

# 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	#	%		#	%		#	%		Max Answer Delay	Avg Answer Delay	Max Talk Time	Avg Talk Time	Avg Queue Time	Avg Handled Queue Time			
01-08-2018		77	68	✔	88.3%		3	✔	3.9%		6	✔	7.8%		00:00:15	00:00:09	00:27:48	00:04:23	00:00:14	00:00:10
GrdRealSantaEulalia		40	33	⚠	82.5%		3	✔	7.5%		4	⚠	10.0%		00:00:15	00:00:08	00:27:48	00:04:36	00:00:18	00:00:10
	09:00:00	2	2	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:14	00:00:14	00:09:53	00:09:12	00:00:14	00:00:14
	10:00:00	1	1	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:07	00:00:07	00:02:08	00:02:08	00:00:07	00:00:07
	11:00:00	4	4	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:09	00:00:06	00:12:00	00:04:14	00:00:06	00:00:06
	12:00:00	7	7	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:15	00:00:08	00:09:37	00:04:17	00:00:12	00:00:12
	13:00:00	3	3	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:09	00:00:07	00:06:17	00:03:20	00:00:07	00:00:07
	14:00:00	4	4	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:11	00:00:09	00:07:15	00:05:11	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:09	00:00:09	00:01:39	00:01:39	00:00:09	00:00:09
	16:00:00	5	4	⚠	80.0%		1	✖	20.0%		0	✔	0.0%		00:00:15	00:00:10	00:27:48	00:07:21	00:00:13	00:00:15
	17:00:00	8	7	✔	87.5%		0	✔	0.0%		1	⚠	12.5%		00:00:15	00:00:07	00:11:44	00:03:08	00:00:10	00:00:10
	18:00:00	5	0	✖	0.0%		2	✖	40.0%		3	✖	60.0%		00:00:15	00:00:08	00:00:00	00:00:00	00:01:14	00:00:00
RealBellavistaHotel		13	13	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:15	00:00:08	00:12:29	00:03:22	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:05	00:00:05	00:01:10	00:01:10	00:00:05	00:00:05
	12:00:00	1	1	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:09	00:00:09	00:02:20	00:02:20	00:00:09	00:00:09
	13:00:00	2	2	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:15	00:00:10	00:04:03	00:03:02	00:00:16	00:00:16
	14:00:00	3	3	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:10	00:00:08	00:12:29	00:06:10	00:00:08	00:00:08
	15:00:00	1	1	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:07	00:00:07	00:00:52	00:00:52	00:00:07	00:00:07
	16:00:00	3	3	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:09	00:00:07	00:03:45	00:02:31	00:00:07	00:00:07
	17:00:00	2	2	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:15	00:00:08	00:05:04	00:03:38	00:00:12	00:00:12
RealMarinaHotel/Resi		24	22	✔	91.7%		0	✔	0.0%		2	✔	8.3%		00:00:15	00:00:10	00:23:53	00:04:38	00:00:11	00:00:11
	09:00:00	1	1	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:03	00:00:03	00:02:19	00:02:19	00:00:03	00:00:03
	10:00:00	1	1	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:06	00:00:06	00:00:49	00:00:49	00:00:06	00:00:06
	11:00:00	3	3	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:14	00:00:12	00:08:02	00:07:26	00:00:12	00:00:12
	12:00:00	5	4	⚠	80.0%		0	✔	0.0%		1	✖	20.0%		00:00:13	00:00:11	00:06:10	00:02:39	00:00:12	00:00:11
	13:00:00	1	1	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:09	00:00:09	00:05:12	00:05:12	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:04	00:00:04	00:04:21	00:04:21	00:00:04	00:00:04
	15:00:00	1	1	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:11	00:00:11	00:01:55	00:01:55	00:00:11	00:00:11
	16:00:00	1	1	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:15	00:00:10	00:01:23	00:01:23	00:00:19	00:00:19
	17:00:00	5	5	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:15	00:00:11	00:15:25	00:05:00	00:00:16	00:00:16
	18:00:00	5	4	⚠	80.0%		0	✔	0.0%		1	✖	20.0%		00:00:13	00:00:10	00:23:53	00:07:02	00:00:09	00:00:10
02-08-2018		89	79	✔	88.8%		4	✔	4.5%		6	✔	6.7%		00:00:15	00:00:10	00:22:59	00:04:53	00:00:14	00:00:11
GrdRealSantaEulalia		43	41	✔	95.3%		1	✔	2.3%		1	✔	2.3%		00:00:15	00:00:10	00:19:40	00:04:57	00:00:11	00:00:11
	09:00:00	4	4	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:15	00:00:11	00:13:33	00:06:49	00:00:11	00:00:11
	10:00:00	3	3	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:11	00:00:10	00:05:16	00:03:06	00:00:10	00:00:10
	11:00:00	10	10	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:15	00:00:11	00:06:54	00:03:01	00:00:12	00:00:12
	12:00:00	4	3	⚠	75.0%		1	✖	25.0%		0	✔	0.0%		00:00:12	00:00:08	00:19:40	00:11:51	00:00:12	00:00:15
	13:00:00	2	2	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:08	00:00:06	00:16:11	00:12:13	00:00:06	00:00:06
	14:00:00	3	3	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:12	00:00:11	00:10:44	00:05:57	00:00:11	00:00:11
	15:00:00	7	7	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:15	00:00:10	00:05:54	00:02:27	00:00:12	00:00:12
	16:00:00	5	5	✔	100.0%		0	✔	0.0%		0	✔	0.0%		00:00:15	00:00:09	00:11:04	00:03:28	00:00:14	00:00:14

OneContact Reporting

Service Performance Report

	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:17:44	00:09:03	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	00:02:59	00:02:59	00:00:04	00:00:04
RealBellavistaHotel		14	13	✔	92.9%	0	✔	0.0%	1	✔	7.1%	00:00:15	00:00:10	00:15:26	00:04:54	00:00:11	00:00:11
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:06:06	00:04:24	00:00:13	00:00:13
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:37	00:00:37	00:00:11	00:00:11
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:15:26	00:13:19	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:06	00:02:44	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	00:01:09	00:01:09	00:00:12	00:00:12
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:50	00:02:12	00:00:14	00:00:14
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:10:00	00:10:00	00:00:14	00:00:14
	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	00:00:03	00:00:00
RealMarinaHotel/Resi		32	25	⚠	78.1%	3	✔	9.4%	4	⚠	12.5%	00:00:15	00:00:10	00:22:59	00:04:44	00:00:18	00:00:10
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:09:00	00:03:54	00:00:08	00:00:08
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:12:30	00:04:16	00:00:08	00:00:08
	13:00:00	9	2	✖	22.2%	3	✖	33.3%	4	✖	44.4%	00:00:15	00:00:14	00:00:50	00:00:26	00:00:41	00:00:13
	14:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:14:28	00:04:25	00:00:11	00:00:11
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:22:59	00:09:32	00:00:07	00:00:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:05:40	00:05:40	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:08	00:02:08	00:00:23	00:00:23
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:36	00:04:36	00:00:07	00:00:07
03-08-2018		65	59	✔	90.8%	3	✔	4.6%	3	✔	4.6%	00:00:17	00:00:09	00:12:39	00:03:45	00:00:14	00:00:12
GrdRealSantaEulalia		35	32	✔	91.4%	1	✔	2.9%	2	✔	5.7%	00:00:17	00:00:10	00:12:00	00:04:12	00:00:16	00:00:13
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:05:59	00:05:59	00:00:10	00:00:10
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:12:00	00:06:47	00:00:13	00:00:13
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:34	00:03:30	00:00:13	00:00:13
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:10:23	00:05:46	00:00:09	00:00:09
	13:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:09	00:00:09	00:07:43	00:06:57	00:00:08	00:00:09
	14:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:17	00:00:11	00:06:42	00:03:51	00:00:16	00:00:16
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:05:07	00:02:21	00:00:08	00:00:08
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:55	00:02:27	00:00:13	00:00:13
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:08:20	00:05:14	00:00:13	00:00:13
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:52	00:02:26	00:00:18	00:00:18
	19:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:32	00:00:00
RealBellavistaHotel		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:07:22	00:02:09	00:00:07	00:00:07
	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%	00:00:07	00:00:07	00:00:51	00:00:51	00:00:07	00:00:07
	12:00:00	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
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:48	00:00:46	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:04:24	00:02:54	00:00:10	00:00:10
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:07:22	00:04:18	00:00:06	00:00:06
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:20	00:01:20	00:00:07	00:00:07
RealMarinaHotel/Resi		20	17	✔	85.0%	2	⚠	10.0%	1	✔	5.0%	00:00:17	00:00:10	00:12:39	00:03:47	00:00:14	00:00:12
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:04:24	00:02:38	00:00:10	00:00:10
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:02:26	00:02:10	00:00:12	00:00:12
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:12:39	00:07:18	00:00:12	00:00:12
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:02	00:03:02	00:00:09	00:00:09
	15:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:53	00:04:32	00:00:16	00:00:16
	16:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:17	00:00:11	00:09:31	00:04:23	00:00:13	00:00:10

