

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
02-07-2018		70	60	✓ 85.7%	4	✓ 5.7%	6	✓ 8.6%	00:00:15	00:00:09	00:15:58	00:03:43	00:00:16	00:00:12
GrdRealSantaEulalia		25	24	✓ 96.0%	1	✓ 4.0%	0	✓ 0.0%	00:00:15	00:00:09	00:12:00	00:03:16	00:00:15	00:00:09
	09:00:00	1	1	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:04	00:00:04	00:01:49	00:01:49	00:00:04	00:00:04
	10:00:00	7	7	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:15	00:00:07	00:12:00	00:05:02	00:00:08	00:00:08
	11:00:00	2	2	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:13	00:00:11	00:02:39	00:02:00	00:00:11	00:00:11
	12:00:00	3	3	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:15	00:00:09	00:06:40	00:03:05	00:00:12	00:00:12
	13:00:00	2	2	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:10	00:00:06	00:03:01	00:02:11	00:00:06	00:00:06
	14:00:00	3	3	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:14	00:00:13	00:03:11	00:02:11	00:00:13	00:00:13
	15:00:00	4	4	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:09	00:00:07	00:02:14	00:01:15	00:00:07	00:00:07
	17:00:00	3	2	⚠ 66.7%	1	✗ 33.3%	0	✓ 0.0%	00:00:15	00:00:14	00:08:00	00:06:08	00:01:01	00:00:13
RealBellavistaHotel		23	16	⚠ 69.6%	2	✓ 8.7%	5	✗ 21.7%	00:00:15	00:00:10	00:10:07	00:03:27	00:00:20	00:00:14
	09:00:00	2	2	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:14	00:00:13	00:03:03	00:02:14	00:00:13	00:00:13
	10:00:00	1	1	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:08	00:00:08	00:04:36	00:04:36	00:00:08	00:00:08
	11:00:00	2	2	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:15	00:00:10	00:04:29	00:03:52	00:00:16	00:00:16
	12:00:00	3	2	⚠ 66.7%	0	✓ 0.0%	1	✗ 33.3%	00:00:05	00:00:05	00:06:38	00:04:54	00:00:05	00:00:06
	13:00:00	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
	14:00:00	1	1	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:13	00:00:13	00:02:23	00:02:23	00:00:13	00:00:13
	15:00:00	3	3	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:15	00:00:09	00:03:41	00:02:21	00:00:12	00:00:12
	16:00:00	2	2	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:15	00:00:10	00:10:07	00:05:40	00:00:26	00:00:26
	17:00:00	8	2	✗ 25.0%	2	✗ 25.0%	4	✗ 50.0%	00:00:15	00:00:09	00:09:12	00:03:25	00:00:33	00:00:16
RealMarinaHotel/Resi		22	20	✓ 90.9%	1	✓ 4.5%	1	✓ 4.5%	00:00:15	00:00:07	00:15:58	00:04:30	00:00:14	00:00:13
	09:00:00	1	1	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:15	00:00:15	00:00:12	00:00:12	00:00:15	00:00:15
	10:00:00	4	3	⚠ 75.0%	0	✓ 0.0%	1	✗ 25.0%	00:00:08	00:00:06	00:15:58	00:08:00	00:00:08	00:00:06
	11:00:00	3	3	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:09	00:00:06	00:12:29	00:06:02	00:00:06	00:00:06
	12:00:00	1	1	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:15	00:00:10	00:00:54	00:00:54	00:02:08	00:02:08
	13:00:00	2	2	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:09	00:00:08	00:05:55	00:04:48	00:00:08	00:00:08
	14:00:00	4	4	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:06	00:00:04	00:06:14	00:02:34	00:00:04	00:00:04
	15:00:00	6	6	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:10	00:00:07	00:09:53	00:04:29	00:00:07	00:00:07
	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	00:00:42	00:00:00
03-07-2018		55	51	✓ 92.7%	2	✓ 3.6%	2	✓ 3.6%	00:00:16	00:00:09	00:11:23	00:03:44	00:00:11	00:00:11
GrdRealSantaEulalia		23	21	✓ 91.3%	1	✓ 4.3%	1	✓ 4.3%	00:00:16	00:00:09	00:11:23	00:04:07	00:00:11	00:00:11
	09:00:00	2	2	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:07	00:00:05	00:03:07	00:02:21	00:00:05	00:00:05
	10:00:00	4	3	⚠ 75.0%	0	✓ 0.0%	1	✗ 25.0%	00:00:10	00:00:08	00:09:55	00:04:04	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	00:04:20	00:03:50	00:00:08	00:00:08
	12:00:00	2	2	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:13	00:00:10	00:03:08	00:02:36	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	00:05:14	00:05:14	00:00:12	00:00:12
	14:00:00	6	5	⚠ 83.3%	1	✗ 16.7%	0	✓ 0.0%	00:00:16	00:00:11	00:11:23	00:06:22	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	00:07:35	00:07:35	00:00:10	00:00:10
	16:00:00	3	3	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:12	00:00:10	00:05:48	00:03:22	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	00:01:45	00:01:23	00:00:14	00:00:14
RealBellavistaHotel		13	13	✓ 100.0%	0	✓ 0.0%	0	✓ 0.0%	00:00:15	00:00:09	00:09:46	00:03:52	00:00:11	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	00:01:08	00:01:08	00:00:08	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:09:46	00:07:03	00:00:11	00:00:11
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:04:15	00:02:31	00:00:10	00:00:10
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:03:51	00:03:10	00:00:07	00:00:07
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:44	00:04:22	00:00:20	00:00:20
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:08	00:03:08	00:00:07	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:54	00:01:54	00:00:25	00:00:25
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:06:42	00:06:42	00:00:04	00:00:04
RealMarinaHotel/Resi		19	17	✔	89.5%	1	✔	5.3%	1	✔	5.3%	00:00:15	00:00:08	00:06:50	00:03:11	00:00:10	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:51	00:02:00	00:00:22	00:00:22
	10:00:00	8	7	✔	87.5%	0	✔	0.0%	1	⚠	12.5%	00:00:15	00:00:07	00:04:55	00:02:29	00:00:08	00:00:09
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:06:50	00:05:44	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	00:04:52	00:04:52	00:00:07	00:00:07
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:18	00:02:58	00:00:16	00:00:16
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:00:45	00:00:45	00:00:04	00:00:04
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:11	00:01:11	00:00:09	00:00:09
	17:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:15	00:00:00
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:06:34	00:06:34	00:00:12	00:00:12
04-07-2018		66	60	✔	90.9%	1	✔	1.5%	5	✔	7.6%	00:00:19	00:00:09	00:20:09	00:04:42	00:00:12	00:00:12
GrdRealSantaEulalia		42	38	✔	90.5%	1	✔	2.4%	3	✔	7.1%	00:00:15	00:00:09	00:20:09	00:05:09	00:00:11	00:00:12
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:08:41	00:05:12	00:00:08	00:00:08
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:05:12	00:03:28	00:00:06	00:00:06
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:19:09	00:05:50	00:00:06	00:00:06
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:15:55	00:06:51	00:00:10	00:00:10
	13:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:06:54	00:03:12	00:00:09	00:00:09
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:36	00:04:00	00:00:15	00:00:15
	15:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:15	00:00:11	00:07:28	00:04:20	00:00:16	00:00:19
	16:00:00	11	9	⚠	81.8%	0	✔	0.0%	2	✖	18.2%	00:00:15	00:00:10	00:20:09	00:06:00	00:00:12	00:00:13
	17:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:08	00:04:37	00:00:16	00:00:21
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:17:46	00:17:46	00:00:11	00:00:11
RealBellavistaHotel		12	10	⚠	83.3%	0	✔	0.0%	2	✖	16.7%	00:00:19	00:00:09	00:09:42	00:03:46	00:00:12	00:00:13
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:08:03	00:08:03	00:00:13	00:00:13
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:25	00:01:25	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	00:01:00	00:01:00	00:00:10	00:00:10
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:04:15	00:02:06	00:00:05	00:00:05
	16:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:09	00:06:10	00:03:50	00:00:26	00:00:35
	17:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:19	00:00:12	00:09:42	00:05:12	00:00:09	00:00:08
RealMarinaHotel/Resi		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:10:24	00:04:02	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	00:01:57	00:01:57	00:00:07	00:00:07
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:10	00:03:10	00:00:24	00:00:24
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:16	00:02:16	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:04	00:02:04	00:00:06	00:00:06
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:10:24	00:06:54	00:00:12	00:00:12
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:10:17	00:06:18	00:00:10	00:00:10
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:16	00:01:52	00:00:11	00:00:11
05-07-2018		40	39	✔	97.5%	0	✔	0.0%	1	✔	2.5%	00:00:15	00:00:09	00:22:23	00:03:28	00:00:12	00:00:12
GrdRealSantaEulalia		22	22	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:22:23	00:03:31	00:00:11	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:49	00:01:51	00:00:08	00:00:08

