

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 | |
| 01-12-2018 | | 9 | 8 | 🟢 88.9% | 1 | 🟡 11.1% | 0 | 🟢 0.0% | 00:00:16 | 00:00:11 | 00:14:26 | 00:05:18 | 00:00:27 | 00:00:16 | |
| GrdRealSantaEulalia | | 4 | 3 | 🟡 75.0% | 1 | 🔴 25.0% | 0 | 🟢 0.0% | 00:00:16 | 00:00:12 | 00:09:38 | 00:05:58 | 00:00:43 | 00:00:18 | |
| | 11:00:00 | 2 | 1 | 🟡 50.0% | 1 | 🔴 50.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:12 | 00:07:08 | 00:07:08 | 00:01:14 | 00:00:31 | |
| | 16:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:16 | 00:00:12 | 00:09:38 | 00:05:22 | 00:00:12 | 00:00:12 | |
| RealMarinaHotel/Resi | | 5 | 5 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:10 | 00:14:26 | 00:04:54 | 00:00:15 | 00:00:15 | |
| | 10:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:10 | 00:02:01 | 00:02:01 | 00:00:10 | 00:00:10 | |
| | 14:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:15 | 00:03:04 | 00:03:04 | 00:00:15 | 00:00:15 | |
| | 15:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:12 | 00:00:07 | 00:14:26 | 00:08:27 | 00:00:16 | 00:00:16 | |
| | 16:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:08 | 00:02:31 | 00:02:31 | 00:00:19 | 00:00:19 | |
| 03-12-2018 | | 39 | 34 | 🟢 87.2% | 1 | 🟢 2.6% | 4 | 🟡 10.3% | 00:00:15 | 00:00:10 | 00:14:16 | 00:03:51 | 00:00:19 | 00:00:19 | |
| GrdRealSantaEulalia | | 13 | 10 | 🟡 76.9% | 0 | 🟢 0.0% | 3 | 🔴 23.1% | 00:00:15 | 00:00:11 | 00:14:15 | 00:03:38 | 00:00:18 | 00:00:20 | |
| | 09:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:15 | 00:14:15 | 00:14:15 | 00:00:15 | 00:00:15 | |
| | 11:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:12 | 00:02:21 | 00:01:24 | 00:00:12 | 00:00:12 | |
| | 13:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:11 | 00:00:08 | 00:01:43 | 00:01:18 | 00:00:08 | 00:00:08 | |
| | 14:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:11 | 00:07:01 | 00:07:01 | 00:00:22 | 00:00:22 | |
| | 16:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:07 | 00:00:07 | 00:02:16 | 00:02:16 | 00:00:08 | 00:00:08 | |
| | 17:00:00 | 6 | 3 | 🟡 50.0% | 0 | 🟢 0.0% | 3 | 🔴 50.0% | 00:00:15 | 00:00:12 | 00:04:51 | 00:02:29 | 00:00:26 | 00:00:39 | |
| RealBellavistaHotel | | 9 | 9 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:10 | 00:11:29 | 00:02:35 | 00:00:20 | 00:00:20 | |
| | 09:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:08 | 00:00:44 | 00:00:44 | 00:01:01 | 00:01:01 | |
| | 10:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:15 | 00:02:18 | 00:02:18 | 00:00:15 | 00:00:15 | |
| | 11:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:12 | 00:00:08 | 00:11:29 | 00:06:52 | 00:00:08 | 00:00:08 | |
| | 12:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:10 | 00:00:10 | 00:00:48 | 00:00:48 | 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 | 00:00:46 | 00:00:46 | 00:00:08 | 00:00:08 | |
| | 17:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:11 | 00:01:53 | 00:01:40 | 00:00:26 | 00:00:26 | |
| | 18:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:14 | 00:00:14 | 00:01:35 | 00:01:35 | 00:00:14 | 00:00:14 | |
| RealMarinaHotel/Resi | | 17 | 15 | 🟢 88.2% | 1 | 🟢 5.9% | 1 | 🟢 5.9% | 00:00:15 | 00:00:09 | 00:14:16 | 00:04:44 | 00:00:19 | 00:00:18 | |
| | 09:00:00 | 3 | 3 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:07 | 00:11:43 | 00:06:51 | 00:00:43 | 00:00:43 | |
| | 10:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:05 | 00:00:05 | 00:02:16 | 00:02:16 | 00:00:05 | 00:00:05 | |
| | 11:00:00 | 3 | 3 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:09 | 00:00:06 | 00:14:16 | 00:06:27 | 00:00:06 | 00:00:06 | |
| | 13:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:11 | 00:00:10 | 00:05:56 | 00:03:56 | 00:00:10 | 00:00:10 | |
| | 14:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:04 | 00:00:04 | 00:06:06 | 00:06:06 | 00:00:04 | 00:00:04 | |
| | 17:00:00 | 3 | 2 | 🟡 66.7% | 0 | 🟢 0.0% | 1 | 🔴 33.3% | 00:00:13 | 00:00:12 | 00:04:57 | 00:02:48 | 00:00:10 | 00:00:12 | |
| | 18:00:00 | 4 | 3 | 🟡 75.0% | 1 | 🔴 25.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:12 | 00:05:52 | 00:03:08 | 00:00:27 | 00:00:25 | |
| 04-12-2018 | | 43 | 40 | 🟢 93.0% | 1 | 🟢 2.3% | 2 | 🟢 4.7% | 00:00:15 | 00:00:10 | 00:08:51 | 00:03:14 | 00:00:16 | 00:00:13 | |
| GrdRealSantaEulalia | | 27 | 25 | 🟢 92.6% | 1 | 🟢 3.7% | 1 | 🟢 3.7% | 00:00:15 | 00:00:11 | 00:08:39 | 00:02:58 | 00:00:17 | 00:00:12 | |
| | 09:00:00 | 4 | 4 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:15 | 00:00:11 | 00:04:28 | 00:02:44 | 00:00:14 | 00:00:14 | |
| | 10:00:00 | 3 | 3 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:11 | 00:00:10 | 00:04:01 | 00:02:16 | 00:00:10 | 00:00:10 | |
| | 11:00:00 | 3 | 3 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:09 | 00:00:07 | 00:08:39 | 00:04:49 | 00:00:08 | 00:00:08 | |
| | 12:00:00 | 2 | 2 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:11 | 00:00:10 | 00:06:43 | 00:04:13 | 00:00:10 | 00:00:10 | |
| | 13:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:09 | 00:00:09 | 00:02:59 | 00:02:59 | 00:00:09 | 00:00:09 | |
| | 14:00:00 | 1 | 1 | 🟢 100.0% | 0 | 🟢 0.0% | 0 | 🟢 0.0% | 00:00:13 | 00:00:13 | 00:06:24 | 00:06:24 | 00:00:13 | 00:00:13 | |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|--------|----------|----------|----------|----------|----------|----------|
| | 15:00:00 | 6 | 6 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:02:24 | 00:01:20 | 00:00:15 | 00:00:15 |
| | 16:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:04:45 | 00:03:43 | 00:00:15 | 00:00:15 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:11 | 00:03:41 | 00:02:56 | 00:00:11 | 00:00:11 |
| | 18:00:00 | 2 | 0 | ✖ | 0.0% | 1 | ✖ | 50.0% | 1 | ✖ | 50.0% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:01:20 | 00:00:00 |
| RealBellavistaHotel | | 5 | 5 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:06:52 | 00:03:06 | 00:00:15 | 00:00:15 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:13 | 00:01:58 | 00:01:58 | 00:00:13 | 00:00:13 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:13 | 00:02:08 | 00:02:08 | 00:00:14 | 00:00:14 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:12 | 00:01:09 | 00:01:09 | 00:00:12 | 00:00:12 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:03:22 | 00:03:22 | 00:00:32 | 00:00:32 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:06:52 | 00:06:52 | 00:00:04 | 00:00:04 |
| RealMarinaHotel/Resi | | 11 | 10 | ✔ | 90.9% | 0 | ✔ | 0.0% | 1 | ✔ | 9.1% | 00:00:15 | 00:00:10 | 00:08:51 | 00:03:54 | 00:00:12 | 00:00:13 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:11 | 00:06:04 | 00:06:04 | 00:00:11 | 00:00:11 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:08:51 | 00:08:51 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:09 | 00:02:15 | 00:01:11 | 00:00:11 | 00:00:11 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:05:31 | 00:05:31 | 00:00:23 | 00:00:23 |
| | 14:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:05:46 | 00:03:38 | 00:00:14 | 00:00:14 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:12 | 00:04:22 | 00:04:22 | 00:00:12 | 00:00:12 |
| | 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 | 00:00:04 | 00:00:00 |
| 05-12-2018 | | 36 | 28 | ⚠ | 77.8% | 1 | ✔ | 2.8% | 7 | ✖ | 19.4% | 00:00:15 | 00:00:10 | 00:12:04 | 00:04:20 | 00:00:11 | 00:00:12 |
| GrdRealSantaEulalia | | 8 | 6 | ⚠ | 75.0% | 0 | ✔ | 0.0% | 2 | ✖ | 25.0% | 00:00:14 | 00:00:11 | 00:11:40 | 00:04:21 | 00:00:09 | 00:00:11 |
