✔	0,0%	2	❌	25,0%	00:00:14	00:00:08	00:07:41	00:03:24	00:00:12	00:00:11
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:23	00:02:03	00:00:16	00:00:16
RealBellavistaHotel		21	12	🟡	57,1%	0	✔	0,0%	9	❌	42,9%	00:00:15	00:00:09	00:17:50	00:05:49	00:00:11	00:00:13
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:06:20	00:02:52	00:00:07	00:00:07
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:17:50	00:06:34	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:42	00:03:42	00:00:22	00:00:22
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:24	00:06:24	00:00:52	00:00:52
	15:00:00	6	3	🟡	50,0%	0	✔	0,0%	3	❌	50,0%	00:00:14	00:00:11	00:17:27	00:08:44	00:00:10	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:08:56	00:08:56	00:00:09	00:00:09
	18:00:00	7	1	❌	14,3%	0	✔	0,0%	6	❌	85,7%	00:00:09	00:00:09	00:02:00	00:02:00	00:00:07	00:00:10
RealMarinaHotel/Resi		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:11:21	00:03:51	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:07:10	00:07:10	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:26	00:02:26	00:00:10	00:00:10
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:11:21	00:05:17	00:00:11	00:00:11
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:39	00:01:46	00:00:06	00:00:06
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:48	00:04:30	00:00:15	00:00:15
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:01	00:04:01	00:00:09	00:00:09
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:39	00:01:54	00:00:06	00:00:06
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:07:34	00:04:04	00:00:11	00:00:11
05-04-2018		63	53	🟡	84,1%	1	✔	1,6%	9	🟡	14,3%	00:00:19	00:00:09	00:21:05	00:04:47	00:00:12	00:00:10
GrdRealSantaEulalia		29	25	✔	86,2%	1	✔	3,4%	3	🟡	10,3%	00:00:15	00:00:10	00:21:05	00:05:33	00:00:14	00:00:10
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:10:56	00:06:06	00:00:10	00:00:10
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:21:05	00:09:16	00:00:13	00:00:13
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:14:30	00:09:53	00:00:12	00:00:12
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:12	00:04:34	00:03:43	00:00:12	00:00:12
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:13:15	00:13:15	00:00:08	00:00:08
	15:00:00	7	6	✔	85,7%	0	✔	0,0%	1	🟡	14,3%	00:00:14	00:00:08	00:11:08	00:03:23	00:00:11	00:00:10
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:15:24	00:03:56	00:00:10	00:00:10
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:04:51	00:04:00	00:00:07	00:00:07
	18:00:00	3	0	❌	0,0%	1	❌	33,3%	2	❌	66,7%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:45	00:00:00
RealBellavistaHotel		16	11	🟡	68,8%	0	✔	0,0%	5	❌	31,3%	00:00:15	00:00:10	00:16:13	00:04:29	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:36	00:00:36	00:00:10	00:00:10
03-05-2018 9:28:17	12:00:00	5	1	❌	20,0%	0	✔	0,0%	4	❌	80,0%	00:00:11	00:00:11	00:11:25	00:11:25	00:00:12	00:00:11

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	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:33	00:01:33	00:00:19	00:00:19
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:39	00:00:39	00:00:09	00:00:09
	15:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:06	00:00:06	00:00:43	00:00:43	00:00:04	00:00:06
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:06	00:03:13	00:00:11	00:00:11
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:16:13	00:08:14	00:00:11	00:00:11
RealMarinaHotel/Resi		18	17	✔	94,4%	0	✔	0,0%	1	✔	5,6%	00:00:19	00:00:09	00:12:19	00:03:47	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:42	00:03:40	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:29	00:06:29	00:00:11	00:00:11
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:19	00:00:09	00:02:53	00:01:53	00:00:05	00:00:05
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:38	00:03:48	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:43	00:01:43	00:00:06	00:00:06
	15:00:00	6	5	⚠	83,3%	0	✔	0,0%	1	✖	16,7%	00:00:15	00:00:09	00:06:24	00:03:34	00:00:13	00:00:13
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:17	00:03:17	00:00:09	00:00:09
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:12:19	00:07:10	00:00:06	00:00:06
06-04-2018		66	61	✔	92,4%	1	✔	1,5%	4	✔	6,1%	00:00:18	00:00:09	00:17:45	00:04:17	00:00:10	00:00:10
GrdRealSantaEulalia		35	34	✔	97,1%	0	✔	0,0%	1	✔	2,9%	00:00:15	00:00:09	00:17:45	00:05:40	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:05:25	00:05:25	00:00:13	00:00:13
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:13:35	00:10:18	00:00:10	00:00:10
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:06:40	00:03:53	00:00:12	00:00:12
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:02:11	00:01:54	00:00:05	00:00:05
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:11:05	00:07:26	00:00:08	00:00:08
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:12:34	00:08:51	00:00:09	00:00:09
	16:00:00	11	10	✔	90,9%	0	✔	0,0%	1	✔	9,1%	00:00:15	00:00:10	00:10:23	00:03:45	00:00:11	00:00:11
	17:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:09:40	00:03:53	00:00:08	00:00:08
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:17:45	00:11:13	00:00:10	00:00:10
RealBellavistaHotel		7	5	⚠	71,4%	0	✔	0,0%	2	✖	28,6%	00:00:09	00:00:06	00:01:24	00:00:59	00:00:09	00:00:06
	12:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:09	00:00:08	00:01:11	00:00:48	00:00:11	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:14	00:00:58	00:00:03	00:00:03
	17:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:07	00:00:07	00:01:24	00:01:24	00:00:12	00:00:07
RealMarinaHotel/Resi		24	22	✔	91,7%	1	✔	4,2%	1	✔	4,2%	00:00:18	00:00:09	00:16:28	00:02:58	00:00:12	00:00:11
	09:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:18	00:00:09	00:04:25	00:02:10	00:00:12	00:00:12
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:05	00:02:56	00:00:12	00:00:12
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:20	00:01:48	00:00:10	00:00:10
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:19	00:03:02	00:00:16	00:00:16
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:16:28	00:04:08	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:37	00:01:37	00:00:04	00:00:04
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:05:07	00:03:14	00:00:09	00:00:09
	18:00:00	3	1	✖	33,3%	1	✖	33,3%	1	✖	33,3%	00:00:15	00:00:14	00:06:44	00:06:44	00:00:16	00:00:14
07-04-2018		32	19	⚠	59,4%	1	✔	3,1%	12	✖	37,5%	00:00:15	00:00:08	00:11:14	00:04:12	00:00:08	00:00:08
GrdRealSantaEulalia		14	9	⚠	64,3%	1	✔	7,1%	4	✖	28,6%	00:00:12	00:00:09	00:07:29	00:04:40	00:00:08	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:53	00:03:53	00:00:08	00:00:08
	11:00:00	4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:12	00:00:11	00:07:29	00:05:16	00:00:08	00:00:11
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:02	00:04:02	00:00:07	00:00:07
	14:00:00	5	3	⚠	60,0%	0	✔	0,0%	2	✖	40,0%	00:00:12	00:00:08	00:05:55	00:04:29	00:00:08	00:00:08
	15:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:12	00:00:10	00:05:34	00:05:04	00:00:10	00:00:10
RealBellavistaHotel		5	3	⚠	60,0%	0	✔	0,0%	2	✖	40,0%	00:00:15	00:00:09	00:07:34	00:04:47	00:00:07	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:04	00:02:04	00:00:09	00:00:09
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:44	00:04:44	00:00:04	00:00:04
	14:00:00	2	0	✖	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:07:34	00:07:34	00:00:15	00:00:15
RealMarinaHotel/Resi		13	7	⚠	53,8%	0	✔	0,0%	6	✖	46,2%	00:00:11	00:00:07	00:11:14	00:03:20	00:00:08	00:00:07
03-05-2018 9:28:17	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:40	00:00:40	00:00:03	00:00:03