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	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:10	00:06:10	00:00:23	00:00:23
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:04:32	00:02:41	00:00:12	00:00:12
	12:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:22:23	00:04:14	00:00:09	00:00:09
	13:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:13:33	00:04:17	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	00:03:16	00:03:16	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:15	00:02:15	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:34	00:01:34	00:00:07	00:00:07
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:04:34	00:02:28	00:00:09	00:00:09
RealBellavistaHotel		7	6	✔	85.7%	0	✔	0.0%	1	⚠	14.3%	00:00:15	00:00:10	00:08:19	00:03:36	00:00:19	00:00:21
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:11	00:02:47	00:02:11	00:00:27	00:00:38
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:25	00:01:25	00:00:22	00:00:22
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:08:19	00:08:19	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	00:03:49	00:03:49	00:00:06	00:00:06
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:38	00:03:38	00:00:10	00:00:10
RealMarinaHotel/Resi		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:59	00:03:20	00:00:11	00:00:11
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:08:59	00:06:12	00:00:17	00:00:17
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:44	00:06:44	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	00:02:09	00:02:09	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	00:01:51	00:01:51	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	00:03:39	00:02:01	00:00:15	00:00:15
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:40	00:02:40	00:00:04	00:00:04
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:31	00:03:31	00:00:08	00:00:08
06-07-2018		58	49	⚠	84.5%	1	✔	1.7%	8	⚠	13.8%	00:00:15	00:00:09	00:18:51	00:03:07	00:00:10	00:00:10
GrdRealSantaEulalia		31	29	✔	93.5%	1	✔	3.2%	1	✔	3.2%	00:00:15	00:00:08	00:18:51	00:03:01	00:00:10	00:00:10
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:03:39	00:02:43	00:00:04	00:00:04
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:24	00:02:44	00:00:08	00:00:08
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:03:21	00:01:04	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:32	00:02:32	00:00:13	00:00:13
	13:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:18:51	00:08:07	00:00:07	00:00:07
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:04:32	00:03:45	00:00:12	00:00:12
	15:00:00	6	5	⚠	83.3%	1	✖	16.7%	0	✔	0.0%	00:00:12	00:00:06	00:03:58	00:02:04	00:00:07	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:08	00:01:50	00:00:59	00:00:12	00:00:12
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:01:22	00:00:45	00:00:26	00:00:26
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:09	00:00:09	00:09:37	00:09:37	00:00:06	00:00:09
	19:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:08:46	00:08:46	00:00:14	00:00:14
RealBellavistaHotel		11	8	⚠	72.7%	0	✔	0.0%	3	✖	27.3%	00:00:15	00:00:10	00:08:02	00:02:46	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	00:08:02	00:05:18	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:48	00:00:48	00:00:12	00:00:12
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:04	00:03:04	00:00:24	00:00:24
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:55	00:01:55	00:00:11	00:00:11
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:59	00:01:59	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:45	00:00:45	00:00:09	00:00:09
	18:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:06	00:00:06	00:03:05	00:03:05	00:00:08	00:00:06
RealMarinaHotel/Resi		16	12	⚠	75.0%	0	✔	0.0%	4	✖	25.0%	00:00:15	00:00:08	00:09:02	00:03:34	00:00:09	00:00:09
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:07	00:01:02	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	00:07:06	00:07:06	00:00:09	00:00:09
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:07:40	00:03:23	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	00:02:07	00:02:07	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:09:02	00:03:31	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	00:04:01	00:04:01	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:03:39	00:03:39	00:00:14	00:00:14
	18:00:00	5	1	✘	20.0%	0	✔	0.0%	4	✘	80.0%	00:00:04	00:00:04	00:06:48	00:06:48	00:00:06	00:00:04
07-07-2018		31	10	✘	32.3%	3	✔	9.7%	18	✘	58.1%	00:00:16	00:00:12	00:23:00	00:07:54	00:00:31	00:00:18
GrdRealSantaEulalia		25	6	✘	24.0%	3	⚠	12.0%	16	✘	64.0%	00:00:16	00:00:13	00:23:00	00:08:07	00:00:35	00:00:18
	10:00:00	3	1	✘	33.3%	0	✔	0.0%	2	✘	66.7%	00:00:12	00:00:12	00:08:59	00:08:59	00:00:10	00:00:12
	12:00:00	3	1	✘	33.3%	0	✔	0.0%	2	✘	66.7%	00:00:15	00:00:15	00:07:15	00:07:15	00:00:15	00:00:15
	13:00:00	8	2	✘	25.0%	0	✔	0.0%	6	✘	75.0%	00:00:15	00:00:10	00:03:28	00:02:51	00:00:11	00:00:18
	14:00:00	1	0	✘	0.0%	1	✘	100.0%	0	✔	0.0%	00:00:16	00:00:16	00:00:00	00:00:00	00:02:25	00:00:00
	15:00:00	8	2	✘	25.0%	0	✔	0.0%	6	✘	75.0%	00:00:15	00:00:13	00:23:00	00:13:23	00:00:16	00:00:22
	16:00:00	1	0	✘	0.0%	1	✘	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:03:24	00:00:00
	17:00:00	1	0	✘	0.0%	1	✘	100.0%	0	✔	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:04:06	00:00:00
RealBellavistaHotel		2	1	⚠	50.0%	0	✔	0.0%	1	✘	50.0%	00:00:15	00:00:08	00:03:28	00:03:28	00:00:11	00:00:18
	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	00:00:04	00:00:00
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:28	00:03:28	00:00:18	00:00:18
RealMarinaHotel/Resi		4	3	⚠	75.0%	0	✔	0.0%	1	✘	25.0%	00:00:15	00:00:10	00:15:44	00:08:57	00:00:14	00:00:17
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:50	00:02:50	00:00:27	00:00:27
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:15:44	00:15:44	00:00:12	00:00:12
	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	00:00:03	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:08:17	00:08:17	00:00:12	00:00:12
09-07-2018		74	70	✔	94.6%	0	✔	0.0%	3	✔	4.1%	00:00:21	00:00:09	00:14:50	00:03:22	00:00:11	00:00:11
GrdRealSantaEulalia		45	43	✔	95.6%	0	✔	0.0%	2	✔	4.4%	00:00:21	00:00:09	00:14:50	00:03:24	00:00:11	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:56	00:01:56	00:00:16	00:00:16
	10:00:00	10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:06:39	00:02:20	00:00:09	00:00:09
	11:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:07:32	00:02:53	00:00:07	00:00:07
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:03:30	00:01:42	00:00:09	00:00:09
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:04:17	00:02:38	00:00:06	00:00:06
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:58	00:02:36	00:00:10	00:00:10
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:14:50	00:06:06	00:00:17	00:00:17
	16:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:21	00:00:11	00:10:47	00:04:18	00:00:10	00:00:10
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:11:07	00:04:00	00:00:10	00:00:10
	18:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✘	40.0%	00:00:15	00:00:11	00:10:36	00:05:40	00:00:12	00:00:10
	19:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:04:47	00:04:47	00:00:25	00:00:25
RealBellavistaHotel		6	5	⚠	83.3%	0	✔	0.0%	1	✘	16.7%	00:00:15	00:00:10	00:06:14	00:02:34	00:00:13	00:00:15
	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
	13:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✘	50.0%	00:00:08	00:00:08	00:06:14	00:06:14	00:00:06	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:00:47	00:00:47	00:00:22	00:00:22
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:03:04	00:01:39	00:00:12	00:00:12
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:48	00:03:48	00:00:24	00:00:24
RealMarinaHotel/Resi		23	22	✔	95.7%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:10:15	00:03:29	00:00:11	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:08:54	00:06:08	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:06:44	00:06:44	00:00:06	00:00:06
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:43	00:03:06	00:00:13	00:00:13
	13:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:10:15	00:03:56	00:00:12	00:00:12
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:07:05	00:02:19	00:00:08	00:00:08
	15:00:00	4	3	⚠	75.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:59	00:01:30	00:00:11	00:00:10
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:44	00:03:04	00:00:12	00:00:12