| | 09:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:08 | 00:11:40 | 00:07:28 | 00:00:09 | 00:00:09 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:13 | 00:03:33 | 00:03:33 | 00:00:13 | 00:00:13 |
| | 13:00:00 | 3 | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 2 | ✖ | 66.7% | 00:00:13 | 00:00:13 | 00:03:27 | 00:03:27 | 00:00:06 | 00:00:13 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:00:52 | 00:00:52 | 00:00:09 | 00:00:09 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:14 | 00:03:20 | 00:03:20 | 00:00:14 | 00:00:14 |
| RealBellavistaHotel | | 9 | 8 | ✔ | 88.9% | 0 | ✔ | 0.0% | 1 | ⚠ | 11.1% | 00:00:15 | 00:00:10 | 00:08:56 | 00:03:45 | 00:00:14 | 00:00:16 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:05:25 | 00:05:25 | 00:00:06 | 00:00:06 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:13 | 00:04:35 | 00:04:35 | 00:00:13 | 00:00:13 |
| | 14:00:00 | 2 | 1 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 1 | ✖ | 50.0% | 00:00:15 | 00:00:12 | 00:01:01 | 00:01:01 | 00:00:19 | 00:00:35 |
| | 15:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:08:56 | 00:05:44 | 00:00:14 | 00:00:14 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:01:02 | 00:00:55 | 00:00:14 | 00:00:14 |
| RealMarinaHotel/Resi | | 19 | 14 | ⚠ | 73.7% | 1 | ✔ | 5.3% | 4 | ✖ | 21.1% | 00:00:15 | 00:00:09 | 00:12:04 | 00:04:38 | 00:00:11 | 00:00:11 |
| | 09:00:00 | 5 | 2 | ✖ | 40.0% | 0 | ✔ | 0.0% | 3 | ✖ | 60.0% | 00:00:07 | 00:00:06 | 00:05:48 | 00:03:56 | 00:00:10 | 00:00:06 |
| | 10:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:10 | 00:10:19 | 00:06:02 | 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 | 00:01:01 | 00:00:54 | 00:00:09 | 00:00:09 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:05:02 | 00:05:02 | 00:00:11 | 00:00:11 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:11 | 00:01:57 | 00:01:57 | 00:00:11 | 00:00:11 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:05:56 | 00:03:38 | 00:00:15 | 00:00:15 |
| | 16:00:00 | 3 | 2 | ⚠ | 66.7% | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:12:04 | 00:09:34 | 00:00:12 | 00:00:13 |
| | 18:00:00 | 2 | 1 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 1 | ✖ | 50.0% | 00:00:15 | 00:00:15 | 00:03:48 | 00:03:48 | 00:00:14 | 00:00:15 |
| 06-12-2018 | | 25 | 24 | ✔ | 96.0% | 0 | ✔ | 0.0% | 1 | ✔ | 4.0% | 00:00:15 | 00:00:10 | 00:12:27 | 00:03:25 | 00:00:12 | 00:00:12 |
| GrdRealSantaEulalia | | 11 | 11 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:07:35 | 00:03:03 | 00:00:11 | 00:00:11 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:15 | 00:03:24 | 00:03:24 | 00:00:15 | 00:00:15 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:11 | 00:02:17 | 00:02:17 | 00:00:11 | 00:00:11 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:13 | 00:01:58 | 00:01:58 | 00:00:13 | 00:00:13 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:09 | 00:03:36 | 00:02:09 | 00:00:11 | 00:00:11 |
| | 15:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:08 | 00:07:35 | 00:05:00 | 00:00:08 | 00:00:08 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:04:43 | 00:03:13 | 00:00:10 | 00:00:10 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|----------------------|----------|----|----|---|--------|---|---|--------|---|---|--------|----------|----------|----------|----------|----------|----------|
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:11 | 00:00:59 | 00:00:59 | 00:00:11 | 00:00:11 |
| RealBellavistaHotel | | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:09 | 00:07:59 | 00:03:13 | 00:00:09 | 00:00:09 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:00:43 | 00:00:43 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:09 | 00:07:59 | 00:05:50 | 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 | 00:00:29 | 00:00:29 | 00:00:11 | 00:00:11 |
| RealMarinaHotel/Resi | | 10 | 9 | ✔ | 90.0% | 0 | ✔ | 0.0% | 1 | ⚠ | 10.0% | 00:00:15 | 00:00:11 | 00:12:27 | 00:03:58 | 00:00:16 | 00:00:16 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:02:56 | 00:02:25 | 00:00:09 | 00:00:09 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:14 | 00:12:27 | 00:12:27 | 00:00:14 | 00:00:14 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:12 | 00:08:21 | 00:06:17 | 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 | 00:02:23 | 00:02:23 | 00:00:05 | 00:00:05 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:11 | 00:03:05 | 00:03:05 | 00:00:11 | 00:00:11 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:01:59 | 00:01:59 | 00:00:10 | 00:00:10 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:01:35 | 00:01:08 | 00:00:36 | 00:00:36 |
| | 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 | 00:00:15 | 00:00:00 |
| 07-12-2018 | | 35 | 33 | ✔ | 94.3% | 2 | ✔ | 5.7% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:10:44 | 00:03:17 | 00:00:18 | 00:00:14 |
| GrdRealSantaEulalia | | 23 | 22 | ✔ | 95.7% | 1 | ✔ | 4.3% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:10:44 | 00:03:04 | 00:00:19 | 00:00:15 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:04:22 | 00:03:42 | 00:00:14 | 00:00:14 |
| | 11:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:07:30 | 00:03:10 | 00:00:15 | 00:00:15 |
| | 12:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:09 | 00:06:41 | 00:02:42 | 00:00:09 | 00:00:09 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:10 | 00:04:44 | 00:03:47 | 00:00:10 | 00:00:10 |
| | 14:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:06:45 | 00:02:40 | 00:00:15 | 00:00:15 |
| | 15:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:05:22 | 00:02:33 | 00:00:19 | 00:00:19 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:12 | 00:00:33 | 00:00:33 | 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 | 00:10:44 | 00:04:18 | 00:00:22 | 00:00:22 |
| | 18:00:00 | 1 | 0 | ✖ | 0.0% | 1 | ✖ | 100.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:01:45 | 00:00:00 |
| RealBellavistaHotel | | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:09:22 | 00:05:10 | 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 | 00:00:57 | 00:00:57 | 00:00:09 | 00:00:09 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:09:22 | 00:09:22 | 00:00:09 | 00:00:09 |
| RealMarinaHotel/Resi | | 10 | 9 | ✔ | 90.0% | 1 | ⚠ | 10.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:09:11 | 00:03:26 | 00:00:16 | 00:00:14 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:02:34 | 00:02:34 | 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 | 00:03:55 | 00:03:55 | 00:00:08 | 00:00:08 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:01:00 | 00:01:00 | 00:00:06 | 00:00:06 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:04:51 | 00:04:51 | 00:00:21 | 00:00:21 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:03:14 | 00:01:58 | 00:00:27 | 00:00:27 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:08:47 | 00:04:32 | 00:00:08 | 00:00:08 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:02:52 | 00:01:38 | 00:00:16 | 00:00:16 |
| | 18:00:00 | 2 | 1 | ⚠ | 50.0% | 1 | ✖ | 50.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:09:11 | 00:09:11 | 00:00:26 | 00:00:10 |
| 08-12-2018 | | 11 | 5 | ✖ | 45.5% | 2 | ✖ | 18.2% | 4 | ✖ | 36.4% | 00:00:15 | 00:00:09 | 00:16:55 | 00:08:50 | 00:00:24 | 00:00:14 |
| GrdRealSantaEulalia | | 4 | 3 | ⚠ | 75.0% | 1 | ✖ | 25.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:16:55 | 00:11:46 | 00:00:50 | 00:00:08 |
| | 09:00:00 | 1 | 0 | ✖ | 0.0% | 1 | ✖ | 100.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:02:53 | 00:00:00 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:16:55 | 00:12:32 | 00:00:06 | 00:00:06 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:13 | 00:10:15 | 00:10:15 | 00:00:13 | 00:00:13 |
