

# 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 |
| 02-04-2018           |              | 65             | 60                       | ✔ 92,3%  | 1                          | ✔ 1,5%  | 4                          | ✔ 6,2%   | 00:00:15         | 00:00:08         | 00:16:15      | 00:04:04      | 00:00:12       | 00:00:10               |
| GrdRealSantaEulalia  |              | 40             | 37                       | ✔ 92,5%  | 1                          | ✔ 2,5%  | 2                          | ✔ 5,0%   | 00:00:15         | 00:00:09         | 00:14:28      | 00:03:46      | 00:00:14       | 00:00:11               |
|                      | 09:00:00     | 1              | 1                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:07         | 00:00:07         | 00:01:53      | 00:01:53      | 00:00:07       | 00:00:07               |
|                      | 10:00:00     | 3              | 3                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:15         | 00:00:11         | 00:03:27      | 00:03:16      | 00:00:14       | 00:00:14               |
|                      | 11:00:00     | 2              | 2                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:09         | 00:00:06         | 00:03:05      | 00:02:48      | 00:00:07       | 00:00:07               |
|                      | 12:00:00     | 7              | 5                        | 🟡 71,4%  | 1                          | 🟡 14,3% | 1                          | 🟡 14,3%  | 00:00:15         | 00:00:09         | 00:08:37      | 00:03:59      | 00:00:30       | 00:00:12               |
|                      | 13:00:00     | 3              | 3                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:15         | 00:00:09         | 00:03:49      | 00:02:37      | 00:00:12       | 00:00:12               |
|                      | 14:00:00     | 5              | 5                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:11         | 00:00:07         | 00:07:11      | 00:02:26      | 00:00:07       | 00:00:07               |
|                      | 15:00:00     | 5              | 5                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:13         | 00:00:08         | 00:14:28      | 00:05:01      | 00:00:09       | 00:00:09               |
|                      | 16:00:00     | 2              | 2                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:11         | 00:00:08         | 00:06:42      | 00:02:55      | 00:00:10       | 00:00:10               |
|                      | 17:00:00     | 7              | 6                        | ✔ 85,7%  | 0                          | ✔ 0,0%  | 1                          | 🟡 14,3%  | 00:00:15         | 00:00:09         | 00:10:39      | 00:03:47      | 00:00:11       | 00:00:11               |
|                      | 18:00:00     | 4              | 4                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:15         | 00:00:10         | 00:05:30      | 00:04:09      | 00:00:17       | 00:00:17               |
|                      | 19:00:00     | 1              | 1                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:02         | 00:00:02         | 00:12:46      | 00:12:46      | 00:00:20       | 00:00:20               |
| RealBellavistaHotel  |              | 11             | 11                       | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:13         | 00:00:09         | 00:07:56      | 00:05:01      | 00:00:09       | 00:00:09               |
|                      | 10:00:00     | 3              | 3                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:12         | 00:00:10         | 00:07:56      | 00:05:04      | 00:00:10       | 00:00:10               |
|                      | 11:00:00     | 1              | 1                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:08         | 00:00:08         | 00:05:02      | 00:05:02      | 00:00:08       | 00:00:08               |
|                      | 14:00:00     | 1              | 1                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:11         | 00:00:11         | 00:04:01      | 00:04:01      | 00:00:11       | 00:00:11               |
|                      | 15:00:00     | 2              | 2                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:11         | 00:00:08         | 00:05:45      | 00:04:53      | 00:00:08       | 00:00:08               |
|                      | 16:00:00     | 1              | 1                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:06         | 00:00:06         | 00:04:30      | 00:04:30      | 00:00:06       | 00:00:06               |
|                      | 17:00:00     | 3              | 3                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:13         | 00:00:10         | 00:07:41      | 00:05:34      | 00:00:10       | 00:00:10               |
| RealMarinaHotel/Resi |              | 14             | 12                       | ✔ 85,7%  | 0                          | ✔ 0,0%  | 2                          | 🟡 14,3%  | 00:00:15         | 00:00:07         | 00:16:15      | 00:04:12      | 00:00:08       | 00:00:08               |
|                      | 09:00:00     | 2              | 2                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:12         | 00:00:10         | 00:05:19      | 00:04:03      | 00:00:10       | 00:00:10               |
|                      | 11:00:00     | 3              | 3                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:10         | 00:00:06         | 00:16:15      | 00:07:20      | 00:00:06       | 00:00:06               |
|                      | 12:00:00     | 2              | 2                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:14         | 00:00:10         | 00:05:27      | 00:04:20      | 00:00:10       | 00:00:10               |
|                      | 14:00:00     | 3              | 3                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:11         | 00:00:07         | 00:02:06      | 00:01:12      | 00:00:07       | 00:00:07               |
|                      | 15:00:00     | 2              | 2                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:15         | 00:00:06         | 00:03:48      | 00:02:26      | 00:00:10       | 00:00:10               |
|                      | 17:00:00     | 1              | 0                        | ✖ 0,0%   | 0                          | ✔ 0,0%  | 1                          | ✖ 100,0% | 00:00:00         | 00:00:00         | 00:00:00      | 00:00:00      | 00:00:04       | 00:00:00               |
|                      | 18:00:00     | 1              | 0                        | ✖ 0,0%   | 0                          | ✔ 0,0%  | 1                          | ✖ 100,0% | 00:00:00         | 00:00:00         | 00:00:00      | 00:00:00      | 00:00:16       | 00:00:00               |
| 03-04-2018           |              | 41             | 41                       | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:15         | 00:00:09         | 00:17:54      | 00:04:35      | 00:00:10       | 00:00:10               |
| GrdRealSantaEulalia  |              | 17             | 17                       | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:15         | 00:00:09         | 00:12:30      | 00:04:36      | 00:00:09       | 00:00:09               |
|                      | 09:00:00     | 1              | 1                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:12         | 00:00:12         | 00:01:45      | 00:01:45      | 00:00:12       | 00:00:12               |
|                      | 10:00:00     | 2              | 2                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:12         | 00:00:10         | 00:12:30      | 00:09:28      | 00:00:10       | 00:00:10               |
|                      | 11:00:00     | 2              | 2                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:10         | 00:00:09         | 00:09:11      | 00:05:16      | 00:00:09       | 00:00:09               |
|                      | 12:00:00     | 2              | 2                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:10         | 00:00:09         | 00:09:27      | 00:07:39      | 00:00:09       | 00:00:09               |
|                      | 13:00:00     | 2              | 2                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:08         | 00:00:07         | 00:01:08      | 00:00:51      | 00:00:07       | 00:00:07               |
|                      | 14:00:00     | 1              | 1                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:11         | 00:00:11         | 00:07:57      | 00:07:57      | 00:00:11       | 00:00:11               |
|                      | 15:00:00     | 2              | 2                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:13         | 00:00:11         | 00:07:12      | 00:04:16      | 00:00:11       | 00:00:11               |
|                      | 16:00:00     | 2              | 2                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:12         | 00:00:08         | 00:03:30      | 00:02:11      | 00:00:08       | 00:00:08               |
|                      | 17:00:00     | 1              | 1                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:15         | 00:00:10         | 00:01:37      | 00:01:15      | 00:00:05       | 00:00:05               |
|                      | 18:00:00     | 1              | 1                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:04         | 00:00:04         | 00:07:38      | 00:07:38      | 00:00:04       | 00:00:04               |
|                      | 19:00:00     | 1              | 1                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:05         | 00:00:05         | 00:03:30      | 00:03:30      | 00:00:05       | 00:00:05               |
| RealBellavistaHotel  |              | 10             | 10                       | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:11         | 00:00:09         | 00:17:54      | 00:05:50      | 00:00:09       | 00:00:09               |
|                      | 10:00:00     | 1              | 1                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:10         | 00:00:10         | 00:17:43      | 00:17:43      | 00:00:10       | 00:00:10               |
|                      | 12:00:00     | 3              | 3                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:10         | 00:00:09         | 00:17:54      | 00:07:11      | 00:00:09       | 00:00:09               |
|                      | 13:00:00     | 2              | 2                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:08         | 00:00:08         | 00:03:01      | 00:01:54      | 00:00:08       | 00:00:08               |
|                      | 14:00:00     | 2              | 2                        | ✔ 100,0% | 0                          | ✔ 0,0%  | 0                          | ✔ 0,0%   | 00:00:10         | 00:00:08         | 00:04:49      | 00:02:18      | 00:00:07       | 00:00:07               |
| 03-07-2018 9:13:13   |              |                |                          |          |                            |         |                            |          |                  |                  |               |               |                |                        |

OneContact Reporting

Service Performance Report

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

OneContact Reporting

Service Performance Report

|                      |          |    |    |          |   |         |    |          |          |          |          |          |          |          |
|----------------------|----------|----|----|----------|---|---------|----|----------|----------|----------|----------|----------|----------|----------|
|                      | 15:00:00 | 2  | 1  | 🟡 50,0%  | 0 | ✅ 0,0%  | 1  | ❌ 50,0%  | 00:00:06 | 00:00:06 | 00:00:43 | 00:00:43 | 00:00:04 | 00:00:06 |
|                      | 17:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:15 | 00:00:11 | 00:05:06 | 00:03:13 | 00:00:11 | 00:00:11 |
|                      | 18:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:13 | 00:00:11 | 00:16:13 | 00:08:14 | 00:00:11 | 00:00:11 |
| RealMarinaHotel/Resi |          | 18 | 17 | ✅ 94,4%  | 0 | ✅ 0,0%  | 1  | ✅ 5,6%   | 00:00:19 | 00:00:09 | 00:12:19 | 00:03:47 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:10 | 00:00:10 | 00:03:42 | 00:03:40 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:11 | 00:00:11 | 00:06:29 | 00:06:29 | 00:00:11 | 00:00:11 |
|                      | 11:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:19 | 00:00:09 | 00:02:53 | 00:01:53 | 00:00:05 | 00:00:05 |
|                      | 12:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:15 | 00:00:09 | 00:07:38 | 00:03:48 | 00:00:12 | 00:00:12 |
|                      | 13:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:06 | 00:00:06 | 00:01:43 | 00:01:43 | 00:00:06 | 00:00:06 |
|                      | 15:00:00 | 6  | 5  | 🟡 83,3%  | 0 | ✅ 0,0%  | 1  | ❌ 16,7%  | 00:00:15 | 00:00:09 | 00:06:24 | 00:03:34 | 00:00:13 | 00:00:13 |
|                      | 16:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:09 | 00:00:09 | 00:03:17 | 00:03:17 | 00:00:09 | 00:00:09 |
|                      | 17:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:08 | 00:00:06 | 00:12:19 | 00:07:10 | 00:00:06 | 00:00:06 |
| 06-04-2018           |          | 66 | 61 | ✅ 92,4%  | 1 | ✅ 1,5%  | 4  | ✅ 6,1%   | 00:00:18 | 00:00:09 | 00:17:45 | 00:04:17 | 00:00:10 | 00:00:10 |
| GrdRealSantaEulalia  |          | 35 | 34 | ✅ 97,1%  | 0 | ✅ 0,0%  | 1  | ✅ 2,9%   | 00:00:15 | 00:00:09 | 00:17:45 | 00:05:40 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:15 | 00:00:14 | 00:05:25 | 00:05:25 | 00:00:13 | 00:00:13 |
|                      | 11:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:07 | 00:00:05 | 00:13:35 | 00:10:18 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:15 | 00:00:12 | 00:06:40 | 00:03:53 | 00:00:12 | 00:00:12 |
|                      | 13:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:06 | 00:00:05 | 00:02:11 | 00:01:54 | 00:00:05 | 00:00:05 |
|                      | 14:00:00 | 4  | 4  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:10 | 00:00:08 | 00:11:05 | 00:07:26 | 00:00:08 | 00:00:08 |
|                      | 15:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:13 | 00:00:09 | 00:12:34 | 00:08:51 | 00:00:09 | 00:00:09 |
|                      | 16:00:00 | 11 | 10 | ✅ 90,9%  | 0 | ✅ 0,0%  | 1  | ✅ 9,1%   | 00:00:15 | 00:00:10 | 00:10:23 | 00:03:45 | 00:00:11 | 00:00:11 |
|                      | 17:00:00 | 5  | 5  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:09 | 00:00:08 | 00:09:40 | 00:03:53 | 00:00:08 | 00:00:08 |
|                      | 18:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:14 | 00:00:10 | 00:17:45 | 00:11:13 | 00:00:10 | 00:00:10 |
| RealBellavistaHotel  |          | 7  | 5  | 🟡 71,4%  | 0 | ✅ 0,0%  | 2  | ❌ 28,6%  | 00:00:09 | 00:00:06 | 00:01:24 | 00:00:59 | 00:00:09 | 00:00:06 |
|                      | 12:00:00 | 3  | 2  | 🟡 66,7%  | 0 | ✅ 0,0%  | 1  | ❌ 33,3%  | 00:00:09 | 00:00:08 | 00:01:11 | 00:00:48 | 00:00:11 | 00:00:08 |
|                      | 13:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:03 | 00:00:03 | 00:01:14 | 00:00:58 | 00:00:03 | 00:00:03 |
|                      | 17:00:00 | 2  | 1  | 🟡 50,0%  | 0 | ✅ 0,0%  | 1  | ❌ 50,0%  | 00:00:07 | 00:00:07 | 00:01:24 | 00:01:24 | 00:00:12 | 00:00:07 |
| RealMarinaHotel/Resi |          | 24 | 22 | ✅ 91,7%  | 1 | ✅ 4,2%  | 1  | ✅ 4,2%   | 00:00:18 | 00:00:09 | 00:16:28 | 00:02:58 | 00:00:12 | 00:00:11 |
|                      | 09:00:00 | 7  | 7  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:18 | 00:00:09 | 00:04:25 | 00:02:10 | 00:00:12 | 00:00:12 |
|                      | 10:00:00 | 4  | 4  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:15 | 00:00:09 | 00:06:05 | 00:02:56 | 00:00:12 | 00:00:12 |
|                      | 11:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:09 | 00:00:08 | 00:02:20 | 00:01:48 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:15 | 00:00:10 | 00:03:19 | 00:03:02 | 00:00:16 | 00:00:16 |
|                      | 15:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:13 | 00:00:08 | 00:16:28 | 00:04:08 | 00:00:08 | 00:00:08 |
|                      | 16:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:04 | 00:00:04 | 00:01:37 | 00:01:37 | 00:00:04 | 00:00:04 |
|                      | 17:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:12 | 00:00:09 | 00:05:07 | 00:03:14 | 00:00:09 | 00:00:09 |
|                      | 18:00:00 | 3  | 1  | ❌ 33,3%  | 1 | ❌ 33,3% | 1  | ❌ 33,3%  | 00:00:15 | 00:00:14 | 00:06:44 | 00:06:44 | 00:00:16 | 00:00:14 |
| 07-04-2018           |          | 32 | 19 | 🟡 59,4%  | 1 | ✅ 3,1%  | 12 | ❌ 37,5%  | 00:00:15 | 00:00:08 | 00:11:14 | 00:04:12 | 00:00:08 | 00:00:08 |
| GrdRealSantaEulalia  |          | 14 | 9  | 🟡 64,3%  | 1 | ✅ 7,1%  | 4  | ❌ 28,6%  | 00:00:12 | 00:00:09 | 00:07:29 | 00:04:40 | 00:00:08 | 00:00:09 |
|                      | 09:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:08 | 00:00:08 | 00:03:53 | 00:03:53 | 00:00:08 | 00:00:08 |
|                      | 11:00:00 | 4  | 2  | 🟡 50,0%  | 0 | ✅ 0,0%  | 2  | ❌ 50,0%  | 00:00:12 | 00:00:11 | 00:07:29 | 00:05:16 | 00:00:08 | 00:00:11 |
|                      | 12:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:07 | 00:00:07 | 00:04:02 | 00:04:02 | 00:00:07 | 00:00:07 |
|                      | 14:00:00 | 5  | 3  | 🟡 60,0%  | 0 | ✅ 0,0%  | 2  | ❌ 40,0%  | 00:00:12 | 00:00:08 | 00:05:55 | 00:04:29 | 00:00:08 | 00:00:08 |
|                      | 15:00:00 | 3  | 2  | 🟡 66,7%  | 1 | ❌ 33,3% | 0  | ✅ 0,0%   | 00:00:12 | 00:00:10 | 00:05:34 | 00:05:04 | 00:00:10 | 00:00:10 |
| RealBellavistaHotel  |          | 5  | 3  | 🟡 60,0%  | 0 | ✅ 0,0%  | 2  | ❌ 40,0%  | 00:00:15 | 00:00:09 | 00:07:34 | 00:04:47 | 00:00:07 | 00:00:09 |
|                      | 09:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:09 | 00:00:09 | 00:02:04 | 00:02:04 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:04 | 00:00:04 | 00:04:44 | 00:04:44 | 00:00:04 | 00:00:04 |
|                      | 14:00:00 | 2  | 0  | ❌ 0,0%   | 0 | ✅ 0,0%  | 2  | ❌ 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:03 | 00:00:00 |
|                      | 16:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:15 | 00:00:15 | 00:07:34 | 00:07:34 | 00:00:15 | 00:00:15 |
| RealMarinaHotel/Resi |          | 13 | 7  | 🟡 53,8%  | 0 | ✅ 0,0%  | 6  | ❌ 46,2%  | 00:00:11 | 00:00:07 | 00:11:14 | 00:03:20 | 00:00:08 | 00:00:07 |
|                      | 10:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:03 | 00:00:03 | 00:00:40 | 00:00:40 | 00:00:03 | 00:00:03 |
|                      | 11:00:00 | 5  | 1  | ❌ 20,0%  | 0 | ✅ 0,0%  | 4  | ❌ 80,0%  | 00:00:08 | 00:00:08 | 00:01:44 | 00:01:44 | 00:00:10 | 00:00:08 |
|                      | 12:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:06 | 00:00:06 | 00:03:35 | 00:03:35 | 00:00:06 | 00:00:06 |
|                      | 13:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:11 | 00:00:11 | 00:01:05 | 00:01:05 | 00:00:12 | 00:00:12 |

# OneContact Reporting

## Service Performance Report

|                      |          |    |    |   |        |   |   |       |   |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:02:14 | 00:02:14 | 00:00:08 | 00:00:08 |
|                      | 16:00:00 | 4  | 2  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 2 | ✖ | 50,0%  | 00:00:07 | 00:00:05 | 00:11:14 | 00:07:01 | 00:00:05 | 00:00:05 |
| 09-04-2018           |          | 54 | 51 | ✔ | 94,4%  | 2 | ✔ | 3,7%  | 1 | ✔ | 1,9%   | 00:00:15 | 00:00:09 | 00:27:07 | 00:04:17 | 00:00:12 | 00:00:11 |
| GrdRealSantaEulalia  |          | 36 | 35 | ✔ | 97,2%  | 1 | ✔ | 2,8%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:27:07 | 00:04:35 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:06:38 | 00:04:04 | 00:00:13 | 00:00:13 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:06:22 | 00:06:22 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 5  | 4  | ⚠ | 80,0%  | 1 | ✖ | 20,0% | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:09 | 00:03:10 | 00:02:30 | 00:00:09 | 00:00:09 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:03:54 | 00:03:54 | 00:00:09 | 00:00:09 |
|                      | 14:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:07 | 00:18:03 | 00:04:42 | 00:00:08 | 00:00:08 |
|                      | 15:00:00 | 8  | 8  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:07:57 | 00:03:50 | 00:00:10 | 00:00:10 |
|                      | 16:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:14:29 | 00:05:29 | 00:00:12 | 00:00:12 |
|                      | 17:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:06:36 | 00:02:27 | 00:00:12 | 00:00:12 |
|                      | 18:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:27:07 | 00:17:39 | 00:00:16 | 00:00:16 |
| RealBellavistaHotel  |          | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:06:06 | 00:02:24 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:06:06 | 00:03:29 | 00:00:13 | 00:00:13 |
|                      | 12:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:13 | 00:00:11 | 00:03:14 | 00:02:12 | 00:00:11 | 00:00:11 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:00:37 | 00:00:37 | 00:00:09 | 00:00:09 |
| RealMarinaHotel/Resi |          | 13 | 11 | ⚠ | 84,6%  | 1 | ✔ | 7,7%  | 1 | ✔ | 7,7%   | 00:00:15 | 00:00:10 | 00:11:25 | 00:04:05 | 00:00:13 | 00:00:12 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:12 | 00:00:07 | 00:04:04 | 00:01:52 | 00:00:04 | 00:00:04 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:12 | 00:00:12 | 00:11:24 | 00:06:42 | 00:00:12 | 00:00:12 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:11 | 00:03:18 | 00:03:18 | 00:00:11 | 00:00:11 |
|                      | 13:00:00 | 2  | 1  | ⚠ | 50,0%  | 1 | ✖ | 50,0% | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:01:01 | 00:01:01 | 00:00:29 | 00:00:20 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:09:26 | 00:04:55 | 00:00:16 | 00:00:16 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:09 | 00:11:25 | 00:06:18 | 00:00:09 | 00:00:09 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:13 | 00:00:13 | 00:02:17 | 00:02:17 | 00:00:13 | 00:00:13 |
|                      | 18:00:00 | 1  | 0  | ✖ | 0,0%   | 0 | ✔ | 0,0%  | 1 | ✖ | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:07 | 00:00:00 |
| 10-04-2018           |          | 69 | 64 | ✔ | 92,8%  | 0 | ✔ | 0,0%  | 5 | ✔ | 7,2%   | 00:00:17 | 00:00:09 | 00:15:12 | 00:03:37 | 00:00:11 | 00:00:11 |
| GrdRealSantaEulalia  |          | 28 | 26 | ✔ | 92,9%  | 0 | ✔ | 0,0%  | 2 | ✔ | 7,1%   | 00:00:17 | 00:00:10 | 00:15:12 | 00:04:42 | 00:00:11 | 00:00:10 |
|                      | 09:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:10 | 00:15:12 | 00:06:22 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:16 | 00:00:11 | 00:03:13 | 00:02:42 | 00:00:12 | 00:00:12 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:08 | 00:11:45 | 00:06:38 | 00:00:08 | 00:00:08 |
|                      | 12:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 50,0%  | 00:00:06 | 00:00:06 | 00:00:34 | 00:00:34 | 00:00:06 | 00:00:06 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:08:44 | 00:08:44 | 00:00:09 | 00:00:09 |
|                      | 14:00:00 | 5  | 4  | ⚠ | 80,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 20,0%  | 00:00:13 | 00:00:09 | 00:10:36 | 00:05:14 | 00:00:11 | 00:00:10 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:08 | 00:00:51 | 00:00:50 | 00:00:08 | 00:00:08 |
|                      | 16:00:00 | 7  | 7  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:17 | 00:00:10 | 00:11:54 | 00:04:17 | 00:00:14 | 00:00:14 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:08 | 00:11:07 | 00:06:16 | 00:00:09 | 00:00:09 |
| RealBellavistaHotel  |          | 13 | 12 | ✔ | 92,3%  | 0 | ✔ | 0,0%  | 1 | ✔ | 7,7%   | 00:00:15 | 00:00:09 | 00:07:19 | 00:02:16 | 00:00:10 | 00:00:11 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:05:42 | 00:04:04 | 00:00:16 | 00:00:16 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:04 | 00:00:04 | 00:01:45 | 00:01:06 | 00:00:04 | 00:00:04 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:00:29 | 00:00:29 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:07:19 | 00:02:43 | 00:00:12 | 00:00:12 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:13 | 00:00:13 | 00:01:43 | 00:01:43 | 00:00:13 | 00:00:13 |
|                      | 17:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 50,0%  | 00:00:08 | 00:00:08 | 00:01:03 | 00:01:03 | 00:00:06 | 00:00:08 |
| RealMarinaHotel/Resi |          | 28 | 26 | ✔ | 92,9%  | 0 | ✔ | 0,0%  | 2 | ✔ | 7,1%   | 00:00:15 | 00:00:10 | 00:10:31 | 00:03:06 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:08:07 | 00:04:32 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:14 | 00:00:14 | 00:03:44 | 00:02:14 | 00:00:14 | 00:00:14 |
|                      | 11:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:07 | 00:04:52 | 00:02:55 | 00:00:07 | 00:00:07 |
|                      | 12:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:08 | 00:03:54 | 00:02:18 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:14 | 00:00:14 | 00:04:17 | 00:03:16 | 00:00:14 | 00:00:14 |
|                      | 14:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 25,0%  | 00:00:13 | 00:00:10 | 00:01:44 | 00:01:26 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:09:02 | 00:02:36 | 00:00:11 | 00:00:11 |
|                      | 16:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 50,0%  | 00:00:07 | 00:00:07 | 00:00:51 | 00:00:51 | 00:00:06 | 00:00:07 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |   |   |       |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|-------|----------|----------|----------|----------|----------|----------|
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:10:31 | 00:07:04 | 00:00:10 | 00:00:10 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:07 | 00:00:07 | 00:01:36 | 00:01:36 | 00:00:22 | 00:00:22 |
| 11-04-2018           |          | 54 | 48 | ✔ | 88,9%  | 1 | ✔ | 1,9%  | 5 | ✔ | 9,3%  | 00:00:15 | 00:00:09 | 00:14:21 | 00:04:21 | 00:00:11 | 00:00:11 |
| GrdRealSantaEulalia  |          | 30 | 27 | ✔ | 90,0%  | 0 | ✔ | 0,0%  | 3 | ⚠ | 10,0% | 00:00:15 | 00:00:08 | 00:14:21 | 00:05:08 | 00:00:09 | 00:00:09 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:10 | 00:10:06 | 00:05:30 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:03:54 | 00:03:54 | 00:00:08 | 00:00:08 |
|                      | 11:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:08 | 00:14:21 | 00:06:11 | 00:00:12 | 00:00:12 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:12 | 00:04:41 | 00:04:41 | 00:00:12 | 00:00:12 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:05 | 00:00:05 | 00:02:28 | 00:02:28 | 00:00:05 | 00:00:05 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:02:29 | 00:02:29 | 00:00:09 | 00:00:09 |
|                      | 15:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:06 | 00:09:30 | 00:05:22 | 00:00:06 | 00:00:06 |
|                      | 16:00:00 | 7  | 5  | ⚠ | 71,4%  | 0 | ✔ | 0,0%  | 2 | ✖ | 28,6% | 00:00:13 | 00:00:08 | 00:13:24 | 00:06:08 | 00:00:08 | 00:00:08 |
|                      | 17:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:09 | 00:05:30 | 00:03:38 | 00:00:09 | 00:00:09 |
|                      | 18:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 25,0% | 00:00:12 | 00:00:08 | 00:08:20 | 00:05:02 | 00:00:08 | 00:00:08 |
| RealBellavistaHotel  |          | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:11:05 | 00:04:10 | 00:00:12 | 00:00:12 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:01:20 | 00:01:20 | 00:00:23 | 00:00:23 |
|                      | 11:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:10 | 00:11:05 | 00:06:03 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:01:21 | 00:01:21 | 00:00:09 | 00:00:09 |
| RealMarinaHotel/Resi |          | 19 | 16 | ⚠ | 84,2%  | 1 | ✔ | 5,3%  | 2 | ⚠ | 10,5% | 00:00:15 | 00:00:10 | 00:12:38 | 00:03:07 | 00:00:14 | 00:00:15 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:14 | 00:07:06 | 00:07:06 | 00:00:14 | 00:00:14 |
|                      | 10:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:12:38 | 00:03:45 | 00:00:15 | 00:00:15 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:07 | 00:00:07 | 00:00:51 | 00:00:51 | 00:00:07 | 00:00:07 |
|                      | 12:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:07 | 00:03:47 | 00:01:49 | 00:00:08 | 00:00:08 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:06 | 00:03:08 | 00:02:27 | 00:00:06 | 00:00:06 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:03:54 | 00:03:54 | 00:00:22 | 00:00:22 |
|                      | 16:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:05:21 | 00:04:37 | 00:00:17 | 00:00:17 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:10 | 00:01:24 | 00:01:24 | 00:00:10 | 00:00:10 |
|                      | 18:00:00 | 4  | 1  | ✖ | 25,0%  | 1 | ✖ | 25,0% | 2 | ✖ | 50,0% | 00:00:15 | 00:00:09 | 00:00:33 | 00:00:33 | 00:00:20 | 00:00:48 |
| 12-04-2018           |          | 68 | 65 | ✔ | 95,6%  | 0 | ✔ | 0,0%  | 3 | ✔ | 4,4%  | 00:00:15 | 00:00:09 | 00:15:40 | 00:03:43 | 00:00:11 | 00:00:11 |
| GrdRealSantaEulalia  |          | 39 | 38 | ✔ | 97,4%  | 0 | ✔ | 0,0%  | 1 | ✔ | 2,6%  | 00:00:15 | 00:00:10 | 00:15:40 | 00:03:13 | 00:00:12 | 00:00:12 |
|                      | 09:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:07:56 | 00:02:01 | 00:00:12 | 00:00:12 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:08 | 00:15:40 | 00:07:16 | 00:00:13 | 00:00:13 |
|                      | 11:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:07 | 00:03:11 | 00:02:13 | 00:00:07 | 00:00:07 |
|                      | 12:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:07:28 | 00:03:24 | 00:00:14 | 00:00:14 |
|                      | 14:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:08 | 00:10:12 | 00:03:15 | 00:00:07 | 00:00:07 |
|                      | 15:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:09 | 00:12:11 | 00:03:01 | 00:00:14 | 00:00:14 |
|                      | 16:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:11:18 | 00:05:02 | 00:00:15 | 00:00:15 |
|                      | 17:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:03:44 | 00:02:19 | 00:00:13 | 00:00:13 |
|                      | 18:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 25,0% | 00:00:14 | 00:00:10 | 00:03:14 | 00:02:19 | 00:00:12 | 00:00:10 |
| RealBellavistaHotel  |          | 9  | 8  | ✔ | 88,9%  | 0 | ✔ | 0,0%  | 1 | ⚠ | 11,1% | 00:00:15 | 00:00:09 | 00:08:24 | 00:02:49 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:11 | 00:00:41 | 00:00:41 | 00:00:12 | 00:00:12 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:15 | 00:08:24 | 00:08:24 | 00:00:16 | 00:00:16 |
|                      | 12:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 1 | ✖ | 33,3% | 00:00:11 | 00:00:10 | 00:04:36 | 00:02:36 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:03 | 00:00:03 | 00:01:00 | 00:01:00 | 00:00:03 | 00:00:03 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:05 | 00:00:05 | 00:00:14 | 00:00:14 | 00:00:05 | 00:00:05 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:02:34 | 00:02:34 | 00:00:23 | 00:00:23 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:05 | 00:00:05 | 00:04:27 | 00:04:27 | 00:00:05 | 00:00:05 |
| RealMarinaHotel/Resi |          | 20 | 19 | ✔ | 95,0%  | 0 | ✔ | 0,0%  | 1 | ✔ | 5,0%  | 00:00:15 | 00:00:09 | 00:10:39 | 00:05:08 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:00:29 | 00:00:29 | 00:00:09 | 00:00:09 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:07:36 | 00:07:36 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 25,0% | 00:00:15 | 00:00:09 | 00:08:01 | 00:04:14 | 00:00:13 | 00:00:12 |
|                      | 13:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:08 | 00:10:35 | 00:06:17 | 00:00:08 | 00:00:08 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:12 | 00:08:00 | 00:08:00 | 00:00:12 | 00:00:12 |