OneContact Reporting

Service Performance Report

	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:07:36	00:07:36	00:00:07	00:00:07
10-07-2018		43	42	✔	97.7%	0	✔	0.0%	1	✔	2.3%	00:00:15	00:00:09	00:18:36	00:04:55	00:00:09	00:00:09
GrdRealSantaEulalia		26	25	✔	96.2%	0	✔	0.0%	1	✔	3.8%	00:00:14	00:00:08	00:16:49	00:05:03	00:00:08	00:00:09
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:16:49	00:08:32	00:00:08	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:05:18	00:04:07	00:00:09	00:00:09
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:04:40	00:03:48	00:00:12	00:00:12
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:11:22	00:04:08	00:00:09	00:00:09
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:10:19	00:04:24	00:00:06	00:00:06
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:11:13	00:04:49	00:00:09	00:00:09
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:04:34	00:02:55	00:00:09	00:00:09
	16:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:12:13	00:06:09	00:00:09	00:00:09
	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
RealBellavistaHotel		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:09:31	00:03:50	00:00:08	00:00:08
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:03:11	00:01:57	00:00:07	00:00:07
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:33	00:02:33	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:09:31	00:07:17	00:00:07	00:00:07
RealMarinaHotel/Resi		13	13	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:18:36	00:05:09	00:00:10	00:00:10
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:24	00:03:13	00:00:15	00:00:15
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:39	00:01:39	00:00:10	00:00:10
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:09:22	00:06:19	00:00:08	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:18	00:03:18	00:00:08	00:00:08
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:18:36	00:07:22	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:03:54	00:03:54	00:00:11	00:00:11
11-07-2018		57	56	✔	98.2%	1	✔	1.8%	0	✔	0.0%	00:00:19	00:00:09	00:14:17	00:03:36	00:00:10	00:00:10
GrdRealSantaEulalia		29	29	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:19	00:00:09	00:09:54	00:03:45	00:00:09	00:00:09
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:04:05	00:02:08	00:00:08	00:00:08
	11:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:09:43	00:03:19	00:00:07	00:00:07
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:05:18	00:02:42	00:00:11	00:00:11
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:28	00:02:28	00:00:11	00:00:11
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:19	00:00:11	00:08:09	00:05:07	00:00:09	00:00:09
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:09:54	00:08:02	00:00:10	00:00:10
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:09:35	00:06:55	00:00:10	00:00:10
	17:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:05:50	00:02:21	00:00:10	00:00:10
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:44	00:01:44	00:00:21	00:00:21
RealBellavistaHotel		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:25	00:03:12	00:00:13	00:00:13
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:04:46	00:04:46	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	00:00:34	00:00:34	00:00:08	00:00:08
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:08:25	00:04:01	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	00:06:47	00:06:47	00:00:10	00:00:10
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:04	00:01:38	00:00:17	00:00:17
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:04:37	00:04:37	00:00:12	00:00:12
RealMarinaHotel/Resi		19	18	✔	94.7%	1	✔	5.3%	0	✔	0.0%	00:00:15	00:00:09	00:14:17	00:03:35	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	00:03:31	00:02:34	00:00:10	00:00:10
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:14:17	00:09:34	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:02:33	00:02:12	00:00:08	00:00:08
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:08	00:03:33	00:03:26	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:38	00:02:38	00:00:24	00:00:24
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:07:52	00:02:55	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	16:00:00	4	3	🟡	75.0%	1	🔴	25.0%	0	🟢	0.0%	00:00:15	00:00:07	00:11:29	00:03:55	00:00:09	00:00:11
	17:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:09	00:00:09	00:01:57	00:01:35	00:00:09	00:00:09
12-07-2018		68	63	🟢	92.6%	0	🟢	0.0%	5	🟢	7.4%	00:00:15	00:00:09	00:13:03	00:03:43	00:00:10	00:00:11
GrdRealSantaEulalia		46	41	🟢	89.1%	0	🟢	0.0%	5	🟡	10.9%	00:00:15	00:00:09	00:13:03	00:03:44	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	00:03:06	00:02:06	00:00:14	00:00:14
	10:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:14	00:00:10	00:03:00	00:01:18	00:00:10	00:00:10
	11:00:00	8	8	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:09	00:08:22	00:04:59	00:00:10	00:00:10
	13:00:00	8	6	🟡	75.0%	0	🟢	0.0%	2	🔴	25.0%	00:00:11	00:00:09	00:07:32	00:03:32	00:00:09	00:00:09
	14:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:03	00:00:03	00:03:46	00:03:46	00:00:03	00:00:03
	15:00:00	7	7	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:08	00:13:03	00:04:37	00:00:09	00:00:09
	16:00:00	6	6	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:14	00:00:08	00:06:45	00:03:46	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	00:04:40	00:02:57	00:00:08	00:00:08
	18:00:00	5	2	🔴	40.0%	0	🟢	0.0%	3	🔴	60.0%	00:00:15	00:00:09	00:09:34	00:06:10	00:00:16	00:00:26
RealBellavistaHotel		4	4	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:13	00:00:08	00:03:22	00:02:20	00:00:08	00:00:08
	11:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:13	00:00:12	00:03:22	00:02:14	00:00:12	00:00:12
	17:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:05	00:00:04	00:02:46	00:02:26	00:00:04	00:00:04
RealMarinaHotel/Resi		18	18	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:10	00:10:24	00:03:58	00:00:11	00:00:11
	10:00:00	6	6	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:14	00:00:10	00:05:35	00:03:44	00:00:10	00:00:10
	11:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:08	00:10:24	00:05:39	00:00:11	00:00:11
	12:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:07	00:02:57	00:02:33	00:00:07	00:00:07
	13:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:12	00:01:00	00:01:00	00:00:38	00:00:38
	14:00:00	5	5	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:10	00:08:28	00:04:45	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	00:00:32	00:00:32	00:00:09	00:00:09
13-07-2018		62	60	🟢	96.8%	0	🟢	0.0%	2	🟢	3.2%	00:00:15	00:00:07	00:11:54	00:03:50	00:00:09	00:00:08
GrdRealSantaEulalia		31	29	🟢	93.5%	0	🟢	0.0%	2	🟢	6.5%	00:00:15	00:00:08	00:11:38	00:04:14	00:00:10	00:00:09
	09:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:12	00:00:12	00:01:17	00:01:17	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	00:11:38	00:07:32	00:00:10	00:00:10
	11:00:00	5	5	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:07	00:06:52	00:02:17	00:00:14	00:00:14
	12:00:00	3	2	🟡	66.7%	0	🟢	0.0%	1	🔴	33.3%	00:00:08	00:00:06	00:10:06	00:07:42	00:00:08	00:00:06
	13:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:07	00:00:07	00:05:32	00:05:32	00:00:07	00:00:07
	14:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:11	00:00:06	00:07:32	00:03:40	00:00:07	00:00:07
	15:00:00	5	5	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:13	00:00:09	00:08:09	00:03:54	00:00:09	00:00:09
	16:00:00	6	6	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:09	00:00:08	00:11:25	00:06:00	00:00:08	00:00:08
	17:00:00	4	3	🟡	75.0%	0	🟢	0.0%	1	🔴	25.0%	00:00:13	00:00:10	00:05:30	00:03:40	00:00:12	00:00:10
	18:00:00	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
RealBellavistaHotel		7	7	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:06	00:08:28	00:02:47	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	00:03:22	00:02:45	00:00:08	00:00:08
	12:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:04	00:00:04	00:02:42	00:02:42	00:00:04	00:00:04
	14:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:07	00:00:06	00:01:36	00:00:54	00:00:04	00:00:04
	15:00:00	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
	16:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:06	00:08:28	00:04:54	00:00:06	00:00:06
RealMarinaHotel/Resi		24	24	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:07	00:11:54	00:03:38	00:00:08	00:00:08
	09:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:07	00:00:07	00:06:15	00:06:15	00:00:08	00:00:08
	10:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:07	00:11:54	00:04:24	00:00:08	00:00:08
	11:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:08	00:07:32	00:04:30	00:00:10	00:00:10
	13:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:13	00:00:11	00:04:49	00:02:48	00:00:11	00:00:11
	14:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:06	00:05:28	00:02:47	00:00:06	00:00:06
	15:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:05	00:03:04	00:01:42	00:00:05	00:00:05