| RealBellavistaHotel | | 4 | 0 | ✖ | 0.0% | 1 | ✖ | 25.0% | 3 | ✖ | 75.0% | 00:00:04 | 00:00:04 | 00:00:00 | 00:00:00 | 00:00:04 | 00:00:00 |
| | 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 | 00:00:03 | 00:00:00 |
| | 16:00:00 | 2 | 0 | ✖ | 0.0% | 1 | ✖ | 50.0% | 1 | ✖ | 50.0% | 00:00:04 | 00:00:04 | 00:00:00 | 00:00:00 | 00:00:04 | 00:00:00 |
| RealMarinaHotel/Resi | | 3 | 2 | ⚠ | 66.7% | 0 | ✔ | 0.0% | 1 | ✖ | 33.3% | 00:00:15 | 00:00:10 | 00:08:09 | 00:04:26 | 00:00:17 | 00:00:24 |
| | 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 | 00:00:05 | 00:00:00 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:00:42 | 00:00:42 | 00:00:34 | 00:00:34 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|----------------------|----------|----|----|---|--------|---|---|--------|---|---|-------|----------|----------|----------|----------|----------|----------|
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:13 | 00:08:09 | 00:08:09 | 00:00:13 | 00:00:13 |
| 10-12-2018 | | 51 | 46 | ✔ | 90.2% | 0 | ✔ | 0.0% | 5 | ✔ | 9.8% | 00:00:15 | 00:00:09 | 00:13:42 | 00:03:13 | 00:00:13 | 00:00:13 |
| GrdRealSantaEulalia | | 30 | 26 | ✔ | 86.7% | 0 | ✔ | 0.0% | 4 | ⚠ | 13.3% | 00:00:15 | 00:00:09 | 00:13:42 | 00:03:52 | 00:00:12 | 00:00:13 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:04 | 00:04:20 | 00:04:20 | 00:00:08 | 00:00:08 |
| | 10:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:06 | 00:05:41 | 00:03:17 | 00:00:07 | 00:00:07 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:09 | 00:04:14 | 00:02:28 | 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 | 00:02:08 | 00:02:08 | 00:00:12 | 00:00:12 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:04:13 | 00:02:22 | 00:00:15 | 00:00:15 |
| | 14:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:12:28 | 00:05:42 | 00:00:12 | 00:00:12 |
| | 15:00:00 | 4 | 3 | ⚠ | 75.0% | 0 | ✔ | 0.0% | 1 | ✖ | 25.0% | 00:00:15 | 00:00:10 | 00:01:44 | 00:01:21 | 00:00:10 | 00:00:11 |
| | 16:00:00 | 6 | 6 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:10 | 00:09:32 | 00:04:03 | 00:00:12 | 00:00:12 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:13:42 | 00:06:41 | 00:00:18 | 00:00:18 |
| | 18:00:00 | 5 | 2 | ✖ | 40.0% | 0 | ✔ | 0.0% | 3 | ✖ | 60.0% | 00:00:15 | 00:00:10 | 00:06:45 | 00:04:58 | 00:00:15 | 00:00:28 |
| RealBellavistaHotel | | 10 | 9 | ✔ | 90.0% | 0 | ✔ | 0.0% | 1 | ⚠ | 10.0% | 00:00:15 | 00:00:08 | 00:04:44 | 00:02:13 | 00:00:12 | 00:00:12 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:04 | 00:01:31 | 00:01:31 | 00:00:07 | 00:00:07 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:02:09 | 00:02:09 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:04:44 | 00:03:25 | 00:00:12 | 00:00:12 |
| | 13:00:00 | 2 | 1 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 1 | ✖ | 50.0% | 00:00:11 | 00:00:11 | 00:00:24 | 00:00:24 | 00:00:14 | 00:00:11 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:03:34 | 00:02:28 | 00:00:16 | 00:00:16 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:00:42 | 00:00:42 | 00:00:10 | 00:00:10 |
| RealMarinaHotel/Resi | | 11 | 11 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:08:10 | 00:02:24 | 00:00:15 | 00:00:15 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:04 | 00:03:28 | 00:03:28 | 00:00:07 | 00:00:07 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:01:30 | 00:01:30 | 00:00:18 | 00:00:18 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:00:55 | 00:00:55 | 00:00:05 | 00:00:05 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:02:25 | 00:02:25 | 00:00:09 | 00:00:09 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:14 | 00:00:33 | 00:00:33 | 00:00:14 | 00:00:14 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:02:29 | 00:02:29 | 00:00:08 | 00:00:08 |
| | 17:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:08:10 | 00:02:25 | 00:00:22 | 00:00:22 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:05:24 | 00:05:24 | 00:00:18 | 00:00:18 |
| 11-12-2018 | | 41 | 37 | ✔ | 90.2% | 4 | ✔ | 9.8% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:08:37 | 00:02:44 | 00:00:16 | 00:00:13 |
| GrdRealSantaEulalia | | 22 | 21 | ✔ | 95.5% | 1 | ✔ | 4.5% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:08:37 | 00:03:02 | 00:00:13 | 00:00:13 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:13 | 00:08:37 | 00:08:37 | 00:00:49 | 00:00:49 |
| | 10:00:00 | 5 | 5 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:07:12 | 00:02:36 | 00:00:11 | 00:00:11 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:06:34 | 00:06:34 | 00:00:07 | 00:00:07 |
| | 14:00:00 | 3 | 2 | ⚠ | 66.7% | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:08 | 00:06:54 | 00:03:28 | 00:00:08 | 00:00:10 |
| | 15:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:05:05 | 00:02:56 | 00:00:06 | 00:00:06 |
| | 16:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:04:14 | 00:03:32 | 00:00:16 | 00:00:16 |
| | 17:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:02:02 | 00:01:16 | 00:00:12 | 00:00:12 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:02:57 | 00:02:57 | 00:00:21 | 00:00:21 |
| RealBellavistaHotel | | 5 | 4 | ⚠ | 80.0% | 1 | ✖ | 20.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:06 | 00:02:26 | 00:01:37 | 00:00:11 | 00:00:11 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:01:30 | 00:01:30 | 00:00:05 | 00:00:05 |
| | 11:00:00 | 1 | 0 | ✖ | 0.0% | 1 | ✖ | 100.0% | 0 | ✔ | 0.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:10 | 00:00:00 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:02:26 | 00:02:26 | 00:00:06 | 00:00:06 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:01:38 | 00:01:16 | 00:00:17 | 00:00:17 |
| RealMarinaHotel/Resi | | 14 | 12 | ✔ | 85.7% | 2 | ⚠ | 14.3% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:06:06 | 00:02:35 | 00:00:23 | 00:00:15 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:07 | 00:05:58 | 00:02:29 | 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 | 00:06:06 | 00:06:06 | 00:00:09 | 00:00:09 |
| | 12:00:00 | 3 | 2 | ⚠ | 66.7% | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:02:52 | 00:01:54 | 00:00:44 | 00:00:14 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|----------------------|----------|----|----|---|--------|---|---|--------|---|---|--------|----------|----------|----------|----------|----------|----------|
| | 13:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:04:59 | 00:03:50 | 00:00:30 | 00:00:30 |
| | 15:00:00 | 1 | 0 | ✖ | 0.0% | 1 | ✖ | 100.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:00:00 | 00:00:00 | 00:00:35 | 00:00:00 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:12 | 00:00:58 | 00:00:56 | 00:00:12 | 00:00:12 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:01:34 | 00:01:24 | 00:00:06 | 00:00:06 |
| 12-12-2018 | | 36 | 34 | ✔ | 94.4% | 1 | ✔ | 2.8% | 1 | ✔ | 2.8% | 00:00:15 | 00:00:09 | 00:11:39 | 00:03:17 | 00:00:12 | 00:00:11 |
| GrdRealSantaEulalia | | 17 | 17 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:11:39 | 00:03:47 | 00:00:10 | 00:00:10 |