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	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:03:55	00:02:15	00:00:06	00:00:06
	18:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:10	00:02:12	00:02:12	00:00:21	00:00:20
04-08-2018		41	16	✖	39.0%	3	✔	7.3%	22	✖	53.7%	00:00:15	00:00:10	00:25:46	00:07:32	00:00:18	00:00:16
GrdRealSantaEulalia		22	10	✖	45.5%	2	✔	9.1%	10	✖	45.5%	00:00:15	00:00:10	00:25:46	00:08:50	00:00:18	00:00:14
	09:00:00	5	1	✖	20.0%	1	✖	20.0%	3	✖	60.0%	00:00:15	00:00:12	00:01:50	00:01:50	00:00:14	00:00:09
	10:00:00	5	1	✖	20.0%	1	✖	20.0%	3	✖	60.0%	00:00:15	00:00:10	00:18:09	00:18:09	00:00:35	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:25:46	00:25:46	00:00:12	00:00:12
	12:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:09	00:02:30	00:02:01	00:00:13	00:00:17
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:06:31	00:06:31	00:00:03	00:00:03
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:03	00:07:03	00:00:31	00:00:31
	15:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:15	00:00:08	00:03:27	00:03:27	00:00:13	00:00:21
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:13:05	00:10:48	00:00:12	00:00:12
	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	00:00:11	00:00:00
RealBellavistaHotel		1	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
	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	00:00:03	00:00:00
RealMarinaHotel/Resi		18	6	✖	33.3%	1	✔	5.6%	11	✖	61.1%	00:00:15	00:00:09	00:08:11	00:05:22	00:00:18	00:00:19
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:35	00:04:35	00:00:26	00:00:26
	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	00:00:06	00:00:00
	13:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:08	00:00:08	00:08:11	00:08:11	00:00:06	00:00:08
	14:00:00	7	3	✖	42.9%	1	⚠	14.3%	3	✖	42.9%	00:00:15	00:00:10	00:06:21	00:03:53	00:00:31	00:00:19
	15:00:00	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
	16:00:00	6	1	✖	16.7%	0	✔	0.0%	5	✖	83.3%	00:00:04	00:00:04	00:07:49	00:07:49	00:00:10	00:00:22
06-08-2018		80	71	✔	88.8%	2	✔	2.5%	6	✔	7.5%	00:00:22	00:00:09	00:17:43	00:03:27	00:00:12	00:00:11
GrdRealSantaEulalia		38	32	⚠	84.2%	2	✔	5.3%	3	✔	7.9%	00:00:22	00:00:10	00:17:43	00:04:48	00:00:12	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:39	00:01:39	00:00:08	00:00:08
	10:00:00	7	6	✔	85.7%	1	⚠	14.3%	0	✔	0.0%	00:00:15	00:00:09	00:12:05	00:04:08	00:00:10	00:00:11
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:05:18	00:02:59	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:11:01	00:06:21	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	00:08:31	00:08:31	00:00:25	00:00:25
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:05:41	00:03:36	00:00:07	00:00:07
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:09:07	00:04:16	00:00:04	00:00:04
	16:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:17:43	00:06:29	00:00:12	00:00:12
	17:00:00	3	2	⚠	66.7%	0	✔	0.0%	0	✔	0.0%	00:00:22	00:00:16	00:03:36	00:02:43	00:00:16	00:00:14
	18:00:00	9	5	⚠	55.6%	1	⚠	11.1%	3	✖	33.3%	00:00:15	00:00:10	00:14:15	00:06:41	00:00:17	00:00:15
RealBellavistaHotel		16	15	✔	93.8%	0	✔	0.0%	1	✔	6.3%	00:00:15	00:00:10	00:04:53	00:02:00	00:00:12	00:00:13
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:01:51	00:01:11	00:00:09	00:00:09
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:01:59	00:01:59	00:00:12	00:00:12
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:04:53	00:02:39	00:00:08	00:00:08
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:02:50	00:01:46	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:03:32	00:03:14	00:00:12	00:00:12
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:00	00:01:40	00:00:22	00:00:22
	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	00:00:12	00:00:00
RealMarinaHotel/Resi		26	24	✔	92.3%	0	✔	0.0%	2	✔	7.7%	00:00:15	00:00:09	00:11:46	00:02:30	00:00:10	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:30	00:01:30	00:00:06	00:00:06
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:06:07	00:03:25	00:00:06	00:00:06
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:04:44	00:02:13	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:07	00:02:07	00:00:11	00:00:11
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:00:49	00:00:47	00:00:06	00:00:06

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	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:03:29	00:01:41	00:00:09	00:00:09
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:02:30	00:01:35	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:55	00:01:57	00:00:13	00:00:13
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:11:46	00:05:03	00:00:21	00:00:21
	18:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
07-08-2018		81	73	✔	90.1%	0	✔	0.0%	8	✔	9.9%	00:00:15	00:00:09	00:17:22	00:03:48	00:00:12	00:00:12
GrdRealSantaEulalia		47	40	✔	85.1%	0	✔	0.0%	7	⚠	14.9%	00:00:15	00:00:10	00:17:22	00:04:49	00:00:12	00:00:12
	09:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:10:25	00:04:50	00:00:13	00:00:13
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:10:40	00:06:04	00:00:14	00:00:14
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:05:00	00:03:46	00:00:10	00:00:10
	12:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:13	00:00:11	00:04:20	00:02:04	00:00:09	00:00:11
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:02:20	00:01:58	00:00:11	00:00:11
	14:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:11:37	00:04:18	00:00:08	00:00:08
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:07:47	00:05:39	00:00:20	00:00:20
	16:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:17:22	00:06:58	00:00:11	00:00:11
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:49	00:02:34	00:00:08	00:00:08
	18:00:00	10	4	✖	40.0%	0	✔	0.0%	6	✖	60.0%	00:00:15	00:00:10	00:06:32	00:05:23	00:00:14	00:00:18
RealBellavistaHotel		21	20	✔	95.2%	0	✔	0.0%	1	✔	4.8%	00:00:15	00:00:09	00:06:49	00:02:22	00:00:12	00:00:12
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:11	00:00:07	00:06:00	00:02:29	00:00:07	00:00:10
	10:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:06:49	00:02:26	00:00:09	00:00:09
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:03:17	00:02:02	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:15	00:01:58	00:00:29	00:00:29
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:04:34	00:04:34	00:00:13	00:00:13
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:01:59	00:01:20	00:00:12	00:00:12
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:20	00:02:19	00:00:20	00:00:20
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:02:23	00:01:40	00:00:07	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:04:58	00:04:58	00:00:12	00:00:12
RealMarinaHotel/Resi		13	13	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:15:47	00:03:14	00:00:12	00:00:12
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:15:47	00:09:46	00:00:06	00:00:06
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:05:40	00:02:44	00:00:10	00:00:10
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:48	00:01:50	00:00:13	00:00:13
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:59	00:01:55	00:00:14	00:00:14
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:57	00:02:57	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:53	00:01:52	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:02:08	00:02:08	00:00:29	00:00:29
08-08-2018		56	54	✔	96.4%	1	✔	1.8%	1	✔	1.8%	00:00:16	00:00:09	00:09:12	00:02:58	00:00:10	00:00:10
GrdRealSantaEulalia		29	27	✔	93.1%	1	✔	3.4%	1	✔	3.4%	00:00:15	00:00:09	00:09:12	00:03:10	00:00:10	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:02:08	00:01:24	00:00:08	00:00:08
	10:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:06:17	00:02:35	00:00:09	00:00:09
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:09:12	00:04:55	00:00:10	00:00:10
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:03	00:00:03	00:01:37	00:01:37	00:00:10	00:00:03
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:04:25	00:03:33	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	00:05:04	00:05:04	00:00:23	00:00:23
	16:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:28	00:01:44	00:00:12	00:00:09
	17:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:07:05	00:03:21	00:00:10	00:00:10
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:50	00:04:34	00:00:14	00:00:14
RealBellavistaHotel		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:50	00:02:53	00:00:11	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:41	00:04:23	00:00:16	00:00:16