OneContact Reporting

Service Performance Report

	11:00:00	5	1	✖ 20,0%	0	✔ 0,0%	4	✖ 80,0%	00:00:08	00:00:08	00:01:44	00:01:44	00:00:10	00:00:08
	12:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:03:35	00:03:35	00:00:06	00:00:06
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:11	00:01:05	00:01:05	00:00:12	00:00:12
	14:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:02:14	00:02:14	00:00:08	00:00:08
	16:00:00	4	2	🕒 50,0%	0	✔ 0,0%	2	✖ 50,0%	00:00:07	00:00:05	00:11:14	00:07:01	00:00:05	00:00:05
09-04-2018		54	51	✔ 94,4%	2	✔ 3,7%	1	✔ 1,9%	00:00:15	00:00:09	00:27:07	00:04:17	00:00:12	00:00:11
GrdRealSantaEulalia		36	35	✔ 97,2%	1	✔ 2,8%	0	✔ 0,0%	00:00:15	00:00:09	00:27:07	00:04:35	00:00:11	00:00:11
	09:00:00	4	4	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:06:38	00:04:04	00:00:13	00:00:13
	10:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:06:22	00:06:22	00:00:09	00:00:09
	12:00:00	5	4	🕒 80,0%	1	✖ 20,0%	0	✔ 0,0%	00:00:11	00:00:09	00:03:10	00:02:30	00:00:09	00:00:09
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:03:54	00:03:54	00:00:09	00:00:09
	14:00:00	4	4	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:07	00:18:03	00:04:42	00:00:08	00:00:08
	15:00:00	8	8	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:07:57	00:03:50	00:00:10	00:00:10
	16:00:00	5	5	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:14:29	00:05:29	00:00:12	00:00:12
	17:00:00	6	6	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:06:36	00:02:27	00:00:12	00:00:12
	18:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:27:07	00:17:39	00:00:16	00:00:16
RealBellavistaHotel		5	5	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:06:06	00:02:24	00:00:11	00:00:11
	09:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:06:06	00:03:29	00:00:13	00:00:13
	12:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:11	00:03:14	00:02:12	00:00:11	00:00:11
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:00:37	00:00:37	00:00:09	00:00:09
RealMarinaHotel/Resi		13	11	🕒 84,6%	1	✔ 7,7%	1	✔ 7,7%	00:00:15	00:00:10	00:11:25	00:04:05	00:00:13	00:00:12
	10:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:12	00:00:07	00:04:04	00:01:52	00:00:04	00:00:04
	11:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:12	00:00:12	00:11:24	00:06:42	00:00:12	00:00:12
	12:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:11	00:03:18	00:03:18	00:00:11	00:00:11
	13:00:00	2	1	🕒 50,0%	1	✖ 50,0%	0	✔ 0,0%	00:00:15	00:00:11	00:01:01	00:01:01	00:00:29	00:00:20
	15:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:09:26	00:04:55	00:00:16	00:00:16
	16:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:09	00:11:25	00:06:18	00:00:09	00:00:09
	17:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:13	00:02:17	00:02:17	00:00:13	00:00:13
	18:00:00	1	0	✖ 0,0%	0	✔ 0,0%	1	✖ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
10-04-2018		69	64	✔ 92,8%	0	✔ 0,0%	5	✔ 7,2%	00:00:17	00:00:09	00:15:12	00:03:37	00:00:11	00:00:11
GrdRealSantaEulalia		28	26	✔ 92,9%	0	✔ 0,0%	2	✔ 7,1%	00:00:17	00:00:10	00:15:12	00:04:42	00:00:11	00:00:10
	09:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:10	00:15:12	00:06:22	00:00:10	00:00:10
	10:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:16	00:00:11	00:03:13	00:02:42	00:00:12	00:00:12
	11:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:08	00:11:45	00:06:38	00:00:08	00:00:08
	12:00:00	2	1	🕒 50,0%	0	✔ 0,0%	1	✖ 50,0%	00:00:06	00:00:06	00:00:34	00:00:34	00:00:06	00:00:06
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:08:44	00:08:44	00:00:09	00:00:09
	14:00:00	5	4	🕒 80,0%	0	✔ 0,0%	1	✖ 20,0%	00:00:13	00:00:09	00:10:36	00:05:14	00:00:11	00:00:10
	15:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:08	00:00:51	00:00:50	00:00:08	00:00:08
	16:00:00	7	7	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:17	00:00:10	00:11:54	00:04:17	00:00:14	00:00:14
	17:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:08	00:11:07	00:06:16	00:00:09	00:00:09
RealBellavistaHotel		13	12	✔ 92,3%	0	✔ 0,0%	1	✔ 7,7%	00:00:15	00:00:09	00:07:19	00:02:16	00:00:10	00:00:11
	09:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:11	00:05:42	00:04:04	00:00:16	00:00:16
	11:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:04	00:00:04	00:01:45	00:01:06	00:00:04	00:00:04
	12:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:00:29	00:00:29	00:00:10	00:00:10
	14:00:00	5	5	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:07:19	00:02:43	00:00:12	00:00:12
	15:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:13	00:01:43	00:01:43	00:00:13	00:00:13
	17:00:00	2	1	🕒 50,0%	0	✔ 0,0%	1	✖ 50,0%	00:00:08	00:00:08	00:01:03	00:01:03	00:00:06	00:00:08
RealMarinaHotel/Resi		28	26	✔ 92,9%	0	✔ 0,0%	2	✔ 7,1%	00:00:15	00:00:10	00:10:31	00:03:06	00:00:11	00:00:11
	09:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:10	00:08:07	00:04:32	00:00:10	00:00:10
	10:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:14	00:00:14	00:03:44	00:02:14	00:00:14	00:00:14
	11:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:07	00:04:52	00:02:55	00:00:07	00:00:07
	12:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:08	00:03:54	00:02:18	00:00:10	00:00:10