OneContact Reporting

Service Performance Report

	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:04:22	00:02:20	00:00:04	00:00:04
	17:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:09:14	00:04:43	00:00:09	00:00:09
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:51	00:02:51	00:00:06	00:00:06
14-07-2018		26	20	⚠	76.9%	0	✔	0.0%	6	✖	23.1%	00:00:15	00:00:08	00:08:44	00:03:06	00:00:09	00:00:09
GrdRealSantaEulalia		14	12	✔	85.7%	0	✔	0.0%	2	⚠	14.3%	00:00:15	00:00:07	00:07:45	00:03:02	00:00:09	00:00:09
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:03:09	00:02:06	00:00:06	00:00:06
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:07:45	00:04:16	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:07:01	00:07:01	00:00:06	00:00:06
	13:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:15	00:00:10	00:01:07	00:01:00	00:00:10	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:02:47	00:02:47	00:00:24	00:00:24
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:23	00:02:23	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:03:12	00:03:12	00:00:11	00:00:11
RealBellavistaHotel		1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:02	00:00:00
	15:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:02	00:00:00
RealMarinaHotel/Resi		11	8	⚠	72.7%	0	✔	0.0%	3	✖	27.3%	00:00:15	00:00:09	00:08:44	00:03:13	00:00:09	00:00:10
	10:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	11:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:10	00:00:08	00:01:46	00:01:39	00:00:11	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:30	00:03:10	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	00:03:39	00:02:33	00:00:11	00:00:11
	15:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:08	00:00:04	00:08:44	00:05:28	00:00:10	00:00:13
16-07-2018		63	52	⚠	82.5%	3	✔	4.8%	8	⚠	12.7%	00:00:15	00:00:09	00:15:26	00:03:08	00:00:14	00:00:12
GrdRealSantaEulalia		31	25	⚠	80.6%	1	✔	3.2%	5	✖	16.1%	00:00:15	00:00:09	00:08:39	00:03:03	00:00:16	00:00:12
	09:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:08:39	00:03:01	00:00:12	00:00:12
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:07:12	00:03:12	00:00:08	00:00:08
	11:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:08	00:00:08	00:08:06	00:08:06	00:00:12	00:00:08
	12:00:00	7	5	⚠	71.4%	0	✔	0.0%	2	✖	28.6%	00:00:15	00:00:10	00:08:10	00:03:32	00:00:13	00:00:15
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:25	00:02:06	00:00:12	00:00:12
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:49	00:02:52	00:00:19	00:00:19
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:20	00:02:20	00:00:05	00:00:05
	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	00:00:54	00:00:00
RealBellavistaHotel		13	13	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:40	00:02:23	00:00:10	00:00:10
	09:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:04:56	00:01:54	00:00:09	00:00:09
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:27	00:01:18	00:00:08	00:00:08
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:08:40	00:05:54	00:00:06	00:00:06
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:56	00:00:40	00:00:16	00:00:16
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:02:21	00:01:40	00:00:10	00:00:10
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:04:21	00:04:21	00:00:14	00:00:14
RealMarinaHotel/Resi		19	14	⚠	73.7%	2	⚠	10.5%	3	✖	15.8%	00:00:15	00:00:10	00:15:26	00:03:58	00:00:14	00:00:14
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:12	00:00:08	00:01:02	00:00:44	00:00:08	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:02:35	00:01:28	00:00:05	00:00:05
	11:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:14	00:15:26	00:15:26	00:00:19	00:00:11
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:13:00	00:08:13	00:00:31	00:00:31
	14:00:00	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
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:01:08	00:01:05	00:00:07	00:00:07
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:36	00:02:56	00:00:14	00:00:14
	18:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
17-07-2018		59	57	✔	96.6%	1	✔	1.7%	1	✔	1.7%	00:00:27	00:00:09	00:17:34	00:05:08	00:00:10	00:00:10
GrdRealSantaEulalia		26	25	✔	96.2%	0	✔	0.0%	1	✔	3.8%	00:00:27	00:00:10	00:16:25	00:05:41	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:10:36	00:08:54	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	00:13:54	00:09:16	00:00:10	00:00:10
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:09:01	00:04:24	00:00:12	00:00:12
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:05:57	00:04:49	00:00:09	00:00:09
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:08:42	00:05:47	00:00:08	00:00:08
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:11	00:15:02	00:06:54	00:00:11	00:00:11
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:02:33	00:01:22	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:27	00:00:17	00:06:14	00:02:53	00:00:12	00:00:12
	18:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:12	00:00:09	00:16:25	00:12:22	00:00:07	00:00:09
RealBellavistaHotel		12	11	✔	91.7%	1	✔	8.3%	0	✔	0.0%	00:00:15	00:00:08	00:17:34	00:05:13	00:00:10	00:00:09
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:02:18	00:02:06	00:00:10	00:00:10
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:18	00:01:38	00:00:14	00:00:14
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:49	00:03:49	00:00:10	00:00:10
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:17:34	00:08:36	00:00:06	00:00:06
	16:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:09	00:07:47	00:05:51	00:00:12	00:00:06
RealMarinaHotel/Resi		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:14:43	00:04:29	00:00:10	00:00:10
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:24	00:04:17	00:00:16	00:00:16
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:05:26	00:02:59	00:00:10	00:00:10
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:08:58	00:05:21	00:00:09	00:00:09
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:08:39	00:05:02	00:00:08	00:00:08
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:13:32	00:05:42	00:00:10	00:00:10
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:14:43	00:05:12	00:00:08	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:01	00:02:01	00:00:07	00:00:07
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:08:03	00:03:06	00:00:13	00:00:13
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:17	00:02:17	00:00:06	00:00:06
18-07-2018		71	71	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:27	00:00:09	00:20:36	00:04:30	00:00:11	00:00:11
GrdRealSantaEulalia		35	35	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:27	00:00:09	00:12:07	00:05:09	00:00:11	00:00:11
	09:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:10:43	00:06:47	00:00:14	00:00:14
	10:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:11:21	00:06:16	00:00:11	00:00:11
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:11:10	00:05:11	00:00:07	00:00:07
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:12:07	00:08:04	00:00:08	00:00:08
	13:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:07	00:09:33	00:05:24	00:00:08	00:00:08
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:16	00:03:11	00:00:18	00:00:18
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:03:55	00:03:10	00:00:09	00:00:09
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:27	00:00:13	00:03:20	00:02:04	00:00:13	00:00:13
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:05:00	00:05:00	00:00:08	00:00:08
RealBellavistaHotel		14	14	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:10:00	00:03:28	00:00:10	00:00:10
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:02:23	00:02:04	00:00:06	00:00:06
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:33	00:02:37	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	00:01:48	00:01:48	00:00:06	00:00:06
	15:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:10:00	00:05:09	00:00:11	00:00:11
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:05:19	00:02:43	00:00:08	00:00:08
RealMarinaHotel/Resi		22	22	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:20:36	00:04:10	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	00:03:52	00:03:52	00:00:10	00:00:10
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:16	00:00:58	00:00:08	00:00:08
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:10:03	00:06:25	00:00:13	00:00:13
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:03:18	00:02:06	00:00:08	00:00:08
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:11	00:04:02	00:00:25	00:00:25