# OneContact Reporting

## Service Performance Report

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

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |        |   |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|--------|---|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:12 | 00:00:09 | 00:12:30 | 00:04:34 | 00:00:10 | 00:00:10 |
|                      | 16:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:05:49 | 00:03:08 | 00:00:12 | 00:00:12 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:08 | 00:00:07 | 00:06:39 | 00:03:55 | 00:00:07 | 00:00:07 |
|                      | 18:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:10 | 00:13:56 | 00:06:04 | 00:00:10 | 00:00:10 |
| RealBellavistaHotel  |          | 13 | 5  | ✘ | 38,5%  | 0 | ✔ | 0,0%   | 8 | ✘ | 61,5%  | 00:00:15 | 00:00:06 | 00:06:34 | 00:03:28 | 00:00:08 | 00:00:09 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:04 | 00:00:04 | 00:00:43 | 00:00:43 | 00:00:04 | 00:00:04 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:05 | 00:00:05 | 00:06:34 | 00:06:34 | 00:00:05 | 00:00:05 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:04 | 00:00:04 | 00:04:07 | 00:04:07 | 00:00:04 | 00:00:04 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:07 | 00:00:06 | 00:04:41 | 00:02:44 | 00:00:08 | 00:00:08 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:03:55 | 00:03:55 | 00:00:24 | 00:00:24 |
|                      | 18:00:00 | 8  | 0  | ✘ | 0,0%   | 0 | ✔ | 0,0%   | 8 | ✘ | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:07 | 00:00:00 |
| RealMarinaHotel/Resi |          | 15 | 13 | ✔ | 86,7%  | 2 | ⚠ | 13,3%  | 0 | ✔ | 0,0%   | 00:00:13 | 00:00:07 | 00:10:37 | 00:03:47 | 00:00:07 | 00:00:08 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:03:22 | 00:03:22 | 00:00:09 | 00:00:09 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:06:54 | 00:04:27 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:08 | 00:00:06 | 00:10:37 | 00:03:29 | 00:00:06 | 00:00:06 |
|                      | 14:00:00 | 6  | 5  | ⚠ | 83,3%  | 1 | ✘ | 16,7%  | 0 | ✔ | 0,0%   | 00:00:13 | 00:00:08 | 00:07:39 | 00:04:12 | 00:00:07 | 00:00:09 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:02:17 | 00:02:17 | 00:00:09 | 00:00:09 |
|                      | 18:00:00 | 1  | 0  | ✘ | 0,0%   | 1 | ✘ | 100,0% | 0 | ✔ | 0,0%   | 00:00:04 | 00:00:04 | 00:00:00 | 00:00:00 | 00:00:04 | 00:00:00 |
| 17-04-2018           |          | 44 | 43 | ✔ | 97,7%  | 1 | ✔ | 2,3%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:14:20 | 00:03:44 | 00:00:13 | 00:00:12 |
| GrdRealSantaEulalia  |          | 27 | 27 | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:12:22 | 00:03:13 | 00:00:13 | 00:00:13 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:14 | 00:00:10 | 00:04:33 | 00:03:58 | 00:00:11 | 00:00:11 |
|                      | 11:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:04:03 | 00:01:54 | 00:00:15 | 00:00:15 |
|                      | 12:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:06:17 | 00:03:08 | 00:00:15 | 00:00:15 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:11 | 00:05:30 | 00:05:30 | 00:00:11 | 00:00:11 |
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:12:22 | 00:06:40 | 00:00:14 | 00:00:14 |
|                      | 16:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:08 | 00:04:24 | 00:02:21 | 00:00:08 | 00:00:08 |
|                      | 17:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:05:54 | 00:02:55 | 00:00:19 | 00:00:19 |
| RealBellavistaHotel  |          | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:13 | 00:00:11 | 00:06:27 | 00:03:21 | 00:00:11 | 00:00:11 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:12 | 00:00:12 | 00:02:33 | 00:02:32 | 00:00:12 | 00:00:12 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:06:27 | 00:06:27 | 00:00:10 | 00:00:10 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:13 | 00:00:13 | 00:02:37 | 00:02:37 | 00:00:13 | 00:00:13 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:02:35 | 00:02:35 | 00:00:10 | 00:00:10 |
| RealMarinaHotel/Resi |          | 12 | 11 | ✔ | 91,7%  | 1 | ✔ | 8,3%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:08 | 00:14:20 | 00:05:08 | 00:00:14 | 00:00:10 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:08 | 00:14:20 | 00:09:48 | 00:00:08 | 00:00:08 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:09 | 00:06:29 | 00:05:28 | 00:00:09 | 00:00:09 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:05:06 | 00:05:06 | 00:00:19 | 00:00:19 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:11 | 00:07:32 | 00:07:32 | 00:00:11 | 00:00:11 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:07 | 00:06:35 | 00:03:09 | 00:00:09 | 00:00:09 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:11 | 00:01:37 | 00:01:37 | 00:00:11 | 00:00:11 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:04:46 | 00:04:46 | 00:00:08 | 00:00:08 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:06 | 00:00:06 | 00:02:41 | 00:02:41 | 00:00:06 | 00:00:06 |
|                      | 19:00:00 | 1  | 0  | ✘ | 0,0%   | 1 | ✘ | 100,0% | 0 | ✔ | 0,0%   | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:01:02 | 00:00:00 |
| 18-04-2018           |          | 70 | 65 | ✔ | 92,9%  | 2 | ✔ | 2,9%   | 3 | ✔ | 4,3%   | 00:00:15 | 00:00:08 | 00:19:41 | 00:04:27 | 00:00:10 | 00:00:10 |
| GrdRealSantaEulalia  |          | 44 | 41 | ✔ | 93,2%  | 1 | ✔ | 2,3%   | 2 | ✔ | 4,5%   | 00:00:15 | 00:00:09 | 00:16:29 | 00:04:19 | 00:00:10 | 00:00:11 |
|                      | 09:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:09:05 | 00:03:02 | 00:00:09 | 00:00:09 |
|                      | 10:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:12:15 | 00:04:51 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 8  | 8  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:12:23 | 00:05:55 | 00:00:14 | 00:00:14 |
|                      | 12:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:14 | 00:00:10 | 00:12:05 | 00:06:45 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:16:29 | 00:11:30 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:14 | 00:00:11 | 00:05:31 | 00:03:43 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:05:01 | 00:02:47 | 00:00:12 | 00:00:12 |
|                      | 16:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:14 | 00:00:07 | 00:09:02 | 00:03:04 | 00:00:09 | 00:00:09 |
|                      | 17:00:00 | 4  | 3  | ⚠ | 75,0%  | 1 | ✘ | 25,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:06 | 00:02:12 | 00:00:35 | 00:00:08 | 00:00:08 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |          |   |         |   |          |          |          |          |          |          |          |
|----------------------|----------|----|----|----------|---|---------|---|----------|----------|----------|----------|----------|----------|----------|
|                      | 18:00:00 | 4  | 2  | 🟡 50,0%  | 0 | ✅ 0,0%  | 2 | ❌ 50,0%  | 00:00:08 | 00:00:06 | 00:06:08 | 00:05:28 | 00:00:04 | 00:00:06 |
| RealBellavistaHotel  |          | 14 | 13 | ✅ 92,9%  | 1 | ✅ 7,1%  | 0 | ✅ 0,0%   | 00:00:15 | 00:00:09 | 00:10:08 | 00:03:06 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:15 | 00:00:10 | 00:00:37 | 00:00:37 | 00:00:20 | 00:00:20 |
|                      | 13:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:13 | 00:00:11 | 00:10:08 | 00:05:22 | 00:00:11 | 00:00:11 |
|                      | 14:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:13 | 00:00:13 | 00:02:34 | 00:02:34 | 00:00:13 | 00:00:13 |
|                      | 15:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:08 | 00:00:08 | 00:03:20 | 00:03:20 | 00:00:08 | 00:00:08 |
|                      | 16:00:00 | 6  | 5  | 🟡 83,3%  | 1 | ❌ 16,7% | 0 | ✅ 0,0%   | 00:00:14 | 00:00:10 | 00:07:06 | 00:03:06 | 00:00:10 | 00:00:10 |
|                      | 18:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:05 | 00:00:03 | 00:01:50 | 00:01:08 | 00:00:04 | 00:00:04 |
| RealMarinaHotel/Resi |          | 12 | 11 | ✅ 91,7%  | 0 | ✅ 0,0%  | 1 | ✅ 8,3%   | 00:00:13 | 00:00:08 | 00:19:41 | 00:06:26 | 00:00:09 | 00:00:09 |
|                      | 09:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:09 | 00:00:08 | 00:04:29 | 00:03:43 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:09 | 00:00:08 | 00:03:41 | 00:02:12 | 00:00:08 | 00:00:08 |
|                      | 14:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:10 | 00:00:09 | 00:05:02 | 00:03:08 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:12 | 00:00:10 | 00:14:01 | 00:08:26 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:13 | 00:00:06 | 00:19:41 | 00:10:05 | 00:00:09 | 00:00:09 |
|                      | 18:00:00 | 2  | 1  | 🟡 50,0%  | 0 | ✅ 0,0%  | 1 | ❌ 50,0%  | 00:00:04 | 00:00:04 | 00:18:53 | 00:18:53 | 00:00:07 | 00:00:04 |
| 19-04-2018           |          | 42 | 41 | ✅ 97,6%  | 0 | ✅ 0,0%  | 1 | ✅ 2,4%   | 00:00:15 | 00:00:09 | 00:16:49 | 00:04:10 | 00:00:11 | 00:00:11 |
| GrdRealSantaEulalia  |          | 28 | 28 | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:15 | 00:00:09 | 00:15:11 | 00:03:48 | 00:00:12 | 00:00:12 |
|                      | 09:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:08 | 00:00:08 | 00:11:27 | 00:06:35 | 00:00:08 | 00:00:08 |
|                      | 10:00:00 | 4  | 4  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:15 | 00:00:11 | 00:12:25 | 00:05:53 | 00:00:16 | 00:00:16 |
|                      | 11:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:15 | 00:00:10 | 00:06:42 | 00:03:34 | 00:00:12 | 00:00:12 |
|                      | 12:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:15 | 00:00:08 | 00:05:31 | 00:02:19 | 00:00:24 | 00:00:24 |
|                      | 13:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:15 | 00:00:08 | 00:04:38 | 00:03:26 | 00:00:11 | 00:00:11 |
|                      | 14:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:08 | 00:00:08 | 00:05:37 | 00:05:04 | 00:00:08 | 00:00:08 |
|                      | 15:00:00 | 6  | 6  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:15 | 00:00:08 | 00:15:11 | 00:04:12 | 00:00:10 | 00:00:10 |
|                      | 16:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:08 | 00:00:07 | 00:04:25 | 00:02:02 | 00:00:07 | 00:00:07 |
|                      | 17:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:15 | 00:00:09 | 00:03:52 | 00:01:52 | 00:00:12 | 00:00:12 |
| RealBellavistaHotel  |          | 7  | 6  | ✅ 85,7%  | 0 | ✅ 0,0%  | 1 | 🟡 14,3%  | 00:00:11 | 00:00:09 | 00:11:16 | 00:04:09 | 00:00:10 | 00:00:09 |
|                      | 09:00:00 | 1  | 0  | ❌ 0,0%   | 0 | ✅ 0,0%  | 1 | ❌ 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:16 | 00:00:00 |
|                      | 10:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:08 | 00:00:08 | 00:11:16 | 00:11:16 | 00:00:08 | 00:00:08 |
|                      | 11:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:11 | 00:00:11 | 00:00:39 | 00:00:39 | 00:00:11 | 00:00:11 |
|                      | 12:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:07 | 00:00:07 | 00:03:07 | 00:01:53 | 00:00:07 | 00:00:07 |
|                      | 14:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:09 | 00:00:09 | 00:08:32 | 00:08:32 | 00:00:09 | 00:00:09 |
|                      | 17:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:10 | 00:00:10 | 00:00:41 | 00:00:41 | 00:00:10 | 00:00:10 |
| RealMarinaHotel/Resi |          | 7  | 7  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:15 | 00:00:08 | 00:16:49 | 00:05:50 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:10 | 00:00:08 | 00:04:32 | 00:02:38 | 00:00:08 | 00:00:08 |
|                      | 13:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:15 | 00:00:12 | 00:02:14 | 00:02:14 | 00:00:23 | 00:00:23 |
|                      | 14:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:07 | 00:00:06 | 00:16:49 | 00:09:02 | 00:00:06 | 00:00:06 |
|                      | 16:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:09 | 00:00:08 | 00:13:04 | 00:07:36 | 00:00:08 | 00:00:08 |
| 20-04-2018           |          | 73 | 67 | ✅ 91,8%  | 0 | ✅ 0,0%  | 4 | ✅ 5,5%   | 00:00:22 | 00:00:10 | 00:14:57 | 00:04:03 | 00:00:14 | 00:00:14 |
| GrdRealSantaEulalia  |          | 41 | 36 | ✅ 87,8%  | 0 | ✅ 0,0%  | 3 | ✅ 7,3%   | 00:00:22 | 00:00:11 | 00:14:45 | 00:03:40 | 00:00:15 | 00:00:15 |
|                      | 09:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:12 | 00:00:10 | 00:03:33 | 00:02:38 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:14 | 00:00:11 | 00:14:45 | 00:08:22 | 00:00:11 | 00:00:11 |
|                      | 11:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:08 | 00:00:08 | 00:05:02 | 00:04:34 | 00:00:08 | 00:00:08 |
|                      | 12:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:07 | 00:00:07 | 00:09:36 | 00:09:36 | 00:00:07 | 00:00:07 |
|                      | 13:00:00 | 3  | 2  | 🟡 66,7%  | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:14 | 00:00:12 | 00:03:21 | 00:02:02 | 00:00:12 | 00:00:10 |
|                      | 14:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:10 | 00:00:10 | 00:03:09 | 00:03:09 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 7  | 7  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:15 | 00:00:10 | 00:08:02 | 00:02:42 | 00:00:11 | 00:00:11 |
|                      | 16:00:00 | 8  | 8  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:15 | 00:00:10 | 00:05:10 | 00:02:02 | 00:00:13 | 00:00:13 |
|                      | 17:00:00 | 12 | 8  | 🟡 66,7%  | 0 | ✅ 0,0%  | 3 | ❌ 25,0%  | 00:00:22 | 00:00:12 | 00:14:29 | 00:05:34 | 00:00:23 | 00:00:28 |
|                      | 18:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:15 | 00:00:11 | 00:02:27 | 00:01:44 | 00:00:20 | 00:00:20 |
| RealBellavistaHotel  |          | 13 | 12 | ✅ 92,3%  | 0 | ✅ 0,0%  | 1 | ✅ 7,7%   | 00:00:15 | 00:00:10 | 00:12:09 | 00:04:19 | 00:00:13 | 00:00:13 |
|                      | 09:00:00 | 2  | 1  | 🟡 50,0%  | 0 | ✅ 0,0%  | 1 | ❌ 50,0%  | 00:00:07 | 00:00:07 | 00:03:49 | 00:03:49 | 00:00:11 | 00:00:07 |
|                      | 11:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0 | ✅ 0,0%   | 00:00:07 | 00:00:07 | 00:03:55 | 00:03:55 | 00:00:07 | 00:00:07 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |    |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|----|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 12:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:09 | 00:03:59 | 00:02:01 | 00:00:09 | 00:00:09 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:07 | 00:00:07 | 00:02:55 | 00:02:55 | 00:00:07 | 00:00:07 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:12:09 | 00:12:09 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:01:44 | 00:01:37 | 00:00:18 | 00:00:18 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:09:23 | 00:09:23 | 00:00:21 | 00:00:21 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:08:15 | 00:08:15 | 00:00:34 | 00:00:34 |
| RealMarinaHotel/Resi |          | 19 | 19 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:14:57 | 00:04:44 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:12 | 00:02:31 | 00:02:31 | 00:00:12 | 00:00:12 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:10 | 00:03:00 | 00:02:58 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:10 | 00:11:42 | 00:06:43 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:06:20 | 00:05:40 | 00:00:12 | 00:00:12 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:06 | 00:00:06 | 00:14:57 | 00:09:54 | 00:00:06 | 00:00:06 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:08 | 00:05:20 | 00:03:10 | 00:00:08 | 00:00:08 |
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:11 | 00:08:39 | 00:04:28 | 00:00:11 | 00:00:11 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:13 | 00:04:41 | 00:04:41 | 00:00:13 | 00:00:13 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:04:14 | 00:04:14 | 00:00:25 | 00:00:25 |
|                      | 18:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:01:43 | 00:01:20 | 00:00:10 | 00:00:10 |
| 21-04-2018           |          | 49 | 20 | ✖ | 40,8%  | 2 | ✔ | 4,1%  | 26 | ✖ | 53,1%  | 00:00:16 | 00:00:11 | 00:13:14 | 00:04:52 | 00:00:16 | 00:00:26 |
| GrdRealSantaEulalia  |          | 33 | 14 | ✖ | 42,4%  | 2 | ✔ | 6,1%  | 16 | ✖ | 48,5%  | 00:00:16 | 00:00:11 | 00:13:14 | 00:05:45 | 00:00:18 | 00:00:25 |
|                      | 09:00:00 | 5  | 2  | ✖ | 40,0%  | 0 | ✔ | 0,0%  | 3  | ✖ | 60,0%  | 00:00:10 | 00:00:08 | 00:07:13 | 00:06:22 | 00:00:13 | 00:00:08 |
|                      | 11:00:00 | 7  | 4  | ⚠ | 57,1%  | 0 | ✔ | 0,0%  | 3  | ✖ | 42,9%  | 00:00:15 | 00:00:09 | 00:09:04 | 00:05:13 | 00:00:15 | 00:00:19 |
|                      | 12:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:11 | 00:11:36 | 00:07:03 | 00:00:11 | 00:00:11 |
|                      | 13:00:00 | 9  | 0  | ✖ | 0,0%   | 0 | ✔ | 0,0%  | 9  | ✖ | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:11 | 00:00:00 |
|                      | 14:00:00 | 4  | 2  | ⚠ | 50,0%  | 1 | ✖ | 25,0% | 1  | ✖ | 25,0%  | 00:00:15 | 00:00:11 | 00:05:02 | 00:02:53 | 00:00:20 | 00:00:18 |
|                      | 15:00:00 | 4  | 2  | ⚠ | 50,0%  | 1 | ✖ | 25,0% | 0  | ✔ | 0,0%   | 00:00:16 | 00:00:14 | 00:13:14 | 00:08:20 | 00:00:15 | 00:00:12 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:03:19 | 00:03:19 | 00:02:40 | 00:02:40 |
| RealMarinaHotel/Resi |          | 16 | 6  | ✖ | 37,5%  | 0 | ✔ | 0,0%  | 10 | ✖ | 62,5%  | 00:00:15 | 00:00:12 | 00:07:00 | 00:02:48 | 00:00:13 | 00:00:28 |
|                      | 09:00:00 | 2  | 0  | ✖ | 0,0%   | 0 | ✔ | 0,0%  | 2  | ✖ | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:06 | 00:00:00 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:11 | 00:01:47 | 00:01:03 | 00:00:11 | 00:00:11 |
|                      | 11:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 1  | ✖ | 33,3%  | 00:00:15 | 00:00:11 | 00:07:00 | 00:03:30 | 00:00:40 | 00:00:58 |
|                      | 12:00:00 | 7  | 1  | ✖ | 14,3%  | 0 | ✔ | 0,0%  | 6  | ✖ | 85,7%  | 00:00:14 | 00:00:14 | 00:06:40 | 00:06:40 | 00:00:05 | 00:00:14 |
|                      | 13:00:00 | 1  | 0  | ✖ | 0,0%   | 0 | ✔ | 0,0%  | 1  | ✖ | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:04 | 00:00:00 |
| 23-04-2018           |          | 88 | 70 | ⚠ | 79,5%  | 3 | ✔ | 3,4%  | 14 | ✖ | 15,9%  | 00:00:25 | 00:00:11 | 00:13:45 | 00:04:19 | 00:00:16 | 00:00:13 |
| GrdRealSantaEulalia  |          | 55 | 43 | ⚠ | 78,2%  | 2 | ✔ | 3,6%  | 9  | ✖ | 16,4%  | 00:00:22 | 00:00:10 | 00:13:45 | 00:04:27 | 00:00:15 | 00:00:13 |
|                      | 09:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:10 | 00:08:25 | 00:05:26 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:13:04 | 00:04:19 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 12 | 8  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 4  | ✖ | 33,3%  | 00:00:15 | 00:00:09 | 00:13:45 | 00:04:34 | 00:00:08 | 00:00:10 |
|                      | 12:00:00 | 6  | 3  | ⚠ | 50,0%  | 1 | ✖ | 16,7% | 2  | ✖ | 33,3%  | 00:00:15 | 00:00:11 | 00:07:49 | 00:06:04 | 00:00:30 | 00:00:09 |
|                      | 13:00:00 | 6  | 5  | ⚠ | 83,3%  | 0 | ✔ | 0,0%  | 1  | ✖ | 16,7%  | 00:00:15 | 00:00:11 | 00:09:52 | 00:03:41 | 00:00:14 | 00:00:15 |
|                      | 14:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:04:17 | 00:03:19 | 00:00:13 | 00:00:13 |
|                      | 15:00:00 | 10 | 8  | ⚠ | 80,0%  | 0 | ✔ | 0,0%  | 2  | ✖ | 20,0%  | 00:00:15 | 00:00:09 | 00:09:56 | 00:04:36 | 00:00:11 | 00:00:11 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:07 | 00:00:07 | 00:07:11 | 00:07:11 | 00:00:22 | 00:00:22 |
|                      | 17:00:00 | 6  | 4  | ⚠ | 66,7%  | 1 | ✖ | 16,7% | 0  | ✔ | 0,0%   | 00:00:22 | 00:00:13 | 00:09:33 | 00:03:29 | 00:00:24 | 00:00:28 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:05:44 | 00:05:44 | 00:00:32 | 00:00:32 |
| RealBellavistaHotel  |          | 16 | 12 | ⚠ | 75,0%  | 1 | ✔ | 6,3%  | 3  | ✖ | 18,8%  | 00:00:15 | 00:00:09 | 00:13:38 | 00:05:27 | 00:00:21 | 00:00:10 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:13:18 | 00:10:50 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:08 | 00:13:38 | 00:05:44 | 00:00:08 | 00:00:08 |
|                      | 12:00:00 | 6  | 2  | ✖ | 33,3%  | 1 | ✖ | 16,7% | 3  | ✖ | 50,0%  | 00:00:15 | 00:00:11 | 00:05:28 | 00:03:09 | 00:00:39 | 00:00:09 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:07:12 | 00:07:12 | 00:00:25 | 00:00:25 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:08 | 00:01:04 | 00:01:01 | 00:00:08 | 00:00:08 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:11 | 00:05:19 | 00:05:19 | 00:00:11 | 00:00:11 |
| RealMarinaHotel/Resi |          | 17 | 15 | ✔ | 88,2%  | 0 | ✔ | 0,0%  | 2  | ⚠ | 11,8%  | 00:00:25 | 00:00:12 | 00:09:19 | 00:03:06 | 00:00:14 | 00:00:15 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:14 | 00:00:27 | 00:00:27 | 00:00:14 | 00:00:14 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |    |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|----|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:00:58 | 00:00:58 | 00:00:08 | 00:00:08 |
|                      | 12:00:00 | 3  | 1  | ✘ | 33,3%  | 0 | ✔ | 0,0%  | 2  | ✘ | 66,7%  | 00:00:09 | 00:00:09 | 00:05:54 | 00:05:54 | 00:00:08 | 00:00:09 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:15 | 00:00:57 | 00:00:57 | 00:00:15 | 00:00:15 |
|                      | 14:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:25 | 00:00:14 | 00:09:07 | 00:03:59 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:08 | 00:02:25 | 00:01:50 | 00:00:14 | 00:00:14 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:16 | 00:00:13 | 00:03:14 | 00:02:16 | 00:00:26 | 00:00:26 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:10 | 00:05:18 | 00:04:06 | 00:00:10 | 00:00:10 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:14 | 00:09:19 | 00:09:19 | 00:00:33 | 00:00:33 |
| 24-04-2018           |          | 64 | 59 | ✔ | 92,2%  | 0 | ✔ | 0,0%  | 3  | ✔ | 4,7%   | 00:00:17 | 00:00:10 | 00:16:24 | 00:03:49 | 00:00:11 | 00:00:11 |
| GrdRealSantaEulalia  |          | 41 | 36 | ✔ | 87,8%  | 0 | ✔ | 0,0%  | 3  | ✔ | 7,3%   | 00:00:17 | 00:00:10 | 00:15:05 | 00:03:51 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:10 | 00:06:33 | 00:04:02 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:10 | 00:04:04 | 00:02:06 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:06 | 00:05:34 | 00:03:39 | 00:00:07 | 00:00:07 |
|                      | 12:00:00 | 7  | 7  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:10 | 00:15:05 | 00:04:24 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:09 | 00:06:19 | 00:04:28 | 00:00:09 | 00:00:09 |
|                      | 14:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:09:50 | 00:03:22 | 00:00:15 | 00:00:15 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:05:39 | 00:03:09 | 00:00:09 | 00:00:09 |
|                      | 16:00:00 | 5  | 4  | ⚠ | 80,0%  | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:17 | 00:00:11 | 00:08:58 | 00:04:08 | 00:00:13 | 00:00:12 |
|                      | 17:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:12 | 00:04:02 | 00:02:15 | 00:00:12 | 00:00:11 |
|                      | 18:00:00 | 6  | 3  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 3  | ✘ | 50,0%  | 00:00:15 | 00:00:11 | 00:10:43 | 00:07:17 | 00:00:13 | 00:00:15 |
| RealBellavistaHotel  |          | 7  | 7  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:10 | 00:16:24 | 00:06:21 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:01:45 | 00:01:45 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:16:24 | 00:16:24 | 00:00:09 | 00:00:09 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:09 | 00:04:49 | 00:02:51 | 00:00:09 | 00:00:09 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:09 | 00:14:43 | 00:08:12 | 00:00:09 | 00:00:09 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:12 | 00:04:10 | 00:04:10 | 00:00:12 | 00:00:12 |
| RealMarinaHotel/Resi |          | 16 | 16 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:16 | 00:00:10 | 00:09:09 | 00:02:37 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:05:52 | 00:05:52 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:10 | 00:03:29 | 00:02:40 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:05 | 00:00:05 | 00:02:02 | 00:01:13 | 00:00:05 | 00:00:05 |
|                      | 12:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:09 | 00:03:16 | 00:02:42 | 00:00:09 | 00:00:09 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:09:09 | 00:07:22 | 00:00:16 | 00:00:16 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:01:02 | 00:01:02 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:16 | 00:00:10 | 00:01:07 | 00:00:50 | 00:00:10 | 00:00:10 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:01:05 | 00:01:05 | 00:00:24 | 00:00:24 |
| 25-04-2018           |          | 28 | 17 | ⚠ | 60,7%  | 1 | ✔ | 3,6%  | 10 | ✘ | 35,7%  | 00:00:15 | 00:00:09 | 00:16:19 | 00:05:09 | 00:00:19 | 00:00:17 |
| GrdRealSantaEulalia  |          | 9  | 8  | ✔ | 88,9%  | 0 | ✔ | 0,0%  | 1  | ⚠ | 11,1%  | 00:00:15 | 00:00:09 | 00:08:37 | 00:04:24 | 00:00:10 | 00:00:11 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:08:29 | 00:08:29 | 00:00:08 | 00:00:08 |
|                      | 11:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:05:19 | 00:02:38 | 00:00:11 | 00:00:11 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:04:47 | 00:04:47 | 00:00:21 | 00:00:21 |
|                      | 13:00:00 | 1  | 0  | ✘ | 0,0%   | 0 | ✔ | 0,0%  | 1  | ✘ | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:07 | 00:00:00 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:07 | 00:00:06 | 00:03:17 | 00:02:42 | 00:00:06 | 00:00:06 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:14 | 00:08:37 | 00:08:37 | 00:00:14 | 00:00:14 |
| RealBellavistaHotel  |          | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:08 | 00:07:37 | 00:04:07 | 00:00:12 | 00:00:12 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:07:37 | 00:05:34 | 00:00:16 | 00:00:16 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:05 | 00:00:05 | 00:01:14 | 00:01:14 | 00:00:05 | 00:00:05 |
| RealMarinaHotel/Resi |          | 16 | 6  | ✘ | 37,5%  | 1 | ✔ | 6,3%  | 9  | ✘ | 56,3%  | 00:00:15 | 00:00:09 | 00:16:19 | 00:06:41 | 00:00:26 | 00:00:27 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:07 | 00:00:07 | 00:05:58 | 00:05:58 | 00:00:07 | 00:00:07 |
|                      | 10:00:00 | 4  | 2  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 2  | ✘ | 50,0%  | 00:00:07 | 00:00:06 | 00:10:40 | 00:06:07 | 00:00:06 | 00:00:06 |
|                      | 11:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 1  | ✘ | 50,0%  | 00:00:15 | 00:00:13 | 00:16:19 | 00:16:19 | 00:01:14 | 00:02:11 |
|                      | 12:00:00 | 6  | 0  | ✘ | 0,0%   | 1 | ✘ | 16,7% | 5  | ✘ | 83,3%  | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:34 | 00:00:00 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:05 | 00:00:05 | 00:01:12 | 00:01:12 | 00:00:05 | 00:00:05 |
|                      | 16:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 1  | ✘ | 50,0%  | 00:00:08 | 00:00:08 | 00:04:21 | 00:04:21 | 00:00:11 | 00:00:08 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |    |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|----|---|--------|----------|----------|----------|----------|----------|----------|
| 26-04-2018           |          | 47 | 43 | ✔ | 91,5%  | 1 | ✔ | 2,1%  | 3  | ✔ | 6,4%   | 00:00:16 | 00:00:10 | 00:16:54 | 00:03:33 | 00:00:10 | 00:00:10 |
| GrdRealSantaEulalia  |          | 28 | 26 | ✔ | 92,9%  | 0 | ✔ | 0,0%  | 2  | ✔ | 7,1%   | 00:00:16 | 00:00:10 | 00:12:49 | 00:03:03 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:12 | 00:04:33 | 00:04:33 | 00:00:12 | 00:00:12 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:13 | 00:08:11 | 00:03:17 | 00:00:14 | 00:00:14 |
|                      | 11:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:16 | 00:00:11 | 00:12:49 | 00:02:43 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 1  | ✖ | 33,3%  | 00:00:05 | 00:00:04 | 00:07:43 | 00:05:06 | 00:00:08 | 00:00:04 |
|                      | 13:00:00 | 5  | 4  | ⚠ | 80,0%  | 0 | ✔ | 0,0%  | 1  | ✖ | 20,0%  | 00:00:15 | 00:00:09 | 00:04:19 | 00:03:28 | 00:00:11 | 00:00:12 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:10 | 00:06:22 | 00:03:44 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:03:51 | 00:03:51 | 00:00:09 | 00:00:09 |
|                      | 16:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:06:44 | 00:02:25 | 00:00:11 | 00:00:11 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:04:21 | 00:01:52 | 00:00:15 | 00:00:15 |
|                      | 18:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:12 | 00:03:36 | 00:03:28 | 00:00:12 | 00:00:12 |
| RealBellavistaHotel  |          | 6  | 5  | ⚠ | 83,3%  | 1 | ✖ | 16,7% | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:07 | 00:07:46 | 00:03:56 | 00:00:08 | 00:00:09 |
|                      | 12:00:00 | 2  | 1  | ⚠ | 50,0%  | 1 | ✖ | 50,0% | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:05 | 00:07:46 | 00:07:46 | 00:00:06 | 00:00:10 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:00:40 | 00:00:40 | 00:00:08 | 00:00:08 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:06:29 | 00:06:29 | 00:00:09 | 00:00:09 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:13 | 00:00:53 | 00:00:53 | 00:00:13 | 00:00:13 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:04 | 00:00:04 | 00:03:53 | 00:03:53 | 00:00:05 | 00:00:05 |
| RealMarinaHotel/Resi |          | 13 | 12 | ✔ | 92,3%  | 0 | ✔ | 0,0%  | 1  | ✔ | 7,7%   | 00:00:16 | 00:00:10 | 00:16:54 | 00:04:45 | 00:00:11 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:04:29 | 00:04:29 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:00:37 | 00:00:37 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:16:54 | 00:10:41 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 1  | 0  | ✖ | 0,0%   | 0 | ✔ | 0,0%  | 1  | ✖ | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:16 | 00:00:00 |
|                      | 14:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:11 | 00:06:19 | 00:04:26 | 00:00:11 | 00:00:11 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:07 | 00:00:06 | 00:06:45 | 00:04:14 | 00:00:07 | 00:00:07 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:16 | 00:00:12 | 00:04:32 | 00:03:32 | 00:00:12 | 00:00:12 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:11 | 00:01:43 | 00:01:43 | 00:00:11 | 00:00:11 |
| 27-04-2018           |          | 46 | 43 | ✔ | 93,5%  | 1 | ✔ | 2,2%  | 2  | ✔ | 4,3%   | 00:00:15 | 00:00:10 | 00:26:19 | 00:03:55 | 00:00:13 | 00:00:14 |
| GrdRealSantaEulalia  |          | 29 | 28 | ✔ | 96,6%  | 0 | ✔ | 0,0%  | 1  | ✔ | 3,4%   | 00:00:15 | 00:00:09 | 00:26:19 | 00:04:21 | 00:00:13 | 00:00:14 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:00:58 | 00:00:58 | 00:00:08 | 00:00:08 |
|                      | 10:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:08 | 00:07:52 | 00:01:58 | 00:00:24 | 00:00:24 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:12 | 00:10:00 | 00:05:24 | 00:00:12 | 00:00:12 |
|                      | 12:00:00 | 6  | 5  | ⚠ | 83,3%  | 0 | ✔ | 0,0%  | 1  | ✖ | 16,7%  | 00:00:13 | 00:00:10 | 00:11:08 | 00:05:01 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:07 | 00:04:34 | 00:03:04 | 00:00:07 | 00:00:07 |
|                      | 14:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:02:42 | 00:02:13 | 00:00:11 | 00:00:11 |
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:07:04 | 00:05:36 | 00:00:14 | 00:00:14 |
|                      | 16:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:10 | 00:26:19 | 00:07:57 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:12:00 | 00:12:00 | 00:00:10 | 00:00:10 |
| RealBellavistaHotel  |          | 7  | 7  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:09:36 | 00:03:40 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:08:52 | 00:04:28 | 00:00:11 | 00:00:11 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:00:58 | 00:00:58 | 00:00:08 | 00:00:08 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:15 | 00:09:36 | 00:09:36 | 00:00:15 | 00:00:15 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:12 | 00:00:48 | 00:00:48 | 00:00:12 | 00:00:12 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:06 | 00:00:06 | 00:00:55 | 00:00:55 | 00:00:06 | 00:00:06 |
| RealMarinaHotel/Resi |          | 10 | 8  | ⚠ | 80,0%  | 1 | ⚠ | 10,0% | 1  | ⚠ | 10,0%  | 00:00:15 | 00:00:10 | 00:08:37 | 00:02:44 | 00:00:14 | 00:00:16 |
|                      | 12:00:00 | 2  | 0  | ✖ | 0,0%   | 1 | ✖ | 50,0% | 1  | ✖ | 50,0%  | 00:00:08 | 00:00:08 | 00:00:00 | 00:00:00 | 00:00:06 | 00:00:00 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:00:55 | 00:00:43 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:09 | 00:02:20 | 00:01:27 | 00:00:14 | 00:00:14 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:08:37 | 00:03:42 | 00:00:20 | 00:00:20 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:07:44 | 00:07:44 | 00:00:22 | 00:00:22 |
| 28-04-2018           |          | 38 | 15 | ✖ | 39,5%  | 1 | ✔ | 2,6%  | 21 | ✖ | 55,3%  | 00:00:23 | 00:00:12 | 00:14:27 | 00:06:21 | 00:00:15 | 00:00:15 |
| GrdRealSantaEulalia  |          | 20 | 9  | ✖ | 45,0%  | 0 | ✔ | 0,0%  | 11 | ✖ | 55,0%  | 00:00:15 | 00:00:11 | 00:10:21 | 00:05:52 | 00:00:11 | 00:00:13 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:01:47 | 00:01:47 | 00:00:09 | 00:00:09 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |          |   |         |    |          |          |          |          |          |          |          |
|----------------------|----------|----|----|----------|---|---------|----|----------|----------|----------|----------|----------|----------|----------|
|                      | 11:00:00 | 4  | 3  | 🟡 75,0%  | 0 | ✅ 0,0%  | 1  | ❌ 25,0%  | 00:00:12 | 00:00:11 | 00:09:14 | 00:07:28 | 00:00:09 | 00:00:11 |
|                      | 12:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:12 | 00:00:12 | 00:07:57 | 00:07:57 | 00:00:12 | 00:00:12 |
|                      | 13:00:00 | 5  | 1  | ❌ 20,0%  | 0 | ✅ 0,0%  | 4  | ❌ 80,0%  | 00:00:15 | 00:00:10 | 00:00:03 | 00:00:03 | 00:00:13 | 00:00:27 |
|                      | 14:00:00 | 5  | 2  | ❌ 40,0%  | 0 | ✅ 0,0%  | 3  | ❌ 60,0%  | 00:00:11 | 00:00:10 | 00:09:24 | 00:05:10 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 4  | 1  | ❌ 25,0%  | 0 | ✅ 0,0%  | 3  | ❌ 75,0%  | 00:00:15 | 00:00:15 | 00:10:21 | 00:10:21 | 00:00:13 | 00:00:15 |
| RealBellavistaHotel  |          | 7  | 3  | ❌ 42,9%  | 0 | ✅ 0,0%  | 4  | ❌ 57,1%  | 00:00:15 | 00:00:11 | 00:08:21 | 00:04:01 | 00:00:17 | 00:00:23 |
|                      | 11:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:15 | 00:00:13 | 00:08:21 | 00:04:54 | 00:00:13 | 00:00:13 |
|                      | 14:00:00 | 4  | 0  | ❌ 0,0%   | 0 | ✅ 0,0%  | 4  | ❌ 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:13 | 00:00:00 |
|                      | 15:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:15 | 00:00:10 | 00:02:16 | 00:02:16 | 00:00:44 | 00:00:44 |
| RealMarinaHotel/Resi |          | 11 | 3  | ❌ 27,3%  | 1 | ✅ 9,1%  | 6  | ❌ 54,5%  | 00:00:23 | 00:00:13 | 00:14:27 | 00:10:06 | 00:00:21 | 00:00:14 |
|                      | 11:00:00 | 1  | 0  | ❌ 0,0%   | 0 | ✅ 0,0%  | 1  | ❌ 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:13 | 00:00:00 |
|                      | 12:00:00 | 3  | 1  | ❌ 33,3%  | 1 | ❌ 33,3% | 1  | ❌ 33,3%  | 00:00:15 | 00:00:14 | 00:14:27 | 00:14:27 | 00:00:42 | 00:00:13 |
|                      | 13:00:00 | 3  | 0  | ❌ 0,0%   | 0 | ✅ 0,0%  | 3  | ❌ 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:09 | 00:00:00 |
|                      | 14:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:15 | 00:00:08 | 00:08:14 | 00:08:14 | 00:00:19 | 00:00:19 |
|                      | 16:00:00 | 3  | 1  | ❌ 33,3%  | 0 | ✅ 0,0%  | 1  | ❌ 33,3%  | 00:00:23 | 00:00:16 | 00:07:38 | 00:07:38 | 00:00:16 | 00:00:10 |
| 30-04-2018           |          | 73 | 64 | ✅ 87,7%  | 0 | ✅ 0,0%  | 6  | ✅ 8,2%   | 00:00:19 | 00:00:10 | 00:15:12 | 00:03:26 | 00:00:11 | 00:00:10 |
| GrdRealSantaEulalia  |          | 45 | 39 | ✅ 86,7%  | 0 | ✅ 0,0%  | 4  | ✅ 8,9%   | 00:00:19 | 00:00:10 | 00:15:12 | 00:04:18 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:08 | 00:00:08 | 00:06:27 | 00:06:27 | 00:00:08 | 00:00:08 |
|                      | 10:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:08 | 00:00:08 | 00:01:49 | 00:01:49 | 00:00:08 | 00:00:08 |
|                      | 11:00:00 | 9  | 9  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:14 | 00:00:10 | 00:07:44 | 00:02:50 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:10 | 00:00:09 | 00:05:50 | 00:03:30 | 00:00:09 | 00:00:09 |
|                      | 13:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:08 | 00:00:06 | 00:06:15 | 00:04:32 | 00:00:06 | 00:00:06 |
|                      | 14:00:00 | 9  | 8  | ✅ 88,9%  | 0 | ✅ 0,0%  | 1  | 🟡 11,1%  | 00:00:13 | 00:00:09 | 00:15:12 | 00:07:20 | 00:00:09 | 00:00:09 |
|                      | 15:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:15 | 00:00:11 | 00:05:27 | 00:02:58 | 00:00:24 | 00:00:24 |
|                      | 16:00:00 | 7  | 6  | ✅ 85,7%  | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:18 | 00:00:10 | 00:10:22 | 00:05:22 | 00:00:12 | 00:00:11 |
|                      | 17:00:00 | 5  | 3  | 🟡 60,0%  | 0 | ✅ 0,0%  | 1  | ❌ 20,0%  | 00:00:19 | 00:00:12 | 00:03:25 | 00:01:30 | 00:00:16 | 00:00:14 |
|                      | 18:00:00 | 7  | 5  | 🟡 71,4%  | 0 | ✅ 0,0%  | 2  | ❌ 28,6%  | 00:00:15 | 00:00:10 | 00:05:58 | 00:03:34 | 00:00:10 | 00:00:10 |
| RealBellavistaHotel  |          | 14 | 13 | ✅ 92,9%  | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:15 | 00:00:10 | 00:05:02 | 00:01:30 | 00:00:12 | 00:00:09 |
|                      | 10:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:08 | 00:00:08 | 00:00:53 | 00:00:53 | 00:00:08 | 00:00:08 |
|                      | 11:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:10 | 00:00:09 | 00:01:12 | 00:00:56 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:10 | 00:00:10 | 00:01:27 | 00:01:00 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:03 | 00:00:03 | 00:01:06 | 00:01:06 | 00:00:03 | 00:00:03 |
|                      | 15:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:11 | 00:00:09 | 00:03:50 | 00:01:37 | 00:00:09 | 00:00:09 |
|                      | 16:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:11 | 00:00:09 | 00:05:02 | 00:02:21 | 00:00:09 | 00:00:09 |
|                      | 17:00:00 | 2  | 1  | 🟡 50,0%  | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:15 | 00:00:13 | 00:01:38 | 00:01:38 | 00:00:32 | 00:00:08 |
| RealMarinaHotel/Resi |          | 14 | 12 | ✅ 85,7%  | 0 | ✅ 0,0%  | 2  | 🟡 14,3%  | 00:00:15 | 00:00:10 | 00:05:44 | 00:02:29 | 00:00:11 | 00:00:12 |
|                      | 10:00:00 | 4  | 4  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:09 | 00:00:06 | 00:04:24 | 00:02:16 | 00:00:06 | 00:00:06 |
|                      | 13:00:00 | 4  | 2  | 🟡 50,0%  | 0 | ✅ 0,0%  | 2  | ❌ 50,0%  | 00:00:10 | 00:00:09 | 00:05:44 | 00:03:50 | 00:00:07 | 00:00:10 |
|                      | 15:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:11 | 00:00:11 | 00:00:59 | 00:00:59 | 00:00:11 | 00:00:11 |
|                      | 16:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:15 | 00:00:11 | 00:04:45 | 00:03:28 | 00:00:15 | 00:00:15 |
|                      | 17:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:15 | 00:00:12 | 00:00:00 | 00:00:00 | 00:00:36 | 00:00:36 |
|                      | 18:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:11 | 00:00:11 | 00:01:44 | 00:01:44 | 00:00:12 | 00:00:12 |
| 01-05-2018           |          | 34 | 20 | 🟡 58,8%  | 1 | ✅ 2,9%  | 12 | ❌ 35,3%  | 00:00:15 | 00:00:10 | 00:15:51 | 00:03:44 | 00:00:16 | 00:00:15 |
| GrdRealSantaEulalia  |          | 20 | 8  | ❌ 40,0%  | 1 | ✅ 5,0%  | 11 | ❌ 55,0%  | 00:00:15 | 00:00:11 | 00:09:06 | 00:03:24 | 00:00:15 | 00:00:10 |
|                      | 09:00:00 | 2  | 1  | 🟡 50,0%  | 0 | ✅ 0,0%  | 1  | ❌ 50,0%  | 00:00:14 | 00:00:14 | 00:07:27 | 00:07:27 | 00:00:08 | 00:00:14 |
|                      | 10:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:06 | 00:00:06 | 00:01:26 | 00:01:26 | 00:00:06 | 00:00:06 |
|                      | 11:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:09 | 00:00:09 | 00:09:06 | 00:09:06 | 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 | 00:02:50 | 00:02:50 | 00:00:12 | 00:00:12 |
|                      | 13:00:00 | 7  | 0  | ❌ 0,0%   | 0 | ✅ 0,0%  | 7  | ❌ 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:10 | 00:00:00 |
|                      | 14:00:00 | 3  | 1  | ❌ 33,3%  | 0 | ✅ 0,0%  | 2  | ❌ 66,7%  | 00:00:09 | 00:00:09 | 00:01:27 | 00:01:27 | 00:00:08 | 00:00:09 |
|                      | 16:00:00 | 5  | 3  | 🟡 60,0%  | 1 | ❌ 20,0% | 1  | ❌ 20,0%  | 00:00:15 | 00:00:12 | 00:02:35 | 00:01:38 | 00:00:32 | 00:00:11 |
| RealBellavistaHotel  |          | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:15 | 00:00:10 | 00:05:03 | 00:02:40 | 00:00:45 | 00:00:45 |
|                      | 10:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0%  | 0  | ✅ 0,0%   | 00:00:15 | 00:00:10 | 00:01:25 | 00:01:25 | 00:01:54 | 00:01:54 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |    |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|----|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:12 | 00:05:03 | 00:05:03 | 00:00:12 | 00:00:12 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:01:32 | 00:01:32 | 00:00:08 | 00:00:08 |
| RealMarinaHotel/Resi |          | 11 | 9  | ⚠ | 81,8%  | 0 | ✔ | 0,0%  | 1  | ✔ | 9,1%   | 00:00:15 | 00:00:10 | 00:15:51 | 00:04:23 | 00:00:10 | 00:00:09 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:07 | 00:00:07 | 00:03:29 | 00:03:29 | 00:00:07 | 00:00:07 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:09 | 00:01:07 | 00:00:50 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 1  | ✖ | 50,0%  | 00:00:15 | 00:00:15 | 00:07:02 | 00:07:02 | 00:00:11 | 00:00:15 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:01:48 | 00:01:48 | 00:00:09 | 00:00:09 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:15:51 | 00:15:51 | 00:00:10 | 00:00:10 |
|                      | 16:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:04:48 | 00:03:14 | 00:00:10 | 00:00:09 |
| 02-05-2018           |          | 54 | 39 | ⚠ | 72,2%  | 0 | ✔ | 0,0%  | 13 | ✖ | 24,1%  | 00:00:16 | 00:00:10 | 00:24:00 | 00:04:07 | 00:00:10 | 00:00:10 |
| GrdRealSantaEulalia  |          | 34 | 23 | ⚠ | 67,6%  | 0 | ✔ | 0,0%  | 11 | ✖ | 32,4%  | 00:00:15 | 00:00:09 | 00:24:00 | 00:04:00 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:03:01 | 00:03:00 | 00:00:18 | 00:00:18 |
|                      | 11:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:08 | 00:10:39 | 00:04:47 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:11 | 00:06:49 | 00:02:59 | 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 | 00:01:28 | 00:01:28 | 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 | 00:09:03 | 00:05:02 | 00:00:09 | 00:00:09 |
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:08 | 00:02:37 | 00:01:23 | 00:00:09 | 00:00:09 |
|                      | 16:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:08 | 00:05:32 | 00:03:28 | 00:00:08 | 00:00:08 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:01:14 | 00:01:08 | 00:00:13 | 00:00:13 |
|                      | 18:00:00 | 12 | 1  | ✖ | 8,3%   | 0 | ✔ | 0,0%  | 11 | ✖ | 91,7%  | 00:00:09 | 00:00:09 | 00:24:00 | 00:24:00 | 00:00:10 | 00:00:09 |
| RealBellavistaHotel  |          | 9  | 7  | ⚠ | 77,8%  | 0 | ✔ | 0,0%  | 2  | ✖ | 22,2%  | 00:00:10 | 00:00:08 | 00:06:25 | 00:02:15 | 00:00:07 | 00:00:08 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:02:53 | 00:02:53 | 00:00:09 | 00:00:09 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:08 | 00:01:52 | 00:01:29 | 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 | 00:00:56 | 00:00:56 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:01:05 | 00:01:05 | 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 | 00:06:25 | 00:06:25 | 00:00:04 | 00:00:04 |
|                      | 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 | 00:00:04 | 00:00:00 |
| RealMarinaHotel/Resi |          | 11 | 9  | ⚠ | 81,8%  | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:16 | 00:00:12 | 00:16:11 | 00:05:52 | 00:00:13 | 00:00:12 |
|                      | 09:00:00 | 3  | 1  | ✖ | 33,3%  | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:16 | 00:00:14 | 00:16:11 | 00:16:11 | 00:00:14 | 00:00:11 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:14 | 00:05:49 | 00:05:49 | 00:00:14 | 00:00:14 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:13 | 00:09:28 | 00:09:28 | 00:00:13 | 00:00:13 |
|                      | 14:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:05:41 | 00:02:47 | 00:00:14 | 00:00:14 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:08:18 | 00:04:21 | 00:00:10 | 00:00:10 |
| 03-05-2018           |          | 48 | 47 | ✔ | 97,9%  | 1 | ✔ | 2,1%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:15:17 | 00:03:57 | 00:00:12 | 00:00:12 |
| GrdRealSantaEulalia  |          | 30 | 29 | ✔ | 96,7%  | 1 | ✔ | 3,3%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:12:59 | 00:03:47 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:10 | 00:06:20 | 00:03:36 | 00:00:11 | 00:00:11 |
|                      | 10:00:00 | 3  | 2  | ⚠ | 66,7%  | 1 | ✖ | 33,3% | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:08 | 00:01:16 | 00:01:09 | 00:00:08 | 00:00:12 |
|                      | 11:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:04:05 | 00:03:10 | 00:00:11 | 00:00:11 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:06 | 00:00:06 | 00:02:42 | 00:02:42 | 00:00:06 | 00:00:06 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:03:47 | 00:03:18 | 00:00:18 | 00:00:18 |
|                      | 14:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:08 | 00:12:59 | 00:09:00 | 00:00:08 | 00:00:08 |
|                      | 15:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:08 | 00:05:00 | 00:02:32 | 00:00:10 | 00:00:10 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:14 | 00:01:46 | 00:01:46 | 00:00:14 | 00:00:14 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:07 | 00:09:42 | 00:04:26 | 00:00:09 | 00:00:09 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:02:45 | 00:02:45 | 00:00:09 | 00:00:09 |
|                      | 19:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:03 | 00:00:03 | 00:10:01 | 00:10:01 | 00:00:03 | 00:00:03 |
| RealBellavistaHotel  |          | 12 | 12 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:08:19 | 00:03:05 | 00:00:16 | 00:00:16 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:01:42 | 00:01:42 | 00:00:09 | 00:00:09 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:08 | 00:02:26 | 00:01:34 | 00:00:08 | 00:00:08 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:01:44 | 00:01:32 | 00:00:08 | 00:00:08 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:14 | 00:08:19 | 00:08:19 | 00:01:39 | 00:01:39 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:07:31 | 00:07:31 | 00:00:11 | 00:00:11 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:01:30 | 00:00:46 | 00:00:10 | 00:00:10 |