| | 10:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:08 | 00:10:03 | 00:03:08 | 00:00:10 | 00:00:10 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:10 | 00:11:39 | 00:06:59 | 00:00:10 | 00:00:10 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:03:12 | 00:02:02 | 00:00:16 | 00:00:16 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:07 | 00:09:42 | 00:05:06 | 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 | 00:10:29 | 00:10:29 | 00:00:08 | 00:00:08 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:04 | 00:04:52 | 00:01:47 | 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 | 00:06:42 | 00:03:52 | 00:00:10 | 00:00:10 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:09 | 00:01:40 | 00:01:38 | 00:00:09 | 00:00:09 |
| RealBellavistaHotel | | 9 | 9 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:04:29 | 00:02:09 | 00:00:12 | 00:00:12 |
| | 09:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:03:15 | 00:02:00 | 00:00:26 | 00:00:26 |
| | 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 | 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 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:09 | 00:04:04 | 00:02:40 | 00:00:10 | 00:00:10 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:09 | 00:04:29 | 00:02:39 | 00:00:09 | 00:00:09 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:01:16 | 00:01:16 | 00:00:08 | 00:00:08 |
| RealMarinaHotel/Resi | | 10 | 8 | ⚠ | 80.0% | 1 | ⚠ | 10.0% | 1 | ⚠ | 10.0% | 00:00:15 | 00:00:09 | 00:06:32 | 00:03:07 | 00:00:14 | 00:00:14 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:06:32 | 00:06:32 | 00:00:05 | 00:00:05 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:01:18 | 00:01:18 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 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 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:03:57 | 00:03:57 | 00:00:08 | 00:00:08 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:06:01 | 00:06:01 | 00:00:20 | 00:00:20 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:04:09 | 00:04:09 | 00:00:21 | 00:00:21 |
| | 16:00:00 | 2 | 1 | ⚠ | 50.0% | 1 | ✖ | 50.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:11 | 00:01:33 | 00:01:33 | 00:00:11 | 00:00:12 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:00:35 | 00:00:35 | 00:00:35 | 00:00:35 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:00:49 | 00:00:49 | 00:00:05 | 00:00:05 |
| 13-12-2018 | | 29 | 22 | ⚠ | 75.9% | 0 | ✔ | 0.0% | 7 | ✖ | 24.1% | 00:00:15 | 00:00:09 | 00:09:01 | 00:03:02 | 00:00:11 | 00:00:10 |
| GrdRealSantaEulalia | | 13 | 13 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:09:01 | 00:03:18 | 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 | 00:03:52 | 00:03:52 | 00:00:07 | 00:00:07 |
| | 10:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:07 | 00:05:25 | 00:02:39 | 00:00:08 | 00:00:08 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:02:05 | 00:02:05 | 00:00:06 | 00:00:06 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:10 | 00:09:01 | 00:06:56 | 00:00:10 | 00:00:10 |
| | 14:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:06:05 | 00:02:40 | 00:00:08 | 00:00:08 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:04:43 | 00:03:34 | 00:00:08 | 00:00:08 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:14 | 00:01:10 | 00:01:10 | 00:00:14 | 00:00:14 |
| RealBellavistaHotel | | 10 | 3 | ✖ | 30.0% | 0 | ✔ | 0.0% | 7 | ✖ | 70.0% | 00:00:14 | 00:00:11 | 00:03:55 | 00:02:48 | 00:00:12 | 00:00:11 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:03:51 | 00:02:14 | 00:00:10 | 00:00:10 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:14 | 00:03:55 | 00:03:55 | 00:00:14 | 00:00:14 |
| | 15:00:00 | 7 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 7 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:13 | 00:00:00 |
| RealMarinaHotel/Resi | | 6 | 6 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:05:59 | 00:02:29 | 00:00:14 | 00:00:14 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:02:28 | 00:02:28 | 00:00:09 | 00:00:09 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:15 | 00:01:06 | 00:01:06 | 00:00:15 | 00:00:15 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:00:36 | 00:00:36 | 00:00:27 | 00:00:27 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|----------------------|----------|----|----|---|--------|---|---|------|---|---|-------|----------|----------|----------|----------|----------|----------|
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:12 | 00:01:46 | 00:01:46 | 00:00:12 | 00:00:12 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:13 | 00:05:59 | 00:05:59 | 00:00:13 | 00:00:13 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:02:59 | 00:02:59 | 00:00:08 | 00:00:08 |
| 14-12-2018 | | 39 | 36 | ✔ | 92.3% | 0 | ✔ | 0.0% | 3 | ✔ | 7.7% | 00:00:15 | 00:00:08 | 00:19:57 | 00:02:40 | 00:00:10 | 00:00:11 |
| GrdRealSantaEulalia | | 14 | 12 | ✔ | 85.7% | 0 | ✔ | 0.0% | 2 | ⚠ | 14.3% | 00:00:15 | 00:00:09 | 00:07:30 | 00:02:16 | 00:00:10 | 00:00:12 |
| | 09:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:05 | 00:00:30 | 00:00:20 | 00:00:12 | 00:00:12 |
| | 10:00:00 | 3 | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 2 | ✖ | 66.7% | 00:00:09 | 00:00:09 | 00:00:18 | 00:00:18 | 00:00:05 | 00:00:09 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:07:30 | 00:07:30 | 00:00:10 | 00:00:10 |
| | 13:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:06:09 | 00:03:46 | 00:00:11 | 00:00:11 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:12 | 00:00:39 | 00:00:39 | 00:00:12 | 00:00:12 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:01:18 | 00:01:18 | 00:00:10 | 00:00:10 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:01:19 | 00:01:19 | 00:00:11 | 00:00:11 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:02:07 | 00:02:04 | 00:00:15 | 00:00:15 |
| RealBellavistaHotel | | 7 | 7 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:02:16 | 00:00:52 | 00:00:11 | 00:00:11 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:09 | 00:00:38 | 00:00:28 | 00:00:09 | 00:00:09 |
| | 12:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:05 | 00:02:16 | 00:01:34 | 00:00:05 | 00:00:05 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:00:57 | 00:00:44 | 00:00:36 | 00:00:36 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:00:38 | 00:00:38 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:00:46 | 00:00:46 | 00:00:09 | 00:00:09 |
| RealMarinaHotel/Resi | | 18 | 17 | ✔ | 94.4% | 0 | ✔ | 0.0% | 1 | ✔ | 5.6% | 00:00:15 | 00:00:08 | 00:19:57 | 00:03:40 | 00:00:09 | 00:00:10 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:00:18 | 00:00:18 | 00:00:10 | 00:00:10 |
| | 10:00:00 | 5 | 4 | ⚠ | 80.0% | 0 | ✔ | 0.0% | 1 | ✖ | 20.0% | 00:00:10 | 00:00:08 | 00:07:17 | 00:02:28 | 00:00:08 | 00:00:08 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:04 | 00:19:57 | 00:06:57 | 00:00:04 | 00:00:04 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:06:13 | 00:02:19 | 00:00:14 | 00:00:14 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:12 | 00:01:54 | 00:01:54 | 00:00:12 | 00:00:12 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:13 | 00:12:33 | 00:12:33 | 00:00:13 | 00:00:13 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:08 | 00:05:21 | 00:04:13 | 00:00:08 | 00:00:08 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:12 | 00:00:32 | 00:00:32 | 00:00:12 | 00:00:12 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:05:10 | 00:05:10 | 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 | 00:00:43 | 00:00:43 | 00:00:07 | 00:00:07 |
| 15-12-2018 | | 7 | 7 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:10:33 | 00:03:51 | 00:00:16 | 00:00:16 |