OneContact Reporting

Service Performance Report

	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:07:02	00:05:54	00:00:10	00:00:10
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:07	00:20:36	00:04:40	00:00:08	00:00:08
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:05:42	00:04:50	00:00:10	00:00:10
	18:00:00	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
19-07-2018		71	54	⚠	76.1%	1	✔	1.4%	16	✖	22.5%	00:00:15	00:00:09	00:23:01	00:04:17	00:00:10	00:00:11
GrdRealSantaEulalia		33	27	⚠	81.8%	1	✔	3.0%	5	✖	15.2%	00:00:15	00:00:09	00:16:46	00:04:09	00:00:11	00:00:12
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:07:51	00:03:54	00:00:13	00:00:13
	10:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✖	40.0%	00:00:15	00:00:09	00:07:30	00:04:25	00:00:19	00:00:26
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:04:42	00:04:42	00:00:10	00:00:10
	12:00:00	7	4	⚠	57.1%	0	✔	0.0%	3	✖	42.9%	00:00:15	00:00:11	00:16:46	00:06:27	00:00:10	00:00:14
	13:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:04	00:07:11	00:03:55	00:00:07	00:00:07
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:58	00:04:51	00:00:15	00:00:15
	15:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:13	00:00:07	00:05:40	00:03:11	00:00:08	00:00:10
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:07:15	00:03:18	00:00:07	00:00:07
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:31	00:02:27	00:00:08	00:00:08
RealBellavistaHotel		20	10	⚠	50.0%	0	✔	0.0%	10	✖	50.0%	00:00:12	00:00:08	00:23:01	00:05:32	00:00:07	00:00:08
	10:00:00	13	3	✖	23.1%	0	✔	0.0%	10	✖	76.9%	00:00:11	00:00:09	00:11:24	00:04:53	00:00:07	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:01:11	00:01:11	00:00:12	00:00:12
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:05:53	00:05:53	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:23:01	00:08:07	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:04:17	00:03:42	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	00:07:23	00:07:23	00:00:06	00:00:06
RealMarinaHotel/Resi		18	17	✔	94.4%	0	✔	0.0%	1	✔	5.6%	00:00:15	00:00:10	00:11:48	00:03:44	00:00:11	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:50	00:01:40	00:00:09	00:00:09
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:09:26	00:05:01	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	00:02:53	00:02:53	00:00:08	00:00:08
	13:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:09	00:00:09	00:03:47	00:03:47	00:00:10	00:00:09
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:29	00:01:24	00:00:18	00:00:18
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:02	00:02:18	00:00:08	00:00:08
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:04:09	00:03:48	00:00:11	00:00:11
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:11:48	00:05:39	00:00:12	00:00:12
20-07-2018		55	55	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:25	00:00:09	00:16:39	00:04:11	00:00:11	00:00:11
GrdRealSantaEulalia		29	29	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:25	00:00:10	00:16:39	00:04:00	00:00:12	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:01:30	00:01:30	00:00:29	00:00:29
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:13:37	00:06:13	00:00:07	00:00:07
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:06:46	00:05:06	00:00:10	00:00:10
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:11:34	00:05:57	00:00:11	00:00:11
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:01:31	00:01:00	00:00:07	00:00:07
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:03:43	00:03:23	00:00:10	00:00:10
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:12	00:04:54	00:02:53	00:00:15	00:00:15
	16:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:25	00:00:11	00:08:18	00:03:44	00:00:10	00:00:10
	17:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:16:39	00:05:13	00:00:18	00:00:18
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:31	00:02:20	00:00:09	00:00:09
RealBellavistaHotel		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:14:30	00:05:32	00:00:11	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:01:33	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	00:04:25	00:04:25	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	00:11:53	00:11:53	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	00:01:18	00:01:18	00:00:13	00:00:13

OneContact Reporting

Service Performance Report

	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:14:30	00:08:01	00:00:20	00:00:20
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:08:45	00:05:46	00:00:08	00:00:08
RealMarinaHotel/Resi		17	17	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:12:09	00:03:46	00:00:08	00:00:08
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:05	00:01:56	00:00:10	00:00:10
	12:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:06	00:12:09	00:05:11	00:00:07	00:00:07
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:46	00:02:46	00:00:07	00:00:07
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:07:30	00:04:29	00:00:08	00:00:08
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:05:06	00:02:47	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:39	00:02:39	00:00:07	00:00:07
21-07-2018		50	19	✖	38.0%	5	⚠	10.0%	26	✖	52.0%	00:00:15	00:00:10	00:09:35	00:03:13	00:00:20	00:00:18
GrdRealSantaEulalia		32	16	⚠	50.0%	1	✔	3.1%	15	✖	46.9%	00:00:15	00:00:09	00:09:35	00:03:35	00:00:14	00:00:19
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:06	00:00:05	00:05:11	00:04:03	00:00:04	00:00:05
	10:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:07	00:00:06	00:02:06	00:01:32	00:00:10	00:00:06
	12:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:15	00:00:09	00:00:21	00:00:21	00:00:17	00:00:26
	13:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:11	00:00:09	00:06:10	00:04:28	00:00:09	00:00:09
	14:00:00	7	3	✖	42.9%	0	✔	0.0%	4	✖	57.1%	00:00:14	00:00:11	00:06:56	00:04:50	00:00:08	00:00:11
	15:00:00	6	2	✖	33.3%	1	✖	16.7%	3	✖	50.0%	00:00:15	00:00:09	00:09:35	00:07:29	00:00:28	00:01:04
	16:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:15	00:00:09	00:03:08	00:01:49	00:00:19	00:00:20
RealBellavistaHotel		10	2	✖	20.0%	3	✖	30.0%	5	✖	50.0%	00:00:15	00:00:13	00:01:25	00:01:08	00:00:36	00:00:12
	10:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:07	00:00:07	00:00:52	00:00:52	00:00:06	00:00:09
	11:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	13:00:00	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
	14:00:00	4	1	✖	25.0%	2	✖	50.0%	1	✖	25.0%	00:00:15	00:00:14	00:01:25	00:01:25	00:00:52	00:00:14
	15:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:04	00:00:00
RealMarinaHotel/Resi		8	1	✖	12.5%	1	⚠	12.5%	6	✖	75.0%	00:00:15	00:00:14	00:01:33	00:01:33	00:00:25	00:00:14
	10:00:00	5	1	✖	20.0%	1	✖	20.0%	3	✖	60.0%	00:00:15	00:00:14	00:01:33	00:01:33	00:00:34	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	00:00:07	00:00:00
	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	00:00:06	00:00:00
	15:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	00:00:00
23-07-2018		94	83	✔	88.3%	2	✔	2.1%	9	✔	9.6%	00:00:15	00:00:09	00:28:30	00:04:23	00:00:12	00:00:11
GrdRealSantaEulalia		50	43	✔	86.0%	1	✔	2.0%	6	⚠	12.0%	00:00:15	00:00:08	00:28:30	00:04:18	00:00:10	00:00:09
	09:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:07:51	00:03:05	00:00:07	00:00:07
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:09:09	00:03:08	00:00:06	00:00:06
	11:00:00	10	9	✔	90.0%	0	✔	0.0%	1	⚠	10.0%	00:00:12	00:00:08	00:07:36	00:05:51	00:00:10	00:00:09
	12:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:06	00:00:05	00:00:56	00:00:56	00:00:05	00:00:04
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:25	00:02:25	00:00:13	00:00:13
	14:00:00	6	5	⚠	83.3%	0	✔	0.0%	1	✖	16.7%	00:00:12	00:00:10	00:06:51	00:03:17	00:00:11	00:00:10
	15:00:00	9	7	⚠	77.8%	0	✔	0.0%	2	✖	22.2%	00:00:15	00:00:09	00:04:26	00:03:20	00:00:12	00:00:11
	16:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:14:06	00:04:11	00:00:08	00:00:08
	17:00:00	7	5	⚠	71.4%	0	✔	0.0%	2	✖	28.6%	00:00:13	00:00:10	00:28:30	00:07:24	00:00:12	00:00:10
RealBellavistaHotel		19	19	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:13:43	00:03:57	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	00:01:01	00:01:01	00:00:25	00:00:25
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:52	00:01:52	00:00:10	00:00:10
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:55	00:03:21	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	00:08:48	00:03:53	00:00:08	00:00:08
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:13:43	00:06:05	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	00:08:05	00:08:05	00:00:13	00:00:13
	15:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:09:41	00:04:10	00:00:13	00:00:13