# OneContact Reporting

## Service Performance Report

|                      |          |    |    |   |        |   |   |       |   |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:12 | 00:00:12 | 00:06:16 | 00:06:16 | 00:00:12 | 00:00:12 |
|                      | 18:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:07 | 00:00:06 | 00:03:34 | 00:02:42 | 00:00:07 | 00:00:07 |
| RealMarinaHotel/Resi |          | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:09 | 00:15:17 | 00:06:41 | 00:00:09 | 00:00:09 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:03:29 | 00:03:29 | 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 | 00:07:00 | 00:07:00 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:05:28 | 00:05:28 | 00:00:08 | 00:00:08 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:15:17 | 00:09:59 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:04:13 | 00:04:13 | 00:00:09 | 00:00:09 |
| 04-05-2018           |          | 51 | 43 | 🟡 | 84,3%  | 1 | ✔ | 2,0%  | 5 | ✔ | 9,8%   | 00:00:15 | 00:00:09 | 00:15:59 | 00:02:53 | 00:00:12 | 00:00:10 |
| GrdRealSantaEulalia  |          | 19 | 17 | ✔ | 89,5%  | 0 | ✔ | 0,0%  | 2 | 🟡 | 10,5%  | 00:00:15 | 00:00:08 | 00:15:59 | 00:03:49 | 00:00:09 | 00:00:09 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:03 | 00:00:03 | 00:03:17 | 00:03:17 | 00:00:03 | 00:00:03 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:06 | 00:00:06 | 00:09:42 | 00:06:10 | 00:00:06 | 00:00:06 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:07 | 00:00:07 | 00:06:28 | 00:06:28 | 00:00:07 | 00:00:07 |
|                      | 15:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:09 | 00:03:41 | 00:02:08 | 00:00:09 | 00:00:09 |
|                      | 16:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:01:09 | 00:01:02 | 00:00:13 | 00:00:13 |
|                      | 17:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:08 | 00:09:22 | 00:02:52 | 00:00:07 | 00:00:07 |
|                      | 18:00:00 | 4  | 2  | 🟡 | 50,0%  | 0 | ✔ | 0,0%  | 2 | ✖ | 50,0%  | 00:00:15 | 00:00:08 | 00:15:59 | 00:10:46 | 00:00:14 | 00:00:16 |
| RealBellavistaHotel  |          | 15 | 13 | ✔ | 86,7%  | 1 | ✔ | 6,7%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:03:52 | 00:01:48 | 00:00:17 | 00:00:11 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:09 | 00:03:52 | 00:01:51 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 5  | 4  | 🟡 | 80,0%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:03:10 | 00:01:50 | 00:00:11 | 00:00:10 |
|                      | 14:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:03:03 | 00:02:27 | 00:00:16 | 00:00:16 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:07 | 00:00:07 | 00:02:59 | 00:02:59 | 00:00:07 | 00:00:07 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:07 | 00:00:07 | 00:00:58 | 00:00:58 | 00:00:07 | 00:00:07 |
|                      | 17:00:00 | 3  | 2  | 🟡 | 66,7%  | 1 | ✖ | 33,3% | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:00:52 | 00:00:28 | 00:00:41 | 00:00:08 |
| RealMarinaHotel/Resi |          | 17 | 13 | 🟡 | 76,5%  | 0 | ✔ | 0,0%  | 3 | ✖ | 17,6%  | 00:00:15 | 00:00:09 | 00:06:35 | 00:02:47 | 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 | 00:04:08 | 00:04:08 | 00:00:07 | 00:00:07 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:12 | 00:00:10 | 00:03:45 | 00:02:26 | 00:00:11 | 00:00:11 |
|                      | 11:00:00 | 5  | 4  | 🟡 | 80,0%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:06:35 | 00:02:48 | 00:00:10 | 00:00:08 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:04:58 | 00:04:58 | 00:00:09 | 00:00:09 |
|                      | 14:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:03:41 | 00:02:09 | 00:00:12 | 00:00:12 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:11 | 00:02:02 | 00:02:02 | 00:00:12 | 00:00:12 |
|                      | 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 | 00:00:16 | 00:00:00 |
| 05-05-2018           |          | 25 | 17 | 🟡 | 68,0%  | 0 | ✔ | 0,0%  | 6 | ✖ | 24,0%  | 00:00:16 | 00:00:11 | 00:06:28 | 00:02:50 | 00:00:20 | 00:00:20 |
| GrdRealSantaEulalia  |          | 11 | 9  | 🟡 | 81,8%  | 0 | ✔ | 0,0%  | 2 | ✖ | 18,2%  | 00:00:16 | 00:00:10 | 00:05:38 | 00:02:51 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:10 | 00:05:38 | 00:04:24 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:13 | 00:00:13 | 00:01:25 | 00:01:25 | 00:00:13 | 00:00:13 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:03:26 | 00:02:20 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 3  | 2  | 🟡 | 66,7%  | 0 | ✔ | 0,0%  | 1 | ✖ | 33,3%  | 00:00:14 | 00:00:08 | 00:03:13 | 00:03:13 | 00:00:13 | 00:00:16 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:04 | 00:00:04 | 00:04:16 | 00:04:16 | 00:00:04 | 00:00:04 |
|                      | 16:00:00 | 2  | 1  | 🟡 | 50,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 50,0%  | 00:00:16 | 00:00:16 | 00:00:03 | 00:00:03 | 00:00:12 | 00:00:16 |
| RealBellavistaHotel  |          | 5  | 3  | 🟡 | 60,0%  | 0 | ✔ | 0,0%  | 2 | ✖ | 40,0%  | 00:00:14 | 00:00:11 | 00:03:28 | 00:02:44 | 00:00:11 | 00:00:11 |
|                      | 10:00:00 | 3  | 2  | 🟡 | 66,7%  | 0 | ✔ | 0,0%  | 1 | ✖ | 33,3%  | 00:00:14 | 00:00:11 | 00:03:18 | 00:02:22 | 00:00:13 | 00:00:11 |
|                      | 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 | 00:00:05 | 00:00:00 |
|                      | 12:00:00 | 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 |
| RealMarinaHotel/Resi |          | 9  | 5  | 🟡 | 55,6%  | 0 | ✔ | 0,0%  | 2 | ✖ | 22,2%  | 00:00:16 | 00:00:11 | 00:06:28 | 00:02:52 | 00:00:36 | 00:00:39 |
|                      | 09:00:00 | 2  | 1  | 🟡 | 50,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 50,0%  | 00:00:15 | 00:00:08 | 00:05:00 | 00:05:00 | 00:00:36 | 00:00:57 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:07 | 00:00:07 | 00:00:48 | 00:00:48 | 00:00:07 | 00:00:07 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:02:00 | 00:02:00 | 00:00:09 | 00:00:09 |
|                      | 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 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:06:28 | 00:06:28 | 00:00:49 | 00:00:49 |
|                      | 15:00:00 | 3  | 1  | ✖ | 33,3%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:16 | 00:00:13 | 00:00:04 | 00:00:04 | 00:00:59 | 00:01:15 |
| 07-05-2018           |          | 74 | 68 | ✔ | 91,9%  | 0 | ✔ | 0,0%  | 2 | ✔ | 2,7%   | 00:00:23 | 00:00:11 | 00:13:22 | 00:03:52 | 00:00:14 | 00:00:14 |
| GrdRealSantaEulalia  |          | 40 | 36 | ✔ | 90,0%  | 0 | ✔ | 0,0%  | 2 | ✔ | 5,0%   | 00:00:18 | 00:00:11 | 00:13:22 | 00:04:39 | 00:00:17 | 00:00:18 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |   |   |       |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|-------|----------|----------|----------|----------|----------|----------|
|                      | 09:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:07 | 00:06:51 | 00:04:03 | 00:00:07 | 00:00:07 |
|                      | 10:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:11:02 | 00:07:28 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 7  | 7  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:09:51 | 00:05:04 | 00:00:13 | 00:00:13 |
|                      | 12:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:07 | 00:02:52 | 00:01:25 | 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 | 00:05:56 | 00:05:56 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:04:26 | 00:02:22 | 00:00:12 | 00:00:12 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:12 | 00:07:38 | 00:03:57 | 00:00:14 | 00:00:14 |
|                      | 16:00:00 | 12 | 8  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 2 | ✖ | 16,7% | 00:00:18 | 00:00:13 | 00:13:22 | 00:07:06 | 00:00:22 | 00:00:25 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:14 | 00:09:42 | 00:04:23 | 00:00:39 | 00:00:39 |
|                      | 18:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:03:16 | 00:01:37 | 00:00:21 | 00:00:21 |
| RealBellavistaHotel  |          | 15 | 13 | ✔ | 86,7%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:23 | 00:00:12 | 00:07:33 | 00:02:40 | 00:00:12 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:11 | 00:06:34 | 00:06:34 | 00:00:11 | 00:00:11 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:07 | 00:00:07 | 00:02:54 | 00:02:54 | 00:00:07 | 00:00:07 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:10 | 00:03:28 | 00:02:08 | 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 | 00:06:07 | 00:03:32 | 00:00:06 | 00:00:06 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:16 | 00:00:13 | 00:00:31 | 00:00:17 | 00:00:13 | 00:00:13 |
|                      | 14:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:20 | 00:00:12 | 00:07:33 | 00:03:21 | 00:00:12 | 00:00:08 |
|                      | 15:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:23 | 00:00:15 | 00:04:43 | 00:02:32 | 00:00:17 | 00:00:11 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:13 | 00:02:49 | 00:02:49 | 00:00:13 | 00:00:13 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:13 | 00:00:42 | 00:00:42 | 00:00:14 | 00:00:14 |
| RealMarinaHotel/Resi |          | 19 | 19 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:09 | 00:06:43 | 00:03:14 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:10 | 00:06:43 | 00:04:23 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:08 | 00:05:17 | 00:04:14 | 00:00:09 | 00:00:09 |
|                      | 11:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:10 | 00:05:48 | 00:04:11 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:10 | 00:01:25 | 00:01:22 | 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 | 00:00:52 | 00:00:52 | 00:00:11 | 00:00:11 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:10 | 00:03:04 | 00:03:04 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:08 | 00:06:34 | 00:04:16 | 00:00:09 | 00:00:09 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:10 | 00:03:16 | 00:02:02 | 00:00:10 | 00:00:10 |
|                      | 18:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:02:05 | 00:01:22 | 00:00:08 | 00:00:08 |
| 08-05-2018           |          | 74 | 56 | ⚠ | 75,7%  | 2 | ✔ | 2,7%  | 9 | ⚠ | 12,2% | 00:00:19 | 00:00:11 | 00:20:40 | 00:03:34 | 00:00:19 | 00:00:14 |
| GrdRealSantaEulalia  |          | 48 | 35 | ⚠ | 72,9%  | 2 | ✔ | 4,2%  | 6 | ⚠ | 12,5% | 00:00:19 | 00:00:10 | 00:20:40 | 00:04:08 | 00:00:22 | 00:00:13 |
|                      | 09:00:00 | 8  | 7  | ✔ | 87,5%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:09:59 | 00:04:29 | 00:00:22 | 00:00:16 |
|                      | 10:00:00 | 5  | 4  | ⚠ | 80,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 20,0% | 00:00:15 | 00:00:08 | 00:05:44 | 00:03:14 | 00:00:09 | 00:00:10 |
|                      | 11:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:10:13 | 00:04:30 | 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 | 00:02:13 | 00:01:03 | 00:00:08 | 00:00:09 |
|                      | 13:00:00 | 5  | 3  | ⚠ | 60,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 20,0% | 00:00:16 | 00:00:13 | 00:20:40 | 00:09:21 | 00:00:17 | 00:00:15 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:08 | 00:02:19 | 00:01:54 | 00:00:09 | 00:00:09 |
|                      | 15:00:00 | 7  | 5  | ⚠ | 71,4%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:19 | 00:00:13 | 00:10:19 | 00:03:39 | 00:00:14 | 00:00:13 |
|                      | 16:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:07:35 | 00:03:59 | 00:00:15 | 00:00:15 |
|                      | 18:00:00 | 7  | 1  | ✖ | 14,3%  | 1 | ⚠ | 14,3% | 4 | ✖ | 57,1% | 00:00:18 | 00:00:10 | 00:03:52 | 00:03:52 | 00:01:03 | 00:00:11 |
| RealBellavistaHotel  |          | 7  | 6  | ✔ | 85,7%  | 0 | ✔ | 0,0%  | 1 | ⚠ | 14,3% | 00:00:15 | 00:00:10 | 00:02:41 | 00:01:45 | 00:00:10 | 00:00:12 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:07 | 00:00:07 | 00:02:14 | 00:02:14 | 00:00:07 | 00:00:07 |
|                      | 12:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:10 | 00:01:42 | 00:01:05 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 1 | ✖ | 33,3% | 00:00:11 | 00:00:10 | 00:02:33 | 00:01:43 | 00:00:08 | 00:00:12 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:02:41 | 00:02:41 | 00:00:22 | 00:00:22 |
| RealMarinaHotel/Resi |          | 19 | 15 | ⚠ | 78,9%  | 0 | ✔ | 0,0%  | 2 | ⚠ | 10,5% | 00:00:17 | 00:00:11 | 00:10:49 | 00:03:01 | 00:00:16 | 00:00:17 |
|                      | 09:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:13 | 00:01:23 | 00:00:59 | 00:00:21 | 00:00:21 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:14 | 00:10:49 | 00:10:49 | 00:00:27 | 00:00:27 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:00:37 | 00:00:37 | 00:00:08 | 00:00:08 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:09 | 00:05:37 | 00:04:18 | 00:00:09 | 00:00:09 |
|                      | 14:00:00 | 6  | 5  | ⚠ | 83,3%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:17 | 00:00:11 | 00:08:36 | 00:02:36 | 00:00:16 | 00:00:16 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:09 | 00:07:33 | 00:02:08 | 00:00:12 | 00:00:12 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |          |   |        |   |          |          |          |          |          |          |          |
|----------------------|----------|----|----|----------|---|--------|---|----------|----------|----------|----------|----------|----------|----------|
|                      | 16:00:00 | 2  | 1  | 🟡 50,0%  | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:15 | 00:00:12 | 00:07:35 | 00:07:35 | 00:00:26 | 00:00:39 |
|                      | 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 | 00:00:10 | 00:00:00 |
| 09-05-2018           |          | 76 | 63 | 🟡 82,9%  | 0 | ✅ 0,0% | 4 | ✅ 5,3%   | 00:00:23 | 00:00:11 | 00:19:01 | 00:04:22 | 00:00:14 | 00:00:13 |
| GrdRealSantaEulalia  |          | 40 | 36 | ✅ 90,0%  | 0 | ✅ 0,0% | 1 | ✅ 2,5%   | 00:00:22 | 00:00:11 | 00:19:01 | 00:04:51 | 00:00:15 | 00:00:14 |
|                      | 09:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:15 | 00:00:12 | 00:04:08 | 00:04:08 | 00:00:25 | 00:00:25 |
|                      | 10:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:12 | 00:00:10 | 00:11:07 | 00:07:12 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 5  | 5  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:13 | 00:00:10 | 00:04:47 | 00:02:07 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:09 | 00:00:09 | 00:09:29 | 00:09:29 | 00:00:09 | 00:00:09 |
|                      | 13:00:00 | 3  | 2  | 🟡 66,7%  | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:22 | 00:00:12 | 00:06:10 | 00:04:46 | 00:00:12 | 00:00:06 |
|                      | 14:00:00 | 5  | 5  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:12 | 00:00:08 | 00:17:32 | 00:06:01 | 00:00:13 | 00:00:13 |
|                      | 15:00:00 | 7  | 6  | ✅ 85,7%  | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:19 | 00:00:12 | 00:10:28 | 00:04:51 | 00:00:14 | 00:00:13 |
|                      | 16:00:00 | 5  | 5  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:15 | 00:00:10 | 00:19:01 | 00:06:55 | 00:00:15 | 00:00:15 |
|                      | 17:00:00 | 6  | 5  | 🟡 83,3%  | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:21 | 00:00:13 | 00:06:45 | 00:04:21 | 00:00:21 | 00:00:18 |
|                      | 18:00:00 | 4  | 3  | 🟡 75,0%  | 0 | ✅ 0,0% | 1 | ❌ 25,0%  | 00:00:15 | 00:00:13 | 00:01:29 | 00:00:31 | 00:00:18 | 00:00:19 |
| RealBellavistaHotel  |          | 12 | 7  | 🟡 58,3%  | 0 | ✅ 0,0% | 3 | ❌ 25,0%  | 00:00:23 | 00:00:13 | 00:05:08 | 00:02:29 | 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 | 00:01:02 | 00:01:02 | 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 | 00:02:41 | 00:02:41 | 00:00:09 | 00:00:09 |
|                      | 14:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:10 | 00:00:10 | 00:03:26 | 00:03:26 | 00:00:10 | 00:00:10 |
|                      | 16:00:00 | 1  | 0  | ❌ 0,0%   | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:16 | 00:00:16 | 00:00:00 | 00:00:00 | 00:00:31 | 00:00:00 |
|                      | 17:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:16 | 00:00:14 | 00:05:08 | 00:02:56 | 00:00:22 | 00:00:22 |
|                      | 18:00:00 | 6  | 2  | ❌ 33,3%  | 0 | ✅ 0,0% | 3 | ❌ 50,0%  | 00:00:23 | 00:00:14 | 00:02:37 | 00:02:10 | 00:00:09 | 00:00:10 |
| RealMarinaHotel/Resi |          | 24 | 20 | 🟡 83,3%  | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:20 | 00:00:11 | 00:11:42 | 00:04:06 | 00:00:14 | 00:00:11 |
|                      | 09:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:09 | 00:00:08 | 00:05:38 | 00:03:27 | 00:00:08 | 00:00:08 |
|                      | 10:00:00 | 4  | 4  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:10 | 00:00:08 | 00:10:20 | 00:07:19 | 00:00:09 | 00:00:09 |
|                      | 11:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:11 | 00:00:10 | 00:06:21 | 00:03:27 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:07 | 00:00:07 | 00:01:11 | 00:01:11 | 00:00:07 | 00:00:07 |
|                      | 14:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:13 | 00:00:13 | 00:01:52 | 00:01:52 | 00:00:13 | 00:00:13 |
|                      | 15:00:00 | 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 |
|                      | 16:00:00 | 4  | 4  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:12 | 00:00:10 | 00:11:42 | 00:05:54 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 6  | 2  | ❌ 33,3%  | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:20 | 00:00:15 | 00:01:38 | 00:01:11 | 00:00:22 | 00:00:12 |
|                      | 18:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:15 | 00:00:07 | 00:04:32 | 00:03:29 | 00:00:23 | 00:00:23 |
| 10-05-2018           |          | 42 | 40 | ✅ 95,2%  | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:17 | 00:00:10 | 00:27:35 | 00:05:23 | 00:00:12 | 00:00:12 |
| GrdRealSantaEulalia  |          | 28 | 26 | ✅ 92,9%  | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:17 | 00:00:11 | 00:27:35 | 00:06:32 | 00:00:13 | 00:00:12 |
|                      | 09:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:12 | 00:00:10 | 00:04:05 | 00:03:48 | 00:00:11 | 00:00:11 |
|                      | 10:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:15 | 00:00:12 | 00:07:16 | 00:04:07 | 00:00:12 | 00:00:12 |
|                      | 11:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:10 | 00:00:09 | 00:23:42 | 00:12:09 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:15 | 00:00:09 | 00:27:35 | 00:12:05 | 00:00:14 | 00:00:14 |
|                      | 13:00:00 | 4  | 3  | 🟡 75,0%  | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:17 | 00:00:12 | 00:20:49 | 00:08:25 | 00:00:15 | 00:00:14 |
|                      | 14:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:06 | 00:00:06 | 00:16:11 | 00:16:11 | 00:00:06 | 00:00:06 |
|                      | 15:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:15 | 00:00:13 | 00:02:31 | 00:02:18 | 00:00:18 | 00:00:18 |
|                      | 16:00:00 | 4  | 4  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:12 | 00:00:10 | 00:05:51 | 00:03:20 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 3  | 2  | 🟡 66,7%  | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:15 | 00:00:12 | 00:09:44 | 00:05:08 | 00:00:12 | 00:00:10 |
|                      | 18:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:15 | 00:00:10 | 00:04:26 | 00:02:40 | 00:00:16 | 00:00:16 |
| RealBellavistaHotel  |          | 7  | 7  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:15 | 00:00:10 | 00:15:46 | 00:05:02 | 00:00:13 | 00:00:13 |
|                      | 10:00:00 | 3  | 3  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:15 | 00:00:10 | 00:03:16 | 00:02:16 | 00:00:13 | 00:00:13 |
|                      | 14:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:08 | 00:00:08 | 00:02:48 | 00:02:48 | 00:00:08 | 00:00:08 |
|                      | 15:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:15 | 00:00:14 | 00:00:49 | 00:00:49 | 00:00:28 | 00:00:28 |
|                      | 16:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:08 | 00:00:08 | 00:15:46 | 00:15:46 | 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 | 00:09:07 | 00:09:07 | 00:00:08 | 00:00:08 |
| RealMarinaHotel/Resi |          | 7  | 7  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:14 | 00:00:10 | 00:09:33 | 00:02:40 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:11 | 00:00:11 | 00:01:08 | 00:01:08 | 00:00:11 | 00:00:11 |
|                      | 10:00:00 | 2  | 2  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:14 | 00:00:11 | 00:06:49 | 00:02:54 | 00:00:09 | 00:00:09 |
|                      | 11:00:00 | 1  | 1  | ✅ 100,0% | 0 | ✅ 0,0% | 0 | ✅ 0,0%   | 00:00:09 | 00:00:08 | 00:01:45 | 00:01:03 | 00:00:09 | 00:00:09 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |      |    |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|------|----|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:14 | 00:09:33 | 00:09:33 | 00:00:14 | 00:00:14 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:10 | 00:03:15 | 00:01:58 | 00:00:13 | 00:00:13 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:03 | 00:00:03 | 00:01:11 | 00:01:11 | 00:00:03 | 00:00:03 |
| 11-05-2018           |          | 37 | 37 | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:08:31 | 00:03:28 | 00:00:09 | 00:00:09 |
| GrdRealSantaEulalia  |          | 21 | 21 | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:08:13 | 00:03:11 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:14 | 00:02:51 | 00:02:51 | 00:00:14 | 00:00:14 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:10 | 00:01:28 | 00:01:15 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:06:03 | 00:02:31 | 00:00:12 | 00:00:12 |
|                      | 12:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:08 | 00:08:13 | 00:05:16 | 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 | 00:01:23 | 00:01:23 | 00:00:07 | 00:00:07 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:08 | 00:07:25 | 00:05:00 | 00:00:08 | 00:00:08 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:13 | 00:01:04 | 00:00:34 | 00:00:13 | 00:00:13 |
|                      | 18:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:09 | 00:07:15 | 00:03:48 | 00:00:09 | 00:00:09 |
| RealBellavistaHotel  |          | 7  | 7  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:08 | 00:08:22 | 00:04:17 | 00:00:09 | 00:00:09 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:05 | 00:00:05 | 00:06:58 | 00:06:58 | 00:00:05 | 00:00:05 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:05:48 | 00:05:48 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:02:31 | 00:02:31 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:08:22 | 00:08:22 | 00:00:10 | 00:00:10 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:06 | 00:02:22 | 00:01:40 | 00:00:08 | 00:00:08 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:09 | 00:06:48 | 00:03:53 | 00:00:10 | 00:00:10 |
| RealMarinaHotel/Resi |          | 9  | 9  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:09 | 00:08:31 | 00:03:19 | 00:00:09 | 00:00:09 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:07 | 00:00:07 | 00:00:53 | 00:00:53 | 00:00:07 | 00:00:07 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:08:31 | 00:08:31 | 00:00:08 | 00:00:08 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:05 | 00:00:05 | 00:01:20 | 00:01:20 | 00:00:05 | 00:00:05 |
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:11 | 00:03:55 | 00:02:25 | 00:00:11 | 00:00:11 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:08 | 00:02:36 | 00:02:16 | 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 | 00:07:20 | 00:07:20 | 00:00:08 | 00:00:08 |
| 12-05-2018           |          | 43 | 18 | ✖ | 41,9%  | 0 | ✔ | 0,0% | 19 | ✖ | 44,2%  | 00:00:22 | 00:00:10 | 01:31:39 | 00:07:43 | 00:00:22 | 00:00:30 |
| GrdRealSantaEulalia  |          | 20 | 12 | ⚠ | 60,0%  | 0 | ✔ | 0,0% | 5  | ✖ | 25,0%  | 00:00:16 | 00:00:09 | 00:08:02 | 00:02:10 | 00:00:11 | 00:00:08 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:02 | 00:00:02 | 00:00:12 | 00:00:12 | 00:00:02 | 00:00:02 |
|                      | 10:00:00 | 5  | 3  | ⚠ | 60,0%  | 0 | ✔ | 0,0% | 2  | ✖ | 40,0%  | 00:00:09 | 00:00:06 | 00:08:02 | 00:03:18 | 00:00:06 | 00:00:06 |
|                      | 11:00:00 | 6  | 3  | ⚠ | 50,0%  | 0 | ✔ | 0,0% | 3  | ✖ | 50,0%  | 00:00:07 | 00:00:06 | 00:03:56 | 00:01:44 | 00:00:11 | 00:00:06 |
|                      | 13:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:16 | 00:00:10 | 00:02:25 | 00:01:39 | 00:00:14 | 00:00:12 |
|                      | 14:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:15 | 00:00:45 | 00:00:45 | 00:00:15 | 00:00:15 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:06 | 00:00:06 | 00:04:59 | 00:04:59 | 00:00:06 | 00:00:06 |
|                      | 16:00:00 | 1  | 0  | ✖ | 0,0%   | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:13 | 00:00:00 | 00:00:00 | 00:00:30 | 00:00:00 |
| RealBellavistaHotel  |          | 14 | 5  | ✖ | 35,7%  | 0 | ✔ | 0,0% | 7  | ✖ | 50,0%  | 00:00:22 | 00:00:12 | 01:31:39 | 00:21:41 | 00:00:44 | 00:01:26 |
|                      | 10:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0% | 1  | ✖ | 50,0%  | 00:00:15 | 00:00:10 | 00:00:40 | 00:00:40 | 00:02:14 | 00:04:12 |
|                      | 11:00:00 | 5  | 1  | ✖ | 20,0%  | 0 | ✔ | 0,0% | 4  | ✖ | 80,0%  | 00:00:12 | 00:00:12 | 00:03:58 | 00:03:58 | 00:00:11 | 00:00:12 |
|                      | 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 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0% | 1  | ✖ | 50,0%  | 00:00:08 | 00:00:08 | 01:31:39 | 01:31:39 | 00:01:06 | 00:01:55 |
|                      | 15:00:00 | 1  | 0  | ✖ | 0,0%   | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:22 | 00:00:22 | 00:00:00 | 00:00:00 | 00:00:22 | 00:00:00 |
|                      | 16:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:05:38 | 00:05:38 | 00:00:59 | 00:00:47 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:05 | 00:00:05 | 00:06:31 | 00:06:31 | 00:00:05 | 00:00:05 |
| RealMarinaHotel/Resi |          | 9  | 1  | ✖ | 11,1%  | 0 | ✔ | 0,0% | 7  | ✖ | 77,8%  | 00:00:20 | 00:00:17 | 00:04:22 | 00:04:22 | 00:00:13 | 00:00:14 |
|                      | 11:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0% | 1  | ✖ | 50,0%  | 00:00:14 | 00:00:14 | 00:04:22 | 00:04:22 | 00:00:14 | 00:00:14 |
|                      | 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 | 00:00:07 | 00:00:00 |
|                      | 13:00:00 | 5  | 0  | ✖ | 0,0%   | 0 | ✔ | 0,0% | 5  | ✖ | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:12 | 00:00:00 |
|                      | 16:00:00 | 1  | 0  | ✖ | 0,0%   | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:20 | 00:00:20 | 00:00:00 | 00:00:00 | 00:00:20 | 00:00:00 |
| 14-05-2018           |          | 68 | 56 | ⚠ | 82,4%  | 2 | ✔ | 2,9% | 7  | ⚠ | 10,3%  | 00:00:21 | 00:00:11 | 00:15:03 | 00:03:26 | 00:00:13 | 00:00:12 |
| GrdRealSantaEulalia  |          | 45 | 37 | ⚠ | 82,2%  | 1 | ✔ | 2,2% | 5  | ⚠ | 11,1%  | 00:00:18 | 00:00:10 | 00:15:03 | 00:03:30 | 00:00:12 | 00:00:12 |
|                      | 09:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:15:03 | 00:07:00 | 00:00:12 | 00:00:12 |
|                      | 10:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0% | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:05:08 | 00:02:46 | 00:00:12 | 00:00:12 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |   |   |       |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|-------|----------|----------|----------|----------|----------|----------|
|                      | 11:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:09 | 00:07:15 | 00:03:12 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:10 | 00:10:17 | 00:05:40 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 1 | ✖ | 33,3% | 00:00:08 | 00:00:08 | 00:01:21 | 00:01:20 | 00:00:09 | 00:00:08 |
|                      | 14:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:11 | 00:06:36 | 00:04:09 | 00:00:11 | 00:00:11 |
|                      | 15:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:09 | 00:04:09 | 00:02:02 | 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 | 00:04:09 | 00:03:29 | 00:00:18 | 00:00:18 |
|                      | 17:00:00 | 6  | 3  | ⚠ | 50,0%  | 1 | ✖ | 16,7% | 2 | ✖ | 33,3% | 00:00:13 | 00:00:12 | 00:05:49 | 00:03:47 | 00:00:10 | 00:00:13 |
|                      | 18:00:00 | 9  | 5  | ⚠ | 55,6%  | 0 | ✔ | 0,0%  | 2 | ✖ | 22,2% | 00:00:18 | 00:00:12 | 00:04:04 | 00:01:46 | 00:00:19 | 00:00:19 |
| RealBellavistaHotel  |          | 5  | 3  | ⚠ | 60,0%  | 1 | ✖ | 20,0% | 0 | ✔ | 0,0%  | 00:00:21 | 00:00:15 | 00:05:38 | 00:02:18 | 00:00:22 | 00:00:13 |
|                      | 09:00:00 | 2  | 0  | ✖ | 0,0%   | 1 | ✖ | 50,0% | 0 | ✔ | 0,0%  | 00:00:21 | 00:00:18 | 00:00:00 | 00:00:00 | 00:00:36 | 00:00:00 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:11 | 00:00:38 | 00:00:38 | 00:00:11 | 00:00:11 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:13 | 00:05:38 | 00:05:38 | 00:00:13 | 00:00:13 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:15 | 00:00:39 | 00:00:39 | 00:00:15 | 00:00:15 |
| RealMarinaHotel/Resi |          | 18 | 16 | ✔ | 88,9%  | 0 | ✔ | 0,0%  | 2 | ⚠ | 11,1% | 00:00:15 | 00:00:10 | 00:09:27 | 00:03:31 | 00:00:13 | 00:00:13 |
|                      | 09:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 1 | ✖ | 33,3% | 00:00:15 | 00:00:11 | 00:06:00 | 00:04:36 | 00:00:17 | 00:00:22 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:10 | 00:02:39 | 00:02:39 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:07 | 00:06:13 | 00:03:56 | 00:00:07 | 00:00:07 |
|                      | 12:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:09 | 00:07:30 | 00:03:59 | 00:00:09 | 00:00:09 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:01:43 | 00:01:43 | 00:00:22 | 00:00:22 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:02:17 | 00:02:17 | 00:00:25 | 00:00:25 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:06 | 00:00:06 | 00:09:27 | 00:09:27 | 00:00:07 | 00:00:07 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:09 | 00:03:34 | 00:02:45 | 00:00:12 | 00:00:12 |
|                      | 18:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 1 | ✖ | 33,3% | 00:00:13 | 00:00:11 | 00:02:00 | 00:01:26 | 00:00:13 | 00:00:11 |
| 15-05-2018           |          | 52 | 48 | ✔ | 92,3%  | 1 | ✔ | 1,9%  | 0 | ✔ | 0,0%  | 00:00:18 | 00:00:09 | 00:10:25 | 00:03:12 | 00:00:11 | 00:00:11 |
| GrdRealSantaEulalia  |          | 32 | 29 | ✔ | 90,6%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:18 | 00:00:10 | 00:08:15 | 00:03:33 | 00:00:11 | 00:00:10 |
|                      | 09:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:05:35 | 00:02:58 | 00:00:19 | 00:00:19 |
|                      | 10:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:08 | 00:04:55 | 00:01:43 | 00:00:11 | 00:00:11 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:09 | 00:08:15 | 00:03:26 | 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 | 00:06:42 | 00:06:42 | 00:00:11 | 00:00:11 |
|                      | 13:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:16 | 00:00:11 | 00:04:29 | 00:03:39 | 00:00:11 | 00:00:09 |
|                      | 14:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:08 | 00:07:46 | 00:03:28 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 6  | 4  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:18 | 00:00:10 | 00:06:22 | 00:03:51 | 00:00:12 | 00:00:09 |
|                      | 16:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:10 | 00:07:18 | 00:05:31 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:08 | 00:04:37 | 00:02:54 | 00:00:08 | 00:00:08 |
|                      | 18:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:07 | 00:06:19 | 00:04:56 | 00:00:07 | 00:00:07 |
| RealBellavistaHotel  |          | 8  | 8  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:02:34 | 00:01:28 | 00:00:12 | 00:00:12 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:02:34 | 00:02:34 | 00:00:25 | 00:00:25 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:11 | 00:01:29 | 00:01:29 | 00:00:11 | 00:00:11 |
|                      | 12:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:01:41 | 00:01:10 | 00:00:08 | 00:00:08 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:12 | 00:01:27 | 00:01:16 | 00:00:12 | 00:00:12 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:07 | 00:00:07 | 00:01:13 | 00:01:13 | 00:00:07 | 00:00:07 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:11 | 00:01:36 | 00:01:36 | 00:00:11 | 00:00:11 |
| RealMarinaHotel/Resi |          | 12 | 11 | ✔ | 91,7%  | 1 | ✔ | 8,3%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:09 | 00:10:25 | 00:03:22 | 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 | 00:06:17 | 00:06:17 | 00:00:12 | 00:00:12 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:01:13 | 00:01:13 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:04:23 | 00:02:28 | 00:00:09 | 00:00:09 |
|                      | 13:00:00 | 2  | 1  | ⚠ | 50,0%  | 1 | ✖ | 50,0% | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:05:38 | 00:05:38 | 00:00:08 | 00:00:08 |
|                      | 14:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:09 | 00:10:25 | 00:04:36 | 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 | 00:01:25 | 00:01:25 | 00:00:16 | 00:00:16 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:08 | 00:03:04 | 00:01:50 | 00:00:16 | 00:00:16 |
| 16-05-2018           |          | 48 | 48 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:16 | 00:00:10 | 00:10:50 | 00:03:19 | 00:00:12 | 00:00:12 |
| GrdRealSantaEulalia  |          | 24 | 24 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:16 | 00:00:09 | 00:08:47 | 00:03:32 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:06 | 00:00:06 | 00:07:27 | 00:07:27 | 00:00:06 | 00:00:06 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |        |   |   |       |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|--------|---|---|-------|----------|----------|----------|----------|----------|----------|
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:07 | 00:00:06 | 00:01:10 | 00:00:56 | 00:00:06 | 00:00:06 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:11 | 00:06:00 | 00:06:00 | 00:00:11 | 00:00:11 |
|                      | 12:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:16 | 00:00:08 | 00:05:36 | 00:03:36 | 00:00:08 | 00:00:08 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:08:47 | 00:04:40 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:08 | 00:07:48 | 00:04:27 | 00:00:13 | 00:00:13 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:04:43 | 00:02:21 | 00:00:08 | 00:00:08 |
|                      | 16:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:08 | 00:04:03 | 00:02:04 | 00:00:07 | 00:00:07 |
|                      | 17:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:06:00 | 00:04:31 | 00:00:14 | 00:00:14 |
| RealBellavistaHotel  |          | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:06:01 | 00:02:35 | 00:00:12 | 00:00:12 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:01:17 | 00:01:17 | 00:00:09 | 00:00:09 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:01:27 | 00:01:27 | 00:00:26 | 00:00:26 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:13 | 00:03:18 | 00:03:18 | 00:00:13 | 00:00:13 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:01:55 | 00:01:55 | 00:00:09 | 00:00:09 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:09 | 00:06:01 | 00:03:46 | 00:00:09 | 00:00:09 |
| RealMarinaHotel/Resi |          | 18 | 18 | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:10:50 | 00:03:13 | 00:00:15 | 00:00:15 |
|                      | 09:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:03:39 | 00:02:06 | 00:00:16 | 00:00:16 |
|                      | 11:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:10:50 | 00:04:15 | 00:00:20 | 00:00:20 |
|                      | 12:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:08 | 00:01:12 | 00:00:58 | 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 | 00:07:20 | 00:03:20 | 00:00:13 | 00:00:13 |
|                      | 15:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:09 | 00:06:17 | 00:03:21 | 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 | 00:00:37 | 00:00:37 | 00:00:24 | 00:00:24 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:08 | 00:09:32 | 00:09:32 | 00:00:23 | 00:00:23 |
| 17-05-2018           |          | 62 | 52 | 🟡 | 83,9%  | 1 | ✔ | 1,6%   | 4 | ✔ | 6,5%  | 00:00:18 | 00:00:09 | 00:18:38 | 00:03:48 | 00:00:12 | 00:00:11 |
| GrdRealSantaEulalia  |          | 35 | 29 | 🟡 | 82,9%  | 0 | ✔ | 0,0%   | 3 | ✔ | 8,6%  | 00:00:18 | 00:00:09 | 00:18:38 | 00:04:09 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:09 | 00:18:38 | 00:12:16 | 00:00:09 | 00:00:09 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:16 | 00:00:10 | 00:05:37 | 00:05:24 | 00:00:13 | 00:00:13 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:10 | 00:03:16 | 00:03:16 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:06 | 00:04:05 | 00:02:19 | 00:00:06 | 00:00:06 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:09 | 00:04:21 | 00:02:58 | 00:00:14 | 00:00:14 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:10 | 00:02:38 | 00:02:38 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 7  | 6  | ✔ | 85,7%  | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:18 | 00:00:10 | 00:15:01 | 00:03:10 | 00:00:10 | 00:00:09 |
|                      | 16:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:09 | 00:13:43 | 00:04:59 | 00:00:17 | 00:00:17 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:09 | 00:04:40 | 00:03:11 | 00:00:09 | 00:00:09 |
|                      | 18:00:00 | 8  | 3  | ✖ | 37,5%  | 0 | ✔ | 0,0%   | 3 | ✖ | 37,5% | 00:00:14 | 00:00:09 | 00:02:42 | 00:01:57 | 00:00:10 | 00:00:06 |
| RealBellavistaHotel  |          | 10 | 9  | ✔ | 90,0%  | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:17 | 00:00:10 | 00:10:18 | 00:03:50 | 00:00:11 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:06:46 | 00:06:46 | 00:00:19 | 00:00:19 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:06:24 | 00:03:10 | 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 | 00:02:59 | 00:02:59 | 00:00:07 | 00:00:07 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:13 | 00:10:18 | 00:10:18 | 00:00:13 | 00:00:13 |
|                      | 15:00:00 | 2  | 1  | 🟡 | 50,0%  | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:17 | 00:00:12 | 00:00:52 | 00:00:52 | 00:00:12 | 00:00:07 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:14 | 00:01:28 | 00:01:28 | 00:00:14 | 00:00:14 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:06 | 00:00:06 | 00:02:36 | 00:02:36 | 00:00:06 | 00:00:06 |
| RealMarinaHotel/Resi |          | 17 | 14 | 🟡 | 82,4%  | 1 | ✔ | 5,9%   | 1 | ✔ | 5,9%  | 00:00:15 | 00:00:09 | 00:08:51 | 00:03:06 | 00:00:13 | 00:00:10 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:11 | 00:02:35 | 00:02:35 | 00:00:11 | 00:00:11 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:08 | 00:08:19 | 00:04:48 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:08 | 00:08:51 | 00:03:44 | 00:00:11 | 00:00:11 |
|                      | 13:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:08 | 00:03:27 | 00:01:37 | 00:00:09 | 00:00:09 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:11 | 00:04:33 | 00:02:25 | 00:00:12 | 00:00:12 |
|                      | 16:00:00 | 4  | 2  | 🟡 | 50,0%  | 0 | ✔ | 0,0%   | 1 | ✖ | 25,0% | 00:00:14 | 00:00:09 | 00:04:47 | 00:04:24 | 00:00:10 | 00:00:06 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:10 | 00:00:47 | 00:00:47 | 00:00:10 | 00:00:10 |
|                      | 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 | 00:00:58 | 00:00:00 |
| 18-05-2018           |          | 54 | 51 | ✔ | 94,4%  | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:22 | 00:00:10 | 00:13:27 | 00:03:02 | 00:00:13 | 00:00:12 |
| GrdRealSantaEulalia  |          | 29 | 28 | ✔ | 96,6%  | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%  | 00:00:22 | 00:00:09 | 00:13:27 | 00:03:44 | 00:00:15 | 00:00:14 |