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	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:06:50	00:04:24	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:34	00:00:34	00:00:11	00:00:11
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:27	00:02:27	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:29	00:01:29	00:00:09	00:00:09
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:58	00:00:58	00:00:06	00:00:06
RealMarinaHotel/Resi		19	19	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:08	00:06:46	00:02:41	00:00:09	00:00:09
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:32	00:02:04	00:00:10	00:00:10
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:08	00:02:05	00:01:48	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:25	00:02:25	00:00:21	00:00:21
	12:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:05:52	00:02:58	00:00:06	00:00:06
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:02:34	00:02:28	00:00:09	00:00:09
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:10	00:06:46	00:03:17	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:37	00:03:37	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:03	00:01:03	00:00:07	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:03:39	00:03:39	00:00:12	00:00:12
09-08-2018		68	49	⚠	72.1%	0	✔	0.0%	19	✖	27.9%	00:00:16	00:00:09	00:44:21	00:04:27	00:00:11	00:00:12
GrdRealSantaEulalia		35	22	⚠	62.9%	0	✔	0.0%	13	✖	37.1%	00:00:16	00:00:09	00:44:21	00:06:11	00:00:11	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:12	00:11:06	00:11:06	00:00:23	00:00:23
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:04:21	00:04:19	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:02:24	00:02:24	00:00:12	00:00:12
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:05:31	00:03:42	00:00:16	00:00:16
	13:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:11	00:00:07	00:10:21	00:05:41	00:00:07	00:00:08
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:10:13	00:04:21	00:00:09	00:00:09
	15:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:44	00:03:25	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:05:44	00:04:56	00:00:09	00:00:09
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:05:40	00:03:08	00:00:12	00:00:12
	18:00:00	13	1	✖	7.7%	0	✔	0.0%	12	✖	92.3%	00:00:08	00:00:08	00:44:21	00:44:21	00:00:13	00:00:08
RealBellavistaHotel		15	10	⚠	66.7%	0	✔	0.0%	5	✖	33.3%	00:00:15	00:00:10	00:07:21	00:02:42	00:00:14	00:00:18
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:19	00:02:56	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	00:02:56	00:02:56	00:00:10	00:00:10
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:07	00:00:07	00:02:37	00:02:37	00:00:04	00:00:07
	13:00:00	4	0	✖	0.0%	0	✔	0.0%	4	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:22	00:02:22	00:00:23	00:00:23
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:53	00:01:00	00:00:19	00:00:19
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:07:21	00:07:21	00:00:13	00:00:13
RealMarinaHotel/Resi		18	17	✔	94.4%	0	✔	0.0%	1	✔	5.6%	00:00:15	00:00:09	00:09:26	00:03:02	00:00:10	00:00:10
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:11	00:00:07	00:04:06	00:02:26	00:00:07	00:00:07
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:02:36	00:02:28	00:00:07	00:00:07
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:04:35	00:03:06	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:08	00:01:08	00:00:11	00:00:11
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:09:26	00:05:38	00:00:20	00:00:20
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:03:51	00:02:23	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:01	00:01:56	00:00:12	00:00:12
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:05:00	00:03:51	00:00:08	00:00:08
10-08-2018		51	51	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:14:50	00:03:32	00:00:09	00:00:09
GrdRealSantaEulalia		31	31	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:51	00:03:13	00:00:10	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:08	00:02:08	00:00:05	00:00:05
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:06:43	00:05:08	00:00:09	00:00:09

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Service Performance Report

	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:11	00:02:34	00:00:10	00:00:10
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:06	00:01:27	00:00:18	00:00:18
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:02:31	00:01:35	00:00:10	00:00:10
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:08:51	00:03:26	00:00:09	00:00:09
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:04:24	00:02:32	00:00:10	00:00:10
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:06:04	00:03:38	00:00:09	00:00:09
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:47	00:03:29	00:00:08	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:08:28	00:08:28	00:00:08	00:00:08
RealBellavistaHotel		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:09:50	00:04:27	00:00:08	00:00:08
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:09:50	00:09:50	00:00:08	00:00:08
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:15	00:01:03	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:08:58	00:05:08	00:00:08	00:00:08
RealMarinaHotel/Resi		15	15	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:14:50	00:03:52	00:00:08	00:00:08
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:14:50	00:06:27	00:00:05	00:00:05
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:04:00	00:01:54	00:00:07	00:00:07
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:02:37	00:02:10	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:04:53	00:04:11	00:00:06	00:00:06
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:09:19	00:03:33	00:00:09	00:00:09
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:05:21	00:02:50	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:57	00:01:57	00:00:10	00:00:10
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:12:55	00:12:55	00:00:10	00:00:10
11-08-2018		45	18	✖	40.0%	2	✔	4.4%	25	✖	55.6%	00:00:15	00:00:08	00:09:03	00:03:09	00:00:15	00:00:11
GrdRealSantaEulalia		31	10	✖	32.3%	1	✔	3.2%	20	✖	64.5%	00:00:15	00:00:08	00:05:57	00:02:33	00:00:14	00:00:12
	10:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:05	00:00:05	00:03:47	00:03:47	00:00:09	00:00:05
	11:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:13	00:00:13	00:04:00	00:04:00	00:00:08	00:00:13
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:05:57	00:02:33	00:00:14	00:00:14
	13:00:00	10	0	✖	0.0%	0	✔	0.0%	10	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00
	15:00:00	7	2	✖	28.6%	1	⚠	14.3%	4	✖	57.1%	00:00:15	00:00:09	00:01:29	00:01:05	00:00:22	00:00:06
	16:00:00	6	2	✖	33.3%	0	✔	0.0%	4	✖	66.7%	00:00:15	00:00:09	00:02:44	00:02:40	00:00:12	00:00:17
RealBellavistaHotel		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:59	00:00:59	00:00:21	00:00:21
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:59	00:00:59	00:00:21	00:00:21
RealMarinaHotel/Resi		13	7	⚠	53.8%	1	✔	7.7%	5	✖	38.5%	00:00:15	00:00:07	00:09:03	00:04:20	00:00:17	00:00:08
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:05:41	00:05:41	00:00:05	00:00:05
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:05:09	00:04:02	00:00:04	00:00:04
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:35	00:02:35	00:00:05	00:00:05
	13:00:00	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
	15:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:12	00:00:52	00:00:52	00:00:13	00:00:10
	16:00:00	4	1	✖	25.0%	1	✖	25.0%	2	✖	50.0%	00:00:15	00:00:08	00:09:03	00:09:03	00:00:41	00:00:24
13-08-2018		77	68	✔	88.3%	2	✔	2.6%	6	✔	7.8%	00:00:18	00:00:09	00:27:28	00:04:23	00:00:12	00:00:12
GrdRealSantaEulalia		47	41	✔	87.2%	1	✔	2.1%	4	✔	8.5%	00:00:18	00:00:10	00:27:28	00:04:52	00:00:12	00:00:12
	09:00:00	7	6	✔	85.7%	0	✔	0.0%	1	⚠	14.3%	00:00:15	00:00:09	00:14:15	00:06:41	00:00:11	00:00:10
	10:00:00	5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:16	00:00:09	00:11:28	00:05:17	00:00:14	00:00:16
	11:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:07:09	00:02:52	00:00:09	00:00:09
	12:00:00	6	4	⚠	66.7%	0	✔	0.0%	2	✖	33.3%	00:00:15	00:00:09	00:06:31	00:03:25	00:00:13	00:00:13
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:27:28	00:11:08	00:00:10	00:00:10
	14:00:00	6	5	⚠	83.3%	0	✔	0.0%	0	✔	0.0%	00:00:18	00:00:13	00:04:15	00:02:43	00:00:17	00:00:17
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:07:04	00:04:04	00:00:15	00:00:15
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:02:43	00:02:43	00:00:10	00:00:10