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Service Performance Report

	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:04:17	00:03:16	00:00:14	00:00:14
	14:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:13	00:00:10	00:01:44	00:01:26	00:00:10	00:00:10
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:02	00:02:36	00:00:11	00:00:11
	16:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:07	00:00:07	00:00:51	00:00:51	00:00:06	00:00:07
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:10:31	00:07:04	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:36	00:01:36	00:00:22	00:00:22
11-04-2018		54	48	✔	88,9%	1	✔	1,9%	5	✔	9,3%	00:00:15	00:00:09	00:14:21	00:04:21	00:00:11	00:00:11
GrdRealSantaEulalia		30	27	✔	90,0%	0	✔	0,0%	3	⚠	10,0%	00:00:15	00:00:08	00:14:21	00:05:08	00:00:09	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:10:06	00:05:30	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:54	00:03:54	00:00:08	00:00:08
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:14:21	00:06:11	00:00:12	00:00:12
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:04:41	00:04:41	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:28	00:02:28	00:00:05	00:00:05
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:29	00:02:29	00:00:09	00:00:09
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:09:30	00:05:22	00:00:06	00:00:06
	16:00:00	7	5	⚠	71,4%	0	✔	0,0%	2	✖	28,6%	00:00:13	00:00:08	00:13:24	00:06:08	00:00:08	00:00:08
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:05:30	00:03:38	00:00:09	00:00:09
	18:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:12	00:00:08	00:08:20	00:05:02	00:00:08	00:00:08
RealBellavistaHotel		5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:11:05	00:04:10	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:20	00:01:20	00:00:23	00:00:23
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:11:05	00:06:03	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:21	00:01:21	00:00:09	00:00:09
RealMarinaHotel/Resi		19	16	⚠	84,2%	1	✔	5,3%	2	⚠	10,5%	00:00:15	00:00:10	00:12:38	00:03:07	00:00:14	00:00:15
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:07:06	00:07:06	00:00:14	00:00:14
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:12:38	00:03:45	00:00:15	00:00:15
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:51	00:00:51	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:03:47	00:01:49	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:03:08	00:02:27	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:54	00:03:54	00:00:22	00:00:22
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:21	00:04:37	00:00:17	00:00:17
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:24	00:01:24	00:00:10	00:00:10
	18:00:00	4	1	✖	25,0%	1	✖	25,0%	2	✖	50,0%	00:00:15	00:00:09	00:00:33	00:00:33	00:00:20	00:00:48
12-04-2018		68	65	✔	95,6%	0	✔	0,0%	3	✔	4,4%	00:00:15	00:00:09	00:15:40	00:03:43	00:00:11	00:00:11
GrdRealSantaEulalia		39	38	✔	97,4%	0	✔	0,0%	1	✔	2,6%	00:00:15	00:00:10	00:15:40	00:03:13	00:00:12	00:00:12
	09:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:56	00:02:01	00:00:12	00:00:12
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:15:40	00:07:16	00:00:13	00:00:13
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:03:11	00:02:13	00:00:07	00:00:07
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:07:28	00:03:24	00:00:14	00:00:14
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:10:12	00:03:15	00:00:07	00:00:07
	15:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:12:11	00:03:01	00:00:14	00:00:14
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:11:18	00:05:02	00:00:15	00:00:15
	17:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:44	00:02:19	00:00:13	00:00:13
	18:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:14	00:00:10	00:03:14	00:02:19	00:00:12	00:00:10
RealBellavistaHotel		9	8	✔	88,9%	0	✔	0,0%	1	⚠	11,1%	00:00:15	00:00:09	00:08:24	00:02:49	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:41	00:00:41	00:00:12	00:00:12
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:08:24	00:08:24	00:00:16	00:00:16
	12:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:11	00:00:10	00:04:36	00:02:36	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:00	00:01:00	00:00:03	00:00:03
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:14	00:00:14	00:00:05	00:00:05
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:34	00:02:34	00:00:23	00:00:23
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:04:27	00:04:27	00:00:05	00:00:05
RealMarinaHotel/Resi		20	19	✔	95,0%	0	✔	0,0%	1	✔	5,0%	00:00:15	00:00:09	00:10:39	00:05:08	00:00:10	00:00:10