# OneContact Reporting

## Service Performance Report

|                      |          |    |    |   |        |   |   |       |   |   |       |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|-------|----------|----------|----------|----------|----------|----------|
|                      | 09:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:08 | 00:05:32 | 00:04:02 | 00:00:08 | 00:00:08 |
|                      | 10:00:00 | 12 | 12 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:09 | 00:13:27 | 00:04:08 | 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 | 00:01:18 | 00:01:18 | 00:00:07 | 00:00:07 |
|                      | 12:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:05:07 | 00:03:43 | 00:00:57 | 00:00:57 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:11 | 00:05:12 | 00:04:28 | 00:00:11 | 00:00:11 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:06 | 00:03:52 | 00:02:39 | 00:00:06 | 00:00:06 |
|                      | 16:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:11 | 00:03:37 | 00:02:46 | 00:00:11 | 00:00:11 |
|                      | 17:00:00 | 1  | 0  | ✖ | 0,0%   | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:22 | 00:00:22 | 00:00:00 | 00:00:00 | 00:00:22 | 00:00:00 |
| RealBellavistaHotel  |          | 10 | 9  | ✔ | 90,0%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:13:10 | 00:03:03 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:02:22 | 00:02:22 | 00:00:09 | 00:00:09 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:08 | 00:03:25 | 00:01:44 | 00:00:08 | 00:00:08 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:10 | 00:13:10 | 00:13:10 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:11 | 00:01:37 | 00:01:18 | 00:00:11 | 00:00:11 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:13 | 00:00:58 | 00:00:58 | 00:00:13 | 00:00:13 |
|                      | 18:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:03:37 | 00:03:37 | 00:00:12 | 00:00:08 |
| RealMarinaHotel/Resi |          | 15 | 14 | ✔ | 93,3%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:16 | 00:00:10 | 00:04:56 | 00:01:35 | 00:00:11 | 00:00:09 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:04:56 | 00:02:42 | 00:00:05 | 00:00:05 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:07 | 00:00:27 | 00:00:24 | 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 | 00:00:48 | 00:00:48 | 00:00:08 | 00:00:08 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:08 | 00:04:30 | 00:02:34 | 00:00:08 | 00:00:08 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:01:16 | 00:01:16 | 00:00:09 | 00:00:09 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:16 | 00:00:13 | 00:02:27 | 00:02:08 | 00:00:13 | 00:00:13 |
|                      | 17:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:01:16 | 00:00:34 | 00:00:14 | 00:00:10 |
|                      | 18:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:12 | 00:03:56 | 00:02:08 | 00:00:12 | 00:00:12 |
| 19-05-2018           |          | 18 | 14 | ⚠ | 77,8%  | 1 | ✔ | 5,6%  | 1 | ✔ | 5,6%  | 00:00:18 | 00:00:10 | 00:07:00 | 00:02:45 | 00:00:11 | 00:00:10 |
| GrdRealSantaEulalia  |          | 9  | 7  | ⚠ | 77,8%  | 1 | ⚠ | 11,1% | 1 | ⚠ | 11,1% | 00:00:17 | 00:00:10 | 00:07:00 | 00:03:35 | 00:00:11 | 00:00:11 |
|                      | 11:00:00 | 2  | 1  | ⚠ | 50,0%  | 1 | ✖ | 50,0% | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:06 | 00:01:33 | 00:01:33 | 00:00:08 | 00:00:12 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:11 | 00:01:05 | 00:01:05 | 00:00:11 | 00:00:11 |
|                      | 13:00:00 | 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 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:17 | 00:00:17 | 00:02:40 | 00:02:40 | 00:00:17 | 00:00:17 |
|                      | 15:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 1 | ✖ | 33,3% | 00:00:11 | 00:00:10 | 00:07:00 | 00:04:15 | 00:00:12 | 00:00:10 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:12 | 00:05:34 | 00:05:34 | 00:00:12 | 00:00:12 |
| RealMarinaHotel/Resi |          | 9  | 7  | ⚠ | 77,8%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:18 | 00:00:10 | 00:05:29 | 00:01:55 | 00:00:10 | 00:00:09 |
|                      | 12:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:11 | 00:05:29 | 00:03:06 | 00:00:11 | 00:00:11 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:08 | 00:03:27 | 00:03:10 | 00:00:08 | 00:00:08 |
|                      | 16:00:00 | 5  | 3  | ⚠ | 60,0%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:18 | 00:00:11 | 00:00:43 | 00:00:16 | 00:00:11 | 00:00:07 |
| 21-05-2018           |          | 64 | 52 | ⚠ | 81,3%  | 2 | ✔ | 3,1%  | 6 | ✔ | 9,4%  | 00:00:17 | 00:00:11 | 00:15:58 | 00:03:19 | 00:00:16 | 00:00:17 |
| GrdRealSantaEulalia  |          | 41 | 33 | ⚠ | 80,5%  | 2 | ✔ | 4,9%  | 3 | ✔ | 7,3%  | 00:00:17 | 00:00:11 | 00:15:58 | 00:03:14 | 00:00:20 | 00:00:20 |
|                      | 09:00:00 | 5  | 4  | ⚠ | 80,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 20,0% | 00:00:12 | 00:00:09 | 00:07:39 | 00:03:10 | 00:00:10 | 00:00:09 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:10 | 00:15:58 | 00:07:57 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 7  | 7  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:10 | 00:05:03 | 00:03:00 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 5  | 4  | ⚠ | 80,0%  | 1 | ✖ | 20,0% | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:05:42 | 00:03:30 | 00:00:21 | 00:00:15 |
|                      | 13:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:09 | 00:02:33 | 00:01:44 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:10 | 00:05:38 | 00:03:57 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:10 | 00:00:46 | 00:00:46 | 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 | 00:04:27 | 00:02:58 | 00:00:18 | 00:00:18 |
|                      | 17:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:16 | 00:00:12 | 00:04:14 | 00:02:49 | 00:00:15 | 00:00:15 |
|                      | 18:00:00 | 9  | 4  | ✖ | 44,4%  | 1 | ⚠ | 11,1% | 2 | ✖ | 22,2% | 00:00:17 | 00:00:13 | 00:03:26 | 00:02:06 | 00:00:44 | 00:01:20 |
| RealBellavistaHotel  |          | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:06:02 | 00:03:00 | 00:00:13 | 00:00:13 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:01:44 | 00:01:32 | 00:00:09 | 00:00:09 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:09 | 00:06:02 | 00:06:02 | 00:00:18 | 00:00:18 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:04:28 | 00:02:58 | 00:00:15 | 00:00:15 |
| RealMarinaHotel/Resi |          | 17 | 13 | ⚠ | 76,5%  | 0 | ✔ | 0,0%  | 3 | ✖ | 17,6% | 00:00:15 | 00:00:10 | 00:09:42 | 00:03:41 | 00:00:10 | 00:00:11 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |         |        |   |         |       |   |         |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---------|--------|---|---------|-------|---|---------|--------|----------|----------|----------|----------|----------|----------|
|                      | 09:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:08 | 00:00:08 | 00:06:08 | 00:06:08 | 00:00:08 | 00:00:08 |
|                      | 10:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:10 | 00:00:10 | 00:07:03 | 00:07:03 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 2  | 2  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:14 | 00:00:10 | 00:09:42 | 00:06:36 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 3  | 3  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:13 | 00:00:10 | 00:05:51 | 00:03:57 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:12 | 00:00:12 | 00:02:14 | 00:02:14 | 00:00:12 | 00:00:12 |
|                      | 15:00:00 | 2  | 2  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:10 | 00:00:10 | 00:05:12 | 00:02:22 | 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 | 00:01:00 | 00:01:00 | 00:00:25 | 00:00:25 |
|                      | 17:00:00 | 2  | 1  | ⚠       | 50,0%  | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:14 | 00:00:12 | 00:02:24 | 00:02:24 | 00:00:12 | 00:00:10 |
|                      | 18:00:00 | 4  | 1  | ✖       | 25,0%  | 0 | ✔       | 0,0%  | 3 | ✖       | 75,0%  | 00:00:07 | 00:00:07 | 00:00:40 | 00:00:40 | 00:00:05 | 00:00:07 |
| 22-05-2018           |          | 85 | 74 | ✔       | 87,1%  | 3 | ✔       | 3,5%  | 2 | ✔       | 2,4%   | 00:00:22 | 00:00:11 | 00:11:24 | 00:03:12 | 00:00:14 | 00:00:13 |
| GrdRealSantaEulalia  |          | 49 | 42 | ✔       | 85,7%  | 2 | ✔       | 4,1%  | 1 | ✔       | 2,0%   | 00:00:22 | 00:00:11 | 00:11:24 | 00:03:53 | 00:00:15 | 00:00:14 |
|                      | 09:00:00 | 7  | 6  | ✔       | 85,7%  | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:19 | 00:00:12 | 00:08:32 | 00:04:46 | 00:00:13 | 00:00:12 |
|                      | 10:00:00 | 5  | 5  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:15 | 00:00:12 | 00:05:47 | 00:01:51 | 00:00:18 | 00:00:18 |
|                      | 11:00:00 | 3  | 3  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:10 | 00:00:08 | 00:03:16 | 00:02:09 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 2  | 2  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:12 | 00:00:10 | 00:02:33 | 00:02:00 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 2  | 2  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:11 | 00:00:06 | 00:09:29 | 00:07:28 | 00:00:06 | 00:00:06 |
|                      | 14:00:00 | 5  | 5  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:15 | 00:00:11 | 00:07:56 | 00:03:59 | 00:00:16 | 00:00:16 |
|                      | 15:00:00 | 6  | 5  | ⚠       | 83,3%  | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:22 | 00:00:13 | 00:07:44 | 00:02:25 | 00:00:16 | 00:00:14 |
|                      | 16:00:00 | 4  | 4  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:15 | 00:00:13 | 00:02:49 | 00:02:23 | 00:00:23 | 00:00:23 |
|                      | 17:00:00 | 12 | 7  | ⚠       | 58,3%  | 2 | ✖       | 16,7% | 1 | ✔       | 8,3%   | 00:00:16 | 00:00:11 | 00:07:44 | 00:05:09 | 00:00:17 | 00:00:14 |
|                      | 18:00:00 | 3  | 3  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:14 | 00:00:10 | 00:11:24 | 00:08:03 | 00:00:15 | 00:00:15 |
| RealBellavistaHotel  |          | 9  | 8  | ✔       | 88,9%  | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:18 | 00:00:11 | 00:02:51 | 00:01:29 | 00:00:11 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:11 | 00:00:11 | 00:00:47 | 00:00:47 | 00:00:11 | 00:00:11 |
|                      | 11:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:11 | 00:00:11 | 00:02:31 | 00:02:31 | 00:00:11 | 00:00:11 |
|                      | 13:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:08 | 00:00:08 | 00:00:34 | 00:00:34 | 00:00:08 | 00:00:08 |
|                      | 14:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:08 | 00:00:08 | 00:02:02 | 00:02:02 | 00:00:08 | 00:00:08 |
|                      | 15:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:11 | 00:00:11 | 00:01:26 | 00:01:26 | 00:00:12 | 00:00:12 |
|                      | 17:00:00 | 4  | 3  | ⚠       | 75,0%  | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:18 | 00:00:12 | 00:02:51 | 00:01:30 | 00:00:12 | 00:00:10 |
| RealMarinaHotel/Resi |          | 27 | 24 | ✔       | 88,9%  | 1 | ✔       | 3,7%  | 1 | ✔       | 3,7%   | 00:00:21 | 00:00:11 | 00:07:11 | 00:02:35 | 00:00:14 | 00:00:12 |
|                      | 09:00:00 | 4  | 3  | ⚠       | 75,0%  | 0 | ✔       | 0,0%  | 1 | ✖       | 25,0%  | 00:00:11 | 00:00:09 | 00:04:24 | 00:02:14 | 00:00:09 | 00:00:10 |
|                      | 10:00:00 | 4  | 4  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:12 | 00:00:10 | 00:04:52 | 00:03:17 | 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 | 00:02:39 | 00:01:30 | 00:00:17 | 00:00:17 |
|                      | 12:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:08 | 00:00:08 | 00:01:22 | 00:01:22 | 00:00:08 | 00:00:08 |
|                      | 14:00:00 | 3  | 3  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:12 | 00:00:11 | 00:07:11 | 00:04:33 | 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 | 00:04:53 | 00:02:17 | 00:00:14 | 00:00:14 |
|                      | 16:00:00 | 2  | 1  | ⚠       | 50,0%  | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:21 | 00:00:16 | 00:03:16 | 00:03:16 | 00:00:24 | 00:00:13 |
|                      | 18:00:00 | 3  | 2  | ⚠       | 66,7%  | 1 | ✖       | 33,3% | 0 | ✔       | 0,0%   | 00:00:15 | 00:00:12 | 00:03:12 | 00:02:20 | 00:00:20 | 00:00:10 |
| 23-05-2018           |          | 78 | 70 | ✔       | 89,7%  | 0 | ✔       | 0,0%  | 6 | ✔       | 7,7%   | 00:00:25 | 00:00:10 | 00:16:34 | 00:03:27 | 00:00:12 | 00:00:12 |
| GrdRealSantaEulalia  |          | 48 | 44 | ✔       | 91,7%  | 0 | ✔       | 0,0%  | 3 | ✔       | 6,3%   | 00:00:16 | 00:00:10 | 00:13:59 | 00:03:47 | 00:00:12 | 00:00:12 |
|                      | 09:00:00 | 2  | 2  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:11 | 00:00:08 | 00:05:06 | 00:03:08 | 00:00:09 | 00:00:09 |
|                      | 10:00:00 | 8  | 8  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:15 | 00:00:09 | 00:12:25 | 00:04:14 | 00:00:12 | 00:00:12 |
|                      | 11:00:00 | 4  | 4  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:15 | 00:00:10 | 00:08:17 | 00:03:40 | 00:00:14 | 00:00:14 |
|                      | 12:00:00 | 6  | 5  | ⚠       | 83,3%  | 0 | ✔       | 0,0%  | 1 | ✖       | 16,7%  | 00:00:14 | 00:00:10 | 00:13:20 | 00:06:45 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 0  | 0  | #DIV/0! |        | 0 | #DIV/0! |       | 0 | #DIV/0! |        | 00:00:15 | 00:00:12 | 00:00:29 | 00:00:29 | 00:00:00 | 00:00:00 |
|                      | 14:00:00 | 6  | 6  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:10 | 00:00:08 | 00:03:43 | 00:01:52 | 00:00:11 | 00:00:11 |
|                      | 15:00:00 | 9  | 8  | ✔       | 88,9%  | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:16 | 00:00:11 | 00:09:12 | 00:03:17 | 00:00:12 | 00:00:12 |
|                      | 16:00:00 | 4  | 4  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:15 | 00:00:10 | 00:13:59 | 00:05:04 | 00:00:16 | 00:00:16 |
|                      | 17:00:00 | 7  | 7  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:11 | 00:00:10 | 00:06:46 | 00:03:19 | 00:00:10 | 00:00:10 |
|                      | 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 | 00:00:08 | 00:00:00 |
| RealBellavistaHotel  |          | 15 | 13 | ✔       | 86,7%  | 0 | ✔       | 0,0%  | 2 | ⚠       | 13,3%  | 00:00:15 | 00:00:09 | 00:16:34 | 00:02:22 | 00:00:15 | 00:00:16 |
|                      | 09:00:00 | 3  | 3  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:10 | 00:00:08 | 00:01:45 | 00:00:59 | 00:00:08 | 00:00:08 |
|                      | 11:00:00 | 2  | 2  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:09 | 00:00:08 | 00:01:39 | 00:01:11 | 00:00:08 | 00:00:08 |
|                      | 12:00:00 | 3  | 3  | ✔       | 100,0% | 0 | ✔       | 0,0%  | 0 | ✔       | 0,0%   | 00:00:15 | 00:00:10 | 00:01:35 | 00:00:59 | 00:00:33 | 00:00:33 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |         |   |   |         |   |   |         |          |          |          |          |          |          |
|----------------------|----------|----|----|---|---------|---|---|---------|---|---|---------|----------|----------|----------|----------|----------|----------|
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:11 | 00:00:11 | 00:01:12 | 00:01:12 | 00:00:11 | 00:00:11 |
|                      | 14:00:00 | 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 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:11 | 00:00:09 | 00:16:34 | 00:06:18 | 00:00:17 | 00:00:17 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:08 | 00:00:08 | 00:01:03 | 00:01:03 | 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 | 00:03:37 | 00:03:37 | 00:00:10 | 00:00:10 |
|                      | 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 | 00:00:11 | 00:00:00 |
| RealMarinaHotel/Resi |          | 15 | 13 | ✔ | 86,7%   | 0 | ✔ | 0,0%    | 1 | ✔ | 6,7%    | 00:00:25 | 00:00:10 | 00:09:13 | 00:03:27 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:25 | 00:00:14 | 00:01:37 | 00:00:45 | 00:00:08 | 00:00:08 |
|                      | 10:00:00 | 5  | 5  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:15 | 00:00:09 | 00:09:13 | 00:05:11 | 00:00:12 | 00:00:12 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:09 | 00:00:09 | 00:04:57 | 00:04:57 | 00:00:09 | 00:00:09 |
|                      | 14:00:00 | 1  | 0  | ✖ | 0,0%    | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:15 | 00:00:00 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:08 | 00:00:08 | 00:02:49 | 00:02:26 | 00:00:08 | 00:00:08 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:08 | 00:00:08 | 00:04:34 | 00:03:28 | 00:00:08 | 00:00:08 |
|                      | 18:00:00 | 2  | 1  | ⚠ | 50,0%   | 0 | ✔ | 0,0%    | 1 | ✖ | 50,0%   | 00:00:09 | 00:00:09 | 00:05:58 | 00:05:58 | 00:00:06 | 00:00:10 |
| 24-05-2018           |          | 57 | 50 | ✔ | 87,7%   | 0 | ✔ | 0,0%    | 6 | ⚠ | 10,5%   | 00:00:16 | 00:00:10 | 00:17:06 | 00:03:57 | 00:00:13 | 00:00:13 |
| GrdRealSantaEulalia  |          | 29 | 26 | ✔ | 89,7%   | 0 | ✔ | 0,0%    | 3 | ⚠ | 10,3%   | 00:00:15 | 00:00:10 | 00:11:39 | 00:04:19 | 00:00:13 | 00:00:13 |
|                      | 09:00:00 | 5  | 5  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:15 | 00:00:10 | 00:06:46 | 00:03:25 | 00:00:12 | 00:00:12 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:15 | 00:00:11 | 00:07:35 | 00:04:06 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 3  | 3  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:09 | 00:00:07 | 00:07:20 | 00:04:29 | 00:00:16 | 00:00:16 |
|                      | 12:00:00 | 4  | 4  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:14 | 00:00:09 | 00:11:39 | 00:05:46 | 00:00:09 | 00:00:09 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:11 | 00:00:11 | 00:09:14 | 00:09:14 | 00:00:11 | 00:00:11 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:15 | 00:00:11 | 00:04:29 | 00:03:02 | 00:00:09 | 00:00:09 |
|                      | 16:00:00 | 4  | 3  | ⚠ | 75,0%   | 0 | ✔ | 0,0%    | 1 | ✖ | 25,0%   | 00:00:15 | 00:00:11 | 00:06:23 | 00:03:49 | 00:00:26 | 00:00:29 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:15 | 00:00:09 | 00:04:05 | 00:02:57 | 00:00:12 | 00:00:12 |
|                      | 18:00:00 | 4  | 2  | ⚠ | 50,0%   | 0 | ✔ | 0,0%    | 2 | ✖ | 50,0%   | 00:00:11 | 00:00:08 | 00:08:50 | 00:05:09 | 00:00:11 | 00:00:08 |
| RealBellavistaHotel  |          | 13 | 11 | ⚠ | 84,6%   | 0 | ✔ | 0,0%    | 1 | ✔ | 7,7%    | 00:00:16 | 00:00:10 | 00:08:18 | 00:03:25 | 00:00:11 | 00:00:10 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:11 | 00:00:09 | 00:01:23 | 00:01:10 | 00:00:09 | 00:00:09 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:07 | 00:00:07 | 00:03:06 | 00:03:06 | 00:00:08 | 00:00:08 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:13 | 00:00:13 | 00:03:40 | 00:03:40 | 00:00:13 | 00:00:13 |
|                      | 15:00:00 | 2  | 1  | ⚠ | 50,0%   | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:16 | 00:00:13 | 00:04:26 | 00:04:26 | 00:00:20 | 00:00:08 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:15 | 00:00:10 | 00:08:18 | 00:07:28 | 00:00:14 | 00:00:14 |
|                      | 17:00:00 | 3  | 2  | ⚠ | 66,7%   | 0 | ✔ | 0,0%    | 1 | ✖ | 33,3%   | 00:00:08 | 00:00:08 | 00:06:05 | 00:03:34 | 00:00:06 | 00:00:08 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:08 | 00:00:08 | 00:00:50 | 00:00:50 | 00:00:08 | 00:00:08 |
| RealMarinaHotel/Resi |          | 15 | 13 | ✔ | 86,7%   | 0 | ✔ | 0,0%    | 2 | ⚠ | 13,3%   | 00:00:15 | 00:00:10 | 00:17:06 | 00:03:37 | 00:00:13 | 00:00:14 |
|                      | 09:00:00 | 4  | 3  | ⚠ | 75,0%   | 0 | ✔ | 0,0%    | 1 | ✖ | 25,0%   | 00:00:15 | 00:00:11 | 00:03:37 | 00:01:48 | 00:00:14 | 00:00:15 |
|                      | 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 | 00:00:07 | 00:00:00 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:09 | 00:00:08 | 00:17:06 | 00:09:10 | 00:00:08 | 00:00:08 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:15 | 00:00:14 | 00:00:59 | 00:00:59 | 00:00:28 | 00:00:28 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:09 | 00:00:09 | 00:02:29 | 00:02:29 | 00:00:09 | 00:00:09 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:10 | 00:00:10 | 00:08:24 | 00:08:24 | 00:00:10 | 00:00:10 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:11 | 00:00:10 | 00:03:43 | 00:03:06 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:15 | 00:00:10 | 00:02:12 | 00:01:27 | 00:00:20 | 00:00:20 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:07 | 00:00:07 | 00:02:14 | 00:02:14 | 00:00:07 | 00:00:07 |
| 25-05-2018           |          | 72 | 60 | ⚠ | 83,3%   | 1 | ✔ | 1,4%    | 9 | ⚠ | 12,5%   | 00:00:21 | 00:00:09 | 00:15:41 | 00:02:49 | 00:00:15 | 00:00:15 |
| GrdRealSantaEulalia  |          | 30 | 26 | ✔ | 86,7%   | 0 | ✔ | 0,0%    | 3 | ⚠ | 10,0%   | 00:00:21 | 00:00:09 | 00:15:41 | 00:03:07 | 00:00:12 | 00:00:11 |
|                      | 09:00:00 | 3  | 2  | ⚠ | 66,7%   | 0 | ✔ | 0,0%    | 1 | ✖ | 33,3%   | 00:00:08 | 00:00:08 | 00:01:46 | 00:01:42 | 00:00:10 | 00:00:08 |
|                      | 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 |
|                      | 11:00:00 | 5  | 5  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:09 | 00:00:07 | 00:12:04 | 00:03:56 | 00:00:07 | 00:00:07 |
|                      | 12:00:00 | 4  | 2  | ⚠ | 50,0%   | 0 | ✔ | 0,0%    | 2 | ✖ | 50,0%   | 00:00:08 | 00:00:06 | 00:02:06 | 00:01:04 | 00:00:10 | 00:00:06 |
|                      | 14:00:00 | 3  | 3  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:10 | 00:00:07 | 00:15:41 | 00:05:53 | 00:00:07 | 00:00:07 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:14 | 00:00:09 | 00:04:27 | 00:02:04 | 00:00:11 | 00:00:11 |
|                      | 16:00:00 | 5  | 5  | ✔ | 100,0%  | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:15 | 00:00:12 | 00:06:03 | 00:02:48 | 00:00:16 | 00:00:16 |
|                      | 17:00:00 | 5  | 4  | ⚠ | 80,0%   | 0 | ✔ | 0,0%    | 0 | ✔ | 0,0%    | 00:00:21 | 00:00:12 | 00:06:25 | 00:03:09 | 00:00:13 | 00:00:10 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |        |    |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|--------|----|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 18:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:08 | 00:02:59 | 00:02:52 | 00:00:30 | 00:00:30 |
| RealBellavistaHotel  |          | 12 | 9  | ⚠ | 75,0%  | 0 | ✔ | 0,0%   | 2  | ✖ | 16,7%  | 00:00:17 | 00:00:11 | 00:02:22 | 00:01:30 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 5  | 2  | ✖ | 40,0%  | 0 | ✔ | 0,0%   | 2  | ✖ | 40,0%  | 00:00:17 | 00:00:11 | 00:01:29 | 00:01:16 | 00:00:08 | 00:00:08 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:12 | 00:02:22 | 00:02:22 | 00:00:12 | 00:00:12 |
|                      | 12:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:12 | 00:02:07 | 00:01:53 | 00:00:12 | 00:00:12 |
|                      | 13:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:10 | 00:01:51 | 00:01:07 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:11 | 00:01:34 | 00:01:34 | 00:00:11 | 00:00:11 |
| RealMarinaHotel/Resi |          | 30 | 25 | ⚠ | 83,3%  | 1 | ✔ | 3,3%   | 4  | ⚠ | 13,3%  | 00:00:15 | 00:00:09 | 00:08:04 | 00:02:57 | 00:00:19 | 00:00:21 |
|                      | 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 | 00:00:07 | 00:00:00 |
|                      | 10:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:08 | 00:08:04 | 00:04:30 | 00:00:08 | 00:00:08 |
|                      | 11:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:07 | 00:03:19 | 00:01:57 | 00:00:07 | 00:00:07 |
|                      | 12:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:10 | 00:04:16 | 00:02:58 | 00:00:52 | 00:00:52 |
|                      | 13:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:06:50 | 00:04:04 | 00:00:12 | 00:00:12 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:10 | 00:02:22 | 00:01:37 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:02:01 | 00:02:01 | 00:00:17 | 00:00:17 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:02:12 | 00:02:10 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 2  | 1  | ⚠ | 50,0%  | 1 | ✖ | 50,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:08 | 00:04:48 | 00:04:48 | 00:00:08 | 00:00:10 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:01:35 | 00:01:35 | 00:02:10 | 00:02:10 |
| 26-05-2018           |          | 32 | 14 | ✖ | 43,8%  | 1 | ✔ | 3,1%   | 16 | ✖ | 50,0%  | 00:00:15 | 00:00:10 | 00:10:18 | 00:04:31 | 00:00:16 | 00:00:21 |
| GrdRealSantaEulalia  |          | 20 | 9  | ✖ | 45,0%  | 1 | ✔ | 5,0%   | 9  | ✖ | 45,0%  | 00:00:15 | 00:00:10 | 00:10:18 | 00:05:03 | 00:00:19 | 00:00:27 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:06:11 | 00:06:11 | 00:00:09 | 00:00:09 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:12 | 00:05:20 | 00:05:20 | 00:00:12 | 00:00:12 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:02:47 | 00:02:29 | 00:00:11 | 00:00:11 |
|                      | 12:00:00 | 3  | 1  | ✖ | 33,3%  | 0 | ✔ | 0,0%   | 2  | ✖ | 66,7%  | 00:00:15 | 00:00:08 | 00:01:27 | 00:01:27 | 00:00:55 | 00:02:12 |
|                      | 13:00:00 | 3  | 0  | ✖ | 0,0%   | 1 | ✖ | 33,3%  | 2  | ✖ | 66,7%  | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:22 | 00:00:00 |
|                      | 15:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:10:18 | 00:07:28 | 00:00:21 | 00:00:26 |
|                      | 16:00:00 | 5  | 1  | ✖ | 20,0%  | 0 | ✔ | 0,0%   | 4  | ✖ | 80,0%  | 00:00:08 | 00:00:08 | 00:05:49 | 00:05:49 | 00:00:08 | 00:00:08 |
|                      | 17:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%   | 1  | ✖ | 50,0%  | 00:00:06 | 00:00:06 | 00:06:49 | 00:06:49 | 00:00:05 | 00:00:06 |
| RealBellavistaHotel  |          | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:02:09 | 00:02:09 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:02:09 | 00:02:09 | 00:00:10 | 00:00:10 |
| RealMarinaHotel/Resi |          | 11 | 4  | ✖ | 36,4%  | 0 | ✔ | 0,0%   | 7  | ✖ | 63,6%  | 00:00:10 | 00:00:09 | 00:08:10 | 00:03:54 | 00:00:10 | 00:00:09 |
|                      | 09:00:00 | 1  | 0  | ✖ | 0,0%   | 0 | ✔ | 0,0%   | 1  | ✖ | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:10 | 00:00:00 |
|                      | 10:00:00 | 4  | 1  | ✖ | 25,0%  | 0 | ✔ | 0,0%   | 3  | ✖ | 75,0%  | 00:00:07 | 00:00:07 | 00:08:10 | 00:08:10 | 00:00:10 | 00:00:08 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:01:38 | 00:01:38 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 3  | 1  | ✖ | 33,3%  | 0 | ✔ | 0,0%   | 2  | ✖ | 66,7%  | 00:00:10 | 00:00:10 | 00:02:46 | 00:02:46 | 00:00:12 | 00:00:10 |
|                      | 16:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%   | 1  | ✖ | 50,0%  | 00:00:09 | 00:00:09 | 00:03:02 | 00:03:02 | 00:00:08 | 00:00:09 |
| 28-05-2018           |          | 80 | 63 | ⚠ | 78,8%  | 3 | ✔ | 3,8%   | 13 | ✖ | 16,3%  | 00:00:16 | 00:00:09 | 00:11:25 | 00:02:49 | 00:00:12 | 00:00:12 |
| GrdRealSantaEulalia  |          | 43 | 33 | ⚠ | 76,7%  | 1 | ✔ | 2,3%   | 8  | ✖ | 18,6%  | 00:00:16 | 00:00:09 | 00:11:25 | 00:03:05 | 00:00:10 | 00:00:09 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:11 | 00:05:59 | 00:05:59 | 00:00:11 | 00:00:11 |
|                      | 10:00:00 | 5  | 4  | ⚠ | 80,0%  | 0 | ✔ | 0,0%   | 1  | ✖ | 20,0%  | 00:00:09 | 00:00:07 | 00:06:27 | 00:02:35 | 00:00:06 | 00:00:06 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:07 | 00:05:38 | 00:02:17 | 00:00:08 | 00:00:08 |