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	17:00:00	6	5	🟡	83.3%	0	✅	0.0%	1	❌	16.7%	00:00:10	00:00:08	00:18:59	00:06:44	00:00:09	00:00:09
RealBellavistaHotel		14	14	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:12:45	00:03:58	00:00:14	00:00:14
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:14	00:01:18	00:01:18	00:00:29	00:00:29
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:04:24	00:04:24	00:00:09	00:00:09
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:00:45	00:00:45	00:00:25	00:00:25
	13:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:11	00:03:55	00:02:30	00:00:11	00:00:11
	15:00:00	1	1	✅	100.0%	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	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:04:47	00:02:13	00:00:12	00:00:12
	17:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:12:45	00:12:13	00:00:08	00:00:08
	18:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:07:18	00:04:31	00:00:17	00:00:17
RealMarinaHotel/Resi		16	13	🟡	81.3%	1	✅	6.3%	2	🟡	12.5%	00:00:16	00:00:09	00:10:46	00:03:22	00:00:10	00:00:11
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:03:35	00:01:56	00:00:07	00:00:07
	12:00:00	2	0	❌	0.0%	0	✅	0.0%	2	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	13:00:00	1	1	✅	100.0%	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	3	2	🟡	66.7%	1	❌	33.3%	0	✅	0.0%	00:00:11	00:00:05	00:02:23	00:02:16	00:00:07	00:00:08
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:07	00:10:46	00:06:37	00:00:07	00:00:07
	16:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:05:31	00:02:56	00:00:14	00:00:14
	17:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:16	00:00:12	00:09:42	00:03:51	00:00:16	00:00:16
14-08-2018		77	71	✅	92.2%	1	✅	1.3%	5	✅	6.5%	00:00:16	00:00:09	00:18:54	00:04:34	00:00:14	00:00:13
GrdRealSantaEulalia		47	44	✅	93.6%	1	✅	2.1%	2	✅	4.3%	00:00:16	00:00:09	00:14:37	00:04:37	00:00:14	00:00:11
	09:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:07	00:14:31	00:05:11	00:00:07	00:00:07
	10:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:06:19	00:04:01	00:00:15	00:00:15
	11:00:00	6	6	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:09	00:09:58	00:03:43	00:00:10	00:00:10
	12:00:00	8	6	🟡	75.0%	0	✅	0.0%	2	❌	25.0%	00:00:15	00:00:11	00:08:08	00:04:23	00:00:15	00:00:15
	13:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:08:48	00:05:42	00:00:10	00:00:10
	14:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:10:13	00:03:39	00:00:08	00:00:08
	15:00:00	6	6	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:16	00:00:10	00:14:37	00:05:58	00:00:12	00:00:12
	16:00:00	7	7	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:09	00:13:39	00:03:40	00:00:08	00:00:08
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:04:58	00:04:58	00:00:08	00:00:08
	18:00:00	2	1	🟡	50.0%	1	❌	50.0%	0	✅	0.0%	00:00:15	00:00:13	00:12:28	00:12:28	00:01:22	00:00:26
RealBellavistaHotel		13	12	✅	92.3%	0	✅	0.0%	1	✅	7.7%	00:00:15	00:00:09	00:18:30	00:04:24	00:00:14	00:00:14
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:05	00:08:04	00:05:56	00:00:08	00:00:08
	12:00:00	2	1	🟡	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:10	00:00:10	00:02:13	00:02:13	00:00:13	00:00:11
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:11:10	00:04:32	00:00:22	00:00:22
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:01:45	00:00:59	00:00:26	00:00:26
	17:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:04:39	00:03:38	00:00:13	00:00:13
	18:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:10	00:18:30	00:07:02	00:00:10	00:00:10
RealMarinaHotel/Resi		17	15	✅	88.2%	0	✅	0.0%	2	🟡	11.8%	00:00:15	00:00:09	00:18:54	00:04:31	00:00:15	00:00:16
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:06	00:03:47	00:03:08	00:00:08	00:00:08
	11:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:18:54	00:08:09	00:00:14	00:00:14
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:10	00:07:21	00:04:30	00:00:10	00:00:10
	13:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:13	00:00:13	00:00:21	00:00:21	00:00:00	00:00:00
	14:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:03:08	00:02:28	00:00:14	00:00:14
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:10	00:03:17	00:02:12	00:00:10	00:00:10
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:11:31	00:11:31	00:00:22	00:00:22
	17:00:00	4	2	🟡	50.0%	0	✅	0.0%	2	❌	50.0%	00:00:15	00:00:08	00:07:30	00:05:06	00:00:24	00:00:41
15-08-2018		35	15	❌	42.9%	4	🟡	11.4%	16	❌	45.7%	00:00:15	00:00:09	00:16:00	00:05:48	00:00:16	00:00:10
GrdRealSantaEulalia		17	8	❌	47.1%	1	✅	5.9%	8	❌	47.1%	00:00:13	00:00:08	00:16:00	00:08:03	00:00:08	00:00:07