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	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:29	00:00:29	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:07:36	00:07:36	00:00:09	00:00:09
	12:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:09	00:08:01	00:04:14	00:00:13	00:00:12
	13:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:10:35	00:06:17	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:08:00	00:08:00	00:00:12	00:00:12
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:08:14	00:05:26	00:00:14	00:00:14
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:10:39	00:06:08	00:00:04	00:00:04
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:19	00:01:54	00:00:09	00:00:09
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:13	00:08:47	00:05:06	00:00:13	00:00:13
13-04-2018		56	53	✔	94,6%	0	✔	0,0%	3	✔	5,4%	00:00:20	00:00:09	00:11:42	00:03:04	00:00:10	00:00:10
GrdRealSantaEulalia		40	39	✔	97,5%	0	✔	0,0%	1	✔	2,5%	00:00:20	00:00:09	00:11:42	00:03:04	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:04:10	00:03:06	00:00:10	00:00:10
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:07:16	00:04:38	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:00:57	00:00:36	00:00:13	00:00:13
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:01:21	00:00:49	00:00:08	00:00:08
	13:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:07	00:02:04	00:00:11	00:00:11
	14:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:10:32	00:02:35	00:00:10	00:00:10
	15:00:00	10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:20	00:00:10	00:11:42	00:03:57	00:00:09	00:00:09
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:08:53	00:03:42	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:07:10	00:07:10	00:00:14	00:00:14
	18:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:08	00:04:50	00:01:59	00:00:17	00:00:17
RealBellavistaHotel		10	8	⚠	80,0%	0	✔	0,0%	2	✖	20,0%	00:00:15	00:00:09	00:03:50	00:02:26	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:02	00:02:02	00:00:04	00:00:04
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:03:50	00:03:13	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:52	00:02:52	00:00:04	00:00:04
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:46	00:02:46	00:00:25	00:00:25
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:00:45	00:00:45	00:00:26	00:00:26
	18:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:07	00:00:07	00:01:22	00:01:22	00:00:09	00:00:07
RealMarinaHotel/Resi		6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:21	00:03:52	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:09:21	00:09:21	00:00:24	00:00:24
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:22	00:04:22	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:58	00:01:24	00:00:06	00:00:06
	14:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:08	00:00:08	00:00:32	00:00:32	00:00:00	00:00:00
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:08:21	00:05:00	00:00:08	00:00:08
14-04-2018		23	13	⚠	56,5%	1	✔	4,3%	9	✖	39,1%	00:00:15	00:00:09	00:11:20	00:05:00	00:00:23	00:00:27
GrdRealSantaEulalia		17	7	✖	41,2%	1	✔	5,9%	9	✖	52,9%	00:00:15	00:00:09	00:10:09	00:05:05	00:00:17	00:00:16
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:10:09	00:10:09	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:04:20	00:04:20	00:00:11	00:00:11
	11:00:00	4	1	✖	25,0%	0	✔	0,0%	3	✖	75,0%	00:00:04	00:00:04	00:03:04	00:03:04	00:00:11	00:00:04
	12:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:14	00:03:10	00:03:10	00:00:14	00:00:12
	13:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:04	00:00:02	00:06:04	00:04:56	00:00:23	00:00:30
	14:00:00	5	0	✖	0,0%	1	✖	20,0%	4	✖	80,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:24	00:00:00
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:05:02	00:05:02	00:00:14	00:00:14
RealBellavistaHotel		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:23	00:02:34	00:00:59	00:00:59
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:07	00:02:07	00:02:39	00:02:39
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:03:23	00:03:23	00:00:14	00:00:14
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:12	00:02:12	00:00:05	00:00:05
RealMarinaHotel/Resi		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:11:20	00:07:12	00:00:20	00:00:20
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:11:20	00:11:20	00:00:12	00:00:12
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:08:07	00:05:08	00:00:24	00:00:24
16-04-2018		59	46	⚠	78,0%	4	✔	6,8%	9	✖	15,3%	00:00:15	00:00:08	00:13:56	00:04:21	00:00:12	00:00:09
GrdRealSantaEulalia		31	28	✔	90,3%	2	✔	6,5%	1	✔	3,2%	00:00:15	00:00:09	00:13:56	00:04:50	00:00:15	00:00:10