| GrdRealSantaEulalia | | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:11 | 00:10:33 | 00:05:41 | 00:00:11 | 00:00:11 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:04:44 | 00:03:14 | 00:00:09 | 00:00:09 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:14 | 00:10:33 | 00:10:33 | 00:00:14 | 00:00:14 |
| RealBellavistaHotel | | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:14 | 00:02:15 | 00:02:15 | 00:00:14 | 00:00:14 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:14 | 00:02:15 | 00:02:15 | 00:00:14 | 00:00:14 |
| RealMarinaHotel/Resi | | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:03:43 | 00:02:32 | 00:00:23 | 00:00:23 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:12 | 00:00:36 | 00:00:36 | 00:00:12 | 00:00:12 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:03:43 | 00:03:43 | 00:00:47 | 00:00:47 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:03:18 | 00:03:18 | 00:00:10 | 00:00:10 |
| 17-12-2018 | | 50 | 45 | ✔ | 90.0% | 2 | ✔ | 4.0% | 3 | ✔ | 6.0% | 00:00:15 | 00:00:09 | 00:11:25 | 00:02:54 | 00:00:16 | 00:00:14 |
| GrdRealSantaEulalia | | 20 | 20 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:06:16 | 00:02:45 | 00:00:15 | 00:00:15 |
| | 09:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:06:12 | 00:02:28 | 00:00:22 | 00:00:22 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:02:25 | 00:01:25 | 00:00:04 | 00:00:04 |
| | 13:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:06:16 | 00:03:45 | 00:00:13 | 00:00:13 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:03:39 | 00:03:06 | 00:00:17 | 00:00:17 |
| | 15:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:03:31 | 00:01:34 | 00:00:13 | 00:00:13 |
| | 16:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:04:21 | 00:02:48 | 00:00:12 | 00:00:12 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|--------|----------|----------|----------|----------|----------|----------|
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:14 | 00:03:23 | 00:03:23 | 00:00:27 | 00:00:27 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:06:06 | 00:06:06 | 00:00:05 | 00:00:05 |
| RealBellavistaHotel | | 13 | 10 | ⚠ | 76.9% | 1 | ✔ | 7.7% | 2 | ✖ | 15.4% | 00:00:15 | 00:00:09 | 00:04:25 | 00:02:02 | 00:00:21 | 00:00:11 |
| | 09:00:00 | 5 | 2 | ✖ | 40.0% | 1 | ✖ | 20.0% | 2 | ✖ | 40.0% | 00:00:15 | 00:00:10 | 00:03:55 | 00:02:26 | 00:00:36 | 00:00:08 |
| | 10:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:04:25 | 00:02:44 | 00:00:11 | 00:00:11 |
| | 11:00:00 | 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 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:00:50 | 00:00:50 | 00:00:04 | 00:00:04 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:12 | 00:01:53 | 00:01:53 | 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 | 00:00:42 | 00:00:42 | 00:00:26 | 00:00:26 |
| RealMarinaHotel/Resi | | 17 | 15 | ✔ | 88.2% | 1 | ✔ | 5.9% | 1 | ✔ | 5.9% | 00:00:15 | 00:00:10 | 00:11:25 | 00:03:47 | 00:00:15 | 00:00:15 |
| | 09:00:00 | 3 | 2 | ⚠ | 66.7% | 0 | ✔ | 0.0% | 1 | ✖ | 33.3% | 00:00:15 | 00:00:10 | 00:07:10 | 00:03:58 | 00:00:16 | 00:00:16 |
| | 10:00:00 | 7 | 6 | ✔ | 85.7% | 1 | ⚠ | 14.3% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:11:25 | 00:03:50 | 00:00:13 | 00:00:14 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:03:04 | 00:01:56 | 00:00:34 | 00:00:34 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:13 | 00:01:26 | 00:01:26 | 00:00:13 | 00:00:13 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:03:57 | 00:03:57 | 00:00:10 | 00:00:10 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:08:08 | 00:08:08 | 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 | 00:05:44 | 00:05:44 | 00:00:09 | 00:00:09 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:02:34 | 00:02:34 | 00:00:04 | 00:00:04 |
| 18-12-2018 | | 33 | 29 | ✔ | 87.9% | 1 | ✔ | 3.0% | 3 | ✔ | 9.1% | 00:00:15 | 00:00:09 | 00:11:48 | 00:02:41 | 00:00:14 | 00:00:15 |
| GrdRealSantaEulalia | | 16 | 15 | ✔ | 93.8% | 1 | ✔ | 6.3% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:11:10 | 00:03:29 | 00:00:14 | 00:00:15 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:09 | 00:02:49 | 00:02:02 | 00:00:13 | 00:00:13 |
| | 11:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:09:12 | 00:04:53 | 00:00:15 | 00:00:15 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:14 | 00:08:31 | 00:08:31 | 00:00:27 | 00:00:27 |
| | 14:00:00 | 4 | 3 | ⚠ | 75.0% | 1 | ✖ | 25.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:03:00 | 00:01:20 | 00:00:18 | 00:00:22 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:06:37 | 00:06:37 | 00:00:10 | 00:00:10 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:12 | 00:06:23 | 00:04:34 | 00:00:12 | 00:00:12 |
| | 17:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:07 | 00:11:10 | 00:02:52 | 00:00:08 | 00:00:08 |
| RealBellavistaHotel | | 5 | 5 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:11:48 | 00:02:07 | 00:00:14 | 00:00:14 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:11 | 00:01:02 | 00:01:02 | 00:00:11 | 00:00:11 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:01:29 | 00:01:10 | 00:00:23 | 00:00:23 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:00:32 | 00:00:30 | 00:00:10 | 00:00:10 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:07 | 00:00:25 | 00:00:24 | 00:00:09 | 00:00:09 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:11:48 | 00:11:48 | 00:00:17 | 00:00:17 |
| RealMarinaHotel/Resi | | 12 | 9 | ⚠ | 75.0% | 0 | ✔ | 0.0% | 3 | ✖ | 25.0% | 00:00:15 | 00:00:09 | 00:03:32 | 00:01:41 | 00:00:14 | 00:00:15 |
| | 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 | 00:00:14 | 00:00:00 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:00:39 | 00:00:39 | 00:00:06 | 00:00:06 |
| | 13:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:02:32 | 00:01:04 | 00:00:25 | 00:00:25 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:06 | 00:03:27 | 00:01:58 | 00:00:08 | 00:00:08 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:03:32 | 00:03:32 | 00:00:06 | 00:00:06 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:01:06 | 00:01:06 | 00:00:21 | 00:00:21 |
| | 18:00:00 | 3 | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 2 | ✖ | 66.7% | 00:00:10 | 00:00:10 | 00:02:29 | 00:02:29 | 00:00:10 | 00:00:10 |
| 19-12-2018 | | 26 | 26 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:16 | 00:00:09 | 00:07:52 | 00:03:17 | 00:00:10 | 00:00:10 |
| GrdRealSantaEulalia | | 15 | 15 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:08 | 00:07:04 | 00:02:53 | 00:00:08 | 00:00:08 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:10 | 00:03:08 | 00:01:46 | 00:00:11 | 00:00:11 |
| | 10:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:08 | 00:03:26 | 00:02:40 | 00:00:09 | 00:00:09 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:00:51 | 00:00:51 | 00:00:08 | 00:00:08 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:07:04 | 00:07:04 | 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 | 00:01:09 | 00:01:09 | 00:00:10 | 00:00:10 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|--------|----------|----------|----------|----------|----------|----------|
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:01:28 | 00:01:09 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:02:07 | 00:01:33 | 00:00:06 | 00:00:06 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:07 | 00:06:28 | 00:05:57 | 00:00:07 | 00:00:07 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:05:40 | 00:05:40 | 00:00:07 | 00:00:07 |