OneContact Reporting

Service Performance Report

	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	00:00:05	00:00:00
	10:00:00	3	2	⚠️	66.7%	0	✅	0.0%	1	❌	33.3%	00:00:03	00:00:03	00:11:04	00:10:58	00:00:06	00:00:03
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:04:11	00:04:11	00:00:07	00:00:07
	12:00:00	7	2	❌	28.6%	0	✅	0.0%	5	❌	71.4%	00:00:07	00:00:07	00:08:31	00:04:58	00:00:07	00:00:07
	14:00:00	2	1	⚠️	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:11	00:00:11	00:09:37	00:09:37	00:00:10	00:00:11
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:09	00:16:00	00:09:20	00:00:09	00:00:09
	16:00:00	1	0	❌	0.0%	1	❌	100.0%	0	✅	0.0%	00:00:13	00:00:13	00:00:00	00:00:00	00:00:13	00:00:00
RealBellavistaHotel		6	3	⚠️	50.0%	0	✅	0.0%	3	❌	50.0%	00:00:15	00:00:09	00:06:18	00:03:42	00:00:11	00:00:15
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:07	00:06:18	00:04:17	00:00:16	00:00:16
	12:00:00	2	0	❌	0.0%	0	✅	0.0%	2	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	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	00:00:08	00:00:00
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:13	00:02:33	00:02:33	00:00:13	00:00:13
RealMarinaHotel/Resi		12	4	❌	33.3%	3	❌	25.0%	5	❌	41.7%	00:00:15	00:00:11	00:06:36	00:02:53	00:00:31	00:00:14
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:01:26	00:01:26	00:00:11	00:00:11
	10:00:00	5	2	❌	40.0%	1	❌	20.0%	2	❌	40.0%	00:00:15	00:00:10	00:01:49	00:01:46	00:00:16	00:00:18
	11:00:00	2	0	❌	0.0%	2	❌	100.0%	0	✅	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:56	00:00:00
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:06:36	00:06:36	00:00:07	00:00:07
	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	00:00:13	00:00:00
	15:00:00	2	0	❌	0.0%	0	✅	0.0%	2	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
16-08-2018		80	59	⚠️	73.8%	1	✅	1.3%	20	❌	25.0%	00:00:15	00:00:10	00:18:42	00:04:13	00:00:14	00:00:13
GrdRealSantaEulalia		35	31	✅	88.6%	0	✅	0.0%	4	⚠️	11.4%	00:00:15	00:00:10	00:18:42	00:04:42	00:00:16	00:00:17
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:15:42	00:09:10	00:00:17	00:00:17
	10:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:10	00:07:04	00:04:41	00:00:10	00:00:10
	11:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:11	00:01:24	00:01:13	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	00:06:06	00:03:55	00:00:07	00:00:07
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:02:22	00:02:22	00:00:20	00:00:20
	14:00:00	8	7	✅	87.5%	0	✅	0.0%	1	⚠️	12.5%	00:00:15	00:00:09	00:17:22	00:05:39	00:00:25	00:00:26
	15:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:12	00:05:27	00:03:32	00:00:12	00:00:12
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:12	00:03:33	00:02:26	00:00:12	00:00:12
	17:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:03:47	00:02:12	00:00:16	00:00:16
	18:00:00	6	3	⚠️	50.0%	0	✅	0.0%	3	❌	50.0%	00:00:15	00:00:07	00:18:42	00:10:45	00:00:19	00:00:22
RealBellavistaHotel		15	9	⚠️	60.0%	0	✅	0.0%	6	❌	40.0%	00:00:15	00:00:10	00:08:22	00:02:45	00:00:10	00:00:11
	09:00:00	4	0	❌	0.0%	0	✅	0.0%	4	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:08	00:01:05	00:00:58	00:00:04	00:00:04
	11:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:12	00:07:57	00:03:45	00:00:14	00:00:14
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:04	00:00:04	00:01:35	00:01:35	00:00:04	00:00:04
	15:00:00	3	1	❌	33.3%	0	✅	0.0%	2	❌	66.7%	00:00:15	00:00:15	00:08:22	00:08:22	00:00:07	00:00:15
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:02:11	00:01:29	00:00:14	00:00:14
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:01:22	00:01:22	00:00:11	00:00:11
RealMarinaHotel/Resi		30	19	⚠️	63.3%	1	✅	3.3%	10	❌	33.3%	00:00:15	00:00:09	00:11:40	00:04:12	00:00:14	00:00:09
	09:00:00	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
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:01:17	00:01:17	00:00:10	00:00:10
	12:00:00	4	3	⚠️	75.0%	0	✅	0.0%	1	❌	25.0%	00:00:12	00:00:11	00:09:56	00:06:22	00:00:13	00:00:11
	13:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:09	00:03:31	00:02:27	00:00:09	00:00:09
	14:00:00	4	3	⚠️	75.0%	0	✅	0.0%	1	❌	25.0%	00:00:08	00:00:05	00:11:40	00:06:44	00:00:05	00:00:05
	15:00:00	6	4	⚠️	66.7%	0	✅	0.0%	2	❌	33.3%	00:00:10	00:00:10	00:07:45	00:05:38	00:00:10	00:00:10
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:08	00:01:21	00:00:55	00:00:08	00:00:08
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:02:23	00:02:23	00:00:09	00:00:09



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Service Performance Report

	18:00:00	8	1	✖	12.5%	1	⚠	12.5%	6	✖	75.0%	00:00:15	00:00:14	00:03:47	00:03:47	00:00:28	00:00:13
17-08-2018		65	60	✔	92.3%	1	✔	1.5%	4	✔	6.2%	00:00:20	00:00:09	00:12:12	00:03:48	00:00:11	00:00:11
GrdRealSantaEulalia		37	35	✔	94.6%	0	✔	0.0%	2	✔	5.4%	00:00:20	00:00:09	00:12:12	00:03:24	00:00:11	00:00:11
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:03:04	00:01:59	00:00:11	00:00:11
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:20	00:00:10	00:08:51	00:04:43	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:01:13	00:01:10	00:00:15	00:00:15
	12:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:15	00:00:10	00:02:24	00:01:24	00:00:13	00:00:12
	13:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:10	00:00:08	00:09:54	00:04:00	00:00:08	00:00:08
	14:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:12:12	00:04:14	00:00:10	00:00:10
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:56	00:04:47	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:05:36	00:05:36	00:00:07	00:00:07
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:03:03	00:01:18	00:00:06	00:00:06
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:55	00:03:21	00:00:27	00:00:27
RealBellavistaHotel		13	11	⚠	84.6%	1	✔	7.7%	1	✔	7.7%	00:00:15	00:00:09	00:10:06	00:03:46	00:00:12	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:05:02	00:05:02	00:00:13	00:00:13
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:48	00:01:48	00:00:06	00:00:06
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:03:34	00:03:18	00:00:08	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:13	00:01:51	00:00:14	00:00:14
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:39	00:04:39	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	00:02:51	00:02:51	00:00:11	00:00:11
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:10:06	00:08:22	00:00:08	00:00:08
	18:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:10	00:02:03	00:02:03	00:00:20	00:00:08
RealMarinaHotel/Resi		15	14	✔	93.3%	0	✔	0.0%	1	✔	6.7%	00:00:15	00:00:09	00:12:12	00:05:00	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	00:12:12	00:12:12	00:00:09	00:00:09
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:08:00	00:05:10	00:00:18	00:00:18
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:30	00:01:30	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:50	00:02:50	00:00:25	00:00:25
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:10	00:01:10	00:00:07	00:00:07
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:23	00:04:20	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:11:53	00:06:03	00:00:07	00:00:07
	17:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:06	00:00:06	00:07:12	00:07:02	00:00:06	00:00:06
	19:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:08	00:01:08	00:00:04	00:00:04
18-08-2018		35	17	✖	48.6%	2	✔	5.7%	16	✖	45.7%	00:00:15	00:00:10	00:08:09	00:03:15	00:00:19	00:00:19
GrdRealSantaEulalia		21	12	⚠	57.1%	0	✔	0.0%	9	✖	42.9%	00:00:15	00:00:09	00:08:09	00:03:13	00:00:18	00:00:24
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:07	00:01:07	00:00:11	00:00:11
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:48	00:04:48	00:01:33	00:01:33
	11:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:14	00:00:10	00:08:09	00:03:45	00:00:08	00:00:10
	12:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✖	40.0%	00:00:15	00:00:07	00:03:57	00:02:47	00:00:21	00:00:28
	13:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:13	00:00:13	00:04:01	00:04:01	00:00:10	00:00:13
	14:00:00	5	2	✖	40.0%	0	✔	0.0%	3	✖	60.0%	00:00:09	00:00:08	00:06:54	00:03:54	00:00:11	00:00:08
	15:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:10	00:01:19	00:01:19	00:00:22	00:00:38
RealBellavistaHotel		4	0	✖	0.0%	0	✔	0.0%	4	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	10:00:00	4	0	✖	0.0%	0	✔	0.0%	4	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
RealMarinaHotel/Resi		10	5	⚠	50.0%	2	✖	20.0%	3	✖	30.0%	00:00:15	00:00:11	00:06:36	00:03:19	00:00:28	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:36	00:06:36	00:00:08	00:00:08
	10:00:00	2	0	✖	0.0%	2	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:52	00:00:00
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:02:31	00:02:10	00:00:11	00:00:11
	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	00:00:04	00:00:00