|                      | 12:00:00 | 6  | 5  | ⚠ | 83,3%  | 0 | ✔ | 0,0%   | 1  | ✖ | 16,7%  | 00:00:11 | 00:00:08 | 00:07:33 | 00:03:25 | 00:00:09 | 00:00:09 |
|                      | 13:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:06:35 | 00:02:41 | 00:00:14 | 00:00:14 |
|                      | 14:00:00 | 10 | 6  | ⚠ | 60,0%  | 0 | ✔ | 0,0%   | 3  | ✖ | 30,0%  | 00:00:16 | 00:00:11 | 00:06:17 | 00:03:31 | 00:00:11 | 00:00:10 |
|                      | 15:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:08 | 00:03:30 | 00:01:36 | 00:00:08 | 00:00:08 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:08 | 00:03:36 | 00:03:21 | 00:00:08 | 00:00:08 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:06 | 00:00:05 | 00:11:25 | 00:07:50 | 00:00:06 | 00:00:06 |
|                      | 18:00:00 | 5  | 2  | ✖ | 40,0%  | 0 | ✔ | 0,0%   | 3  | ✖ | 60,0%  | 00:00:12 | 00:00:07 | 00:02:43 | 00:02:36 | 00:00:12 | 00:00:07 |
|                      | 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 | 00:00:41 | 00:00:00 |
| RealBellavistaHotel  |          | 10 | 9  | ✔ | 90,0%  | 0 | ✔ | 0,0%   | 1  | ⚠ | 10,0%  | 00:00:15 | 00:00:10 | 00:04:22 | 00:02:55 | 00:00:12 | 00:00:13 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:09 | 00:03:35 | 00:02:54 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%   | 1  | ✖ | 33,3%  | 00:00:08 | 00:00:08 | 00:04:22 | 00:03:14 | 00:00:07 | 00:00:09 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:13 | 00:04:09 | 00:04:09 | 00:00:16 | 00:00:16 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |    |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|----|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:03:20 | 00:02:37 | 00:00:08 | 00:00:08 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:02:48 | 00:02:18 | 00:00:24 | 00:00:24 |
| RealMarinaHotel/Resi |          | 27 | 21 | ⚠ | 77,8%  | 2 | ✔ | 7,4%  | 4  | ⚠ | 14,8%  | 00:00:15 | 00:00:09 | 00:06:43 | 00:02:19 | 00:00:16 | 00:00:17 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:08 | 00:06:10 | 00:04:56 | 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 | 00:01:59 | 00:01:59 | 00:00:09 | 00:00:09 |
|                      | 11:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:08 | 00:02:59 | 00:02:14 | 00:00:11 | 00:00:11 |
|                      | 12:00:00 | 6  | 3  | ⚠ | 50,0%  | 1 | ✖ | 16,7% | 2  | ✖ | 33,3%  | 00:00:15 | 00:00:08 | 00:02:52 | 00:01:41 | 00:00:11 | 00:00:16 |
|                      | 13:00:00 | 6  | 3  | ⚠ | 50,0%  | 1 | ✖ | 16,7% | 2  | ✖ | 33,3%  | 00:00:09 | 00:00:07 | 00:03:43 | 00:01:35 | 00:00:14 | 00:00:07 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:02:33 | 00:02:06 | 00:00:15 | 00:00:15 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:04:54 | 00:04:54 | 00:00:09 | 00:00:09 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:10 | 00:02:25 | 00:01:30 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:00:51 | 00:00:27 | 00:00:23 | 00:00:23 |
|                      | 18:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:06:43 | 00:03:42 | 00:00:58 | 00:00:58 |
| 29-05-2018           |          | 80 | 62 | ⚠ | 77,5%  | 3 | ✔ | 3,8%  | 15 | ✖ | 18,8%  | 00:00:16 | 00:00:10 | 00:16:18 | 00:04:31 | 00:00:16 | 00:00:16 |
| GrdRealSantaEulalia  |          | 54 | 42 | ⚠ | 77,8%  | 3 | ✔ | 5,6%  | 9  | ✖ | 16,7%  | 00:00:16 | 00:00:10 | 00:16:18 | 00:04:47 | 00:00:17 | 00:00:17 |
|                      | 09:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:12 | 00:06:54 | 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 | 00:00:09 | 00:09:55 | 00:03:54 | 00:00:15 | 00:00:15 |
|                      | 11:00:00 | 6  | 5  | ⚠ | 83,3%  | 1 | ✖ | 16,7% | 0  | ✔ | 0,0%   | 00:00:16 | 00:00:11 | 00:16:18 | 00:04:21 | 00:00:18 | 00:00:21 |
|                      | 12:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:12:38 | 00:05:18 | 00:00:15 | 00:00:15 |
|                      | 13:00:00 | 4  | 2  | ⚠ | 50,0%  | 1 | ✖ | 25,0% | 1  | ✖ | 25,0%  | 00:00:15 | 00:00:11 | 00:11:51 | 00:06:30 | 00:00:38 | 00:00:10 |
|                      | 14:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:07:06 | 00:03:42 | 00:00:18 | 00:00:18 |
|                      | 15:00:00 | 7  | 5  | ⚠ | 71,4%  | 1 | ⚠ | 14,3% | 1  | ⚠ | 14,3%  | 00:00:15 | 00:00:10 | 00:09:16 | 00:06:03 | 00:00:26 | 00:00:33 |
|                      | 16:00:00 | 5  | 4  | ⚠ | 80,0%  | 0 | ✔ | 0,0%  | 1  | ✖ | 20,0%  | 00:00:14 | 00:00:10 | 00:03:17 | 00:03:06 | 00:00:11 | 00:00:10 |
|                      | 17:00:00 | 5  | 3  | ⚠ | 60,0%  | 0 | ✔ | 0,0%  | 2  | ✖ | 40,0%  | 00:00:13 | 00:00:10 | 00:12:00 | 00:06:28 | 00:00:12 | 00:00:10 |
|                      | 18:00:00 | 5  | 1  | ✖ | 20,0%  | 0 | ✔ | 0,0%  | 4  | ✖ | 80,0%  | 00:00:08 | 00:00:08 | 00:04:33 | 00:04:33 | 00:00:08 | 00:00:08 |
|                      | 19:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:12 | 00:16:05 | 00:16:05 | 00:00:12 | 00:00:12 |
| RealBellavistaHotel  |          | 10 | 10 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:07:38 | 00:02:30 | 00:00:16 | 00:00:16 |
|                      | 10:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:06:37 | 00:02:35 | 00:00:13 | 00:00:13 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:03:02 | 00:03:02 | 00:00:08 | 00:00:08 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:00:26 | 00:00:14 | 00:00:16 | 00:00:16 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:02:13 | 00:01:45 | 00:00:29 | 00:00:29 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:07:38 | 00:07:38 | 00:00:10 | 00:00:10 |
| RealMarinaHotel/Resi |          | 16 | 10 | ⚠ | 62,5%  | 0 | ✔ | 0,0%  | 6  | ✖ | 37,5%  | 00:00:15 | 00:00:10 | 00:16:13 | 00:05:15 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:11 | 00:02:53 | 00:02:53 | 00:00:11 | 00:00:11 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:03:49 | 00:03:49 | 00:00:08 | 00:00:08 |
|                      | 12:00:00 | 3  | 0  | ✖ | 0,0%   | 0 | ✔ | 0,0%  | 3  | ✖ | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:10 | 00:00:00 |
|                      | 13:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 1  | ✖ | 25,0%  | 00:00:14 | 00:00:11 | 00:16:13 | 00:06:01 | 00:00:11 | 00:00:11 |
|                      | 15:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 1  | ✖ | 33,3%  | 00:00:09 | 00:00:08 | 00:11:50 | 00:06:46 | 00:00:09 | 00:00:08 |
|                      | 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 | 00:00:16 | 00:00:00 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:03:02 | 00:03:02 | 00:00:10 | 00:00:10 |
|                      | 18:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:10:27 | 00:05:36 | 00:00:15 | 00:00:15 |
| 30-05-2018           |          | 65 | 57 | ✔ | 87,7%  | 0 | ✔ | 0,0%  | 5  | ✔ | 7,7%   | 00:00:16 | 00:00:10 | 00:22:22 | 00:03:44 | 00:00:11 | 00:00:11 |
| GrdRealSantaEulalia  |          | 33 | 29 | ✔ | 87,9%  | 0 | ✔ | 0,0%  | 3  | ✔ | 9,1%   | 00:00:15 | 00:00:10 | 00:22:22 | 00:04:11 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 6  | 5  | ⚠ | 83,3%  | 0 | ✔ | 0,0%  | 1  | ✖ | 16,7%  | 00:00:15 | 00:00:10 | 00:12:26 | 00:05:10 | 00:00:10 | 00:00:11 |
|                      | 10:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 1  | ✖ | 25,0%  | 00:00:13 | 00:00:10 | 00:04:57 | 00:02:29 | 00:00:08 | 00:00:09 |
|                      | 11:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:22:22 | 00:05:21 | 00:00:12 | 00:00:12 |
|                      | 12:00:00 | 6  | 5  | ⚠ | 83,3%  | 0 | ✔ | 0,0%  | 1  | ✖ | 16,7%  | 00:00:13 | 00:00:10 | 00:06:42 | 00:02:56 | 00:00:11 | 00:00:10 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:10 | 00:03:59 | 00:03:11 | 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 | 00:13:22 | 00:11:47 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:04:35 | 00:02:42 | 00:00:13 | 00:00:13 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:00:53 | 00:00:28 | 00:00:14 | 00:00:14 |
|                      | 18:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:05:29 | 00:05:29 | 00:00:18 | 00:00:22 |
| RealBellavistaHotel  |          | 15 | 13 | ✔ | 86,7%  | 0 | ✔ | 0,0%  | 1  | ✔ | 6,7%   | 00:00:16 | 00:00:10 | 00:10:30 | 00:02:50 | 00:00:12 | 00:00:11 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |    |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|----|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:08 | 00:03:01 | 00:02:51 | 00:00:08 | 00:00:08 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:08 | 00:00:41 | 00:00:32 | 00:00:09 | 00:00:09 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:07 | 00:00:06 | 00:04:07 | 00:03:12 | 00:00:06 | 00:00:06 |
|                      | 12:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 1  | ✖ | 25,0%  | 00:00:12 | 00:00:09 | 00:10:30 | 00:06:14 | 00:00:11 | 00:00:10 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:08 | 00:01:33 | 00:01:26 | 00:00:08 | 00:00:08 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:13 | 00:02:03 | 00:01:52 | 00:00:26 | 00:00:26 |
|                      | 17:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:16 | 00:00:14 | 00:01:12 | 00:01:12 | 00:00:14 | 00:00:12 |
| RealMarinaHotel/Resi |          | 17 | 15 | ✔ | 88,2%  | 0 | ✔ | 0,0%  | 1  | ✔ | 5,9%   | 00:00:15 | 00:00:09 | 00:09:37 | 00:03:37 | 00:00:10 | 00:00:11 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:10 | 00:03:06 | 00:02:42 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:03:45 | 00:02:25 | 00:00:13 | 00:00:13 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:10 | 00:07:12 | 00:04:26 | 00:00:10 | 00:00:10 |
|                      | 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 | 00:00:05 | 00:00:00 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:11 | 00:09:37 | 00:06:08 | 00:00:11 | 00:00:11 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:09 | 00:06:04 | 00:04:15 | 00:00:10 | 00:00:10 |
|                      | 16:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:08 | 00:04:00 | 00:04:00 | 00:00:08 | 00:00:03 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:06 | 00:06:14 | 00:02:46 | 00:00:07 | 00:00:07 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:08 | 00:03:17 | 00:03:17 | 00:00:18 | 00:00:18 |
| 31-05-2018           |          | 47 | 22 | ✖ | 46,8%  | 0 | ✔ | 0,0%  | 24 | ✖ | 51,1%  | 00:00:15 | 00:00:10 | 00:14:30 | 00:05:57 | 00:00:14 | 00:00:18 |
| GrdRealSantaEulalia  |          | 21 | 7  | ✖ | 33,3%  | 0 | ✔ | 0,0%  | 14 | ✖ | 66,7%  | 00:00:15 | 00:00:10 | 00:11:13 | 00:05:35 | 00:00:13 | 00:00:13 |
|                      | 09:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 1  | ✖ | 50,0%  | 00:00:08 | 00:00:08 | 00:04:57 | 00:04:57 | 00:00:09 | 00:00:08 |
|                      | 10:00:00 | 3  | 0  | ✖ | 0,0%   | 0 | ✔ | 0,0%  | 3  | ✖ | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:14 | 00:00:00 |
|                      | 11:00:00 | 7  | 3  | ✖ | 42,9%  | 0 | ✔ | 0,0%  | 4  | ✖ | 57,1%  | 00:00:15 | 00:00:10 | 00:11:13 | 00:05:23 | 00:00:15 | 00:00:16 |
|                      | 12:00:00 | 7  | 2  | ✖ | 28,6%  | 0 | ✔ | 0,0%  | 5  | ✖ | 71,4%  | 00:00:13 | 00:00:12 | 00:10:48 | 00:07:25 | 00:00:10 | 00:00:12 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:13 | 00:03:08 | 00:03:08 | 00:00:13 | 00:00:13 |
|                      | 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 | 00:00:15 | 00:00:00 |
| RealBellavistaHotel  |          | 8  | 4  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 4  | ✖ | 50,0%  | 00:00:14 | 00:00:09 | 00:07:36 | 00:05:38 | 00:00:08 | 00:00:09 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:02:24 | 00:02:24 | 00:00:08 | 00:00:08 |
|                      | 10:00:00 | 6  | 3  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 3  | ✖ | 50,0%  | 00:00:14 | 00:00:10 | 00:07:36 | 00:06:43 | 00:00:07 | 00:00:10 |
|                      | 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 | 00:00:09 | 00:00:00 |
| RealMarinaHotel/Resi |          | 18 | 11 | ⚠ | 61,1%  | 0 | ✔ | 0,0%  | 6  | ✖ | 33,3%  | 00:00:15 | 00:00:11 | 00:14:30 | 00:06:18 | 00:00:19 | 00:00:23 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:07 | 00:00:07 | 00:13:19 | 00:13:19 | 00:00:07 | 00:00:07 |
|                      | 11:00:00 | 6  | 2  | ✖ | 33,3%  | 0 | ✔ | 0,0%  | 4  | ✖ | 66,7%  | 00:00:15 | 00:00:09 | 00:14:25 | 00:08:12 | 00:00:09 | 00:00:14 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:12 | 00:14:30 | 00:14:30 | 00:00:12 | 00:00:12 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:02:17 | 00:01:10 | 00:00:12 | 00:00:12 |
|                      | 14:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 1  | ✖ | 25,0%  | 00:00:15 | 00:00:10 | 00:06:41 | 00:03:02 | 00:00:14 | 00:00:14 |
|                      | 16:00:00 | 4  | 2  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 1  | ✖ | 25,0%  | 00:00:15 | 00:00:12 | 00:07:27 | 00:06:48 | 00:00:47 | 00:01:12 |
| 01-06-2018           |          | 62 | 55 | ✔ | 88,7%  | 1 | ✔ | 1,6%  | 4  | ✔ | 6,5%   | 00:00:23 | 00:00:10 | 00:14:32 | 00:03:28 | 00:00:11 | 00:00:11 |
| GrdRealSantaEulalia  |          | 36 | 32 | ✔ | 88,9%  | 1 | ✔ | 2,8%  | 2  | ✔ | 5,6%   | 00:00:23 | 00:00:10 | 00:14:32 | 00:03:13 | 00:00:11 | 00:00:10 |
|                      | 09:00:00 | 5  | 4  | ⚠ | 80,0%  | 1 | ✖ | 20,0% | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:04:49 | 00:02:44 | 00:00:13 | 00:00:15 |
|                      | 10:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:08 | 00:04:58 | 00:02:32 | 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 | 00:01:16 | 00:01:16 | 00:00:06 | 00:00:06 |
|                      | 12:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:14:32 | 00:08:40 | 00:00:08 | 00:00:08 |
|                      | 13:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:09 | 00:06:07 | 00:02:21 | 00:00:09 | 00:00:09 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:06:02 | 00:05:15 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:06:26 | 00:03:32 | 00:00:16 | 00:00:16 |
|                      | 16:00:00 | 6  | 5  | ⚠ | 83,3%  | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:23 | 00:00:12 | 00:06:43 | 00:03:29 | 00:00:13 | 00:00:11 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:01:07 | 00:01:07 | 00:00:09 | 00:00:09 |
|                      | 18:00:00 | 5  | 3  | ⚠ | 60,0%  | 0 | ✔ | 0,0%  | 2  | ✖ | 40,0%  | 00:00:12 | 00:00:10 | 00:04:24 | 00:02:18 | 00:00:12 | 00:00:10 |
| RealBellavistaHotel  |          | 11 | 10 | ✔ | 90,9%  | 0 | ✔ | 0,0%  | 1  | ✔ | 9,1%   | 00:00:15 | 00:00:10 | 00:11:58 | 00:04:53 | 00:00:10 | 00:00:11 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:08 | 00:01:40 | 00:01:20 | 00:00:08 | 00:00:08 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:07 | 00:00:07 | 00:04:24 | 00:04:24 | 00:00:07 | 00:00:07 |
|                      | 13:00:00 | 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 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:01:00 | 00:01:00 | 00:00:08 | 00:00:08 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |        |   |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|--------|---|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:01:24 | 00:01:24 | 00:00:09 | 00:00:09 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:14 | 00:00:14 | 00:11:58 | 00:11:40 | 00:00:14 | 00:00:14 |
|                      | 18:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%   | 1 | ✖ | 33,3%  | 00:00:15 | 00:00:10 | 00:05:12 | 00:03:22 | 00:00:12 | 00:00:16 |
| RealMarinaHotel/Resi |          | 15 | 13 | ✔ | 86,7%  | 0 | ✔ | 0,0%   | 1 | ✔ | 6,7%   | 00:00:15 | 00:00:10 | 00:07:27 | 00:03:00 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:13 | 00:00:10 | 00:03:35 | 00:02:40 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:00:52 | 00:00:52 | 00:00:23 | 00:00:23 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:11 | 00:01:41 | 00:01:41 | 00:00:11 | 00:00:11 |
|                      | 12:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:09 | 00:04:57 | 00:01:57 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 1  | 0  | ✖ | 0,0%   | 0 | ✔ | 0,0%   | 1 | ✖ | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:15 | 00:00:00 |
|                      | 14:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:08 | 00:07:27 | 00:03:46 | 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 | 00:03:25 | 00:03:25 | 00:00:13 | 00:00:13 |
|                      | 16:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:13 | 00:00:12 | 00:06:02 | 00:06:02 | 00:00:12 | 00:00:12 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:03:40 | 00:03:40 | 00:00:10 | 00:00:10 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:03:49 | 00:03:49 | 00:00:09 | 00:00:09 |
| 02-06-2018           |          | 27 | 21 | ⚠ | 77,8%  | 1 | ✔ | 3,7%   | 4 | ⚠ | 14,8%  | 00:00:15 | 00:00:10 | 00:12:52 | 00:02:57 | 00:00:17 | 00:00:14 |
| GrdRealSantaEulalia  |          | 11 | 10 | ✔ | 90,9%  | 0 | ✔ | 0,0%   | 1 | ✔ | 9,1%   | 00:00:15 | 00:00:10 | 00:12:52 | 00:03:39 | 00:00:12 | 00:00:12 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:14 | 00:00:14 | 00:03:07 | 00:03:07 | 00:00:14 | 00:00:14 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:12 | 00:00:09 | 00:03:57 | 00:02:23 | 00:00:09 | 00:00:09 |
|                      | 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 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:07:06 | 00:03:22 | 00:00:13 | 00:00:13 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:13 | 00:00:11 | 00:12:52 | 00:07:32 | 00:00:11 | 00:00:11 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:13 | 00:00:13 | 00:00:04 | 00:00:04 | 00:00:13 | 00:00:13 |
| RealBellavistaHotel  |          | 4  | 2  | ⚠ | 50,0%  | 0 | ✔ | 0,0%   | 1 | ✖ | 25,0%  | 00:00:13 | 00:00:08 | 00:01:59 | 00:01:41 | 00:00:07 | 00:00:06 |
|                      | 15:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:13 | 00:00:08 | 00:01:59 | 00:01:41 | 00:00:09 | 00:00:06 |
|                      | 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 | 00:00:02 | 00:00:00 |
| RealMarinaHotel/Resi |          | 12 | 9  | ⚠ | 75,0%  | 1 | ✔ | 8,3%   | 2 | ✖ | 16,7%  | 00:00:15 | 00:00:11 | 00:06:19 | 00:02:28 | 00:00:25 | 00:00:17 |
|                      | 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 | 00:02:05 | 00:00:00 |
|                      | 10:00:00 | 5  | 3  | ⚠ | 60,0%  | 0 | ✔ | 0,0%   | 2 | ✖ | 40,0%  | 00:00:12 | 00:00:09 | 00:06:19 | 00:04:11 | 00:00:10 | 00:00:09 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:15 | 00:01:31 | 00:01:31 | 00:00:15 | 00:00:15 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:08 | 00:03:24 | 00:03:10 | 00:00:14 | 00:00:14 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:00:04 | 00:00:04 | 00:00:38 | 00:00:38 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:01:41 | 00:01:41 | 00:00:10 | 00:00:10 |
| 04-06-2018           |          | 92 | 78 | ⚠ | 84,8%  | 3 | ✔ | 3,3%   | 9 | ✔ | 9,8%   | 00:00:18 | 00:00:11 | 00:13:43 | 00:03:21 | 00:00:14 | 00:00:12 |
| GrdRealSantaEulalia  |          | 49 | 41 | ⚠ | 83,7%  | 2 | ✔ | 4,1%   | 6 | ⚠ | 12,2%  | 00:00:16 | 00:00:11 | 00:13:43 | 00:03:45 | 00:00:15 | 00:00:12 |
|                      | 09:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:13:43 | 00:07:34 | 00:00:15 | 00:00:15 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:12 | 00:00:12 | 00:02:08 | 00:02:08 | 00:00:13 | 00:00:13 |
|                      | 11:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:12 | 00:00:10 | 00:07:37 | 00:04:10 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 5  | 4  | ⚠ | 80,0%  | 0 | ✔ | 0,0%   | 1 | ✖ | 20,0%  | 00:00:12 | 00:00:11 | 00:06:14 | 00:03:30 | 00:00:10 | 00:00:11 |
|                      | 14:00:00 | 5  | 4  | ⚠ | 80,0%  | 0 | ✔ | 0,0%   | 1 | ✖ | 20,0%  | 00:00:15 | 00:00:10 | 00:04:58 | 00:02:34 | 00:00:11 | 00:00:12 |
|                      | 15:00:00 | 8  | 7  | ✔ | 87,5%  | 1 | ⚠ | 12,5%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:11:57 | 00:04:48 | 00:00:13 | 00:00:13 |
|                      | 16:00:00 | 9  | 9  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:16 | 00:00:11 | 00:05:49 | 00:02:51 | 00:00:14 | 00:00:14 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:07 | 00:07:03 | 00:03:41 | 00:00:07 | 00:00:07 |
|                      | 18:00:00 | 9  | 4  | ✖ | 44,4%  | 1 | ⚠ | 11,1%  | 4 | ✖ | 44,4%  | 00:00:15 | 00:00:13 | 00:06:10 | 00:02:51 | 00:00:27 | 00:00:11 |
| RealBellavistaHotel  |          | 20 | 17 | ✔ | 85,0%  | 0 | ✔ | 0,0%   | 2 | ⚠ | 10,0%  | 00:00:18 | 00:00:11 | 00:09:57 | 00:03:24 | 00:00:13 | 00:00:13 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:15 | 00:00:30 | 00:00:30 | 00:00:15 | 00:00:15 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:13 | 00:00:13 | 00:00:35 | 00:00:35 | 00:00:13 | 00:00:13 |
|                      | 11:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:13 | 00:00:11 | 00:09:57 | 00:07:33 | 00:00:11 | 00:00:11 |
|                      | 12:00:00 | 7  | 5  | ⚠ | 71,4%  | 0 | ✔ | 0,0%   | 2 | ✖ | 28,6%  | 00:00:15 | 00:00:09 | 00:04:49 | 00:01:49 | 00:00:11 | 00:00:11 |
|                      | 13:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:08 | 00:05:03 | 00:03:18 | 00:00:09 | 00:00:09 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:04:11 | 00:04:11 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:18 | 00:00:13 | 00:04:37 | 00:02:49 | 00:00:22 | 00:00:17 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:05:14 | 00:05:14 | 00:00:28 | 00:00:28 |
| RealMarinaHotel/Resi |          | 23 | 20 | ✔ | 87,0%  | 1 | ✔ | 4,3%   | 1 | ✔ | 4,3%   | 00:00:16 | 00:00:11 | 00:09:13 | 00:02:28 | 00:00:13 | 00:00:13 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |   |   |       |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|-------|----------|----------|----------|----------|----------|----------|
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:10 | 00:09:13 | 00:06:06 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:10 | 00:01:18 | 00:01:04 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:00:40 | 00:00:40 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 5  | 4  | ⚠ | 80,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 20,0% | 00:00:09 | 00:00:09 | 00:04:46 | 00:03:25 | 00:00:09 | 00:00:09 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:02:13 | 00:02:13 | 00:00:24 | 00:00:24 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:10 | 00:06:22 | 00:03:35 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 5  | 4  | ⚠ | 80,0%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:16 | 00:00:12 | 00:01:54 | 00:01:32 | 00:00:15 | 00:00:11 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:00:34 | 00:00:30 | 00:00:16 | 00:00:16 |
|                      | 17:00:00 | 3  | 2  | ⚠ | 66,7%  | 1 | ✖ | 33,3% | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:03:29 | 00:02:02 | 00:00:18 | 00:00:25 |
| 05-06-2018           |          | 52 | 49 | ✔ | 94,2%  | 0 | ✔ | 0,0%  | 1 | ✔ | 1,9%  | 00:00:21 | 00:00:10 | 00:25:42 | 00:03:17 | 00:00:15 | 00:00:14 |
| GrdRealSantaEulalia  |          | 27 | 25 | ✔ | 92,6%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:21 | 00:00:10 | 00:08:28 | 00:03:01 | 00:00:12 | 00:00:11 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:12 | 00:05:28 | 00:04:17 | 00:00:12 | 00:00:12 |
|                      | 10:00:00 | 7  | 7  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:08 | 00:06:19 | 00:02:02 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:08 | 00:05:57 | 00:03:08 | 00:00:07 | 00:00:07 |
|                      | 12:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:08:24 | 00:04:17 | 00:00:15 | 00:00:15 |
|                      | 14:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:08 | 00:06:20 | 00:01:53 | 00:00:08 | 00:00:08 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:03:33 | 00:03:33 | 00:00:25 | 00:00:25 |
|                      | 17:00:00 | 4  | 2  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:21 | 00:00:14 | 00:08:28 | 00:05:52 | 00:00:21 | 00:00:16 |
|                      | 18:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:09 | 00:04:35 | 00:02:55 | 00:00:09 | 00:00:09 |
| RealBellavistaHotel  |          | 9  | 9  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:04:53 | 00:02:18 | 00:00:22 | 00:00:22 |
|                      | 11:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:10 | 00:04:53 | 00:03:27 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:02:05 | 00:02:05 | 00:00:08 | 00:00:08 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:07 | 00:00:07 | 00:03:07 | 00:03:07 | 00:00:08 | 00:00:08 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:01:00 | 00:00:48 | 00:00:24 | 00:00:24 |
|                      | 18:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:03:55 | 00:01:57 | 00:00:42 | 00:00:42 |
| RealMarinaHotel/Resi |          | 16 | 15 | ✔ | 93,8%  | 0 | ✔ | 0,0%  | 1 | ✔ | 6,3%  | 00:00:15 | 00:00:11 | 00:25:42 | 00:04:24 | 00:00:15 | 00:00:15 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:12 | 00:05:29 | 00:03:04 | 00:00:12 | 00:00:12 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:01:21 | 00:01:21 | 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 | 00:01:48 | 00:01:14 | 00:00:13 | 00:00:13 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:01:48 | 00:01:48 | 00:00:26 | 00:00:26 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:14 | 00:12:17 | 00:12:17 | 00:00:14 | 00:00:14 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:11 | 00:03:09 | 00:03:09 | 00:00:11 | 00:00:11 |
|                      | 16:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:25:42 | 00:07:14 | 00:00:19 | 00:00:19 |
|                      | 18:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 50,0% | 00:00:08 | 00:00:08 | 00:01:30 | 00:01:30 | 00:00:08 | 00:00:08 |
| 06-06-2018           |          | 52 | 48 | ✔ | 92,3%  | 1 | ✔ | 1,9%  | 2 | ✔ | 3,8%  | 00:00:15 | 00:00:10 | 00:11:32 | 00:03:59 | 00:00:10 | 00:00:10 |
| GrdRealSantaEulalia  |          | 29 | 27 | ✔ | 93,1%  | 0 | ✔ | 0,0%  | 2 | ✔ | 6,9%  | 00:00:15 | 00:00:09 | 00:10:38 | 00:03:25 | 00:00:11 | 00:00:10 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:10 | 00:02:06 | 00:01:38 | 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 | 00:05:00 | 00:03:11 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:10 | 00:05:22 | 00:02:13 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:06:32 | 00:05:10 | 00:00:15 | 00:00:15 |
|                      | 14:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:08 | 00:07:41 | 00:03:03 | 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 | 00:05:22 | 00:03:14 | 00:00:16 | 00:00:16 |
|                      | 16:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:09 | 00:05:09 | 00:04:18 | 00:00:09 | 00:00:09 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:03:07 | 00:02:00 | 00:00:09 | 00:00:09 |
|                      | 18:00:00 | 4  | 2  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 2 | ✖ | 50,0% | 00:00:12 | 00:00:10 | 00:10:38 | 00:07:48 | 00:00:11 | 00:00:10 |
| RealBellavistaHotel  |          | 8  | 8  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:09 | 00:09:29 | 00:02:43 | 00:00:09 | 00:00:09 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:01:30 | 00:01:30 | 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 | 00:02:09 | 00:02:09 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:03 | 00:00:03 | 00:02:40 | 00:02:40 | 00:00:03 | 00:00:03 |
|                      | 13:00:00 | 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 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:01:32 | 00:01:32 | 00:00:08 | 00:00:08 |
|                      | 16:00:00 | 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 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:10 | 00:09:29 | 00:06:05 | 00:00:10 | 00:00:10 |