OneContact Reporting

Service Performance Report

	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:07:39	00:07:39	00:00:14	00:00:14
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:04:29	00:04:29	00:00:12	00:00:12
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:33	00:02:59	00:00:11	00:00:11
	12:00:00	7	4	⚠	57,1%	2	✖	28,6%	1	⚠	14,3%	00:00:11	00:00:08	00:09:07	00:05:29	00:00:33	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:03:57	00:03:54	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:13:49	00:09:30	00:00:09	00:00:09
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:12:30	00:04:34	00:00:10	00:00:10
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:49	00:03:08	00:00:12	00:00:12
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:06:39	00:03:55	00:00:07	00:00:07
	18:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:13:56	00:06:04	00:00:10	00:00:10
RealBellavistaHotel		13	5	✖	38,5%	0	✔	0,0%	8	✖	61,5%	00:00:15	00:00:06	00:06:34	00:03:28	00:00:08	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:43	00:00:43	00:00:04	00:00:04
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:06:34	00:06:34	00:00:05	00:00:05
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:07	00:04:07	00:00:04	00:00:04
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:41	00:02:44	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:55	00:03:55	00:00:24	00:00:24
	18:00:00	8	0	✖	0,0%	0	✔	0,0%	8	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
RealMarinaHotel/Resi		15	13	✔	86,7%	2	⚠	13,3%	0	✔	0,0%	00:00:13	00:00:07	00:10:37	00:03:47	00:00:07	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:22	00:03:22	00:00:09	00:00:09
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:06:54	00:04:27	00:00:10	00:00:10
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:10:37	00:03:29	00:00:06	00:00:06
	14:00:00	6	5	⚠	83,3%	1	✖	16,7%	0	✔	0,0%	00:00:13	00:00:08	00:07:39	00:04:12	00:00:07	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:17	00:02:17	00:00:09	00:00:09
	18:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:00	00:00:00	00:00:04	00:00:00
17-04-2018		44	43	✔	97,7%	1	✔	2,3%	0	✔	0,0%	00:00:15	00:00:10	00:14:20	00:03:44	00:00:13	00:00:12
GrdRealSantaEulalia		27	27	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:12:22	00:03:13	00:00:13	00:00:13
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:04:33	00:03:58	00:00:11	00:00:11
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:03	00:01:54	00:00:15	00:00:15
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:17	00:03:08	00:00:15	00:00:15
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:05:30	00:05:30	00:00:11	00:00:11
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:12:22	00:06:40	00:00:14	00:00:14
	16:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:24	00:02:21	00:00:08	00:00:08
	17:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:54	00:02:55	00:00:19	00:00:19
RealBellavistaHotel		5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:06:27	00:03:21	00:00:11	00:00:11
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:33	00:02:32	00:00:12	00:00:12
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:06:27	00:06:27	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:02:37	00:02:37	00:00:13	00:00:13
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:35	00:02:35	00:00:10	00:00:10
RealMarinaHotel/Resi		12	11	✔	91,7%	1	✔	8,3%	0	✔	0,0%	00:00:15	00:00:08	00:14:20	00:05:08	00:00:14	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:14:20	00:09:48	00:00:08	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:06:29	00:05:28	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:06	00:05:06	00:00:19	00:00:19
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:07:32	00:07:32	00:00:11	00:00:11
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:06:35	00:03:09	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:37	00:01:37	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:46	00:04:46	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:41	00:02:41	00:00:06	00:00:06
	19:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:02	00:00:00
18-04-2018		70	65	✔	92,9%	2	✔	2,9%	3	✔	4,3%	00:00:15	00:00:08	00:19:41	00:04:27	00:00:10	00:00:10
GrdRealSantaEulalia		44	41	✔	93,2%	1	✔	2,3%	2	✔	4,5%	00:00:15	00:00:09	00:16:29	00:04:19	00:00:10	00:00:11
	09:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:05	00:03:02	00:00:09	00:00:09
03-05-2018 9:28:17	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:12:15	00:04:51	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	11:00:00	8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:12:23	00:05:55	00:00:14	00:00:14
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:12:05	00:06:45	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:16:29	00:11:30	00:00:10	00:00:10
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:11	00:05:31	00:03:43	00:00:10	00:00:10
	15:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:01	00:02:47	00:00:12	00:00:12
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:07	00:09:02	00:03:04	00:00:09	00:00:09
	17:00:00	4	3	⚠	75,0%	1	✖	25,0%	0	✔	0,0%	00:00:10	00:00:06	00:02:12	00:00:35	00:00:08	00:00:08
	18:00:00	4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:08	00:00:06	00:06:08	00:05:28	00:00:04	00:00:06
RealBellavistaHotel		14	13	✔	92,9%	1	✔	7,1%	0	✔	0,0%	00:00:15	00:00:09	00:10:08	00:03:06	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:37	00:00:37	00:00:20	00:00:20
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:10:08	00:05:22	00:00:11	00:00:11
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:02:34	00:02:34	00:00:13	00:00:13
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:20	00:03:20	00:00:08	00:00:08
	16:00:00	6	5	⚠	83,3%	1	✖	16,7%	0	✔	0,0%	00:00:14	00:00:10	00:07:06	00:03:06	00:00:10	00:00:10
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:03	00:01:50	00:01:08	00:00:04	00:00:04
RealMarinaHotel/Resi		12	11	✔	91,7%	0	✔	0,0%	1	✔	8,3%	00:00:13	00:00:08	00:19:41	00:06:26	00:00:09	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:04:29	00:03:43	00:00:09	00:00:09
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:41	00:02:12	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:05:02	00:03:08	00:00:10	00:00:10
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:14:01	00:08:26	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:06	00:19:41	00:10:05	00:00:09	00:00:09
	18:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:04	00:00:04	00:18:53	00:18:53	00:00:07	00:00:04
19-04-2018		42	41	✔	97,6%	0	✔	0,0%	1	✔	2,4%	00:00:15	00:00:09	00:16:49	00:04:10	00:00:11	00:00:11
GrdRealSantaEulalia		28	28	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:15:11	00:03:48	00:00:12	00:00:12
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:11:27	00:06:35	00:00:08	00:00:08
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:12:25	00:05:53	00:00:16	00:00:16
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:42	00:03:34	00:00:12	00:00:12
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:31	00:02:19	00:00:24	00:00:24
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:38	00:03:26	00:00:11	00:00:11
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:37	00:05:04	00:00:08	00:00:08
	15:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:15:11	00:04:12	00:00:10	00:00:10
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:04:25	00:02:02	00:00:07	00:00:07
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:52	00:01:52	00:00:12	00:00:12
RealBellavistaHotel		7	6	✔	85,7%	0	✔	0,0%	1	⚠	14,3%	00:00:11	00:00:09	00:11:16	00:04:09	00:00:10	00:00:09
	09:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:11:16	00:11:16	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:39	00:00:39	00:00:11	00:00:11
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:07	00:01:53	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:08:32	00:08:32	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:41	00:00:41	00:00:10	00:00:10
RealMarinaHotel/Resi		7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:16:49	00:05:50	00:00:10	00:00:10
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:32	00:02:38	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:14	00:02:14	00:00:23	00:00:23
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:16:49	00:09:02	00:00:06	00:00:06
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:13:04	00:07:36	00:00:08	00:00:08
20-04-2018		73	67	✔	91,8%	0	✔	0,0%	4	✔	5,5%	00:00:22	00:00:10	00:14:57	00:04:03	00:00:14	00:00:14
GrdRealSantaEulalia		41	36	✔	87,8%	0	✔	0,0%	3	✔	7,3%	00:00:22	00:00:11	00:14:45	00:03:40	00:00:15	00:00:15
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:03:33	00:02:38	00:00:10	00:00:10
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:11	00:14:45	00:08:22	00:00:11	00:00:11
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:02	00:04:34	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:09:36	00:09:36	00:00:07	00:00:07
03-05-2018 9:28:17	13:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:12	00:03:21	00:02:02	00:00:12	00:00:10