OneContact Reporting

Service Performance Report

	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:04:49	00:02:51	00:00:08	00:00:08
20-08-2018		109	39	✖	35.8%	7	✔	6.4%	63	✖	57.8%	00:00:16	00:00:09	00:13:52	00:03:31	00:00:13	00:00:11
GrdRealSantaEulalia		61	23	✖	37.7%	5	✔	8.2%	33	✖	54.1%	00:00:16	00:00:09	00:13:52	00:03:56	00:00:16	00:00:13
	09:00:00	4	1	✖	25.0%	1	✖	25.0%	2	✖	50.0%	00:00:15	00:00:12	00:03:01	00:03:01	00:00:54	00:00:29
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:10	00:13:52	00:05:56	00:00:14	00:00:14
	11:00:00	6	3	⚠	50.0%	0	✔	0.0%	3	✖	50.0%	00:00:15	00:00:10	00:08:10	00:03:35	00:00:11	00:00:14
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:13	00:00:50	00:00:06	00:00:06
	13:00:00	10	1	✖	10.0%	0	✔	0.0%	9	✖	90.0%	00:00:06	00:00:06	00:04:32	00:04:32	00:00:13	00:00:06
	14:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:11	00:00:10	00:03:43	00:02:34	00:00:07	00:00:10
	15:00:00	5	3	⚠	60.0%	2	✖	40.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:51	00:03:14	00:00:22	00:00:11
	16:00:00	7	3	✖	42.9%	1	⚠	14.3%	3	✖	42.9%	00:00:15	00:00:10	00:09:11	00:05:50	00:00:17	00:00:11
	17:00:00	11	4	✖	36.4%	0	✔	0.0%	7	✖	63.6%	00:00:15	00:00:08	00:07:11	00:03:33	00:00:14	00:00:16
	18:00:00	9	0	✖	0.0%	0	✔	0.0%	9	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
RealBellavistaHotel		24	5	✖	20.8%	1	✔	4.2%	18	✖	75.0%	00:00:15	00:00:08	00:08:39	00:03:35	00:00:05	00:00:11
	10:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:02	00:00:00
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:11	00:02:11	00:00:24	00:00:24
	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	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:13	00:00:10	00:08:39	00:04:38	00:00:06	00:00:10
	15:00:00	5	1	✖	20.0%	0	✔	0.0%	4	✖	80.0%	00:00:05	00:00:05	00:03:39	00:03:39	00:00:04	00:00:06
	16:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:04	00:00:04	00:02:47	00:02:47	00:00:04	00:00:04
	17:00:00	5	0	✖	0.0%	1	✖	20.0%	4	✖	80.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	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	00:00:03	00:00:00
RealMarinaHotel/Resi		24	11	✖	45.8%	1	✔	4.2%	12	✖	50.0%	00:00:15	00:00:08	00:06:42	00:02:37	00:00:13	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:04:12	00:04:12	00:00:11	00:00:11
	10:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:08	00:01:33	00:01:33	00:00:14	00:00:19
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:06:42	00:06:42	00:00:05	00:00:05
	14:00:00	6	1	✖	16.7%	0	✔	0.0%	5	✖	83.3%	00:00:09	00:00:09	00:01:55	00:01:55	00:00:10	00:00:09
	15:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:04:35	00:02:11	00:00:06	00:00:06
	16:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:05	00:00:05	00:01:16	00:01:16	00:00:04	00:00:05
	17:00:00	7	1	✖	14.3%	1	⚠	14.3%	5	✖	71.4%	00:00:15	00:00:10	00:02:11	00:02:11	00:00:25	00:00:18
21-08-2018		65	49	⚠	75.4%	1	✔	1.5%	15	✖	23.1%	00:00:15	00:00:09	00:16:52	00:04:23	00:00:11	00:00:11
GrdRealSantaEulalia		42	32	⚠	76.2%	0	✔	0.0%	10	✖	23.8%	00:00:15	00:00:09	00:16:52	00:05:18	00:00:11	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:41	00:01:41	00:00:03	00:00:03
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:13:35	00:06:24	00:00:09	00:00:09
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:10:35	00:04:40	00:00:10	00:00:10
	12:00:00	7	3	✖	42.9%	0	✔	0.0%	4	✖	57.1%	00:00:15	00:00:09	00:16:52	00:11:39	00:00:11	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:04	00:03:04	00:00:06	00:00:06
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:04:12	00:03:46	00:00:11	00:00:11
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:53	00:03:37	00:00:11	00:00:11
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:08:25	00:03:45	00:00:09	00:00:09
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:11	00:04:58	00:04:05	00:00:11	00:00:11
	18:00:00	8	2	✖	25.0%	0	✔	0.0%	6	✖	75.0%	00:00:06	00:00:05	00:14:07	00:09:56	00:00:13	00:00:05
RealBellavistaHotel		19	14	⚠	73.7%	0	✔	0.0%	5	✖	26.3%	00:00:15	00:00:09	00:10:05	00:03:12	00:00:10	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:15	00:01:15	00:00:09	00:00:09
	10:00:00	6	4	⚠	66.7%	0	✔	0.0%	2	✖	33.3%	00:00:12	00:00:10	00:07:24	00:03:11	00:00:08	00:00:10
	12:00:00	6	3	⚠	50.0%	0	✔	0.0%	3	✖	50.0%	00:00:13	00:00:10	00:07:24	00:04:53	00:00:09	00:00:11
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:48	00:01:48	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	00:01:03	00:01:03	00:00:13	00:00:13

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Service Performance Report

	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:27	00:00:59	00:00:06	00:00:06
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:47	00:01:47	00:00:08	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:10:05	00:10:05	00:00:37	00:00:37
RealMarinaHotel/Resi		4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:57	00:01:59	00:00:19	00:00:15
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:00:34	00:00:28	00:00:12	00:00:12
	12:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:14	00:00:00	00:00:00	00:00:30	00:00:00
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:02	00:02:02	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:57	00:04:57	00:00:24	00:00:24
22-08-2018		64	63	✔	98.4%	0	✔	0.0%	1	✔	1.6%	00:00:15	00:00:09	00:28:28	00:03:54	00:00:11	00:00:11
GrdRealSantaEulalia		40	39	✔	97.5%	0	✔	0.0%	1	✔	2.5%	00:00:15	00:00:09	00:28:28	00:04:40	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	00:03:48	00:03:48	00:00:12	00:00:12
	10:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:08:38	00:04:04	00:00:08	00:00:08
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:28:28	00:08:42	00:00:08	00:00:08
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:03:22	00:03:22	00:00:13	00:00:13
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:05:42	00:05:42	00:00:08	00:00:08
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:09:20	00:05:38	00:00:12	00:00:12
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:03:53	00:02:46	00:00:14	00:00:14
	16:00:00	8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:48	00:03:28	00:00:15	00:00:15
	17:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:19:52	00:04:36	00:00:11	00:00:11
	18:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:13	00:00:08	00:02:44	00:02:42	00:00:07	00:00:08
RealBellavistaHotel		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:10:20	00:04:40	00:00:09	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:10:20	00:10:20	00:00:11	00:00:11
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:19	00:03:19	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:04	00:02:57	00:02:32	00:00:07	00:00:07
RealMarinaHotel/Resi		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:56	00:02:20	00:00:10	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:08	00:06:56	00:04:14	00:00:09	00:00:09
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:49	00:02:23	00:00:12	00:00:12
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:02:45	00:02:01	00:00:12	00:00:12
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:41	00:01:32	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:50	00:00:50	00:00:10	00:00:10
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:48	00:02:18	00:00:11	00:00:11
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:04:33	00:02:22	00:00:09	00:00:09
23-08-2018		59	56	✔	94.9%	1	✔	1.7%	2	✔	3.4%	00:00:20	00:00:10	00:13:36	00:03:19	00:00:13	00:00:10
GrdRealSantaEulalia		32	29	✔	90.6%	1	✔	3.1%	2	✔	6.3%	00:00:20	00:00:10	00:13:36	00:04:12	00:00:14	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:03:07	00:03:07	00:00:13	00:00:13
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:11:57	00:05:46	00:00:08	00:00:08
	11:00:00	9	8	✔	88.9%	0	✔	0.0%	1	⚠	11.1%	00:00:20	00:00:10	00:06:53	00:02:59	00:00:08	00:00:09
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:13:36	00:04:54	00:00:15	00:00:15
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:49	00:02:10	00:00:14	00:00:14
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:24	00:02:24	00:00:11	00:00:11
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:03:18	00:02:34	00:00:11	00:00:11
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:02:47	00:02:47	00:00:03	00:00:03
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:12:47	00:06:58	00:00:11	00:00:11
	18:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:12	00:00:08	00:11:16	00:06:08	00:00:09	00:00:08
	19:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:25	00:00:00
RealBellavistaHotel		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:06:41	00:02:21	00:00:09	00:00:09
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:41	00:03:16	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:56	00:02:56	00:00:06	00:00:06