OneContact Reporting

Service Performance Report

	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:47	00:01:42	00:00:06	00:00:06
RealMarinaHotel/Resi		25	21	⚠	84.0%	1	✔	4.0%	3	⚠	12.0%	00:00:15	00:00:10	00:13:48	00:04:56	00:00:16	00:00:18
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:05:37	00:03:13	00:00:09	00:00:09
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:42	00:06:42	00:00:08	00:00:08
	11:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:08	00:00:08	00:11:45	00:11:45	00:00:10	00:00:08
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:11:16	00:06:56	00:01:14	00:01:14
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:07:37	00:03:19	00:00:13	00:00:13
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:00:52	00:00:44	00:00:29	00:00:29
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:13:48	00:06:46	00:00:09	00:00:09
	17:00:00	8	5	⚠	62.5%	1	⚠	12.5%	2	✖	25.0%	00:00:15	00:00:11	00:06:43	00:05:05	00:00:11	00:00:12
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:04:15	00:04:15	00:00:11	00:00:11
24-07-2018		54	50	✔	92.6%	1	✔	1.9%	3	✔	5.6%	00:00:15	00:00:09	00:21:30	00:04:30	00:00:10	00:00:10
GrdRealSantaEulalia		22	20	✔	90.9%	0	✔	0.0%	2	✔	9.1%	00:00:13	00:00:08	00:21:30	00:05:36	00:00:09	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:41	00:03:41	00:00:08	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:05:49	00:05:49	00:00:11	00:00:11
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:06:46	00:02:13	00:00:09	00:00:09
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:15:49	00:09:06	00:00:08	00:00:08
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:10:24	00:05:32	00:00:10	00:00:10
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:06:30	00:03:58	00:00:07	00:00:07
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:09:50	00:07:53	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:04:32	00:02:38	00:00:11	00:00:11
	18:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:07	00:00:07	00:21:30	00:21:30	00:00:09	00:00:07
RealBellavistaHotel		11	10	✔	90.9%	1	✔	9.1%	0	✔	0.0%	00:00:15	00:00:10	00:12:50	00:03:18	00:00:11	00:00:12
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:08:26	00:05:48	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	00:01:33	00:01:33	00:00:12	00:00:12
	12:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:12	00:01:12	00:00:08	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:07	00:01:07	00:00:20	00:00:20
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:38	00:00:38	00:00:05	00:00:05
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:12:50	00:06:44	00:00:08	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:01:39	00:01:39	00:00:13	00:00:13
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:50	00:01:50	00:00:11	00:00:11
RealMarinaHotel/Resi		21	20	✔	95.2%	0	✔	0.0%	1	✔	4.8%	00:00:15	00:00:09	00:14:58	00:03:58	00:00:11	00:00:10
	09:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:06:25	00:03:28	00:00:10	00:00:10
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:05:59	00:04:02	00:00:11	00:00:11
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:14:58	00:04:39	00:00:09	00:00:09
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:04:17	00:04:17	00:00:09	00:00:09
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:05:33	00:05:33	00:00:11	00:00:11
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:04:40	00:02:55	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:08:42	00:03:04	00:00:20	00:00:20
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:05:36	00:05:36	00:00:06	00:00:06
	19:00:00	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
25-07-2018		75	61	⚠	81.3%	2	✔	2.7%	12	✖	16.0%	00:00:16	00:00:10	00:33:16	00:04:57	00:00:12	00:00:12
GrdRealSantaEulalia		43	35	⚠	81.4%	1	✔	2.3%	7	✖	16.3%	00:00:16	00:00:09	00:33:16	00:05:40	00:00:10	00:00:11
	09:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:08:06	00:03:18	00:00:09	00:00:09
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:11	00:09:05	00:05:09	00:00:10	00:00:10
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:33:16	00:08:56	00:00:18	00:00:18
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:02:56	00:02:03	00:00:09	00:00:09
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:10	00:03:02	00:00:16	00:00:16

OneContact Reporting

Service Performance Report

	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:09:46	00:04:20	00:00:09	00:00:09
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:06:40	00:04:47	00:00:09	00:00:09
	16:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:04	00:00:03	00:07:00	00:05:14	00:00:03	00:00:04
	17:00:00	8	5	⚠	62.5%	0	✔	0.0%	3	✖	37.5%	00:00:15	00:00:10	00:18:24	00:09:16	00:00:10	00:00:10
	18:00:00	5	1	✖	20.0%	0	✔	0.0%	4	✖	80.0%	00:00:15	00:00:08	00:17:39	00:17:39	00:00:13	00:00:19
RealBellavistaHotel		15	12	⚠	80.0%	0	✔	0.0%	3	✖	20.0%	00:00:15	00:00:10	00:09:16	00:03:42	00:00:14	00:00:15
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:09:16	00:03:22	00:00:15	00:00:15
	12:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:14	00:00:12	00:07:34	00:05:26	00:00:11	00:00:12
	13:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:15	00:00:10	00:03:37	00:02:10	00:00:13	00:00:14
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:50	00:02:50	00:00:05	00:00:05
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:31	00:03:52	00:00:16	00:00:16
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:01	00:02:01	00:00:23	00:00:23
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:06:53	00:06:53	00:00:19	00:00:19
RealMarinaHotel/Resi		17	14	⚠	82.4%	1	✔	5.9%	2	⚠	11.8%	00:00:15	00:00:11	00:11:06	00:04:14	00:00:14	00:00:13
	09:00:00	5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:53	00:03:02	00:00:14	00:00:08
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:13	00:08:02	00:05:03	00:00:13	00:00:13
	12:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:12	00:00:10	00:11:06	00:04:58	00:00:09	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:07:08	00:07:08	00:00:08	00:00:08
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:02:38	00:01:54	00:00:26	00:00:26
	16:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:11	00:02:27	00:02:27	00:00:19	00:00:22
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:06:37	00:06:37	00:00:10	00:00:10
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:19	00:06:19	00:00:08	00:00:08
26-07-2018		73	67	✔	91.8%	3	✔	4.1%	3	✔	4.1%	00:00:15	00:00:09	00:09:25	00:03:18	00:00:12	00:00:12
GrdRealSantaEulalia		43	43	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:56	00:03:15	00:00:12	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:01:38	00:01:23	00:00:08	00:00:08
	10:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:48	00:02:26	00:00:12	00:00:12
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:06:17	00:02:44	00:00:10	00:00:10
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:08:45	00:04:08	00:00:07	00:00:07
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:43	00:03:43	00:00:07	00:00:07
	14:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:56	00:03:29	00:00:14	00:00:14
	15:00:00	8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:35	00:03:08	00:00:12	00:00:12
	16:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:07:42	00:03:49	00:00:11	00:00:11
	17:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:08:11	00:03:35	00:00:20	00:00:20
RealBellavistaHotel		10	9	✔	90.0%	0	✔	0.0%	1	⚠	10.0%	00:00:14	00:00:09	00:09:25	00:03:34	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	00:01:15	00:01:15	00:00:05	00:00:05
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:03:10	00:03:10	00:00:11	00:00:11
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:09:25	00:05:29	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	00:04:58	00:03:25	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	00:01:03	00:01:03	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	00:00:10	00:00:00
RealMarinaHotel/Resi		20	15	⚠	75.0%	3	✖	15.0%	2	⚠	10.0%	00:00:15	00:00:10	00:06:12	00:03:18	00:00:12	00:00:13
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:04:38	00:03:17	00:00:11	00:00:11
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:05:16	00:03:02	00:00:09	00:00:09
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:05:21	00:04:01	00:00:11	00:00:11
	12:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:15	00:00:13	00:04:29	00:03:08	00:00:14	00:00:20
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:49	00:03:21	00:00:10	00:00:10
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:06:12	00:03:04	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	00:01:35	00:01:35	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	17:00:00	3	2	🟡	66.7%	1	🔴	33.3%	0	🟢	0.0%	00:00:15	00:00:11	00:05:02	00:04:12	00:00:19	00:00:22
	18:00:00	2	0	🔴	0.0%	2	🔴	100.0%	0	🟢	0.0%	00:00:11	00:00:08	00:00:00	00:00:00	00:00:08	00:00:00
27-07-2018		58	56	🟢	96.6%	0	🟢	0.0%	2	🟢	3.4%	00:00:15	00:00:09	00:14:04	00:03:57	00:00:11	00:00:11
GrdRealSantaEulalia		35	33	🟢	94.3%	0	🟢	0.0%	2	🟢	5.7%	00:00:15	00:00:09	00:14:04	00:04:05	00:00:11	00:00:11
	09:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:11	00:00:11	00:05:23	00:03:35	00:00:11	00:00:11
	10:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:09	00:09:41	00:03:36	00:00:11	00:00:11
	11:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:08	00:01:44	00:01:33	00:00:08	00:00:08
	12:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:10	00:14:04	00:12:16	00:00:24	00:00:24
	13:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:08	00:01:57	00:01:57	00:00:08	00:00:08
	14:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:10	00:13:15	00:03:49	00:00:09	00:00:09
	15:00:00	7	7	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:12	00:00:08	00:13:50	00:04:56	00:00:08	00:00:08
	16:00:00	5	5	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:07	00:10:27	00:02:38	00:00:12	00:00:12
	17:00:00	5	3	🟡	60.0%	0	🟢	0.0%	2	🔴	40.0%	00:00:15	00:00:10	00:04:20	00:02:19	00:00:09	00:00:09
	18:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:11	00:00:08	00:13:44	00:07:48	00:00:15	00:00:15
	19:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:12	00:00:12	00:03:47	00:03:47	00:00:12	00:00:12
RealBellavistaHotel		10	10	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:09	00:10:59	00:03:42	00:00:12	00:00:12
	09:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:14	00:00:14	00:01:31	00:01:31	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	00:00:38	00:00:38	00:00:04	00:00:04
	12:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:08	00:09:55	00:09:55	00:00:08	00:00:08
	14:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:06	00:02:53	00:01:56	00:00:08	00:00:08
	15:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:15	00:00:13	00:00:13	00:00:15	00:00:15
	16:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:10	00:04:11	00:03:42	00:00:22	00:00:22
	17:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:10	00:10:59	00:10:59	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	00:04:16	00:04:16	00:00:06	00:00:06
RealMarinaHotel/Resi		13	13	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:09	00:08:11	00:03:46	00:00:12	00:00:12
	09:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:11	00:08:11	00:05:03	00:00:17	00:00:17
	10:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:09	00:00:05	00:05:54	00:03:56	00:00:08	00:00:08
	11:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:10	00:04:42	00:02:52	00:00:09	00:00:09
	12:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:08	00:07:23	00:03:42	00:00:17	00:00:17
	13:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:13	00:00:09	00:05:53	00:03:39	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	00:05:02	00:05:02	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	00:01:43	00:01:43	00:00:08	00:00:08
28-07-2018		29	20	🟡	69.0%	2	🟢	6.9%	7	🔴	24.1%	00:00:15	00:00:09	00:08:45	00:02:21	00:00:13	00:00:13
GrdRealSantaEulalia		11	8	🟡	72.7%	1	🟢	9.1%	2	🔴	18.2%	00:00:15	00:00:09	00:08:45	00:03:16	00:00:16	00:00:17
	09:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:08	00:08:45	00:08:45	00:01:10	00:01:10
	11:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:08	00:04:50	00:03:19	00:00:08	00:00:08
	12:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:10	00:02:21	00:02:15	00:00:16	00:00:16
	14:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:06	00:00:06	00:02:20	00:02:20	00:00:06	00:00:06
	15:00:00	2	0	🔴	0.0%	1	🔴	50.0%	1	🔴	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:16	00:00:00
	16:00:00	2	1	🟡	50.0%	0	🟢	0.0%	1	🔴	50.0%	00:00:05	00:00:05	00:00:38	00:00:38	00:00:08	00:00:05
RealBellavistaHotel		8	5	🟡	62.5%	0	🟢	0.0%	3	🔴	37.5%	00:00:15	00:00:10	00:04:13	00:02:24	00:00:11	00:00:13
	09:00:00	3	1	🔴	33.3%	0	🟢	0.0%	2	🔴	66.7%	00:00:07	00:00:07	00:01:37	00:01:37	00:00:05	00:00:07
	12:00:00	3	2	🟡	66.7%	0	🟢	0.0%	1	🔴	33.3%	00:00:15	00:00:09	00:04:13	00:02:36	00:00:17	00:00:17
	14:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:14	00:00:14	00:01:21	00:01:21	00:00:14	00:00:14
	16:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:11	00:00:11	00:03:52	00:03:52	00:00:11	00:00:11
RealMarinaHotel/Resi		10	7	🟡	70.0%	1	🟡	10.0%	2	🔴	20.0%	00:00:13	00:00:09	00:01:52	00:01:15	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	00:01:06	00:01:06	00:00:07	00:00:07
	11:00:00	2	1	🟡	50.0%	1	🔴	50.0%	0	🟢	0.0%	00:00:12	00:00:10	00:01:45	00:01:45	00:00:10	00:00:12