# OneContact Reporting

## Service Performance Report

|                      |          |    |    |   |        |   |   |       |   |   |       |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|-------|----------|----------|----------|----------|----------|----------|
| RealMarinaHotel/Resi |          | 15 | 13 | ✔ | 86,7%  | 1 | ✔ | 6,7%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:11:32 | 00:06:00 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:11 | 00:02:43 | 00:02:43 | 00:00:11 | 00:00:11 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:10 | 00:08:36 | 00:05:12 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:12 | 00:04:37 | 00:04:37 | 00:00:12 | 00:00:12 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:12 | 00:02:29 | 00:02:29 | 00:00:12 | 00:00:12 |
|                      | 14:00:00 | 2  | 1  | ⚠ | 50,0%  | 1 | ✖ | 50,0% | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:08 | 00:06:32 | 00:06:32 | 00:00:08 | 00:00:12 |
|                      | 15:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:12 | 00:09:10 | 00:05:16 | 00:00:12 | 00:00:10 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:07 | 00:00:07 | 00:10:05 | 00:10:05 | 00:00:08 | 00:00:08 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:11 | 00:08:58 | 00:06:22 | 00:00:11 | 00:00:11 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:08 | 00:11:32 | 00:11:32 | 00:00:19 | 00:00:19 |
| 07-06-2018           |          | 54 | 51 | ✔ | 94,4%  | 0 | ✔ | 0,0%  | 2 | ✔ | 3,7%  | 00:00:15 | 00:00:10 | 00:14:08 | 00:02:53 | 00:00:10 | 00:00:11 |
| GrdRealSantaEulalia  |          | 28 | 28 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:09 | 00:14:08 | 00:02:45 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:10:19 | 00:05:19 | 00:00:15 | 00:00:15 |
|                      | 12:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:09 | 00:14:08 | 00:04:53 | 00:00:09 | 00:00:09 |
|                      | 13:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:07 | 00:06:31 | 00:02:24 | 00:00:07 | 00:00:07 |
|                      | 14:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:10 | 00:05:58 | 00:03:02 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:01:56 | 00:01:19 | 00:00:15 | 00:00:15 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:13 | 00:02:13 | 00:02:13 | 00:00:13 | 00:00:13 |
|                      | 17:00:00 | 7  | 7  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:09 | 00:03:10 | 00:01:32 | 00:00:09 | 00:00:09 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:10 | 00:01:54 | 00:01:54 | 00:00:10 | 00:00:10 |
| RealBellavistaHotel  |          | 13 | 11 | ⚠ | 84,6%  | 0 | ✔ | 0,0%  | 2 | ✖ | 15,4% | 00:00:15 | 00:00:10 | 00:06:16 | 00:03:12 | 00:00:11 | 00:00:12 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:08 | 00:06:16 | 00:03:35 | 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 | 00:05:54 | 00:05:54 | 00:00:09 | 00:00:09 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:10 | 00:00:40 | 00:00:40 | 00:00:10 | 00:00:10 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:14 | 00:00:55 | 00:00:55 | 00:00:43 | 00:00:43 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:14 | 00:04:59 | 00:04:59 | 00:00:14 | 00:00:14 |
|                      | 18:00:00 | 6  | 4  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 2 | ✖ | 33,3% | 00:00:10 | 00:00:08 | 00:05:12 | 00:02:56 | 00:00:07 | 00:00:08 |
| RealMarinaHotel/Resi |          | 13 | 12 | ✔ | 92,3%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:09 | 00:09:54 | 00:02:53 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:07:02 | 00:07:02 | 00:00:09 | 00:00:09 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:10 | 00:04:46 | 00:01:49 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:06 | 00:00:06 | 00:01:16 | 00:01:16 | 00:00:06 | 00:00:06 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:10 | 00:02:59 | 00:01:42 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:12 | 00:05:26 | 00:05:26 | 00:00:13 | 00:00:12 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:01:49 | 00:00:56 | 00:00:08 | 00:00:08 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:09:54 | 00:09:54 | 00:00:24 | 00:00:24 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:05 | 00:00:05 | 00:01:18 | 00:01:18 | 00:00:05 | 00:00:05 |
| 08-06-2018           |          | 60 | 59 | ✔ | 98,3%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:19:22 | 00:03:27 | 00:00:11 | 00:00:11 |
| GrdRealSantaEulalia  |          | 38 | 37 | ✔ | 97,4%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:09 | 00:19:22 | 00:03:37 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:08 | 00:05:24 | 00:02:36 | 00:00:09 | 00:00:09 |
|                      | 11:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:09 | 00:10:02 | 00:03:47 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 8  | 8  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:08 | 00:13:01 | 00:02:43 | 00:00:09 | 00:00:09 |
|                      | 13:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:09 | 00:01:29 | 00:01:03 | 00:00:09 | 00:00:09 |
|                      | 14:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:09 | 00:16:12 | 00:06:45 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:09 | 00:06:31 | 00:02:38 | 00:00:09 | 00:00:09 |
|                      | 16:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:10 | 00:04:47 | 00:02:17 | 00:00:10 | 00:00:09 |
|                      | 17:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:19:22 | 00:06:10 | 00:00:15 | 00:00:15 |
|                      | 18:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:04:00 | 00:02:44 | 00:00:18 | 00:00:18 |
| RealBellavistaHotel  |          | 12 | 12 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:06:11 | 00:02:18 | 00:00:12 | 00:00:12 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:02:02 | 00:02:02 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:11 | 00:00:21 | 00:00:21 | 00:00:11 | 00:00:11 |
|                      | 14:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:09 | 00:06:11 | 00:03:30 | 00:00:09 | 00:00:09 |
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:02:56 | 00:01:46 | 00:00:19 | 00:00:19 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:01:37 | 00:01:25 | 00:00:12 | 00:00:12 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |        |    |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|--------|----|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:14 | 00:04:06 | 00:04:06 | 00:00:14 | 00:00:14 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:03 | 00:00:03 | 00:02:35 | 00:02:35 | 00:00:04 | 00:00:04 |
| RealMarinaHotel/Resi |          | 10 | 10 | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:10 | 00:10:37 | 00:04:07 | 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 | 00:02:39 | 00:02:39 | 00:00:12 | 00:00:12 |
|                      | 12:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:09 | 00:06:41 | 00:03:30 | 00:00:09 | 00:00:09 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:01:49 | 00:01:49 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:10 | 00:02:28 | 00:01:16 | 00:00:11 | 00:00:11 |
|                      | 16:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:10 | 00:10:37 | 00:07:54 | 00:00:10 | 00:00:10 |
| 09-06-2018           |          | 36 | 18 | ⚠ | 50,0%  | 0 | ✔ | 0,0%   | 18 | ✖ | 50,0%  | 00:00:15 | 00:00:10 | 00:18:22 | 00:08:56 | 00:00:12 | 00:00:15 |
| GrdRealSantaEulalia  |          | 23 | 11 | ✖ | 47,8%  | 0 | ✔ | 0,0%   | 12 | ✖ | 52,2%  | 00:00:15 | 00:00:10 | 00:16:50 | 00:09:22 | 00:00:15 | 00:00:18 |
|                      | 09:00:00 | 4  | 1  | ✖ | 25,0%  | 0 | ✔ | 0,0%   | 3  | ✖ | 75,0%  | 00:00:13 | 00:00:13 | 00:12:46 | 00:12:46 | 00:00:12 | 00:00:13 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:11:42 | 00:10:48 | 00:00:16 | 00:00:16 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:12 | 00:16:50 | 00:16:50 | 00:00:12 | 00:00:12 |
|                      | 12:00:00 | 6  | 2  | ✖ | 33,3%  | 0 | ✔ | 0,0%   | 4  | ✖ | 66,7%  | 00:00:14 | 00:00:14 | 00:03:03 | 00:02:20 | 00:00:12 | 00:00:14 |
|                      | 14:00:00 | 6  | 1  | ✖ | 16,7%  | 0 | ✔ | 0,0%   | 5  | ✖ | 83,3%  | 00:00:15 | 00:00:13 | 00:15:36 | 00:15:36 | 00:00:12 | 00:00:12 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:07 | 00:15:50 | 00:12:19 | 00:00:32 | 00:00:32 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:05:44 | 00:03:28 | 00:00:20 | 00:00:20 |
| RealBellavistaHotel  |          | 6  | 3  | ⚠ | 50,0%  | 0 | ✔ | 0,0%   | 3  | ✖ | 50,0%  | 00:00:13 | 00:00:10 | 00:06:41 | 00:04:44 | 00:00:08 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:13 | 00:06:41 | 00:06:41 | 00:00:13 | 00:00:13 |
|                      | 10:00:00 | 3  | 0  | ✖ | 0,0%   | 0 | ✔ | 0,0%   | 3  | ✖ | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:05 | 00:00:00 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:04:51 | 00:03:46 | 00:00:09 | 00:00:09 |
| RealMarinaHotel/Resi |          | 7  | 4  | ⚠ | 57,1%  | 0 | ✔ | 0,0%   | 3  | ✖ | 42,9%  | 00:00:14 | 00:00:12 | 00:18:22 | 00:10:52 | 00:00:10 | 00:00:12 |
|                      | 10:00:00 | 4  | 2  | ⚠ | 50,0%  | 0 | ✔ | 0,0%   | 2  | ✖ | 50,0%  | 00:00:14 | 00:00:14 | 00:09:12 | 00:06:31 | 00:00:11 | 00:00:14 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:18:22 | 00:18:22 | 00:00:08 | 00:00:08 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:11 | 00:12:02 | 00:12:02 | 00:00:11 | 00:00:11 |
|                      | 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 | 00:00:06 | 00:00:00 |
| 11-06-2018           |          | 81 | 64 | ⚠ | 79,0%  | 6 | ✔ | 7,4%   | 8  | ✔ | 9,9%   | 00:00:19 | 00:00:10 | 00:25:48 | 00:03:46 | 00:00:18 | 00:00:12 |
| GrdRealSantaEulalia  |          | 55 | 42 | ⚠ | 76,4%  | 4 | ✔ | 7,3%   | 8  | ⚠ | 14,5%  | 00:00:15 | 00:00:09 | 00:25:48 | 00:03:40 | 00:00:15 | 00:00:10 |
|                      | 09:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%   | 1  | ✖ | 25,0%  | 00:00:04 | 00:00:04 | 00:07:33 | 00:04:49 | 00:00:04 | 00:00:04 |
|                      | 10:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:09 | 00:05:00 | 00:02:52 | 00:00:09 | 00:00:09 |
|                      | 11:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:08 | 00:12:19 | 00:04:07 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 8  | 6  | ⚠ | 75,0%  | 0 | ✔ | 0,0%   | 1  | ⚠ | 12,5%  | 00:00:15 | 00:00:10 | 00:25:48 | 00:06:42 | 00:00:13 | 00:00:13 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:05 | 00:02:51 | 00:02:01 | 00:00:06 | 00:00:06 |
|                      | 14:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:09 | 00:03:39 | 00:02:25 | 00:00:09 | 00:00:09 |
|                      | 15:00:00 | 7  | 7  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:06:32 | 00:02:09 | 00:00:14 | 00:00:14 |
|                      | 16:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:08 | 00:06:10 | 00:04:28 | 00:00:09 | 00:00:09 |
|                      | 17:00:00 | 4  | 0  | ✖ | 0,0%   | 2 | ✖ | 50,0%  | 2  | ✖ | 50,0%  | 00:00:15 | 00:00:13 | 00:00:00 | 00:00:00 | 00:00:36 | 00:00:00 |
|                      | 18:00:00 | 8  | 2  | ✖ | 25,0%  | 2 | ✖ | 25,0%  | 4  | ✖ | 50,0%  | 00:00:15 | 00:00:13 | 00:03:58 | 00:03:56 | 00:00:30 | 00:00:12 |
| RealBellavistaHotel  |          | 7  | 7  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:08 | 00:14:41 | 00:04:07 | 00:00:08 | 00:00:08 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:03 | 00:00:03 | 00:02:24 | 00:02:24 | 00:00:04 | 00:00:04 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:12 | 00:01:01 | 00:01:01 | 00:00:12 | 00:00:12 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:02:42 | 00:02:42 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:10 | 00:14:41 | 00:08:02 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:05 | 00:00:05 | 00:05:30 | 00:05:30 | 00:00:05 | 00:00:05 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:04 | 00:00:04 | 00:01:06 | 00:01:06 | 00:00:04 | 00:00:04 |
| RealMarinaHotel/Resi |          | 19 | 15 | ⚠ | 78,9%  | 2 | ⚠ | 10,5%  | 0  | ✔ | 0,0%   | 00:00:19 | 00:00:11 | 00:10:49 | 00:03:58 | 00:00:30 | 00:00:20 |
|                      | 09:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:09 | 00:05:11 | 00:02:58 | 00:00:09 | 00:00:09 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:09:06 | 00:08:01 | 00:00:08 | 00:00:08 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:14 | 00:02:11 | 00:02:11 | 00:00:14 | 00:00:14 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:05 | 00:00:04 | 00:01:30 | 00:01:28 | 00:00:04 | 00:00:04 |
|                      | 15:00:00 | 1  | 0  | ✖ | 0,0%   | 1 | ✖ | 100,0% | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:14 | 00:00:00 | 00:00:00 | 00:00:14 | 00:00:00 |
|                      | 16:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:16 | 00:00:12 | 00:05:01 | 00:03:04 | 00:00:17 | 00:00:10 |
|                      | 17:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%   | 0  | ✔ | 0,0%   | 00:00:19 | 00:00:14 | 00:02:38 | 00:02:02 | 00:00:18 | 00:00:17 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |                                          |   |                                         |   |                                          |          |          |          |          |          |          |
|----------------------|----------|----|----|------------------------------------------|---|-----------------------------------------|---|------------------------------------------|----------|----------|----------|----------|----------|----------|
|                      | 18:00:00 | 3  | 2  | <div><div></div><div></div></div> 66,7%  | 1 | <div><div></div><div></div></div> 33,3% | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:15 | 00:00:12 | 00:10:49 | 00:08:34 | 00:02:02 | 00:01:22 |
| 12-06-2018           |          | 72 | 62 | <div><div></div><div></div></div> 86,1%  | 2 | <div><div></div><div></div></div> 2,8%  | 6 | <div><div></div><div></div></div> 8,3%   | 00:00:15 | 00:00:10 | 00:17:33 | 00:03:03 | 00:00:12 | 00:00:11 |
| GrdRealSantaEulalia  |          | 45 | 39 | <div><div></div><div></div></div> 86,7%  | 1 | <div><div></div><div></div></div> 2,2%  | 4 | <div><div></div><div></div></div> 8,9%   | 00:00:15 | 00:00:10 | 00:17:33 | 00:03:35 | 00:00:12 | 00:00:12 |
|                      | 09:00:00 | 5  | 4  | <div><div></div><div></div></div> 80,0%  | 1 | <div><div></div><div></div></div> 20,0% | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:12 | 00:00:09 | 00:08:53 | 00:03:46 | 00:00:09 | 00:00:09 |
|                      | 10:00:00 | 4  | 4  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:09 | 00:00:06 | 00:15:08 | 00:05:53 | 00:00:06 | 00:00:06 |
|                      | 11:00:00 | 2  | 2  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:15 | 00:00:10 | 00:05:33 | 00:03:37 | 00:00:15 | 00:00:15 |
|                      | 12:00:00 | 11 | 10 | <div><div></div><div></div></div> 90,9%  | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:15 | 00:00:08 | 00:17:33 | 00:04:38 | 00:00:09 | 00:00:08 |
|                      | 13:00:00 | 3  | 2  | <div><div></div><div></div></div> 66,7%  | 0 | <div><div></div><div></div></div> 0,0%  | 1 | <div><div></div><div></div></div> 33,3%  | 00:00:15 | 00:00:13 | 00:01:01 | 00:00:58 | 00:00:17 | 00:00:17 |
|                      | 14:00:00 | 3  | 3  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:12 | 00:00:08 | 00:04:01 | 00:02:50 | 00:00:19 | 00:00:19 |
|                      | 15:00:00 | 3  | 3  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:12 | 00:00:10 | 00:07:41 | 00:03:14 | 00:00:10 | 00:00:10 |
|                      | 16:00:00 | 3  | 3  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:15 | 00:00:11 | 00:04:41 | 00:02:57 | 00:00:15 | 00:00:15 |
|                      | 17:00:00 | 5  | 5  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:15 | 00:00:11 | 00:04:28 | 00:02:20 | 00:00:18 | 00:00:18 |
|                      | 18:00:00 | 6  | 3  | <div><div></div><div></div></div> 50,0%  | 0 | <div><div></div><div></div></div> 0,0%  | 3 | <div><div></div><div></div></div> 50,0%  | 00:00:14 | 00:00:11 | 00:06:31 | 00:03:06 | 00:00:10 | 00:00:11 |
| RealBellavistaHotel  |          | 13 | 12 | <div><div></div><div></div></div> 92,3%  | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:15 | 00:00:12 | 00:05:55 | 00:02:05 | 00:00:14 | 00:00:12 |
|                      | 09:00:00 | 1  | 1  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:10 | 00:00:10 | 00:02:51 | 00:02:51 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 3  | 3  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:12 | 00:00:09 | 00:01:48 | 00:01:23 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 2  | 1  | <div><div></div><div></div></div> 50,0%  | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:15 | 00:00:14 | 00:03:44 | 00:03:44 | 00:00:28 | 00:00:12 |
|                      | 15:00:00 | 1  | 1  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:11 | 00:00:11 | 00:05:19 | 00:05:19 | 00:00:11 | 00:00:11 |
|                      | 16:00:00 | 3  | 3  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:15 | 00:00:12 | 00:01:26 | 00:00:31 | 00:00:17 | 00:00:17 |
|                      | 17:00:00 | 2  | 2  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:13 | 00:00:12 | 00:05:55 | 00:03:23 | 00:00:12 | 00:00:12 |
|                      | 18:00:00 | 1  | 1  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:09 | 00:00:09 | 00:00:43 | 00:00:43 | 00:00:09 | 00:00:09 |
| RealMarinaHotel/Resi |          | 14 | 11 | <div><div></div><div></div></div> 78,6%  | 1 | <div><div></div><div></div></div> 7,1%  | 2 | <div><div></div><div></div></div> 14,3%  | 00:00:12 | 00:00:09 | 00:05:22 | 00:02:12 | 00:00:08 | 00:00:09 |
|                      | 10:00:00 | 1  | 1  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:06 | 00:00:06 | 00:04:41 | 00:04:41 | 00:00:06 | 00:00:06 |
|                      | 11:00:00 | 2  | 2  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:12 | 00:00:10 | 00:02:38 | 00:01:24 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 2  | 2  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:12 | 00:00:10 | 00:05:22 | 00:03:30 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 1  | 0  | <div><div></div><div></div></div> 0,0%   | 0 | <div><div></div><div></div></div> 0,0%  | 1 | <div><div></div><div></div></div> 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:06 | 00:00:00 |
|                      | 14:00:00 | 2  | 1  | <div><div></div><div></div></div> 50,0%  | 1 | <div><div></div><div></div></div> 50,0% | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:08 | 00:00:08 | 00:01:35 | 00:01:35 | 00:00:08 | 00:00:08 |
|                      | 15:00:00 | 1  | 1  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:11 | 00:00:10 | 00:02:29 | 00:01:32 | 00:00:11 | 00:00:11 |
|                      | 16:00:00 | 1  | 1  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:10 | 00:00:10 | 00:02:58 | 00:02:58 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 3  | 3  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:09 | 00:00:07 | 00:03:34 | 00:01:57 | 00:00:07 | 00:00:07 |
|                      | 18:00:00 | 1  | 0  | <div><div></div><div></div></div> 0,0%   | 0 | <div><div></div><div></div></div> 0,0%  | 1 | <div><div></div><div></div></div> 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:07 | 00:00:00 |
| 13-06-2018           |          | 65 | 62 | <div><div></div><div></div></div> 95,4%  | 1 | <div><div></div><div></div></div> 1,5%  | 1 | <div><div></div><div></div></div> 1,5%   | 00:00:19 | 00:00:10 | 00:24:39 | 00:03:33 | 00:00:12 | 00:00:12 |
| GrdRealSantaEulalia  |          | 46 | 44 | <div><div></div><div></div></div> 95,7%  | 1 | <div><div></div><div></div></div> 2,2%  | 1 | <div><div></div><div></div></div> 2,2%   | 00:00:16 | 00:00:10 | 00:24:39 | 00:03:36 | 00:00:13 | 00:00:13 |
|                      | 09:00:00 | 3  | 3  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:13 | 00:00:09 | 00:04:16 | 00:02:38 | 00:00:09 | 00:00:09 |
|                      | 10:00:00 | 6  | 6  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:13 | 00:00:08 | 00:05:36 | 00:03:28 | 00:00:08 | 00:00:08 |
|                      | 11:00:00 | 5  | 5  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:12 | 00:00:08 | 00:05:30 | 00:03:20 | 00:00:08 | 00:00:08 |
|                      | 12:00:00 | 10 | 8  | <div><div></div><div></div></div> 80,0%  | 1 | <div><div></div><div></div></div> 10,0% | 1 | <div><div></div><div></div></div> 10,0%  | 00:00:15 | 00:00:10 | 00:08:28 | 00:03:58 | 00:00:15 | 00:00:16 |
|                      | 13:00:00 | 5  | 5  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:13 | 00:00:10 | 00:01:53 | 00:01:29 | 00:00:15 | 00:00:15 |
|                      | 14:00:00 | 4  | 4  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:15 | 00:00:09 | 00:10:37 | 00:03:59 | 00:00:12 | 00:00:12 |
|                      | 15:00:00 | 10 | 10 | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:15 | 00:00:10 | 00:04:58 | 00:02:25 | 00:00:14 | 00:00:14 |
|                      | 16:00:00 | 0  | 0  | #DIV/0!                                  | 0 | #DIV/0!                                 | 0 | #DIV/0!                                  | 00:00:16 | 00:00:16 | 00:00:21 | 00:00:21 | 00:00:00 | 00:00:00 |
|                      | 17:00:00 | 2  | 2  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:14 | 00:00:12 | 00:07:14 | 00:06:42 | 00:00:22 | 00:00:22 |
|                      | 19:00:00 | 1  | 1  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:13 | 00:00:13 | 00:24:39 | 00:24:39 | 00:00:13 | 00:00:13 |
| RealBellavistaHotel  |          | 10 | 9  | <div><div></div><div></div></div> 90,0%  | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:19 | 00:00:10 | 00:09:06 | 00:03:26 | 00:00:13 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:10 | 00:00:10 | 00:00:32 | 00:00:32 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 1  | 1  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:09 | 00:00:09 | 00:06:09 | 00:06:09 | 00:00:09 | 00:00:09 |
|                      | 11:00:00 | 1  | 1  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:11 | 00:00:11 | 00:01:35 | 00:01:35 | 00:00:11 | 00:00:11 |
|                      | 12:00:00 | 2  | 2  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:07 | 00:00:06 | 00:03:48 | 00:02:09 | 00:00:06 | 00:00:06 |
|                      | 15:00:00 | 2  | 2  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:11 | 00:00:08 | 00:09:06 | 00:05:42 | 00:00:09 | 00:00:09 |
|                      | 16:00:00 | 1  | 1  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:11 | 00:00:11 | 00:06:16 | 00:06:16 | 00:00:12 | 00:00:12 |
|                      | 17:00:00 | 2  | 1  | <div><div></div><div></div></div> 50,0%  | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:19 | 00:00:13 | 00:00:36 | 00:00:36 | 00:00:26 | 00:00:19 |
| RealMarinaHotel/Resi |          | 9  | 9  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:15 | 00:00:09 | 00:10:02 | 00:03:22 | 00:00:11 | 00:00:11 |
|                      | 10:00:00 | 1  | 1  | <div><div></div><div></div></div> 100,0% | 0 | <div><div></div><div></div></div> 0,0%  | 0 | <div><div></div><div></div></div> 0,0%   | 00:00:12 | 00:00:12 | 00:02:39 | 00:02:39 | 00:00:12 | 00:00:12 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |         |        |   |         |        |   |         |       |          |          |          |          |          |          |
|----------------------|----------|----|----|---------|--------|---|---------|--------|---|---------|-------|----------|----------|----------|----------|----------|----------|
|                      | 11:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:06 | 00:00:06 | 00:00:46 | 00:00:46 | 00:00:06 | 00:00:06 |
|                      | 13:00:00 | 2  | 2  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:08 | 00:00:08 | 00:07:36 | 00:03:50 | 00:00:08 | 00:00:08 |
|                      | 16:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:15 | 00:00:08 | 00:02:46 | 00:02:46 | 00:00:16 | 00:00:16 |
|                      | 17:00:00 | 3  | 3  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:12 | 00:00:10 | 00:10:02 | 00:05:06 | 00:00:10 | 00:00:10 |
|                      | 18:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:15 | 00:00:08 | 00:01:11 | 00:01:11 | 00:00:20 | 00:00:20 |
| 14-06-2018           |          | 67 | 57 | ✔       | 85,1%  | 1 | ✔       | 1,5%   | 4 | ✔       | 6,0%  | 00:00:15 | 00:00:10 | 00:09:47 | 00:03:07 | 00:00:14 | 00:00:10 |
| GrdRealSantaEulalia  |          | 30 | 26 | ✔       | 86,7%  | 1 | ✔       | 3,3%   | 1 | ✔       | 3,3%  | 00:00:15 | 00:00:10 | 00:09:18 | 00:04:06 | 00:00:17 | 00:00:10 |
|                      | 09:00:00 | 3  | 3  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:13 | 00:00:10 | 00:07:08 | 00:05:15 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 2  | 2  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:08 | 00:00:07 | 00:05:26 | 00:02:56 | 00:00:07 | 00:00:07 |
|                      | 11:00:00 | 3  | 3  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:12 | 00:00:09 | 00:09:18 | 00:04:15 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:11 | 00:00:11 | 00:06:52 | 00:06:52 | 00:00:11 | 00:00:11 |
|                      | 13:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:08 | 00:00:08 | 00:02:08 | 00:02:08 | 00:00:08 | 00:00:08 |
|                      | 14:00:00 | 2  | 2  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:15 | 00:00:12 | 00:00:43 | 00:00:34 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 7  | 5  | ⚠       | 71,4%  | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:15 | 00:00:10 | 00:08:52 | 00:05:58 | 00:00:12 | 00:00:12 |
|                      | 16:00:00 | 2  | 2  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:11 | 00:00:11 | 00:06:30 | 00:05:06 | 00:00:11 | 00:00:11 |
|                      | 17:00:00 | 6  | 6  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:13 | 00:00:08 | 00:08:14 | 00:02:56 | 00:00:07 | 00:00:07 |
|                      | 18:00:00 | 2  | 1  | ⚠       | 50,0%  | 0 | ✔       | 0,0%   | 1 | ✖       | 50,0% | 00:00:15 | 00:00:13 | 00:06:55 | 00:06:55 | 00:00:14 | 00:00:11 |
|                      | 19:00:00 | 1  | 0  | ✖       | 0,0%   | 1 | ✖       | 100,0% | 0 | ✔       | 0,0%  | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:03:36 | 00:00:00 |
| RealBellavistaHotel  |          | 9  | 9  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:15 | 00:00:11 | 00:07:20 | 00:03:05 | 00:00:14 | 00:00:14 |
|                      | 09:00:00 | 2  | 2  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:12 | 00:00:10 | 00:03:03 | 00:02:52 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 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 |
|                      | 11:00:00 | 2  | 2  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:13 | 00:00:11 | 00:07:20 | 00:04:13 | 00:00:26 | 00:00:26 |
|                      | 14:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:12 | 00:00:12 | 00:00:48 | 00:00:48 | 00:00:12 | 00:00:12 |
|                      | 16:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:09 | 00:00:09 | 00:01:51 | 00:01:51 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 3  | 3  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:11 | 00:00:08 | 00:06:33 | 00:03:31 | 00:00:10 | 00:00:10 |
| RealMarinaHotel/Resi |          | 28 | 22 | ⚠       | 78,6%  | 0 | ✔       | 0,0%   | 3 | ⚠       | 10,7% | 00:00:15 | 00:00:10 | 00:09:47 | 00:01:59 | 00:00:11 | 00:00:10 |
|                      | 09:00:00 | 7  | 5  | ⚠       | 71,4%  | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:15 | 00:00:10 | 00:09:47 | 00:02:48 | 00:00:11 | 00:00:09 |
|                      | 10:00:00 | 2  | 1  | ⚠       | 50,0%  | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:15 | 00:00:12 | 00:02:21 | 00:02:21 | 00:00:18 | 00:00:08 |
|                      | 11:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:15 | 00:00:10 | 00:01:01 | 00:01:01 | 00:00:22 | 00:00:22 |
|                      | 12:00:00 | 3  | 3  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:14 | 00:00:10 | 00:07:20 | 00:02:40 | 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 | 00:07:51 | 00:07:51 | 00:00:11 | 00:00:11 |
|                      | 14:00:00 | 6  | 6  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:12 | 00:00:09 | 00:02:55 | 00:00:57 | 00:00:09 | 00:00:09 |
|                      | 15:00:00 | 2  | 2  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:08 | 00:00:07 | 00:01:21 | 00:01:14 | 00:00:07 | 00:00:07 |
|                      | 16:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:03 | 00:00:03 | 00:00:46 | 00:00:46 | 00:00:03 | 00:00:03 |
|                      | 17:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:13 | 00:00:13 | 00:01:01 | 00:01:01 | 00:00:13 | 00:00:13 |
|                      | 18:00:00 | 4  | 1  | ✖       | 25,0%  | 0 | ✔       | 0,0%   | 3 | ✖       | 75,0% | 00:00:15 | 00:00:08 | 00:00:53 | 00:00:53 | 00:00:09 | 00:00:19 |
| 15-06-2018           |          | 59 | 56 | ✔       | 94,9%  | 0 | ✔       | 0,0%   | 3 | ✔       | 5,1%  | 00:00:15 | 00:00:08 | 00:19:31 | 00:03:32 | 00:00:12 | 00:00:12 |
| GrdRealSantaEulalia  |          | 34 | 31 | ✔       | 91,2%  | 0 | ✔       | 0,0%   | 3 | ✔       | 8,8%  | 00:00:15 | 00:00:09 | 00:14:38 | 00:03:24 | 00:00:14 | 00:00:14 |
|                      | 09:00:00 | 4  | 3  | ⚠       | 75,0%  | 0 | ✔       | 0,0%   | 1 | ✖       | 25,0% | 00:00:14 | 00:00:10 | 00:08:46 | 00:04:57 | 00:00:09 | 00:00:10 |
|                      | 10:00:00 | 7  | 6  | ✔       | 85,7%  | 0 | ✔       | 0,0%   | 1 | ⚠       | 14,3% | 00:00:12 | 00:00:09 | 00:04:58 | 00:02:09 | 00:00:09 | 00:00:09 |
|                      | 11:00:00 | 2  | 2  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:11 | 00:00:10 | 00:07:11 | 00:05:24 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 4  | 4  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:10 | 00:00:08 | 00:05:57 | 00:03:56 | 00:00:23 | 00:00:23 |
|                      | 13:00:00 | 2  | 2  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:11 | 00:00:10 | 00:02:29 | 00:02:06 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 4  | 4  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:09 | 00:00:08 | 00:14:38 | 00:05:44 | 00:00:08 | 00:00:08 |
|                      | 15:00:00 | 3  | 3  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:08 | 00:00:06 | 00:03:37 | 00:02:22 | 00:00:07 | 00:00:07 |
|                      | 16:00:00 | 4  | 3  | ⚠       | 75,0%  | 0 | ✔       | 0,0%   | 1 | ✖       | 25,0% | 00:00:11 | 00:00:06 | 00:02:42 | 00:01:42 | 00:00:07 | 00:00:06 |
|                      | 17:00:00 | 4  | 4  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:15 | 00:00:12 | 00:08:30 | 00:03:18 | 00:00:38 | 00:00:38 |
| RealBellavistaHotel  |          | 17 | 17 | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:15 | 00:00:07 | 00:10:11 | 00:03:09 | 00:00:09 | 00:00:09 |
|                      | 09:00:00 | 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 |
|                      | 10:00:00 | 1  | 1  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:09 | 00:00:09 | 00:10:11 | 00:10:11 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 3  | 3  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:09 | 00:00:08 | 00:09:41 | 00:04:04 | 00:00:08 | 00:00:08 |
|                      | 12:00:00 | 3  | 3  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:10 | 00:00:07 | 00:05:02 | 00:02:40 | 00:00:07 | 00:00:07 |
|                      | 13:00:00 | 3  | 3  | ✔       | 100,0% | 0 | ✔       | 0,0%   | 0 | ✔       | 0,0%  | 00:00:15 | 00:00:08 | 00:04:55 | 00:03:47 | 00:00:11 | 00:00:11 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |    |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|----|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 14:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:06 | 00:00:05 | 00:05:28 | 00:03:58 | 00:00:06 | 00:00:06 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:09 | 00:02:30 | 00:01:29 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:05 | 00:00:45 | 00:00:25 | 00:00:10 | 00:00:10 |
| RealMarinaHotel/Resi |          | 8  | 8  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:11 | 00:19:31 | 00:04:47 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:10 | 00:19:31 | 00:11:35 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:14 | 00:00:14 | 00:04:05 | 00:04:05 | 00:00:14 | 00:00:14 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:10 | 00:04:59 | 00:02:44 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:09 | 00:02:16 | 00:01:12 | 00:00:11 | 00:00:11 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:13 | 00:06:41 | 00:06:41 | 00:00:13 | 00:00:13 |
| 16-06-2018           |          | 28 | 17 | ⚠ | 60,7%  | 1 | ✔ | 3,6%  | 10 | ✖ | 35,7%  | 00:00:15 | 00:00:09 | 00:11:02 | 00:04:12 | 00:00:14 | 00:00:16 |
| GrdRealSantaEulalia  |          | 18 | 9  | ⚠ | 50,0%  | 1 | ✔ | 5,6%  | 8  | ✖ | 44,4%  | 00:00:15 | 00:00:09 | 00:11:02 | 00:05:09 | 00:00:11 | 00:00:08 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:07 | 00:00:07 | 00:07:33 | 00:07:33 | 00:00:07 | 00:00:07 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:07 | 00:00:07 | 00:01:47 | 00:01:47 | 00:00:07 | 00:00:07 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:07:03 | 00:03:50 | 00:00:08 | 00:00:08 |
|                      | 12:00:00 | 5  | 2  | ✖ | 40,0%  | 1 | ✖ | 20,0% | 2  | ✖ | 40,0%  | 00:00:15 | 00:00:11 | 00:11:02 | 00:06:44 | 00:00:15 | 00:00:10 |
|                      | 13:00:00 | 3  | 1  | ✖ | 33,3%  | 0 | ✔ | 0,0%  | 2  | ✖ | 66,7%  | 00:00:11 | 00:00:11 | 00:01:44 | 00:01:44 | 00:00:12 | 00:00:11 |
|                      | 14:00:00 | 3  | 1  | ✖ | 33,3%  | 0 | ✔ | 0,0%  | 2  | ✖ | 66,7%  | 00:00:09 | 00:00:09 | 00:09:50 | 00:09:50 | 00:00:08 | 00:00:09 |
|                      | 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 |
|                      | 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 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:06 | 00:00:06 | 00:04:21 | 00:04:21 | 00:00:06 | 00:00:06 |
| RealBellavistaHotel  |          | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 1  | ✖ | 25,0%  | 00:00:15 | 00:00:08 | 00:05:39 | 00:03:55 | 00:00:38 | 00:00:50 |
|                      | 12:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:08 | 00:05:39 | 00:04:46 | 00:00:27 | 00:00:27 |
|                      | 13:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 1  | ✖ | 50,0%  | 00:00:15 | 00:00:09 | 00:02:12 | 00:02:12 | 00:00:50 | 00:01:36 |
| RealMarinaHotel/Resi |          | 6  | 5  | ⚠ | 83,3%  | 0 | ✔ | 0,0%  | 1  | ✖ | 16,7%  | 00:00:15 | 00:00:10 | 00:06:51 | 00:02:39 | 00:00:09 | 00:00:10 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:06 | 00:00:06 | 00:01:54 | 00:01:54 | 00:00:06 | 00:00:06 |
|                      | 13:00:00 | 1  | 0  | ✖ | 0,0%   | 0 | ✔ | 0,0%  | 1  | ✖ | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:04 | 00:00:00 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:09 | 00:02:08 | 00:02:08 | 00:00:09 | 00:00:09 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:01:22 | 00:01:12 | 00:00:12 | 00:00:12 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:12 | 00:06:51 | 00:06:51 | 00:00:12 | 00:00:12 |
| 18-06-2018           |          | 98 | 92 | ✔ | 93,9%  | 0 | ✔ | 0,0%  | 6  | ✔ | 6,1%   | 00:00:16 | 00:00:09 | 00:25:03 | 00:03:31 | 00:00:13 | 00:00:14 |
| GrdRealSantaEulalia  |          | 61 | 58 | ✔ | 95,1%  | 0 | ✔ | 0,0%  | 3  | ✔ | 4,9%   | 00:00:16 | 00:00:09 | 00:15:15 | 00:03:22 | 00:00:12 | 00:00:12 |
|                      | 09:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:07 | 00:02:24 | 00:01:41 | 00:00:09 | 00:00:09 |
|                      | 10:00:00 | 10 | 10 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:09 | 00:15:15 | 00:04:16 | 00:00:09 | 00:00:09 |
|                      | 11:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:09 | 00:00:07 | 00:08:08 | 00:05:04 | 00:00:07 | 00:00:07 |
|                      | 12:00:00 | 9  | 9  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:16 | 00:00:09 | 00:07:24 | 00:03:30 | 00:00:11 | 00:00:11 |
|                      | 13:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:08 | 00:10:56 | 00:04:38 | 00:00:16 | 00:00:16 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:10 | 00:08:26 | 00:06:14 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:13 | 00:00:08 | 00:08:00 | 00:03:54 | 00:00:08 | 00:00:08 |