OneContact Reporting

Service Performance Report

	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:09	00:03:09	00:00:10	00:00:10
	15:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:08:02	00:02:42	00:00:11	00:00:11
	16:00:00	8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:10	00:02:02	00:00:13	00:00:13
	17:00:00	12	8	⚠	66,7%	0	✔	0,0%	3	✖	25,0%	00:00:22	00:00:12	00:14:29	00:05:34	00:00:23	00:00:28
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:27	00:01:44	00:00:20	00:00:20
RealBellavistaHotel		13	12	✔	92,3%	0	✔	0,0%	1	✔	7,7%	00:00:15	00:00:10	00:12:09	00:04:19	00:00:13	00:00:13
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:07	00:00:07	00:03:49	00:03:49	00:00:11	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:55	00:03:55	00:00:07	00:00:07
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:03:59	00:02:01	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:55	00:02:55	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:12:09	00:12:09	00:00:10	00:00:10
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:44	00:01:37	00:00:18	00:00:18
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:09:23	00:09:23	00:00:21	00:00:21
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:08:15	00:08:15	00:00:34	00:00:34
RealMarinaHotel/Resi		19	19	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:14:57	00:04:44	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:31	00:02:31	00:00:12	00:00:12
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:03:00	00:02:58	00:00:10	00:00:10
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:11:42	00:06:43	00:00:10	00:00:10
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:20	00:05:40	00:00:12	00:00:12
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:14:57	00:09:54	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:05:20	00:03:10	00:00:08	00:00:08
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:11	00:08:39	00:04:28	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:04:41	00:04:41	00:00:13	00:00:13
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:14	00:04:14	00:00:25	00:00:25
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:43	00:01:20	00:00:10	00:00:10
21-04-2018		49	20	✖	40,8%	2	✔	4,1%	26	✖	53,1%	00:00:16	00:00:11	00:13:14	00:04:52	00:00:16	00:00:26
GrdRealSantaEulalia		33	14	✖	42,4%	2	✔	6,1%	16	✖	48,5%	00:00:16	00:00:11	00:13:14	00:05:45	00:00:18	00:00:25
	09:00:00	5	2	✖	40,0%	0	✔	0,0%	3	✖	60,0%	00:00:10	00:00:08	00:07:13	00:06:22	00:00:13	00:00:08
	11:00:00	7	4	⚠	57,1%	0	✔	0,0%	3	✖	42,9%	00:00:15	00:00:09	00:09:04	00:05:13	00:00:15	00:00:19
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:11:36	00:07:03	00:00:11	00:00:11
	13:00:00	9	0	✖	0,0%	0	✔	0,0%	9	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00
	14:00:00	4	2	⚠	50,0%	1	✖	25,0%	1	✖	25,0%	00:00:15	00:00:11	00:05:02	00:02:53	00:00:20	00:00:18
	15:00:00	4	2	⚠	50,0%	1	✖	25,0%	0	✔	0,0%	00:00:16	00:00:14	00:13:14	00:08:20	00:00:15	00:00:12
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:19	00:03:19	00:02:40	00:02:40
RealMarinaHotel/Resi		16	6	✖	37,5%	0	✔	0,0%	10	✖	62,5%	00:00:15	00:00:12	00:07:00	00:02:48	00:00:13	00:00:28
	09:00:00	2	0	✖	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:11	00:01:47	00:01:03	00:00:11	00:00:11
	11:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:15	00:00:11	00:07:00	00:03:30	00:00:40	00:00:58
	12:00:00	7	1	✖	14,3%	0	✔	0,0%	6	✖	85,7%	00:00:14	00:00:14	00:06:40	00:06:40	00:00:05	00:00:14
	13:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
23-04-2018		88	70	⚠	79,5%	3	✔	3,4%	14	✖	15,9%	00:00:25	00:00:11	00:13:45	00:04:19	00:00:16	00:00:13
GrdRealSantaEulalia		55	43	⚠	78,2%	2	✔	3,6%	9	✖	16,4%	00:00:22	00:00:10	00:13:45	00:04:27	00:00:15	00:00:13
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:08:25	00:05:26	00:00:10	00:00:10
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:13:04	00:04:19	00:00:10	00:00:10
	11:00:00	12	8	⚠	66,7%	0	✔	0,0%	4	✖	33,3%	00:00:15	00:00:09	00:13:45	00:04:34	00:00:08	00:00:10
	12:00:00	6	3	⚠	50,0%	1	✖	16,7%	2	✖	33,3%	00:00:15	00:00:11	00:07:49	00:06:04	00:00:30	00:00:09
	13:00:00	6	5	⚠	83,3%	0	✔	0,0%	1	✖	16,7%	00:00:15	00:00:11	00:09:52	00:03:41	00:00:14	00:00:15
	14:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:17	00:03:19	00:00:13	00:00:13
	15:00:00	10	8	⚠	80,0%	0	✔	0,0%	2	✖	20,0%	00:00:15	00:00:09	00:09:56	00:04:36	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:07:11	00:07:11	00:00:22	00:00:22
	17:00:00	6	4	⚠	66,7%	1	✖	16,7%	0	✔	0,0%	00:00:22	00:00:13	00:09:33	00:03:29	00:00:24	00:00:28
03-05-2018 9:28:17	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:44	00:05:44	00:00:32	00:00:32

OneContact Reporting

Service Performance Report

RealBellavistaHotel		16	12	🟡	75,0%	1	✅	6,3%	3	❌	18,8%	00:00:15	00:00:09	00:13:38	00:05:27	00:00:21	00:00:10
	09:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:09	00:13:18	00:10:50	00:00:10	00:00:10
	10:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:08	00:13:38	00:05:44	00:00:08	00:00:08
	12:00:00	6	2	❌	33,3%	1	❌	16,7%	3	❌	50,0%	00:00:15	00:00:11	00:05:28	00:03:09	00:00:39	00:00:09
	13:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:11	00:07:12	00:07:12	00:00:25	00:00:25
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:08	00:01:04	00:01:01	00:00:08	00:00:08
	16:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:11	00:05:19	00:05:19	00:00:11	00:00:11
RealMarinaHotel/Resi		17	15	✅	88,2%	0	✅	0,0%	2	🟡	11,8%	00:00:25	00:00:12	00:09:19	00:03:06	00:00:14	00:00:15
	09:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:14	00:00:14	00:00:27	00:00:27	00:00:14	00:00:14
	11:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:00:58	00:00:58	00:00:08	00:00:08
	12:00:00	3	1	❌	33,3%	0	✅	0,0%	2	❌	66,7%	00:00:09	00:00:09	00:05:54	00:05:54	00:00:08	00:00:09
	13:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:15	00:00:57	00:00:57	00:00:15	00:00:15
	14:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:25	00:00:14	00:09:07	00:03:59	00:00:10	00:00:10
	15:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:08	00:02:25	00:01:50	00:00:14	00:00:14
	16:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:16	00:00:13	00:03:14	00:02:16	00:00:26	00:00:26
	17:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:13	00:00:10	00:05:18	00:04:06	00:00:10	00:00:10
	18:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:14	00:09:19	00:09:19	00:00:33	00:00:33
24-04-2018		64	59	✅	92,2%	0	✅	0,0%	3	✅	4,7%	00:00:17	00:00:10	00:16:24	00:03:49	00:00:11	00:00:11
GrdRealSantaEulalia		41	36	✅	87,8%	0	✅	0,0%	3	✅	7,3%	00:00:17	00:00:10	00:15:05	00:03:51	00:00:11	00:00:11
	09:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:10	00:06:33	00:04:02	00:00:10	00:00:10
	10:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:10	00:04:04	00:02:06	00:00:10	00:00:10
	11:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:06	00:05:34	00:03:39	00:00:07	00:00:07
	12:00:00	7	7	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:13	00:00:10	00:15:05	00:04:24	00:00:10	00:00:10
	13:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:09	00:06:19	00:04:28	00:00:09	00:00:09
	14:00:00	6	6	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:09:50	00:03:22	00:00:15	00:00:15
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:09	00:05:39	00:03:09	00:00:09	00:00:09
	16:00:00	5	4	🟡	80,0%	0	✅	0,0%	0	✅	0,0%	00:00:17	00:00:11	00:08:58	00:04:08	00:00:13	00:00:12
	17:00:00	4	3	🟡	75,0%	0	✅	0,0%	0	✅	0,0%	00:00:13	00:00:12	00:04:02	00:02:15	00:00:12	00:00:11
	18:00:00	6	3	🟡	50,0%	0	✅	0,0%	3	❌	50,0%	00:00:15	00:00:11	00:10:43	00:07:17	00:00:13	00:00:15
RealBellavistaHotel		7	7	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:10	00:16:24	00:06:21	00:00:10	00:00:10
	09:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:01:45	00:01:45	00:00:10	00:00:10
	11:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:09	00:16:24	00:16:24	00:00:09	00:00:09
	13:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:09	00:04:49	00:02:51	00:00:09	00:00:09
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:09	00:14:43	00:08:12	00:00:09	00:00:09
	17:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:12	00:04:10	00:04:10	00:00:12	00:00:12
RealMarinaHotel/Resi		16	16	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:16	00:00:10	00:09:09	00:02:37	00:00:11	00:00:11
	09:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:05:52	00:05:52	00:00:10	00:00:10
	10:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:13	00:00:10	00:03:29	00:02:40	00:00:10	00:00:10
	11:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:05	00:00:05	00:02:02	00:01:13	00:00:05	00:00:05
	12:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:13	00:00:09	00:03:16	00:02:42	00:00:09	00:00:09
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:11	00:09:09	00:07:22	00:00:16	00:00:16
	16:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:09	00:01:02	00:01:02	00:00:10	00:00:10
	17:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:16	00:00:10	00:01:07	00:00:50	00:00:10	00:00:10
	18:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:12	00:01:05	00:01:05	00:00:24	00:00:24
25-04-2018		28	17	🟡	60,7%	1	✅	3,6%	10	❌	35,7%	00:00:15	00:00:09	00:16:19	00:05:09	00:00:19	00:00:17
GrdRealSantaEulalia		9	8	✅	88,9%	0	✅	0,0%	1	🟡	11,1%	00:00:15	00:00:09	00:08:37	00:04:24	00:00:10	00:00:11
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:08:29	00:08:29	00:00:08	00:00:08
	11:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:11	00:05:19	00:02:38	00:00:11	00:00:11
	12:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:09	00:04:47	00:04:47	00:00:21	00:00:21
	13:00:00	1	0	❌	0,0%	0	✅	0,0%	1	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	15:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:06	00:03:17	00:02:42	00:00:06	00:00:06
03-05-2018	16:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:14	00:00:14	00:08:37	00:08:37	00:00:14	00:00:14