OneContact Reporting

Service Performance Report

	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	00:00:15	00:00:00
	13:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:10	00:00:10	00:01:29	00:01:29	00:00:07	00:00:10
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:44	00:00:44	00:00:07	00:00:07
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:13	00:01:13	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:01:52	00:01:14	00:00:11	00:00:11
30-07-2018		78	69	✔	88.5%	3	✔	3.8%	6	✔	7.7%	00:00:15	00:00:09	00:13:27	00:04:00	00:00:17	00:00:12
GrdRealSantaEulalia		47	41	✔	87.2%	2	✔	4.3%	4	✔	8.5%	00:00:15	00:00:08	00:13:27	00:04:17	00:00:20	00:00:11
	09:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:06:37	00:05:14	00:00:10	00:00:10
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:06:25	00:03:31	00:00:07	00:00:07
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:07:21	00:03:37	00:00:06	00:00:06
	12:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:08	00:13:27	00:04:02	00:01:21	00:00:09
	13:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:15	00:00:10	00:11:56	00:05:06	00:00:11	00:00:12
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:06:12	00:04:41	00:00:08	00:00:08
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:06:44	00:03:17	00:00:06	00:00:06
	16:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:07	00:09:01	00:04:22	00:00:07	00:00:07
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:33	00:00:46	00:00:33	00:00:33
	18:00:00	9	7	⚠	77.8%	0	✔	0.0%	2	✖	22.2%	00:00:15	00:00:10	00:12:32	00:05:54	00:00:17	00:00:18
	19:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:13	00:00:00
RealBellavistaHotel		13	11	⚠	84.6%	0	✔	0.0%	2	✖	15.4%	00:00:15	00:00:09	00:09:07	00:03:33	00:00:14	00:00:16
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:38	00:01:06	00:00:11	00:00:11
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:01:18	00:01:02	00:00:12	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	00:00:11	00:00:00
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:09:07	00:05:26	00:00:06	00:00:06
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:03:19	00:03:19	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	00:06:24	00:06:24	00:00:12	00:00:12
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:08:23	00:08:23	00:00:05	00:00:05
	18:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:08	00:03:41	00:02:58	00:00:29	00:00:42
RealMarinaHotel/Resi		18	17	✔	94.4%	1	✔	5.6%	0	✔	0.0%	00:00:15	00:00:09	00:12:12	00:03:33	00:00:11	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:51	00:03:51	00:00:11	00:00:11
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:09:44	00:06:06	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	00:02:17	00:02:17	00:00:11	00:00:11
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:29	00:03:29	00:00:09	00:00:09
	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
	14:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:07	00:02:49	00:02:49	00:00:12	00:00:18
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:12:12	00:10:25	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	00:03:00	00:02:17	00:00:20	00:00:20
	17:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:04:38	00:02:11	00:00:11	00:00:11
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:00:01	00:00:01	00:00:13	00:00:13
31-07-2018		72	69	✔	95.8%	1	✔	1.4%	2	✔	2.8%	00:00:15	00:00:09	00:24:14	00:04:00	00:00:12	00:00:12
GrdRealSantaEulalia		42	39	✔	92.9%	1	✔	2.4%	2	✔	4.8%	00:00:15	00:00:10	00:24:14	00:04:40	00:00:13	00:00:13
	09:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:09:08	00:03:21	00:00:13	00:00:13
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:24:14	00:09:46	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	00:07:15	00:04:41	00:00:17	00:00:17
	12:00:00	8	7	✔	87.5%	0	✔	0.0%	1	⚠	12.5%	00:00:14	00:00:09	00:06:01	00:03:25	00:00:10	00:00:09
	13:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:08	00:05:40	00:03:26	00:00:11	00:00:16
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:08:53	00:03:05	00:00:22	00:00:22
	15:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:06:09	00:03:04	00:00:09	00:00:09
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:11	00:04:27	00:02:32	00:00:12	00:00:12

OneContact Reporting

Service Performance Report

	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:19:38	00:09:14	00:00:07	00:00:07
	18:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:09	00:00:07	00:16:04	00:10:22	00:00:18	00:00:22
RealBellavistaHotel		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:12:46	00:03:29	00:00:11	00:00:11
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:02:29	00:01:44	00:00:10	00:00:10
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:05:05	00:02:58	00:00:09	00:00:09
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:01:52	00:01:52	00:00:07	00:00:07
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:28	00:03:47	00:00:16	00:00:16
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:12:46	00:12:46	00:00:11	00:00:11
	19:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:47	00:02:47	00:00:09	00:00:09
RealMarinaHotel/Resi		19	19	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:02	00:02:53	00:00:10	00:00:10
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:04:18	00:03:05	00:00:08	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:03:25	00:02:11	00:00:10	00:00:10
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:04:59	00:03:18	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:04:58	00:03:50	00:00:12	00:00:12
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:03:17	00:02:16	00:00:06	00:00:06
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:05:02	00:05:02	00:00:07	00:00:07
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:04:04	00:04:04	00:00:09	00:00:09
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:30	00:01:30	00:00:13	00:00:13
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:04:08	00:03:30	00:00:10	00:00:10
01-08-2018		77	68	✔	88.3%	3	✔	3.9%	6	✔	7.8%	00:00:15	00:00:09	00:27:48	00:04:23	00:00:14	00:00:10
GrdRealSantaEulalia		40	33	⚠	82.5%	3	✔	7.5%	4	⚠	10.0%	00:00:15	00:00:08	00:27:48	00:04:36	00:00:18	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:09:53	00:09:12	00:00:14	00:00:14
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:08	00:02:08	00:00:07	00:00:07
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:12:00	00:04:14	00:00:06	00:00:06
	12:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:09:37	00:04:17	00:00:12	00:00:12
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:06:17	00:03:20	00:00:07	00:00:07
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:07:15	00:05:11	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:39	00:01:39	00:00:09	00:00:09
	16:00:00	5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:15	00:00:10	00:27:48	00:07:21	00:00:13	00:00:15
	17:00:00	8	7	✔	87.5%	0	✔	0.0%	1	⚠	12.5%	00:00:15	00:00:07	00:11:44	00:03:08	00:00:10	00:00:10
	18:00:00	5	0	✖	0.0%	2	✖	40.0%	3	✖	60.0%	00:00:15	00:00:08	00:00:00	00:00:00	00:01:14	00:00:00
RealBellavistaHotel		13	13	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:12:29	00:03:22	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:10	00:01:10	00:00:05	00:00:05
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:20	00:02:20	00:00:09	00:00:09
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:03	00:03:02	00:00:16	00:00:16
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:12:29	00:06:10	00:00:08	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:52	00:00:52	00:00:07	00:00:07
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:03:45	00:02:31	00:00:07	00:00:07
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:04	00:03:38	00:00:12	00:00:12
RealMarinaHotel/Resi		24	22	✔	91.7%	0	✔	0.0%	2	✔	8.3%	00:00:15	00:00:10	00:23:53	00:04:38	00:00:11	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:02:19	00:02:19	00:00:03	00:00:03
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:49	00:00:49	00:00:06	00:00:06
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:08:02	00:07:26	00:00:12	00:00:12
	12:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:13	00:00:11	00:06:10	00:02:39	00:00:12	00:00:11
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:05:12	00:05:12	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:04:21	00:04:21	00:00:04	00:00:04
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:55	00:01:55	00:00:11	00:00:11
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:23	00:01:23	00:00:19	00:00:19