|                      | 16:00:00 | 11 | 10 | ✔ | 90,9%  | 0 | ✔ | 0,0%  | 1  | ✔ | 9,1%   | 00:00:15 | 00:00:10 | 00:05:12 | 00:02:33 | 00:00:12 | 00:00:12 |
|                      | 17:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:02:33 | 00:01:28 | 00:00:15 | 00:00:15 |
|                      | 18:00:00 | 7  | 5  | ⚠ | 71,4%  | 0 | ✔ | 0,0%  | 2  | ✖ | 28,6%  | 00:00:15 | 00:00:09 | 00:04:39 | 00:02:46 | 00:00:22 | 00:00:26 |
|                      | 19:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:03 | 00:00:03 | 00:01:19 | 00:01:19 | 00:00:16 | 00:00:16 |
| RealBellavistaHotel  |          | 18 | 17 | ✔ | 94,4%  | 0 | ✔ | 0,0%  | 1  | ✔ | 5,6%   | 00:00:15 | 00:00:10 | 00:12:41 | 00:02:51 | 00:00:10 | 00:00:11 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:09 | 00:02:44 | 00:02:14 | 00:00:09 | 00:00:09 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:07 | 00:12:41 | 00:06:45 | 00:00:08 | 00:00:08 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:11 | 00:01:43 | 00:01:32 | 00:00:11 | 00:00:11 |
|                      | 12:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 1  | ✖ | 25,0%  | 00:00:08 | 00:00:08 | 00:03:03 | 00:01:58 | 00:00:07 | 00:00:08 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:04:02 | 00:04:02 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:09 | 00:02:05 | 00:01:00 | 00:00:09 | 00:00:09 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:11 | 00:00:11 | 00:03:11 | 00:03:11 | 00:00:11 | 00:00:11 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:12 | 00:00:12 | 00:02:14 | 00:02:14 | 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 | 00:05:39 | 00:05:39 | 00:00:13 | 00:00:13 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:03:29 | 00:03:29 | 00:00:27 | 00:00:27 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |         |        |   |         |       |    |         |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---------|--------|---|---------|-------|----|---------|--------|----------|----------|----------|----------|----------|----------|
| RealMarinaHotel/Resi |          | 19 | 17 | 🟢       | 89,5%  | 0 | 🟢       | 0,0%  | 2  | 🟡       | 10,5%  | 00:00:15 | 00:00:11 | 00:25:03 | 00:04:43 | 00:00:19 | 00:00:21 |
|                      | 09:00:00 | 2  | 1  | 🟡       | 50,0%  | 0 | 🟢       | 0,0%  | 1  | 🔴       | 50,0%  | 00:00:15 | 00:00:12 | 00:00:45 | 00:00:45 | 00:01:07 | 00:02:01 |
|                      | 10:00:00 | 5  | 5  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:13 | 00:00:09 | 00:16:17 | 00:05:27 | 00:00:09 | 00:00:09 |
|                      | 11:00:00 | 2  | 2  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:10 | 00:00:10 | 00:25:03 | 00:14:04 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 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 |
|                      | 15:00:00 | 2  | 2  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:12 | 00:00:12 | 00:02:58 | 00:02:44 | 00:00:12 | 00:00:12 |
|                      | 16:00:00 | 7  | 6  | 🟢       | 85,7%  | 0 | 🟢       | 0,0%  | 1  | 🟡       | 14,3%  | 00:00:15 | 00:00:12 | 00:06:06 | 00:02:59 | 00:00:20 | 00:00:22 |
| 19-06-2018           |          | 81 | 69 | 🟢       | 85,2%  | 2 | 🟢       | 2,5%  | 10 | 🟡       | 12,3%  | 00:00:15 | 00:00:09 | 00:34:41 | 00:03:59 | 00:00:12 | 00:00:12 |
| GrdRealSantaEulalia  |          | 46 | 36 | 🟡       | 78,3%  | 1 | 🟢       | 2,2%  | 9  | 🔴       | 19,6%  | 00:00:15 | 00:00:09 | 00:11:05 | 00:03:27 | 00:00:14 | 00:00:15 |
|                      | 09:00:00 | 6  | 6  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:12 | 00:00:08 | 00:03:57 | 00:02:06 | 00:00:09 | 00:00:09 |
|                      | 10:00:00 | 7  | 6  | 🟢       | 85,7%  | 0 | 🟢       | 0,0%  | 1  | 🟡       | 14,3%  | 00:00:13 | 00:00:08 | 00:06:03 | 00:02:50 | 00:00:09 | 00:00:08 |
|                      | 11:00:00 | 8  | 8  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:15 | 00:00:09 | 00:11:05 | 00:03:32 | 00:00:27 | 00:00:27 |
|                      | 12:00:00 | 5  | 0  | 🔴       | 0,0%   | 0 | 🟢       | 0,0%  | 5  | 🔴       | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:13 | 00:00:00 |
|                      | 13:00:00 | 1  | 1  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:11 | 00:00:11 | 00:00:40 | 00:00:40 | 00:00:11 | 00:00:11 |
|                      | 15:00:00 | 7  | 5  | 🟡       | 71,4%  | 1 | 🟡       | 14,3% | 1  | 🟡       | 14,3%  | 00:00:15 | 00:00:09 | 00:07:53 | 00:04:41 | 00:00:12 | 00:00:12 |
|                      | 16:00:00 | 4  | 4  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:14 | 00:00:10 | 00:05:14 | 00:03:24 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 7  | 5  | 🟡       | 71,4%  | 0 | 🟢       | 0,0%  | 2  | 🔴       | 28,6%  | 00:00:15 | 00:00:10 | 00:08:05 | 00:04:22 | 00:00:14 | 00:00:15 |
|                      | 18:00:00 | 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 |
|                      | 19:00:00 | 1  | 1  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:02 | 00:00:02 | 00:06:07 | 00:06:07 | 00:00:23 | 00:00:23 |
| RealBellavistaHotel  |          | 14 | 14 | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:15 | 00:00:09 | 00:34:41 | 00:05:16 | 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 | 00:05:26 | 00:01:38 | 00:00:13 | 00:00:13 |
|                      | 12:00:00 | 1  | 1  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:10 | 00:00:10 | 00:34:41 | 00:34:41 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 2  | 2  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:09 | 00:00:06 | 00:09:16 | 00:06:10 | 00:00:06 | 00:00:06 |
|                      | 15:00:00 | 2  | 2  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:07 | 00:00:07 | 00:03:58 | 00:02:28 | 00:00:07 | 00:00:07 |
|                      | 16:00:00 | 3  | 3  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:11 | 00:00:09 | 00:06:12 | 00:03:37 | 00:00:09 | 00:00:09 |
|                      | 17:00:00 | 1  | 1  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:14 | 00:00:14 | 00:02:21 | 00:02:21 | 00:00:14 | 00:00:14 |
|                      | 18:00:00 | 1  | 1  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:14 | 00:00:14 | 00:05:40 | 00:05:40 | 00:00:14 | 00:00:14 |
| RealMarinaHotel/Resi |          | 21 | 19 | 🟢       | 90,5%  | 1 | 🟢       | 4,8%  | 1  | 🟢       | 4,8%   | 00:00:15 | 00:00:09 | 00:11:43 | 00:03:59 | 00:00:09 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:04 | 00:00:04 | 00:00:58 | 00:00:58 | 00:00:04 | 00:00:04 |
|                      | 10:00:00 | 6  | 6  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:13 | 00:00:08 | 00:11:43 | 00:05:58 | 00:00:08 | 00:00:08 |
|                      | 11:00:00 | 3  | 3  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:11 | 00:00:10 | 00:03:46 | 00:03:01 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 2  | 1  | 🟡       | 50,0%  | 1 | 🔴       | 50,0% | 0  | 🟢       | 0,0%   | 00:00:12 | 00:00:07 | 00:02:46 | 00:02:46 | 00:00:07 | 00:00:12 |
|                      | 14:00:00 | 4  | 4  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:13 | 00:00:10 | 00:04:45 | 00:02:47 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 3  | 2  | 🟡       | 66,7%  | 0 | 🟢       | 0,0%  | 1  | 🔴       | 33,3%  | 00:00:13 | 00:00:12 | 00:06:21 | 00:03:36 | 00:00:10 | 00:00:12 |
|                      | 16:00:00 | 1  | 1  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:11 | 00:00:11 | 00:06:37 | 00:06:37 | 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 | 00:02:08 | 00:02:08 | 00:00:15 | 00:00:15 |
| 20-06-2018           |          | 50 | 50 | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:15 | 00:00:08 | 00:14:30 | 00:03:17 | 00:00:10 | 00:00:10 |
| GrdRealSantaEulalia  |          | 25 | 25 | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:15 | 00:00:09 | 00:14:30 | 00:03:30 | 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 | 00:02:02 | 00:01:24 | 00:00:08 | 00:00:08 |
|                      | 10:00:00 | 3  | 3  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:15 | 00:00:08 | 00:04:01 | 00:03:07 | 00:00:11 | 00:00:11 |
|                      | 11:00:00 | 5  | 5  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:15 | 00:00:10 | 00:05:48 | 00:02:34 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 1  | 1  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:09 | 00:00:06 | 00:14:30 | 00:07:35 | 00:00:04 | 00:00:04 |
|                      | 13:00:00 | 2  | 2  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:14 | 00:00:11 | 00:07:23 | 00:04:18 | 00:00:11 | 00:00:11 |
|                      | 14:00:00 | 1  | 1  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:10 | 00:00:10 | 00:02:03 | 00:02:03 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 5  | 5  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:12 | 00:00:09 | 00:02:37 | 00:01:26 | 00:00:09 | 00:00:09 |
|                      | 16:00:00 | 4  | 4  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:15 | 00:00:08 | 00:11:34 | 00:07:24 | 00:00:12 | 00:00:12 |
|                      | 18:00:00 | 2  | 2  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:09 | 00:00:08 | 00:02:07 | 00:02:05 | 00:00:08 | 00:00:08 |
| RealBellavistaHotel  |          | 9  | 9  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:15 | 00:00:09 | 00:07:27 | 00:02:39 | 00:00:11 | 00:00:11 |
|                      | 10:00:00 | 2  | 2  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:09 | 00:00:08 | 00:01:50 | 00:01:06 | 00:00:08 | 00:00:08 |
|                      | 11:00:00 | 1  | 1  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:10 | 00:00:10 | 00:01:14 | 00:01:14 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 1  | 1  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:15 | 00:00:11 | 00:03:22 | 00:03:22 | 00:00:22 | 00:00:22 |
|                      | 16:00:00 | 3  | 3  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:15 | 00:00:09 | 00:07:27 | 00:04:58 | 00:00:13 | 00:00:13 |
|                      | 17:00:00 | 2  | 2  | 🟢       | 100,0% | 0 | 🟢       | 0,0%  | 0  | 🟢       | 0,0%   | 00:00:07 | 00:00:06 | 00:01:16 | 00:01:02 | 00:00:06 | 00:00:06 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |   |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|--------|----------|----------|----------|----------|----------|----------|
| RealMarinaHotel/Resi |          | 16 | 16 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:08 | 00:09:31 | 00:03:19 | 00:00:09 | 00:00:09 |
|                      | 09:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:08 | 00:07:31 | 00:02:54 | 00:00:11 | 00:00:11 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:07 | 00:00:07 | 00:01:13 | 00:01:13 | 00:00:07 | 00:00:07 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:06 | 00:02:29 | 00:01:48 | 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 | 00:07:31 | 00:07:31 | 00:00:08 | 00:00:08 |
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:08 | 00:06:42 | 00:03:24 | 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 | 00:09:31 | 00:05:40 | 00:00:13 | 00:00:13 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:07 | 00:03:46 | 00:02:20 | 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 | 00:01:46 | 00:01:46 | 00:00:08 | 00:00:08 |
| 21-06-2018           |          | 46 | 45 | ✔ | 97,8%  | 0 | ✔ | 0,0%  | 1 | ✔ | 2,2%   | 00:00:15 | 00:00:10 | 00:19:15 | 00:04:12 | 00:00:10 | 00:00:11 |
| GrdRealSantaEulalia  |          | 19 | 19 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:10:28 | 00:03:54 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:08:28 | 00:04:24 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:13 | 00:00:10 | 00:09:28 | 00:04:01 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:11 | 00:00:09 | 00:05:04 | 00:03:22 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:09 | 00:04:23 | 00:02:36 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:02:16 | 00:02:08 | 00:00:16 | 00:00:16 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:10 | 00:08:54 | 00:03:23 | 00:00:16 | 00:00:16 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:10:28 | 00:05:37 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:08 | 00:09:21 | 00:06:52 | 00:00:08 | 00:00:08 |
| RealBellavistaHotel  |          | 10 | 10 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:09:06 | 00:02:23 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:00:56 | 00:00:56 | 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 | 00:03:39 | 00:01:57 | 00:00:06 | 00:00:06 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:03:58 | 00:03:58 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:07 | 00:00:07 | 00:01:19 | 00:01:19 | 00:00:07 | 00:00:07 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:12 | 00:09:06 | 00:05:01 | 00:00:18 | 00:00:18 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:08 | 00:02:12 | 00:01:30 | 00:00:08 | 00:00:08 |
| RealMarinaHotel/Resi |          | 17 | 16 | ✔ | 94,1%  | 0 | ✔ | 0,0%  | 1 | ✔ | 5,9%   | 00:00:15 | 00:00:10 | 00:19:15 | 00:05:34 | 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 | 00:11:50 | 00:11:50 | 00:00:12 | 00:00:12 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:08 | 00:08:51 | 00:05:32 | 00:00:08 | 00:00:08 |
|                      | 12:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:19:15 | 00:06:30 | 00:00:08 | 00:00:08 |
|                      | 13:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:13 | 00:00:10 | 00:09:38 | 00:06:41 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:09 | 00:04:31 | 00:02:30 | 00:00:03 | 00:00:03 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:06 | 00:00:06 | 00:07:45 | 00:07:45 | 00:00:25 | 00:00:25 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:01:05 | 00:01:05 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:14 | 00:00:12 | 00:07:46 | 00:04:07 | 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 | 00:00:03 | 00:00:00 |
| 22-06-2018           |          | 60 | 58 | ✔ | 96,7%  | 1 | ✔ | 1,7%  | 1 | ✔ | 1,7%   | 00:00:17 | 00:00:09 | 00:17:22 | 00:03:09 | 00:00:09 | 00:00:10 |
| GrdRealSantaEulalia  |          | 35 | 34 | ✔ | 97,1%  | 1 | ✔ | 2,9%  | 0 | ✔ | 0,0%   | 00:00:17 | 00:00:09 | 00:17:22 | 00:02:35 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:11 | 00:04:44 | 00:03:01 | 00:00:16 | 00:00:16 |
|                      | 10:00:00 | 2  | 1  | ⚠ | 50,0%  | 1 | ✖ | 50,0% | 0 | ✔ | 0,0%   | 00:00:07 | 00:00:04 | 00:01:31 | 00:01:31 | 00:00:04 | 00:00:07 |
|                      | 11:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:08 | 00:17:22 | 00:05:51 | 00:00:08 | 00:00:08 |
|                      | 12:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:09 | 00:03:56 | 00:01:55 | 00:00:09 | 00:00:09 |
|                      | 13:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:15 | 00:00:07 | 00:06:20 | 00:03:40 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:14 | 00:00:10 | 00:04:04 | 00:02:17 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:12 | 00:00:10 | 00:06:24 | 00:03:52 | 00:00:10 | 00:00:10 |
|                      | 16:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:17 | 00:00:11 | 00:03:58 | 00:01:34 | 00:00:11 | 00:00:11 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:07 | 00:01:40 | 00:01:03 | 00:00:08 | 00:00:08 |
|                      | 18:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:09 | 00:00:08 | 00:01:06 | 00:01:00 | 00:00:08 | 00:00:08 |
|                      | 19:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:10 | 00:00:10 | 00:01:35 | 00:01:35 | 00:00:10 | 00:00:10 |
| RealBellavistaHotel  |          | 10 | 10 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:12 | 00:00:08 | 00:11:16 | 00:03:55 | 00:00:08 | 00:00:08 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:06 | 00:00:06 | 00:09:08 | 00:06:04 | 00:00:06 | 00:00:06 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:12 | 00:00:11 | 00:07:33 | 00:05:26 | 00:00:11 | 00:00:11 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%   | 00:00:08 | 00:00:08 | 00:00:53 | 00:00:53 | 00:00:08 | 00:00:08 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |    |   |       |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|----|---|-------|----------|----------|----------|----------|----------|----------|
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:09 | 00:00:08 | 00:03:18 | 00:01:54 | 00:00:06 | 00:00:06 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:10 | 00:00:09 | 00:11:16 | 00:06:06 | 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 | 00:02:30 | 00:02:30 | 00:00:07 | 00:00:07 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:03 | 00:00:03 | 00:00:46 | 00:00:46 | 00:00:03 | 00:00:03 |
| RealMarinaHotel/Resi |          | 15 | 14 | ✔ | 93,3%  | 0 | ✔ | 0,0%  | 1  | ✔ | 6,7%  | 00:00:15 | 00:00:09 | 00:12:44 | 00:04:08 | 00:00:09 | 00:00:10 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:09 | 00:00:08 | 00:02:37 | 00:01:38 | 00:00:08 | 00:00:08 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:08:16 | 00:08:16 | 00:00:08 | 00:00:08 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:02:22 | 00:02:22 | 00:00:09 | 00:00:09 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:15 | 00:00:14 | 00:02:15 | 00:02:15 | 00:00:27 | 00:00:27 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:06 | 00:00:06 | 00:03:49 | 00:03:49 | 00:00:06 | 00:00:06 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:12 | 00:00:12 | 00:04:49 | 00:04:49 | 00:00:12 | 00:00:12 |
|                      | 16:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 1  | ✖ | 33,3% | 00:00:07 | 00:00:06 | 00:12:44 | 00:08:06 | 00:00:06 | 00:00:06 |
|                      | 17:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:12 | 00:00:10 | 00:10:37 | 00:03:53 | 00:00:10 | 00:00:10 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:06 | 00:00:06 | 00:01:28 | 00:01:28 | 00:00:06 | 00:00:06 |
| 23-06-2018           |          | 28 | 21 | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 7  | ✖ | 25,0% | 00:00:16 | 00:00:09 | 00:07:36 | 00:03:31 | 00:00:17 | 00:00:19 |
| GrdRealSantaEulalia  |          | 15 | 12 | ⚠ | 80,0%  | 0 | ✔ | 0,0%  | 3  | ✖ | 20,0% | 00:00:15 | 00:00:09 | 00:07:36 | 00:03:38 | 00:00:16 | 00:00:17 |
|                      | 11:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 1  | ✖ | 25,0% | 00:00:09 | 00:00:07 | 00:06:32 | 00:04:17 | 00:00:08 | 00:00:07 |
|                      | 12:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:05:23 | 00:02:34 | 00:00:34 | 00:00:34 |
|                      | 13:00:00 | 4  | 2  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 2  | ✖ | 50,0% | 00:00:09 | 00:00:08 | 00:04:41 | 00:03:00 | 00:00:10 | 00:00:08 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:12 | 00:00:10 | 00:07:36 | 00:05:30 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:12 | 00:00:12 | 00:03:22 | 00:03:22 | 00:00:12 | 00:00:12 |
| RealBellavistaHotel  |          | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:16 | 00:00:10 | 00:03:16 | 00:02:09 | 00:01:14 | 00:01:14 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:16 | 00:00:12 | 00:01:02 | 00:01:02 | 00:02:20 | 00:02:20 |
|                      | 16:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:03:16 | 00:03:16 | 00:00:08 | 00:00:08 |
| RealMarinaHotel/Resi |          | 11 | 7  | ⚠ | 63,6%  | 0 | ✔ | 0,0%  | 4  | ✖ | 36,4% | 00:00:11 | 00:00:08 | 00:07:35 | 00:03:43 | 00:00:09 | 00:00:08 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:03:47 | 00:03:47 | 00:00:09 | 00:00:09 |
|                      | 10:00:00 | 6  | 2  | ✖ | 33,3%  | 0 | ✔ | 0,0%  | 4  | ✖ | 66,7% | 00:00:11 | 00:00:08 | 00:07:35 | 00:05:42 | 00:00:10 | 00:00:08 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:07 | 00:00:07 | 00:01:36 | 00:01:36 | 00:00:07 | 00:00:07 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:07 | 00:00:07 | 00:03:26 | 00:03:26 | 00:00:07 | 00:00:07 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:04:31 | 00:02:53 | 00:00:08 | 00:00:08 |
| 25-06-2018           |          | 94 | 66 | ⚠ | 70,2%  | 5 | ✔ | 5,3%  | 23 | ✖ | 24,5% | 00:00:15 | 00:00:09 | 00:16:43 | 00:04:23 | 00:00:12 | 00:00:12 |
| GrdRealSantaEulalia  |          | 41 | 31 | ⚠ | 75,6%  | 4 | ✔ | 9,8%  | 6  | ⚠ | 14,6% | 00:00:15 | 00:00:09 | 00:16:43 | 00:04:46 | 00:00:13 | 00:00:13 |
|                      | 09:00:00 | 5  | 4  | ⚠ | 80,0%  | 0 | ✔ | 0,0%  | 1  | ✖ | 20,0% | 00:00:11 | 00:00:09 | 00:06:01 | 00:02:59 | 00:00:11 | 00:00:09 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:10 | 00:00:08 | 00:01:34 | 00:01:31 | 00:00:08 | 00:00:08 |
|                      | 11:00:00 | 6  | 5  | ⚠ | 83,3%  | 1 | ✖ | 16,7% | 0  | ✔ | 0,0%  | 00:00:15 | 00:00:09 | 00:16:43 | 00:08:35 | 00:00:26 | 00:00:29 |
|                      | 12:00:00 | 6  | 3  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 3  | ✖ | 50,0% | 00:00:15 | 00:00:08 | 00:05:37 | 00:02:56 | 00:00:11 | 00:00:11 |
|                      | 13:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 1  | ✖ | 25,0% | 00:00:09 | 00:00:07 | 00:04:44 | 00:03:16 | 00:00:10 | 00:00:07 |
|                      | 14:00:00 | 7  | 6  | ✔ | 85,7%  | 1 | ⚠ | 14,3% | 0  | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:10:31 | 00:04:56 | 00:00:16 | 00:00:12 |
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:11 | 00:00:07 | 00:04:58 | 00:03:11 | 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 | 00:03:30 | 00:03:30 | 00:00:11 | 00:00:11 |
|                      | 17:00:00 | 6  | 3  | ⚠ | 50,0%  | 2 | ✖ | 33,3% | 1  | ✖ | 16,7% | 00:00:15 | 00:00:07 | 00:10:36 | 00:07:47 | 00:00:11 | 00:00:13 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:14 | 00:00:14 | 00:05:07 | 00:05:07 | 00:00:14 | 00:00:14 |
| RealBellavistaHotel  |          | 27 | 18 | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 9  | ✖ | 33,3% | 00:00:15 | 00:00:10 | 00:10:55 | 00:04:09 | 00:00:10 | 00:00:13 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:06 | 00:00:06 | 00:01:01 | 00:01:01 | 00:00:06 | 00:00:06 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:07 | 00:00:07 | 00:01:06 | 00:01:06 | 00:00:07 | 00:00:07 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:11 | 00:00:11 | 00:08:33 | 00:08:33 | 00:00:11 | 00:00:11 |
|                      | 12:00:00 | 11 | 3  | ✖ | 27,3%  | 0 | ✔ | 0,0%  | 8  | ✖ | 72,7% | 00:00:13 | 00:00:09 | 00:10:55 | 00:06:28 | 00:00:05 | 00:00:10 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:03:11 | 00:02:38 | 00:00:08 | 00:00:08 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:09:12 | 00:05:10 | 00:00:12 | 00:00:12 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:09:20 | 00:06:42 | 00:00:17 | 00:00:17 |
|                      | 16:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0  | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:09:44 | 00:03:20 | 00:00:16 | 00:00:16 |
|                      | 17:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 1  | ✖ | 33,3% | 00:00:15 | 00:00:11 | 00:02:03 | 00:01:30 | 00:00:12 | 00:00:16 |
| RealMarinaHotel/Resi |          | 26 | 17 | ⚠ | 65,4%  | 1 | ✔ | 3,8%  | 8  | ✖ | 30,8% | 00:00:15 | 00:00:09 | 00:13:52 | 00:03:56 | 00:00:12 | 00:00:10 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |   |   |       |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|-------|----------|----------|----------|----------|----------|----------|
|                      | 09:00:00 | 3  | 1  | ✖ | 33,3%  | 0 | ✔ | 0,0%  | 2 | ✖ | 66,7% | 00:00:08 | 00:00:08 | 00:05:26 | 00:05:26 | 00:00:09 | 00:00:08 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:12 | 00:13:52 | 00:13:52 | 00:00:12 | 00:00:12 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:10 | 00:02:13 | 00:02:13 | 00:00:10 | 00:00:10 |
|                      | 12:00:00 | 7  | 3  | ✖ | 42,9%  | 0 | ✔ | 0,0%  | 4 | ✖ | 57,1% | 00:00:11 | 00:00:08 | 00:09:42 | 00:06:13 | 00:00:12 | 00:00:08 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:13 | 00:02:58 | 00:02:58 | 00:00:13 | 00:00:13 |
|                      | 14:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 25,0% | 00:00:09 | 00:00:07 | 00:03:55 | 00:02:10 | 00:00:08 | 00:00:07 |
|                      | 15:00:00 | 4  | 3  | ⚠ | 75,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 25,0% | 00:00:15 | 00:00:06 | 00:01:54 | 00:01:35 | 00:00:11 | 00:00:11 |
|                      | 16:00:00 | 5  | 4  | ⚠ | 80,0%  | 1 | ✖ | 20,0% | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:05:14 | 00:03:06 | 00:00:19 | 00:00:14 |
| 26-06-2018           |          | 72 | 64 | ✔ | 88,9%  | 1 | ✔ | 1,4%  | 6 | ✔ | 8,3%  | 00:00:22 | 00:00:10 | 00:13:11 | 00:03:02 | 00:00:13 | 00:00:11 |
| GrdRealSantaEulalia  |          | 45 | 37 | ⚠ | 82,2%  | 1 | ✔ | 2,2%  | 6 | ⚠ | 13,3% | 00:00:22 | 00:00:09 | 00:11:41 | 00:03:00 | 00:00:13 | 00:00:10 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:01:44 | 00:01:41 | 00:00:15 | 00:00:15 |
|                      | 10:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:09 | 00:06:55 | 00:03:14 | 00:00:09 | 00:00:09 |
|                      | 11:00:00 | 8  | 8  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:07 | 00:11:41 | 00:03:34 | 00:00:08 | 00:00:08 |
|                      | 12:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:09 | 00:04:30 | 00:03:03 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:05:48 | 00:03:58 | 00:00:17 | 00:00:17 |
|                      | 14:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:09 | 00:03:31 | 00:02:59 | 00:00:09 | 00:00:09 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:10 | 00:03:00 | 00:02:28 | 00:00:10 | 00:00:10 |
|                      | 16:00:00 | 7  | 6  | ✔ | 85,7%  | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:22 | 00:00:11 | 00:04:24 | 00:02:11 | 00:00:14 | 00:00:13 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:13 | 00:04:43 | 00:04:43 | 00:00:13 | 00:00:13 |
|                      | 18:00:00 | 10 | 3  | ✖ | 30,0%  | 1 | ⚠ | 10,0% | 6 | ✖ | 60,0% | 00:00:15 | 00:00:09 | 00:04:15 | 00:02:33 | 00:00:23 | 00:00:11 |
| RealBellavistaHotel  |          | 15 | 15 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:09 | 00:13:11 | 00:03:12 | 00:00:11 | 00:00:11 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:12 | 00:02:45 | 00:01:54 | 00:00:13 | 00:00:13 |
|                      | 11:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:08 | 00:02:06 | 00:01:35 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:11 | 00:04:41 | 00:04:41 | 00:00:11 | 00:00:11 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:08 | 00:02:05 | 00:02:05 | 00:00:18 | 00:00:18 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:04:42 | 00:04:42 | 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 | 00:00:38 | 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 | 00:04:16 | 00:04:16 | 00:00:09 | 00:00:09 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:09 | 00:05:31 | 00:04:09 | 00:00:14 | 00:00:14 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:13:11 | 00:13:11 | 00:00:08 | 00:00:08 |
| RealMarinaHotel/Resi |          | 12 | 12 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:10:54 | 00:02:59 | 00:00:14 | 00:00:14 |
|                      | 09:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:10 | 00:03:59 | 00:02:57 | 00:00:10 | 00:00:10 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:08 | 00:01:35 | 00:01:14 | 00:00:14 | 00:00:14 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:04:49 | 00:04:49 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:14 | 00:02:10 | 00:02:10 | 00:00:30 | 00:00:30 |
|                      | 14:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:07:41 | 00:02:52 | 00:00:12 | 00:00:12 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:12 | 00:02:10 | 00:02:10 | 00:00:12 | 00:00:12 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:01:06 | 00:00:52 | 00:00:16 | 00:00:16 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:13 | 00:10:54 | 00:10:54 | 00:00:13 | 00:00:13 |
| 27-06-2018           |          | 64 | 62 | ✔ | 96,9%  | 0 | ✔ | 0,0%  | 2 | ✔ | 3,1%  | 00:00:16 | 00:00:09 | 00:17:59 | 00:03:47 | 00:00:11 | 00:00:11 |
| GrdRealSantaEulalia  |          | 32 | 32 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:09 | 00:08:49 | 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 | 00:01:32 | 00:00:58 | 00:00:16 | 00:00:16 |
|                      | 10:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:08 | 00:03:59 | 00:02:22 | 00:00:06 | 00:00:06 |
|                      | 11:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:09 | 00:04:19 | 00:02:15 | 00:00:11 | 00:00:11 |
|                      | 12:00:00 | 5  | 5  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:08 | 00:06:50 | 00:04:22 | 00:00:10 | 00:00:10 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:04 | 00:00:04 | 00:03:40 | 00:03:40 | 00:00:05 | 00:00:05 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:10 | 00:03:03 | 00:02:37 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 7  | 7  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:10 | 00:08:49 | 00:03:24 | 00:00:10 | 00:00:10 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:10 | 00:00:08 | 00:04:07 | 00:02:55 | 00:00:10 | 00:00:10 |
|                      | 17:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:03:33 | 00:02:08 | 00:00:13 | 00:00:13 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:07 | 00:00:07 | 00:04:26 | 00:04:26 | 00:00:07 | 00:00:07 |
| RealBellavistaHotel  |          | 16 | 16 | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:14:58 | 00:04:44 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:01:16 | 00:01:16 | 00:00:10 | 00:00:10 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |   |   |       |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|-------|----------|----------|----------|----------|----------|----------|
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:08 | 00:06:05 | 00:04:42 | 00:00:16 | 00:00:16 |
|                      | 11:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:09 | 00:07:49 | 00:04:55 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:09 | 00:08:27 | 00:04:01 | 00:00:09 | 00:00:09 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:07 | 00:00:07 | 00:00:05 | 00:00:05 | 00:00:07 | 00:00:07 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:12 | 00:04:32 | 00:04:32 | 00:00:12 | 00:00:12 |
|                      | 15:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:14 | 00:14:58 | 00:14:58 | 00:00:13 | 00:00:13 |
|                      | 16:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:06:46 | 00:04:26 | 00:00:16 | 00:00:16 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:06 | 00:00:06 | 00:05:49 | 00:05:49 | 00:00:06 | 00:00:06 |
| RealMarinaHotel/Resi |          | 16 | 14 | ✔ | 87,5%  | 0 | ✔ | 0,0%  | 2 | ⚠ | 12,5% | 00:00:16 | 00:00:10 | 00:17:59 | 00:04:49 | 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 | 00:02:35 | 00:02:35 | 00:00:09 | 00:00:09 |
|                      | 12:00:00 | 3  | 1  | ✖ | 33,3%  | 0 | ✔ | 0,0%  | 2 | ✖ | 66,7% | 00:00:07 | 00:00:07 | 00:03:20 | 00:03:20 | 00:00:09 | 00:00:07 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:08 | 00:01:28 | 00:00:56 | 00:00:14 | 00:00:14 |
|                      | 14:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:06 | 00:00:06 | 00:03:10 | 00:03:10 | 00:00:06 | 00:00:06 |
|                      | 15:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:13:11 | 00:06:35 | 00:00:16 | 00:00:16 |
|                      | 16:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:16 | 00:00:10 | 00:08:47 | 00:04:02 | 00:00:16 | 00:00:16 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:09 | 00:17:59 | 00:08:28 | 00:00:09 | 00:00:09 |
| 28-06-2018           |          | 69 | 59 | ✔ | 85,5%  | 1 | ✔ | 1,4%  | 9 | ⚠ | 13,0% | 00:00:15 | 00:00:10 | 00:15:27 | 00:04:29 | 00:00:11 | 00:00:11 |
| GrdRealSantaEulalia  |          | 35 | 30 | ✔ | 85,7%  | 0 | ✔ | 0,0%  | 5 | ⚠ | 14,3% | 00:00:15 | 00:00:09 | 00:15:27 | 00:04:20 | 00:00:11 | 00:00:12 |
|                      | 09:00:00 | 5  | 3  | ⚠ | 60,0%  | 0 | ✔ | 0,0%  | 2 | ✖ | 40,0% | 00:00:15 | 00:00:08 | 00:05:47 | 00:02:54 | 00:00:12 | 00:00:14 |
|                      | 10:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:10 | 00:05:35 | 00:02:20 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:08 | 00:05:49 | 00:04:07 | 00:00:08 | 00:00:08 |
|                      | 12:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:06 | 00:05:53 | 00:03:43 | 00:00:06 | 00:00:06 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:10 | 00:06:45 | 00:03:50 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:11 | 00:08:50 | 00:04:45 | 00:00:12 | 00:00:12 |
|                      | 16:00:00 | 11 | 10 | ✔ | 90,9%  | 0 | ✔ | 0,0%  | 1 | ✔ | 9,1%  | 00:00:15 | 00:00:10 | 00:08:39 | 00:04:46 | 00:00:13 | 00:00:14 |
|                      | 17:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:07 | 00:00:06 | 00:07:23 | 00:04:18 | 00:00:14 | 00:00:14 |
|                      | 18:00:00 | 3  | 1  | ✖ | 33,3%  | 0 | ✔ | 0,0%  | 2 | ✖ | 66,7% | 00:00:09 | 00:00:09 | 00:15:27 | 00:15:27 | 00:00:08 | 00:00:09 |
| RealBellavistaHotel  |          | 9  | 8  | ✔ | 88,9%  | 0 | ✔ | 0,0%  | 1 | ⚠ | 11,1% | 00:00:14 | 00:00:10 | 00:08:32 | 00:04:41 | 00:00:09 | 00:00:10 |
|                      | 09:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:07 | 00:00:07 | 00:05:25 | 00:05:25 | 00:00:07 | 00:00:07 |
|                      | 11:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:08:30 | 00:08:30 | 00:00:09 | 00:00:09 |
|                      | 13:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:12 | 00:00:12 | 00:02:09 | 00:02:09 | 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 | 00:08:32 | 00:08:32 | 00:00:10 | 00:00:10 |
|                      | 16:00:00 | 2  | 1  | ⚠ | 50,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 50,0% | 00:00:14 | 00:00:08 | 00:02:43 | 00:01:32 | 00:00:03 | 00:00:03 |
|                      | 17:00:00 | 3  | 3  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:14 | 00:00:12 | 00:07:29 | 00:04:51 | 00:00:12 | 00:00:12 |
| RealMarinaHotel/Resi |          | 25 | 21 | ⚠ | 84,0%  | 1 | ✔ | 4,0%  | 3 | ⚠ | 12,0% | 00:00:15 | 00:00:09 | 00:11:58 | 00:04:37 | 00:00:12 | 00:00:10 |
|                      | 09:00:00 | 3  | 1  | ✖ | 33,3%  | 0 | ✔ | 0,0%  | 2 | ✖ | 66,7% | 00:00:12 | 00:00:12 | 00:02:30 | 00:02:30 | 00:00:11 | 00:00:12 |
|                      | 10:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:07 | 00:00:05 | 00:04:15 | 00:02:24 | 00:00:05 | 00:00:05 |
|                      | 11:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:11:58 | 00:08:52 | 00:00:18 | 00:00:18 |
|                      | 12:00:00 | 5  | 4  | ⚠ | 80,0%  | 1 | ✖ | 20,0% | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:12 | 00:08:56 | 00:05:41 | 00:00:20 | 00:00:11 |
|                      | 13:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:10 | 00:01:28 | 00:01:28 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:11 | 00:00:07 | 00:04:44 | 00:04:24 | 00:00:07 | 00:00:07 |
|                      | 15:00:00 | 2  | 2  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:08 | 00:00:06 | 00:09:38 | 00:06:10 | 00:00:06 | 00:00:06 |
|                      | 16:00:00 | 5  | 4  | ⚠ | 80,0%  | 0 | ✔ | 0,0%  | 1 | ✖ | 20,0% | 00:00:15 | 00:00:10 | 00:10:45 | 00:03:58 | 00:00:11 | 00:00:12 |
|                      | 17:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:05 | 00:00:05 | 00:01:46 | 00:01:46 | 00:00:05 | 00:00:05 |
|                      | 18:00:00 | 1  | 1  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:09 | 00:00:09 | 00:07:40 | 00:07:40 | 00:00:10 | 00:00:10 |
| 29-06-2018           |          | 60 | 50 | ⚠ | 83,3%  | 1 | ✔ | 1,7%  | 8 | ⚠ | 13,3% | 00:00:15 | 00:00:09 | 00:15:41 | 00:03:55 | 00:00:10 | 00:00:11 |
| GrdRealSantaEulalia  |          | 35 | 31 | ✔ | 88,6%  | 1 | ✔ | 2,9%  | 2 | ✔ | 5,7%  | 00:00:15 | 00:00:09 | 00:15:00 | 00:04:11 | 00:00:10 | 00:00:10 |
|                      | 09:00:00 | 3  | 2  | ⚠ | 66,7%  | 0 | ✔ | 0,0%  | 1 | ✖ | 33,3% | 00:00:11 | 00:00:10 | 00:04:45 | 00:04:38 | 00:00:08 | 00:00:10 |
|                      | 10:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:08 | 00:15:00 | 00:05:15 | 00:00:10 | 00:00:10 |
|                      | 11:00:00 | 6  | 5  | ⚠ | 83,3%  | 0 | ✔ | 0,0%  | 1 | ✖ | 16,7% | 00:00:13 | 00:00:09 | 00:04:58 | 00:03:24 | 00:00:11 | 00:00:10 |
|                      | 12:00:00 | 6  | 6  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:15 | 00:00:11 | 00:09:17 | 00:04:51 | 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 | 00:01:15 | 00:01:15 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 4  | 4  | ✔ | 100,0% | 0 | ✔ | 0,0%  | 0 | ✔ | 0,0%  | 00:00:13 | 00:00:09 | 00:06:21 | 00:02:51 | 00:00:08 | 00:00:08 |