OneContact Reporting

Service Performance Report

RealBellavistaHotel		3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:07:37	00:04:07	00:00:12	00:00:12
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:37	00:05:34	00:00:16	00:00:16
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:14	00:01:14	00:00:05	00:00:05
RealMarinaHotel/Resi		16	6	✘	37,5%	1	✔	6,3%	9	✘	56,3%	00:00:15	00:00:09	00:16:19	00:06:41	00:00:26	00:00:27
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:58	00:05:58	00:00:07	00:00:07
	10:00:00	4	2	⚠	50,0%	0	✔	0,0%	2	✘	50,0%	00:00:07	00:00:06	00:10:40	00:06:07	00:00:06	00:00:06
	11:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✘	50,0%	00:00:15	00:00:13	00:16:19	00:16:19	00:01:14	00:02:11
	12:00:00	6	0	✘	0,0%	1	✘	16,7%	5	✘	83,3%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:34	00:00:00
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:12	00:01:12	00:00:05	00:00:05
	16:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✘	50,0%	00:00:08	00:00:08	00:04:21	00:04:21	00:00:11	00:00:08
26-04-2018		47	43	✔	91,5%	1	✔	2,1%	3	✔	6,4%	00:00:16	00:00:10	00:16:54	00:03:33	00:00:10	00:00:10
GrdRealSantaEulalia		28	26	✔	92,9%	0	✔	0,0%	2	✔	7,1%	00:00:16	00:00:10	00:12:49	00:03:03	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:04:33	00:04:33	00:00:12	00:00:12
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:13	00:08:11	00:03:17	00:00:14	00:00:14
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:11	00:12:49	00:02:43	00:00:09	00:00:09
	12:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✘	33,3%	00:00:05	00:00:04	00:07:43	00:05:06	00:00:08	00:00:04
	13:00:00	5	4	⚠	80,0%	0	✔	0,0%	1	✘	20,0%	00:00:15	00:00:09	00:04:19	00:03:28	00:00:11	00:00:12
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:06:22	00:03:44	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:51	00:03:51	00:00:09	00:00:09
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:44	00:02:25	00:00:11	00:00:11
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:21	00:01:52	00:00:15	00:00:15
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:12	00:03:36	00:03:28	00:00:12	00:00:12
RealBellavistaHotel		6	5	⚠	83,3%	1	✘	16,7%	0	✔	0,0%	00:00:13	00:00:07	00:07:46	00:03:56	00:00:08	00:00:09
	12:00:00	2	1	⚠	50,0%	1	✘	50,0%	0	✔	0,0%	00:00:10	00:00:05	00:07:46	00:07:46	00:00:06	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:40	00:00:40	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:29	00:06:29	00:00:09	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:53	00:00:53	00:00:13	00:00:13
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:53	00:03:53	00:00:05	00:00:05
RealMarinaHotel/Resi		13	12	✔	92,3%	0	✔	0,0%	1	✔	7,7%	00:00:16	00:00:10	00:16:54	00:04:45	00:00:11	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:29	00:04:29	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:37	00:00:37	00:00:09	00:00:09
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:16:54	00:10:41	00:00:10	00:00:10
	13:00:00	1	0	✘	0,0%	0	✔	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:06:19	00:04:26	00:00:11	00:00:11
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:06:45	00:04:14	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:12	00:04:32	00:03:32	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:43	00:01:43	00:00:11	00:00:11
27-04-2018		46	43	✔	93,5%	1	✔	2,2%	2	✔	4,3%	00:00:15	00:00:10	00:26:19	00:03:55	00:00:13	00:00:14
GrdRealSantaEulalia		29	28	✔	96,6%	0	✔	0,0%	1	✔	3,4%	00:00:15	00:00:09	00:26:19	00:04:21	00:00:13	00:00:14
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:58	00:00:58	00:00:08	00:00:08
	10:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:07:52	00:01:58	00:00:24	00:00:24
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:12	00:10:00	00:05:24	00:00:12	00:00:12
	12:00:00	6	5	⚠	83,3%	0	✔	0,0%	1	✘	16,7%	00:00:13	00:00:10	00:11:08	00:05:01	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:04:34	00:03:04	00:00:07	00:00:07
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:42	00:02:13	00:00:11	00:00:11
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:07:04	00:05:36	00:00:14	00:00:14
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:26:19	00:07:57	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:12:00	00:12:00	00:00:10	00:00:10
RealBellavistaHotel		7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:09:36	00:03:40	00:00:11	00:00:11
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:08:52	00:04:28	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:58	00:00:58	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:09:36	00:09:36	00:00:15	00:00:15
03-05-2018 9:28:17																	