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Service Performance Report

	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:02:34	00:01:43	00:00:06	00:00:06
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:09	00:01:09	00:00:08	00:00:08
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:02:23	00:01:19	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	00:02:56	00:02:56	00:00:21	00:00:21
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:03:41	00:03:41	00:00:12	00:00:12
RealMarinaHotel/Resi		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:55	00:02:35	00:00:12	00:00:12
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:04:48	00:03:02	00:00:09	00:00:09
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:22	00:01:24	00:00:16	00:00:16
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:11	00:02:37	00:01:50	00:00:11	00:00:11
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:38	00:01:38	00:00:07	00:00:07
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:23	00:03:05	00:00:12	00:00:12
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:07:55	00:04:00	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:10	00:02:10	00:00:09	00:00:09
24-08-2018		48	48	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:17	00:00:09	00:16:53	00:03:33	00:00:10	00:00:10
GrdRealSantaEulalia		22	22	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:17	00:00:09	00:09:25	00:03:38	00:00:09	00:00:09
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:02:56	00:02:07	00:00:07	00:00:07
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:17	00:00:08	00:08:50	00:04:53	00:00:07	00:00:07
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:31	00:03:00	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:05:39	00:05:39	00:00:08	00:00:08
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:05:59	00:02:41	00:00:12	00:00:12
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:08	00:05:38	00:03:53	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:09:25	00:05:12	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:31	00:02:31	00:00:08	00:00:08
	18:00:00	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
RealBellavistaHotel		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:07	00:02:34	00:01:26	00:00:07	00:00:07
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:02:34	00:02:00	00:00:11	00:00:11
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:52	00:01:18	00:00:04	00:00:04
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:37	00:00:37	00:00:05	00:00:05
RealMarinaHotel/Resi		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:16:53	00:03:53	00:00:12	00:00:12
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:11:49	00:06:19	00:00:14	00:00:14
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:16:53	00:05:00	00:00:21	00:00:21
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:01	00:00:01	00:12:18	00:12:18	00:00:24	00:00:24
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:37	00:02:52	00:00:12	00:00:12
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:05:23	00:03:02	00:00:10	00:00:10
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:08:14	00:02:54	00:00:11	00:00:11
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:02:16	00:00:56	00:00:10	00:00:10
	16:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:03	00:00:03	00:00:21	00:00:21	00:00:00	00:00:00
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:13	00:09:27	00:04:56	00:00:08	00:00:08
25-08-2018		11	8	⚠	72.7%	1	✔	9.1%	2	✖	18.2%	00:00:15	00:00:10	00:24:17	00:05:33	00:00:13	00:00:11
GrdRealSantaEulalia		5	3	⚠	60.0%	1	✖	20.0%	1	✖	20.0%	00:00:15	00:00:11	00:04:33	00:03:42	00:00:16	00:00:10
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:04:33	00:03:48	00:00:08	00:00:08
	13:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:14	00:00:14	00:03:30	00:03:30	00:00:14	00:00:14
	15:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:38	00:00:00
RealMarinaHotel/Resi		6	5	⚠	83.3%	0	✔	0.0%	1	✖	16.7%	00:00:15	00:00:08	00:24:17	00:06:39	00:00:11	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:26	00:02:26	00:00:27	00:00:27
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:04:21	00:04:21	00:00:10	00:00:10
	14:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:24:17	00:12:26	00:00:08	00:00:08

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Service Performance Report

	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:39	00:01:39	00:00:08	00:00:08
27-08-2018		77	65	⚠	84.4%	2	✔	2.6%	10	⚠	13.0%	00:00:15	00:00:09	00:19:34	00:03:38	00:00:12	00:00:10
GrdRealSantaEulalia		32	25	⚠	78.1%	1	✔	3.1%	6	✖	18.8%	00:00:15	00:00:09	00:09:06	00:03:45	00:00:13	00:00:09
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:46	00:02:48	00:00:13	00:00:13
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:39	00:01:39	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	00:05:46	00:05:46	00:00:09	00:00:09
	12:00:00	6	4	⚠	66.7%	1	✖	16.7%	1	✖	16.7%	00:00:15	00:00:09	00:08:41	00:05:17	00:00:27	00:00:08
	13:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:09	00:00:08	00:02:13	00:02:08	00:00:10	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:01:39	00:01:39	00:00:12	00:00:12
	15:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:05:52	00:03:59	00:00:08	00:00:08
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:06:46	00:03:27	00:00:08	00:00:08
	17:00:00	6	3	⚠	50.0%	0	✔	0.0%	3	✖	50.0%	00:00:11	00:00:09	00:09:06	00:04:54	00:00:11	00:00:09
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:28	00:03:28	00:00:10	00:00:10
RealBellavistaHotel		18	18	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:07:32	00:02:40	00:00:10	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:03:48	00:03:04	00:00:11	00:00:11
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:07:32	00:04:46	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:00:56	00:00:56	00:00:17	00:00:17
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:20	00:02:16	00:00:18	00:00:18
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:03	00:03:02	00:00:08	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:03:08	00:02:27	00:00:10	00:00:10
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:03:15	00:02:17	00:00:08	00:00:08
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:05:03	00:02:27	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:50	00:01:50	00:00:10	00:00:10
RealMarinaHotel/Resi		27	22	⚠	81.5%	1	✔	3.7%	4	⚠	14.8%	00:00:15	00:00:10	00:19:34	00:04:16	00:00:12	00:00:10
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:03:08	00:02:17	00:00:08	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:03:27	00:03:02	00:00:08	00:00:08
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:05:38	00:03:19	00:00:09	00:00:09
	12:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✖	40.0%	00:00:15	00:00:09	00:06:39	00:04:54	00:00:13	00:00:12
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:04:26	00:03:24	00:00:10	00:00:10
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:07:43	00:06:50	00:00:10	00:00:10
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:07:55	00:03:04	00:00:10	00:00:10
	17:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:14	00:00:14	00:01:38	00:01:38	00:00:12	00:00:14
	18:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:15	00:00:10	00:19:34	00:08:46	00:00:11	00:00:12
	19:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:48	00:00:00
28-08-2018		55	52	✔	94.5%	2	✔	3.6%	1	✔	1.8%	00:00:15	00:00:09	00:26:38	00:03:32	00:00:11	00:00:10
GrdRealSantaEulalia		27	24	✔	88.9%	2	✔	7.4%	1	✔	3.7%	00:00:15	00:00:09	00:06:07	00:02:39	00:00:11	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:44	00:02:44	00:00:07	00:00:07
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:05:01	00:03:28	00:00:11	00:00:11
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:04:54	00:02:39	00:00:08	00:00:08
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:01:38	00:01:05	00:00:09	00:00:09
	13:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:15	00:00:09	00:03:53	00:02:22	00:00:12	00:00:11
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:04:07	00:01:42	00:00:10	00:00:10
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:06:07	00:05:10	00:00:08	00:00:08
	17:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:12	00:03:24	00:03:09	00:00:12	00:00:18
	18:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:53	00:01:53	00:00:22	00:00:08
RealBellavistaHotel		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:06:14	00:02:10	00:00:15	00:00:15
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:14	00:02:46	00:00:14	00:00:14
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:05	00:00:57	00:00:17	00:00:17