| RealBellavistaHotel | | 6 | 6 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:16 | 00:00:10 | 00:06:59 | 00:02:44 | 00:00:13 | 00:00:13 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:02:37 | 00:02:37 | 00:00:08 | 00:00:08 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:11 | 00:00:54 | 00:00:54 | 00:00:11 | 00:00:11 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:16 | 00:00:11 | 00:06:59 | 00:04:10 | 00:00:14 | 00:00:14 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:02:32 | 00:01:50 | 00:00:20 | 00:00:20 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:02:13 | 00:02:13 | 00:00:09 | 00:00:09 |
| RealMarinaHotel/Resi | | 5 | 5 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:07:52 | 00:05:35 | 00:00:15 | 00:00:15 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:04:55 | 00:04:55 | 00:00:10 | 00:00:10 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:12 | 00:05:21 | 00:05:21 | 00:00:12 | 00:00:12 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:06:29 | 00:06:29 | 00:00:20 | 00:00:20 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:07:52 | 00:07:52 | 00:00:10 | 00:00:10 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:03:16 | 00:03:16 | 00:00:23 | 00:00:23 |
| 20-12-2018 | | 29 | 28 | ✔ | 96.6% | 0 | ✔ | 0.0% | 1 | ✔ | 3.4% | 00:00:15 | 00:00:09 | 00:39:39 | 00:05:04 | 00:00:10 | 00:00:10 |
| GrdRealSantaEulalia | | 20 | 19 | ✔ | 95.0% | 0 | ✔ | 0.0% | 1 | ✔ | 5.0% | 00:00:15 | 00:00:09 | 00:39:39 | 00:05:50 | 00:00:10 | 00:00:10 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:08:48 | 00:08:48 | 00:00:10 | 00:00:10 |
| | 11:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:07 | 00:06:45 | 00:02:27 | 00:00:08 | 00:00:08 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:09 | 00:14:34 | 00:07:51 | 00:00:09 | 00:00:09 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:04:52 | 00:04:48 | 00:00:14 | 00:00:14 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:05 | 00:04:56 | 00:04:13 | 00:00:05 | 00:00:05 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:39:39 | 00:13:56 | 00:00:16 | 00:00:16 |
| | 16:00:00 | 5 | 5 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:03:51 | 00:03:01 | 00:00:11 | 00:00:11 |
| | 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 | 00:00:05 | 00:00:00 |
| | 19:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:08:41 | 00:08:41 | 00:00:05 | 00:00:05 |
| RealBellavistaHotel | | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:08 | 00:07:32 | 00:02:52 | 00:00:08 | 00:00:08 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:00:48 | 00:00:48 | 00:00:09 | 00:00:09 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:07:32 | 00:07:32 | 00:00:04 | 00:00:04 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:10 | 00:03:06 | 00:01:33 | 00:00:10 | 00:00:10 |
| RealMarinaHotel/Resi | | 5 | 5 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:05:50 | 00:03:31 | 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 | 00:05:50 | 00:03:30 | 00:00:15 | 00:00:15 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:03:11 | 00:03:11 | 00:00:08 | 00:00:08 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:03:44 | 00:03:40 | 00:00:06 | 00:00:06 |
| 21-12-2018 | | 33 | 30 | ✔ | 90.9% | 1 | ✔ | 3.0% | 2 | ✔ | 6.1% | 00:00:15 | 00:00:09 | 00:09:06 | 00:03:32 | 00:00:12 | 00:00:12 |
| GrdRealSantaEulalia | | 17 | 16 | ✔ | 94.1% | 1 | ✔ | 5.9% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:09:06 | 00:03:27 | 00:00:12 | 00:00:12 |
| | 11:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:06:56 | 00:04:22 | 00:00:07 | 00:00:07 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:10 | 00:06:19 | 00:04:43 | 00:00:10 | 00:00:10 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:13 | 00:02:53 | 00:02:53 | 00:00:13 | 00:00:13 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:09:06 | 00:09:06 | 00:00:35 | 00:00:35 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:02:26 | 00:01:46 | 00:00:14 | 00:00:14 |
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:04:16 | 00:03:12 | 00:00:09 | 00:00:09 |
| | 17:00:00 | 3 | 2 | ⚠ | 66.7% | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:06 | 00:02:28 | 00:01:58 | 00:00:11 | 00:00:13 |
| | 18:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:02:34 | 00:01:54 | 00:00:13 | 00:00:13 |
| RealBellavistaHotel | | 7 | 7 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:07:39 | 00:04:14 | 00:00:13 | 00:00:13 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:00:46 | 00:00:46 | 00:00:33 | 00:00:33 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:00:47 | 00:00:47 | 00:00:08 | 00:00:08 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|----------------------|----------|----|----|---|--------|---|---|-------|----|---|--------|----------|----------|----------|----------|----------|----------|
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:08 | 00:07:39 | 00:06:01 | 00:00:08 | 00:00:08 |
| | 13:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:06:27 | 00:05:20 | 00:00:11 | 00:00:11 |
| RealMarinaHotel/Resi | | 9 | 7 | ⚠ | 77.8% | 0 | ✔ | 0.0% | 2 | ✖ | 22.2% | 00:00:15 | 00:00:09 | 00:08:03 | 00:03:04 | 00:00:12 | 00:00:10 |
| | 10:00:00 | 4 | 2 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 2 | ✖ | 50.0% | 00:00:15 | 00:00:08 | 00:08:03 | 00:07:12 | 00:00:15 | 00:00:14 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:01:18 | 00:01:18 | 00:00:08 | 00:00:08 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:10 | 00:02:39 | 00:01:33 | 00:00:10 | 00:00:10 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:02:05 | 00:02:05 | 00:00:09 | 00:00:09 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:00:38 | 00:00:38 | 00:00:08 | 00:00:08 |
| 22-12-2018 | | 16 | 9 | ⚠ | 56.3% | 2 | ⚠ | 12.5% | 5 | ✖ | 31.3% | 00:00:15 | 00:00:08 | 00:09:24 | 00:04:01 | 00:00:14 | 00:00:09 |
| GrdRealSantaEulalia | | 8 | 3 | ✖ | 37.5% | 1 | ⚠ | 12.5% | 4 | ✖ | 50.0% | 00:00:15 | 00:00:10 | 00:08:21 | 00:03:32 | 00:00:21 | 00:00:09 |
| | 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 | 00:00:06 | 00:00:00 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:03 | 00:00:03 | 00:00:49 | 00:00:49 | 00:00:03 | 00:00:03 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:08:21 | 00:08:21 | 00:00:09 | 00:00:09 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:14 | 00:01:25 | 00:01:25 | 00:00:14 | 00:00:14 |
| | 15:00:00 | 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 |
| | 16:00:00 | 3 | 0 | ✖ | 0.0% | 1 | ✖ | 33.3% | 2 | ✖ | 66.7% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:44 | 00:00:00 |
| RealBellavistaHotel | | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:06 | 00:06:43 | 00:03:54 | 00:00:06 | 00:00:06 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:07 | 00:06:43 | 00:04:27 | 00:00:07 | 00:00:07 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:01:23 | 00:01:23 | 00:00:08 | 00:00:08 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:05:21 | 00:05:21 | 00:00:04 | 00:00:04 |
| RealMarinaHotel/Resi | | 4 | 2 | ⚠ | 50.0% | 1 | ✖ | 25.0% | 1 | ✖ | 25.0% | 00:00:15 | 00:00:07 | 00:09:24 | 00:05:00 | 00:00:10 | 00:00:15 |
| | 09:00:00 | 2 | 1 | ⚠ | 50.0% | 1 | ✖ | 50.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:06 | 00:00:36 | 00:00:36 | 00:00:11 | 00:00:20 |
| | 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 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:09:24 | 00:09:24 | 00:00:10 | 00:00:10 |
| 24-12-2018 | | 28 | 4 | ✖ | 14.3% | 4 | ⚠ | 14.3% | 20 | ✖ | 71.4% | 00:00:15 | 00:00:11 | 00:10:31 | 00:03:42 | 00:00:21 | 00:00:07 |