OneContact Reporting

Service Performance Report

	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:48	00:00:48	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:55	00:00:55	00:00:06	00:00:06
RealMarinaHotel/Resi		10	8	🟡	80,0%	1	🟡	10,0%	1	🟡	10,0%	00:00:15	00:00:10	00:08:37	00:02:44	00:00:14	00:00:16
	12:00:00	2	0	✖	0,0%	1	✖	50,0%	1	✖	50,0%	00:00:08	00:00:08	00:00:00	00:00:00	00:00:06	00:00:00
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:00:55	00:00:43	00:00:10	00:00:10
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:02:20	00:01:27	00:00:14	00:00:14
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:08:37	00:03:42	00:00:20	00:00:20
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:44	00:07:44	00:00:22	00:00:22
28-04-2018		38	15	✖	39,5%	1	✔	2,6%	21	✖	55,3%	00:00:23	00:00:12	00:14:27	00:06:21	00:00:15	00:00:15
GrdRealSantaEulalia		20	9	✖	45,0%	0	✔	0,0%	11	✖	55,0%	00:00:15	00:00:11	00:10:21	00:05:52	00:00:11	00:00:13
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:47	00:01:47	00:00:09	00:00:09
	11:00:00	4	3	🟡	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:12	00:00:11	00:09:14	00:07:28	00:00:09	00:00:11
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:07:57	00:07:57	00:00:12	00:00:12
	13:00:00	5	1	✖	20,0%	0	✔	0,0%	4	✖	80,0%	00:00:15	00:00:10	00:00:03	00:00:03	00:00:13	00:00:27
	14:00:00	5	2	✖	40,0%	0	✔	0,0%	3	✖	60,0%	00:00:11	00:00:10	00:09:24	00:05:10	00:00:10	00:00:10
	15:00:00	4	1	✖	25,0%	0	✔	0,0%	3	✖	75,0%	00:00:15	00:00:15	00:10:21	00:10:21	00:00:13	00:00:15
RealBellavistaHotel		7	3	✖	42,9%	0	✔	0,0%	4	✖	57,1%	00:00:15	00:00:11	00:08:21	00:04:01	00:00:17	00:00:23
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:08:21	00:04:54	00:00:13	00:00:13
	14:00:00	4	0	✖	0,0%	0	✔	0,0%	4	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:16	00:02:16	00:00:44	00:00:44
RealMarinaHotel/Resi		11	3	✖	27,3%	1	✔	9,1%	6	✖	54,5%	00:00:23	00:00:13	00:14:27	00:10:06	00:00:21	00:00:14
	11:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
	12:00:00	3	1	✖	33,3%	1	✖	33,3%	1	✖	33,3%	00:00:15	00:00:14	00:14:27	00:14:27	00:00:42	00:00:13
	13:00:00	3	0	✖	0,0%	0	✔	0,0%	3	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:08:14	00:08:14	00:00:19	00:00:19
	16:00:00	3	1	✖	33,3%	0	✔	0,0%	1	✖	33,3%	00:00:23	00:00:16	00:07:38	00:07:38	00:00:16	00:00:10
30-04-2018		73	64	✔	87,7%	0	✔	0,0%	6	✔	8,2%	00:00:19	00:00:10	00:15:12	00:03:26	00:00:11	00:00:10
GrdRealSantaEulalia		45	39	✔	86,7%	0	✔	0,0%	4	✔	8,9%	00:00:19	00:00:10	00:15:12	00:04:18	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:27	00:06:27	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:49	00:01:49	00:00:08	00:00:08
	11:00:00	9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:07:44	00:02:50	00:00:09	00:00:09
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:05:50	00:03:30	00:00:09	00:00:09
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:06:15	00:04:32	00:00:06	00:00:06
	14:00:00	9	8	✔	88,9%	0	✔	0,0%	1	🟡	11,1%	00:00:13	00:00:09	00:15:12	00:07:20	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:27	00:02:58	00:00:24	00:00:24
	16:00:00	7	6	✔	85,7%	0	✔	0,0%	0	✔	0,0%	00:00:18	00:00:10	00:10:22	00:05:22	00:00:12	00:00:11
	17:00:00	5	3	🟡	60,0%	0	✔	0,0%	1	✖	20,0%	00:00:19	00:00:12	00:03:25	00:01:30	00:00:16	00:00:14
	18:00:00	7	5	🟡	71,4%	0	✔	0,0%	2	✖	28,6%	00:00:15	00:00:10	00:05:58	00:03:34	00:00:10	00:00:10
RealBellavistaHotel		14	13	✔	92,9%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:02	00:01:30	00:00:12	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:53	00:00:53	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:12	00:00:56	00:00:09	00:00:09
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:27	00:01:00	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:06	00:01:06	00:00:03	00:00:03
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:03:50	00:01:37	00:00:09	00:00:09
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:05:02	00:02:21	00:00:09	00:00:09
	17:00:00	2	1	🟡	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:38	00:01:38	00:00:32	00:00:08
RealMarinaHotel/Resi		14	12	✔	85,7%	0	✔	0,0%	2	🟡	14,3%	00:00:15	00:00:10	00:05:44	00:02:29	00:00:11	00:00:12
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:04:24	00:02:16	00:00:06	00:00:06
	13:00:00	4	2	🟡	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:10	00:00:09	00:05:44	00:03:50	00:00:07	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:59	00:00:59	00:00:11	00:00:11
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:45	00:03:28	00:00:15	00:00:15
03-05-2018 9:28:17	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:00	00:00:00	00:00:36	00:00:36

OneContact Reporting

Service Performance Report

	18:00:00	1	1		100,0%	0		0,0%	0		0,0%	00:00:11	00:00:11	00:01:44	00:01:44	00:00:12	00:00:12
TOTAL		1382	1178		85,2%	24		1,7%	170		12,3%	00:00:25	00:00:09	00:27:07	00:04:05	00:00:12	00:00:12