OneContact Reporting

Service Performance Report

|                      |          |      |      |         |        |    |         |       |     |         |        |          |          |          |          |          |          |
|----------------------|----------|------|------|---------|--------|----|---------|-------|-----|---------|--------|----------|----------|----------|----------|----------|----------|
|                      | 15:00:00 | 5    | 3    | 🚩       | 60,0%  | 1  | ❌       | 20,0% | 0   | ✅       | 0,0%   | 00:00:14 | 00:00:07 | 00:09:56 | 00:05:00 | 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 | 00:01:02 | 00:01:02 | 00:00:23 | 00:00:23 |
|                      | 17:00:00 | 4    | 4    | ✅       | 100,0% | 0  | ✅       | 0,0%  | 0   | ✅       | 0,0%   | 00:00:15 | 00:00:07 | 00:14:12 | 00:04:14 | 00:00:11 | 00:00:11 |
|                      | 18:00:00 | 1    | 1    | ✅       | 100,0% | 0  | ✅       | 0,0%  | 0   | ✅       | 0,0%   | 00:00:03 | 00:00:03 | 00:09:52 | 00:09:52 | 00:00:03 | 00:00:03 |
| RealBellavistaHotel  |          | 15   | 9    | 🚩       | 60,0%  | 0  | ✅       | 0,0%  | 6   | ❌       | 40,0%  | 00:00:15 | 00:00:08 | 00:06:07 | 00:03:00 | 00:00:10 | 00:00:12 |
|                      | 09:00:00 | 5    | 2    | ❌       | 40,0%  | 0  | ✅       | 0,0%  | 3   | ❌       | 60,0%  | 00:00:11 | 00:00:08 | 00:02:32 | 00:02:04 | 00:00:08 | 00:00:08 |
|                      | 10:00:00 | 2    | 2    | ✅       | 100,0% | 0  | ✅       | 0,0%  | 0   | ✅       | 0,0%   | 00:00:15 | 00:00:08 | 00:03:14 | 00:02:10 | 00:00:14 | 00:00:14 |
|                      | 11:00:00 | 2    | 1    | 🚩       | 50,0%  | 0  | ✅       | 0,0%  | 1   | ❌       | 50,0%  | 00:00:15 | 00:00:09 | 00:05:23 | 00:05:23 | 00:00:20 | 00:00:34 |
|                      | 13:00:00 | 1    | 1    | ✅       | 100,0% | 0  | ✅       | 0,0%  | 0   | ✅       | 0,0%   | 00:00:10 | 00:00:10 | 00:03:21 | 00:03:21 | 00:00:10 | 00:00:10 |
|                      | 14:00:00 | 2    | 2    | ✅       | 100,0% | 0  | ✅       | 0,0%  | 0   | ✅       | 0,0%   | 00:00:11 | 00:00:08 | 00:06:07 | 00:03:46 | 00:00:08 | 00:00:08 |
|                      | 16:00:00 | 1    | 1    | ✅       | 100,0% | 0  | ✅       | 0,0%  | 0   | ✅       | 0,0%   | 00:00:08 | 00:00:08 | 00:02:10 | 00:02:10 | 00:00:08 | 00:00:08 |
|                      | 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 | 00:00:02 | 00:00:00 |
| RealMarinaHotel/Resi |          | 10   | 10   | ✅       | 100,0% | 0  | ✅       | 0,0%  | 0   | ✅       | 0,0%   | 00:00:15 | 00:00:09 | 00:15:41 | 00:03:47 | 00:00:11 | 00:00:11 |
|                      | 09:00:00 | 2    | 2    | ✅       | 100,0% | 0  | ✅       | 0,0%  | 0   | ✅       | 0,0%   | 00:00:12 | 00:00:11 | 00:15:41 | 00:08:26 | 00:00:12 | 00:00:12 |
|                      | 10:00:00 | 2    | 2    | ✅       | 100,0% | 0  | ✅       | 0,0%  | 0   | ✅       | 0,0%   | 00:00:15 | 00:00:10 | 00:07:11 | 00:04:10 | 00:00:14 | 00:00:14 |
|                      | 11:00:00 | 1    | 1    | ✅       | 100,0% | 0  | ✅       | 0,0%  | 0   | ✅       | 0,0%   | 00:00:04 | 00:00:04 | 00:10:01 | 00:10:01 | 00:00:04 | 00:00:04 |
|                      | 12:00:00 | 1    | 1    | ✅       | 100,0% | 0  | ✅       | 0,0%  | 0   | ✅       | 0,0%   | 00:00:09 | 00:00:09 | 00:01:40 | 00:01:02 | 00:00:09 | 00:00:09 |
|                      | 14:00:00 | 2    | 2    | ✅       | 100,0% | 0  | ✅       | 0,0%  | 0   | ✅       | 0,0%   | 00:00:11 | 00:00:10 | 00:01:29 | 00:01:16 | 00:00:10 | 00:00:10 |
|                      | 15:00:00 | 1    | 1    | ✅       | 100,0% | 0  | ✅       | 0,0%  | 0   | ✅       | 0,0%   | 00:00:11 | 00:00:11 | 00:03:51 | 00:03:51 | 00:00:12 | 00:00:12 |
|                      | 17:00:00 | 1    | 1    | ✅       | 100,0% | 0  | ✅       | 0,0%  | 0   | ✅       | 0,0%   | 00:00:12 | 00:00:07 | 00:01:08 | 00:00:54 | 00:00:12 | 00:00:12 |
| 30-06-2018           |          | 76   | 10   | ❌       | 13,2%  | 3  | ✅       | 3,9%  | 63  | ❌       | 82,9%  | 00:00:15 | 00:00:12 | 00:16:49 | 00:06:39 | 00:00:21 | 00:00:21 |
| GrdRealSantaEulalia  |          | 36   | 5    | ❌       | 13,9%  | 1  | ✅       | 2,8%  | 30  | ❌       | 83,3%  | 00:00:15 | 00:00:11 | 00:16:49 | 00:10:33 | 00:00:15 | 00:00:27 |
|                      | 10:00:00 | 10   | 1    | ❌       | 10,0%  | 0  | ✅       | 0,0%  | 9   | ❌       | 90,0%  | 00:00:09 | 00:00:09 | 00:13:45 | 00:13:45 | 00:00:10 | 00:00:09 |
|                      | 11:00:00 | 12   | 0    | ❌       | 0,0%   | 0  | ✅       | 0,0%  | 12  | ❌       | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:10 | 00:00:00 |
|                      | 12:00:00 | 3    | 2    | 🚩       | 66,7%  | 0  | ✅       | 0,0%  | 1   | ❌       | 33,3%  | 00:00:15 | 00:00:11 | 00:12:01 | 00:10:26 | 00:00:37 | 00:00:48 |
|                      | 13:00:00 | 1    | 0    | ❌       | 0,0%   | 0  | ✅       | 0,0%  | 1   | ❌       | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:16 | 00:00:00 |
|                      | 14:00:00 | 0    | 0    | #DIV/0! |        | 0  | #DIV/0! |       | 0   | #DIV/0! |        | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
|                      | 15:00:00 | 5    | 1    | ❌       | 20,0%  | 1  | ❌       | 20,0% | 3   | ❌       | 60,0%  | 00:00:15 | 00:00:14 | 00:01:17 | 00:01:17 | 00:00:30 | 00:00:12 |
|                      | 16:00:00 | 5    | 1    | ❌       | 20,0%  | 0  | ✅       | 0,0%  | 4   | ❌       | 80,0%  | 00:00:02 | 00:00:02 | 00:16:49 | 00:16:49 | 00:00:12 | 00:00:18 |
| RealBellavistaHotel  |          | 31   | 0    | ❌       | 0,0%   | 1  | ✅       | 3,2%  | 30  | ❌       | 96,8%  | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:25 | 00:00:00 |
|                      | 10:00:00 | 7    | 0    | ❌       | 0,0%   | 1  | 🚩       | 14,3% | 6   | ❌       | 85,7%  | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:00 | 00:01:30 | 00:00:00 |
|                      | 11:00:00 | 12   | 0    | ❌       | 0,0%   | 0  | ✅       | 0,0%  | 12  | ❌       | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:08 | 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 | 00:00:06 | 00:00:00 |
|                      | 13:00:00 | 5    | 0    | ❌       | 0,0%   | 0  | ✅       | 0,0%  | 5   | ❌       | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:06 | 00:00:00 |
|                      | 16:00:00 | 5    | 0    | ❌       | 0,0%   | 0  | ✅       | 0,0%  | 5   | ❌       | 100,0% | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:04 | 00:00:00 |
| RealMarinaHotel/Resi |          | 9    | 5    | 🚩       | 55,6%  | 1  | 🚩       | 11,1% | 3   | ❌       | 33,3%  | 00:00:15 | 00:00:12 | 00:04:24 | 00:02:46 | 00:00:31 | 00:00:14 |
|                      | 10:00:00 | 1    | 1    | ✅       | 100,0% | 0  | ✅       | 0,0%  | 0   | ✅       | 0,0%   | 00:00:10 | 00:00:10 | 00:02:19 | 00:02:19 | 00:00:10 | 00:00:10 |
|                      | 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 | 00:00:16 | 00:00:00 |
|                      | 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 | 00:01:05 | 00:00:00 |
|                      | 14:00:00 | 3    | 3    | ✅       | 100,0% | 0  | ✅       | 0,0%  | 0   | ✅       | 0,0%   | 00:00:14 | 00:00:12 | 00:04:24 | 00:03:38 | 00:00:12 | 00:00:12 |
|                      | 15:00:00 | 1    | 1    | ✅       | 100,0% | 0  | ✅       | 0,0%  | 0   | ✅       | 0,0%   | 00:00:15 | 00:00:08 | 00:00:34 | 00:00:34 | 00:00:23 | 00:00:23 |
| TOTAL                |          | 4507 | 3762 | 🚩       | 83,5%  | 78 | ✅       | 1,7%  | 562 | 🚩       | 12,5%  | 00:00:25 | 00:00:10 | 01:31:39 | 00:03:48 | 00:00:13 | 00:00:12 |