| GrdRealSantaEulalia | | 15 | 3 | ✖ | 20.0% | 1 | ✔ | 6.7% | 11 | ✖ | 73.3% | 00:00:15 | 00:00:10 | 00:10:31 | 00:04:30 | 00:00:17 | 00:00:08 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:01:48 | 00:01:30 | 00:00:08 | 00:00:08 |
| | 11:00:00 | 5 | 1 | ✖ | 20.0% | 0 | ✔ | 0.0% | 4 | ✖ | 80.0% | 00:00:08 | 00:00:08 | 00:10:31 | 00:10:31 | 00:00:06 | 00:00:08 |
| | 12:00:00 | 3 | 0 | ✖ | 0.0% | 1 | ✖ | 33.3% | 2 | ✖ | 66.7% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:55 | 00:00:00 |
| | 14:00:00 | 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 |
| | 16:00:00 | 2 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 2 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:11 | 00:00:00 |
| RealBellavistaHotel | | 7 | 0 | ✖ | 0.0% | 1 | ⚠ | 14.3% | 6 | ✖ | 85.7% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:27 | 00:00:00 |
| | 11:00:00 | 5 | 0 | ✖ | 0.0% | 1 | ✖ | 20.0% | 4 | ✖ | 80.0% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:35 | 00:00:00 |
| | 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 |
| RealMarinaHotel/Resi | | 6 | 1 | ✖ | 16.7% | 2 | ✖ | 33.3% | 3 | ✖ | 50.0% | 00:00:15 | 00:00:12 | 00:01:19 | 00:01:19 | 00:00:22 | 00:00:05 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:01:19 | 00:01:19 | 00:00:05 | 00:00:05 |
| | 11:00:00 | 3 | 0 | ✖ | 0.0% | 2 | ✖ | 66.7% | 1 | ✖ | 33.3% | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:36 | 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 | 00:00:11 | 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 | 00:00:07 | 00:00:00 |
| 26-12-2018 | | 66 | 58 | ✔ | 87.9% | 1 | ✔ | 1.5% | 7 | ⚠ | 10.6% | 00:00:15 | 00:00:10 | 00:07:58 | 00:02:49 | 00:00:14 | 00:00:15 |
| GrdRealSantaEulalia | | 36 | 31 | ✔ | 86.1% | 0 | ✔ | 0.0% | 5 | ⚠ | 13.9% | 00:00:15 | 00:00:10 | 00:07:26 | 00:03:06 | 00:00:15 | 00:00:16 |
| | 09:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:09 | 00:02:32 | 00:01:53 | 00:00:09 | 00:00:09 |
| | 10:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:07:25 | 00:04:19 | 00:00:16 | 00:00:16 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:04:43 | 00:04:00 | 00:00:16 | 00:00:16 |
| | 12:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:05:50 | 00:02:16 | 00:00:15 | 00:00:15 |
| | 13:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:02:59 | 00:02:26 | 00:00:16 | 00:00:16 |
| | 14:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:11 | 00:03:37 | 00:02:17 | 00:00:22 | 00:00:22 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:14 | 00:05:00 | 00:04:14 | 00:00:14 | 00:00:14 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|-------|----------|----------|----------|----------|----------|----------|
| | 16:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:13 | 00:07:17 | 00:04:55 | 00:00:26 | 00:00:26 |
| | 17:00:00 | 6 | 5 | ⚠ | 83.3% | 0 | ✔ | 0.0% | 1 | ✖ | 16.7% | 00:00:15 | 00:00:10 | 00:07:26 | 00:03:02 | 00:00:14 | 00:00:16 |
| | 18:00:00 | 8 | 4 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 4 | ✖ | 50.0% | 00:00:15 | 00:00:07 | 00:04:53 | 00:02:52 | 00:00:12 | 00:00:15 |
| RealBellavistaHotel | | 16 | 15 | ✔ | 93.8% | 0 | ✔ | 0.0% | 1 | ✔ | 6.3% | 00:00:15 | 00:00:10 | 00:06:04 | 00:02:21 | 00:00:13 | 00:00:13 |
| | 09:00:00 | 2 | 1 | ⚠ | 50.0% | 0 | ✔ | 0.0% | 1 | ✖ | 50.0% | 00:00:10 | 00:00:10 | 00:03:54 | 00:03:54 | 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 | 00:03:18 | 00:03:07 | 00:00:08 | 00:00:08 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:09 | 00:06:04 | 00:03:49 | 00:00:09 | 00:00:09 |
| | 15:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:03:23 | 00:02:29 | 00:00:16 | 00:00:16 |
| | 16:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:04:41 | 00:01:35 | 00:00:16 | 00:00:16 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:01:45 | 00:01:14 | 00:00:16 | 00:00:16 |
| RealMarinaHotel/Resi | | 14 | 12 | ✔ | 85.7% | 1 | ✔ | 7.1% | 1 | ✔ | 7.1% | 00:00:15 | 00:00:10 | 00:07:58 | 00:02:44 | 00:00:14 | 00:00:14 |
| | 10:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:07 | 00:02:42 | 00:01:30 | 00:00:07 | 00:00:07 |
| | 11:00:00 | 4 | 3 | ⚠ | 75.0% | 1 | ✖ | 25.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:07:58 | 00:04:13 | 00:00:16 | 00:00:11 |
| | 12:00:00 | 3 | 2 | ⚠ | 66.7% | 0 | ✔ | 0.0% | 1 | ✖ | 33.3% | 00:00:11 | 00:00:10 | 00:05:00 | 00:03:04 | 00:00:09 | 00:00:10 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:05:19 | 00:05:19 | 00:00:07 | 00:00:07 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:02:39 | 00:02:39 | 00:00:06 | 00:00:06 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:00:40 | 00:00:40 | 00:00:41 | 00:00:41 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:00:54 | 00:00:54 | 00:00:37 | 00:00:37 |
| 27-12-2018 | | 49 | 48 | ✔ | 98.0% | 0 | ✔ | 0.0% | 1 | ✔ | 2.0% | 00:00:20 | 00:00:09 | 00:20:03 | 00:03:22 | 00:00:10 | 00:00:11 |
| GrdRealSantaEulalia | | 30 | 30 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:20:03 | 00:03:42 | 00:00:09 | 00:00:09 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:06 | 00:04:31 | 00:02:30 | 00:00:11 | 00:00:11 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:09 | 00:05:57 | 00:03:56 | 00:00:09 | 00:00:09 |
| | 11:00:00 | 6 | 6 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:06 | 00:04:25 | 00:01:35 | 00:00:07 | 00:00:07 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:11 | 00:09:15 | 00:05:09 | 00:00:11 | 00:00:11 |
| | 13:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:02:10 | 00:01:42 | 00:00:12 | 00:00:12 |
| | 14:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:17:19 | 00:05:10 | 00:00:08 | 00:00:08 |
| | 15:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:11 | 00:06:14 | 00:03:32 | 00:00:11 | 00:00:11 |
| | 16:00:00 | 5 | 5 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:04:55 | 00:02:26 | 00:00:10 | 00:00:10 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:02:12 | 00:02:12 | 00:00:06 | 00:00:06 |
| | 18:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:10 | 00:20:03 | 00:14:16 | 00:00:10 | 00:00:10 |
| RealBellavistaHotel | | 8 | 8 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:09:05 | 00:03:11 | 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 | 00:01:06 | 00:01:06 | 00:00:06 | 00:00:06 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:03:05 | 00:01:52 | 00:00:16 | 00:00:16 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:03:27 | 00:03:27 | 00:00:09 | 00:00:09 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:08 | 00:04:49 | 00:04:49 | 00:00:08 | 00:00:08 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:05 | 00:00:05 | 00:03:21 | 00:03:21 | 00:00:05 | 00:00:05 |
| | 18:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:09:05 | 00:05:09 | 00:00:20 | 00:00:20 |
| RealMarinaHotel/Resi | | 11 | 10 | ✔ | 90.9% | 0 | ✔ | 0.0% | 1 | ✔ | 9.1% | 00:00:20 | 00:00:11 | 00:05:28 | 00:02:26 | 00:00:12 | 00:00:12 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:09 | 00:01:44 | 00:01:44 | 00:00:09 | 00:00:09 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:04:37 | 00:04:37 | 00:00:07 | 00:00:07 |
| | 13:00:00 | 3 | 2 | ⚠ | 66.7% | 0 | ✔ | 0.0% | 1 | ✖ | 33.3% | 00:00:14 | 00:00:12 | 00:03:46 | 00:02:50 | 00:00:10 | 00:00:12 |
| | 14:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:13 | 00:04:42 | 00:02:37 | 00:00:20 | 00:00:20 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:20 | 00:00:14 | 00:00:44 | 00:00:34 | 00:00:07 | 00:00:07 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:13 | 00:00:30 | 00:00:30 | 00:00:13 | 00:00:13 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:02:20 | 00:02:20 | 00:00:04 | 00:00:04 |