# OneContact Reporting

## Service Performance Report

	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:02:48	00:02:48	00:00:15	00:00:15
RealMarinaHotel/Resi		22	22	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:26:38	00:04:43	00:00:10	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:06:18	00:04:12	00:00:17	00:00:17
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:26:38	00:13:28	00:00:07	00:00:07
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:07	00:08:56	00:02:54	00:00:07	00:00:07
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:04:11	00:03:16	00:00:12	00:00:12
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:06:39	00:03:35	00:00:09	00:00:09
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:09:15	00:03:26	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:01:29	00:01:03	00:00:05	00:00:05
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:21:31	00:09:10	00:00:13	00:00:13
29-08-2018		45	45	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:17	00:00:09	00:08:18	00:02:29	00:00:10	00:00:10
GrdRealSantaEulalia		26	26	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:17	00:00:09	00:08:18	00:02:30	00:00:10	00:00:10
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:17	00:00:14	00:05:09	00:01:47	00:00:17	00:00:17
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:05:14	00:02:44	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:35	00:00:35	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:46	00:00:46	00:00:11	00:00:11
	13:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:38	00:02:36	00:00:11	00:00:11
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:10	00:05:22	00:02:14	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:08:18	00:03:14	00:00:10	00:00:10
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:03:50	00:02:12	00:00:07	00:00:07
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:04:54	00:04:30	00:00:10	00:00:10
RealBellavistaHotel		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:03:23	00:02:14	00:00:08	00:00:08
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:38	00:01:10	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:03:13	00:03:13	00:00:12	00:00:12
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:23	00:03:23	00:00:05	00:00:05
RealMarinaHotel/Resi		15	15	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:08:13	00:02:30	00:00:10	00:00:10
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:02:36	00:01:55	00:00:10	00:00:10
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:01:40	00:01:05	00:00:10	00:00:10
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:03	00:02:03	00:00:04	00:00:04
	13:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:04:26	00:02:04	00:00:06	00:00:06
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:39	00:02:41	00:00:14	00:00:14
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:13	00:04:26	00:00:15	00:00:15
30-08-2018		81	65	⚠	80.2%	1	✔	1.2%	13	✖	16.0%	00:00:35	00:00:10	00:36:45	00:04:39	00:00:17	00:00:15
GrdRealSantaEulalia		35	31	✔	88.6%	0	✔	0.0%	2	✔	5.7%	00:00:35	00:00:11	00:36:45	00:05:03	00:00:17	00:00:18
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:02:30	00:02:19	00:00:09	00:00:09
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:12:47	00:04:14	00:00:15	00:00:15
	12:00:00	5	4	⚠	80.0%	0	✔	0.0%	0	✔	0.0%	00:00:20	00:00:11	00:36:45	00:08:28	00:00:11	00:00:09
	13:00:00	5	4	⚠	80.0%	0	✔	0.0%	0	✔	0.0%	00:00:21	00:00:10	00:08:35	00:05:44	00:00:30	00:00:32
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:13:59	00:06:02	00:00:08	00:00:08
	15:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:13	00:00:12	00:05:45	00:03:21	00:00:10	00:00:13
	16:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:11	00:11:54	00:03:52	00:00:14	00:00:14
	17:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:35	00:00:14	00:05:59	00:03:16	00:00:10	00:00:09
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:15:55	00:15:55	00:02:07	00:02:07
RealBellavistaHotel		25	16	⚠	64.0%	1	✔	4.0%	8	✖	32.0%	00:00:15	00:00:10	00:13:29	00:04:54	00:00:20	00:00:15
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:03:00	00:01:52	00:00:08	00:00:08
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:11:59	00:05:44	00:00:13	00:00:13
	15:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:12:19	00:04:09	00:00:21	00:00:21
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:30	00:03:05	00:00:16	00:00:16



OneContact Reporting

Service Performance Report

	17:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:13	00:13:29	00:13:29	00:01:11	00:00:12
	18:00:00	8	1	✖	12.5%	0	✔	0.0%	7	✖	87.5%	00:00:09	00:00:09	00:11:43	00:11:43	00:00:08	00:00:09
RealMarinaHotel/Resi		21	18	✔	85.7%	0	✔	0.0%	3	⚠	14.3%	00:00:15	00:00:09	00:14:34	00:03:40	00:00:11	00:00:12
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:05:59	00:03:52	00:00:09	00:00:09
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:05:07	00:03:21	00:00:10	00:00:10
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:02:58	00:02:45	00:00:09	00:00:09
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:12	00:01:40	00:00:20	00:00:20
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:19	00:01:19	00:00:09	00:00:09
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:01:56	00:01:40	00:00:08	00:00:08
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:14:34	00:08:34	00:00:22	00:00:22
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:13:53	00:07:25	00:00:10	00:00:10
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:01:25	00:00:48	00:00:10	00:00:10
	18:00:00	3	0	✖	0.0%	0	✔	0.0%	3	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
31-08-2018		48	39	⚠	81.3%	3	✔	6.3%	6	⚠	12.5%	00:00:15	00:00:10	00:08:22	00:03:00	00:00:24	00:00:16
GrdRealSantaEulalia		27	19	⚠	70.4%	3	⚠	11.1%	5	✖	18.5%	00:00:15	00:00:10	00:08:13	00:03:14	00:00:31	00:00:16
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:08:13	00:05:07	00:00:09	00:00:09
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:01:27	00:01:27	00:00:13	00:00:13
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:22	00:04:12	00:00:13	00:00:13
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:01:49	00:01:28	00:00:11	00:00:11
	13:00:00	9	3	✖	33.3%	1	⚠	11.1%	5	✖	55.6%	00:00:15	00:00:09	00:04:53	00:02:22	00:00:49	00:00:30
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:51	00:01:51	00:00:07	00:00:07
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:05:01	00:03:28	00:00:09	00:00:09
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:05:47	00:03:46	00:00:10	00:00:10
	17:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:12	00:03:01	00:01:38	00:00:20	00:00:22
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:24	00:05:24	00:00:28	00:00:28
	19:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:58	00:00:00
RealBellavistaHotel		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:37	00:02:23	00:00:15	00:00:15
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:58	00:01:58	00:00:24	00:00:24
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:23	00:01:23	00:00:11	00:00:11
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:01	00:02:01	00:00:11	00:00:11
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:03:05	00:02:40	00:00:13	00:00:13
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:24	00:01:24	00:00:23	00:00:23
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:37	00:04:37	00:00:08	00:00:08
RealMarinaHotel/Resi		14	13	✔	92.9%	0	✔	0.0%	1	✔	7.1%	00:00:15	00:00:10	00:08:22	00:02:57	00:00:15	00:00:16
	09:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:07	00:00:07	00:02:11	00:02:11	00:00:06	00:00:07
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:33	00:01:10	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:33	00:04:04	00:00:30	00:00:30
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:03:55	00:02:12	00:00:11	00:00:11
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:57	00:01:09	00:00:19	00:00:19
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:08:22	00:07:19	00:00:12	00:00:12
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:01:28	00:01:28	00:00:15	00:00:15
TOTAL		1684	1357	⚠	80.6%	47	✔	2.8%	276	✖	16.4%	00:00:35	00:00:09	00:44:21	00:03:56	00:00:13	00:00:12