| | 18:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:05:28 | 00:05:28 | 00:00:21 | 00:00:21 |
| 28-12-2018 | | 48 | 39 | ⚠ | 81.3% | 2 | ✔ | 4.2% | 7 | ⚠ | 14.6% | 00:00:15 | 00:00:10 | 00:17:39 | 00:03:33 | 00:00:18 | 00:00:14 |
| GrdRealSantaEulalia | | 26 | 26 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:13:40 | 00:03:43 | 00:00:16 | 00:00:16 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|----------------------|----------|----|----|---------|--------|---|---------|-------|----|---------|--------|----------|----------|----------|----------|----------|----------|
| | 09:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:08 | 00:04:09 | 00:01:32 | 00:00:12 | 00:00:12 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:08 | 00:13:40 | 00:10:43 | 00:00:08 | 00:00:08 |
| | 11:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:14 | 00:00:14 | 00:03:40 | 00:03:40 | 00:00:14 | 00:00:14 |
| | 12:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:07 | 00:04:02 | 00:01:54 | 00:00:10 | 00:00:10 |
| | 14:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:12 | 00:06:09 | 00:03:12 | 00:00:13 | 00:00:13 |
| | 15:00:00 | 5 | 5 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:07:45 | 00:04:12 | 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 | 00:05:49 | 00:03:24 | 00:00:46 | 00:00:46 |
| | 17:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:06:56 | 00:04:00 | 00:00:16 | 00:00:16 |
| | 18:00:00 | 3 | 3 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:10 | 00:08:11 | 00:04:28 | 00:00:10 | 00:00:10 |
| RealBellavistaHotel | | 19 | 12 | ⚠ | 63.2% | 2 | ⚠ | 10.5% | 5 | ✖ | 26.3% | 00:00:15 | 00:00:10 | 00:17:39 | 00:03:30 | 00:00:21 | 00:00:11 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:04:08 | 00:04:07 | 00:00:14 | 00:00:14 |
| | 12:00:00 | 8 | 1 | ✖ | 12.5% | 2 | ✖ | 25.0% | 5 | ✖ | 62.5% | 00:00:15 | 00:00:12 | 00:01:06 | 00:01:06 | 00:00:36 | 00:00:18 |
| | 13:00:00 | 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 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:01:10 | 00:01:10 | 00:00:10 | 00:00:10 |
| | 15:00:00 | 4 | 4 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:17:39 | 00:05:32 | 00:00:12 | 00:00:12 |
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:04 | 00:00:04 | 00:02:56 | 00:02:56 | 00:00:04 | 00:00:04 |
| | 18:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:11 | 00:00:09 | 00:02:05 | 00:01:18 | 00:00:10 | 00:00:10 |
| RealMarinaHotel/Resi | | 3 | 1 | ✖ | 33.3% | 0 | ✔ | 0.0% | 2 | ✖ | 66.7% | 00:00:15 | 00:00:14 | 00:02:27 | 00:01:24 | 00:00:12 | 00:00:15 |
| | 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 | 00:00:10 | 00:00:00 |
| | 15:00:00 | 0 | 0 | #DIV/0! | | 0 | #DIV/0! | | 0 | #DIV/0! | | 00:00:15 | 00:00:15 | 00:00:21 | 00:00:21 | 00:00:00 | 00:00:00 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:12 | 00:02:27 | 00:02:27 | 00:00:15 | 00:00:15 |
| 29-12-2018 | | 45 | 0 | ✖ | 0.0% | 1 | ✔ | 2.2% | 44 | ✖ | 97.8% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:09 | 00:00:00 |
| GrdRealSantaEulalia | | 24 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 24 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:11 | 00:00:00 |
| | 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 | 00:00:10 | 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 | 00:00:15 | 00:00:00 |
| | 11:00:00 | 2 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 2 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:07 | 00:00:00 |
| | 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 | 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 |
| | 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 | 00:00:11 | 00:00:00 |
| | 15:00:00 | 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 |
| | 16:00:00 | 2 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 2 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:10 | 00:00:00 |
| RealBellavistaHotel | | 10 | 0 | ✖ | 0.0% | 1 | ⚠ | 10.0% | 9 | ✖ | 90.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:05 | 00:00:00 |
| | 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 | 00:00:03 | 00:00:00 |
| | 10:00:00 | 2 | 0 | ✖ | 0.0% | 1 | ✖ | 50.0% | 1 | ✖ | 50.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:07 | 00:00:00 |
| | 11:00:00 | 2 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 2 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:02 | 00:00:00 |
| | 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 |
| | 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 | 00:00:06 | 00:00:00 |
| | 16:00:00 | 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 |
| RealMarinaHotel/Resi | | 11 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 11 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:08 | 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 | 00:00:06 | 00:00:00 |
| | 11:00:00 | 5 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 5 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:09 | 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 | 00:00:07 | 00:00:00 |
| | 15:00:00 | 1 | 0 | ✖ | 0.0% | 0 | ✔ | 0.0% | 1 | ✖ | 100.0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:15 | 00:00:00 |
| 31-12-2018 | | 16 | 16 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:10:58 | 00:03:21 | 00:00:14 | 00:00:14 |
| GrdRealSantaEulalia | | 6 | 6 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:10 | 00:10:58 | 00:03:20 | 00:00:14 | 00:00:14 |
| | 10:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:09 | 00:00:07 | 00:10:58 | 00:07:06 | 00:00:07 | 00:00:07 |
| | 11:00:00 | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:12 | 00:03:39 | 00:02:56 | 00:00:12 | 00:00:12 |
| | 16:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:13 | 00:01:11 | 00:01:11 | 00:00:38 | 00:00:38 |

OneContact Reporting

Service Performance Report

| | | | | | | | | | | | | | | | | | |
|----------------------|----------|-----|-----|---|--------|----|---|------|-----|---|-------|----------|----------|----------|----------|----------|----------|
| | 17:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:08 | 00:00:07 | 00:01:38 | 00:01:01 | 00:00:06 | 00:00:06 |
| RealBellavistaHotel | | 2 | 2 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:08 | 00:03:54 | 00:02:16 | 00:00:08 | 00:00:08 |
| | 09:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:06 | 00:00:06 | 00:00:38 | 00:00:38 | 00:00:06 | 00:00:06 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:10 | 00:00:10 | 00:03:54 | 00:03:54 | 00:00:10 | 00:00:10 |
| RealMarinaHotel/Resi | | 8 | 8 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:09 | 00:09:15 | 00:03:36 | 00:00:16 | 00:00:16 |
| | 09:00:00 | 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 |
| | 10:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:12 | 00:00:07 | 00:09:15 | 00:04:46 | 00:00:12 | 00:00:12 |
| | 12:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:04:01 | 00:04:01 | 00:00:07 | 00:00:07 |
| | 13:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:15 | 00:00:12 | 00:04:31 | 00:02:30 | 00:00:28 | 00:00:28 |
| | 14:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:07 | 00:00:07 | 00:00:48 | 00:00:48 | 00:00:08 | 00:00:08 |
| | 15:00:00 | 1 | 1 | ✔ | 100.0% | 0 | ✔ | 0.0% | 0 | ✔ | 0.0% | 00:00:13 | 00:00:13 | 00:06:57 | 00:06:57 | 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 | 00:05:19 | 00:03:00 | 00:00:22 | 00:00:22 |
| TOTAL | | 840 | 686 | ⚠ | 81.7% | 27 | ✔ | 3.2% | 127 | ✖ | 15.1% | 00:00:20 | 00:00:09 | 00:39:39 | 00:03:22 | 00:00:14 | 00:00:13 |