OneContact Reporting

Service Performance Report

	17:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:15:25	00:05:00	00:00:16	00:00:16
	18:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:13	00:00:10	00:23:53	00:07:02	00:00:09	00:00:10
02-08-2018		89	79	✔	88.8%	4	✔	4.5%	6	✔	6.7%	00:00:15	00:00:10	00:22:59	00:04:53	00:00:14	00:00:11
GrdRealSantaEulalia		43	41	✔	95.3%	1	✔	2.3%	1	✔	2.3%	00:00:15	00:00:10	00:19:40	00:04:57	00:00:11	00:00:11
	09:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:13:33	00:06:49	00:00:11	00:00:11
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:05:16	00:03:06	00:00:10	00:00:10
	11:00:00	10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:06:54	00:03:01	00:00:12	00:00:12
	12:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:12	00:00:08	00:19:40	00:11:51	00:00:12	00:00:15
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:16:11	00:12:13	00:00:06	00:00:06
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:10:44	00:05:57	00:00:11	00:00:11
	15:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:54	00:02:27	00:00:12	00:00:12
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:11:04	00:03:28	00:00:14	00:00:14
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:17:44	00:09:03	00:00:09	00:00:09
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:04	00:00:04	00:02:59	00:02:59	00:00:04	00:00:04
RealBellavistaHotel		14	13	✔	92.9%	0	✔	0.0%	1	✔	7.1%	00:00:15	00:00:10	00:15:26	00:04:54	00:00:11	00:00:11
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:06:06	00:04:24	00:00:13	00:00:13
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:37	00:00:37	00:00:11	00:00:11
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:15:26	00:13:19	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:06	00:02:44	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:01:09	00:01:09	00:00:12	00:00:12
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:50	00:02:12	00:00:14	00:00:14
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:10:00	00:10:00	00:00:14	00:00:14
	18:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
RealMarinaHotel/Resi		32	25	⚠	78.1%	3	✔	9.4%	4	⚠	12.5%	00:00:15	00:00:10	00:22:59	00:04:44	00:00:18	00:00:10
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:09:00	00:03:54	00:00:08	00:00:08
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:12:30	00:04:16	00:00:08	00:00:08
	13:00:00	9	2	✖	22.2%	3	✖	33.3%	4	✖	44.4%	00:00:15	00:00:14	00:00:50	00:00:26	00:00:41	00:00:13
	14:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:14:28	00:04:25	00:00:11	00:00:11
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:22:59	00:09:32	00:00:07	00:00:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:05:40	00:05:40	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:08	00:02:08	00:00:23	00:00:23
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:36	00:04:36	00:00:07	00:00:07
03-08-2018		65	59	✔	90.8%	3	✔	4.6%	3	✔	4.6%	00:00:17	00:00:09	00:12:39	00:03:45	00:00:14	00:00:12
GrdRealSantaEulalia		35	32	✔	91.4%	1	✔	2.9%	2	✔	5.7%	00:00:17	00:00:10	00:12:00	00:04:12	00:00:16	00:00:13
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:05:59	00:05:59	00:00:10	00:00:10
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:12:00	00:06:47	00:00:13	00:00:13
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:34	00:03:30	00:00:13	00:00:13
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:10:23	00:05:46	00:00:09	00:00:09
	13:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:09	00:00:09	00:07:43	00:06:57	00:00:08	00:00:09
	14:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:17	00:00:11	00:06:42	00:03:51	00:00:16	00:00:16
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:05:07	00:02:21	00:00:08	00:00:08
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:55	00:02:27	00:00:13	00:00:13
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:08:20	00:05:14	00:00:13	00:00:13
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:52	00:02:26	00:00:18	00:00:18
	19:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:32	00:00:00
RealBellavistaHotel		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:07:22	00:02:09	00:00:07	00:00:07
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:45	00:01:45	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:51	00:00:51	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:43	00:01:43	00:00:06	00:00:06
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:48	00:00:46	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:04:24	00:02:54	00:00:10	00:00:10
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:07:22	00:04:18	00:00:06	00:00:06
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:20	00:01:20	00:00:07	00:00:07
RealMarinaHotel/Resi		20	17	✔	85.0%	2	⚠	10.0%	1	✔	5.0%	00:00:17	00:00:10	00:12:39	00:03:47	00:00:14	00:00:12
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:04:24	00:02:38	00:00:10	00:00:10
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:02:26	00:02:10	00:00:12	00:00:12
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:12:39	00:07:18	00:00:12	00:00:12
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:02	00:03:02	00:00:09	00:00:09
	15:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:53	00:04:32	00:00:16	00:00:16
	16:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:17	00:00:11	00:09:31	00:04:23	00:00:13	00:00:10
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:03:55	00:02:15	00:00:06	00:00:06
	18:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:10	00:02:12	00:02:12	00:00:21	00:00:20
04-08-2018		41	16	✖	39.0%	3	✔	7.3%	22	✖	53.7%	00:00:15	00:00:10	00:25:46	00:07:32	00:00:18	00:00:16
GrdRealSantaEulalia		22	10	✖	45.5%	2	✔	9.1%	10	✖	45.5%	00:00:15	00:00:10	00:25:46	00:08:50	00:00:18	00:00:14
	09:00:00	5	1	✖	20.0%	1	✖	20.0%	3	✖	60.0%	00:00:15	00:00:12	00:01:50	00:01:50	00:00:14	00:00:09
	10:00:00	5	1	✖	20.0%	1	✖	20.0%	3	✖	60.0%	00:00:15	00:00:10	00:18:09	00:18:09	00:00:35	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:25:46	00:25:46	00:00:12	00:00:12
	12:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:09	00:02:30	00:02:01	00:00:13	00:00:17
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:06:31	00:06:31	00:00:03	00:00:03
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:03	00:07:03	00:00:31	00:00:31
	15:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:15	00:00:08	00:03:27	00:03:27	00:00:13	00:00:21
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:13:05	00:10:48	00:00:12	00:00:12
	17:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00
RealBellavistaHotel		1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	11:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
RealMarinaHotel/Resi		18	6	✖	33.3%	1	✔	5.6%	11	✖	61.1%	00:00:15	00:00:09	00:08:11	00:05:22	00:00:18	00:00:19
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:35	00:04:35	00:00:26	00:00:26
	11:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	13:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:08	00:00:08	00:08:11	00:08:11	00:00:06	00:00:08
	14:00:00	7	3	✖	42.9%	1	⚠	14.3%	3	✖	42.9%	00:00:15	00:00:10	00:06:21	00:03:53	00:00:31	00:00:19
	15:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	16:00:00	6	1	✖	16.7%	0	✔	0.0%	5	✖	83.3%	00:00:04	00:00:04	00:07:49	00:07:49	00:00:10	00:00:22
06-08-2018		80	71	✔	88.8%	2	✔	2.5%	6	✔	7.5%	00:00:22	00:00:09	00:17:43	00:03:27	00:00:12	00:00:11
GrdRealSantaEulalia		38	32	⚠	84.2%	2	✔	5.3%	3	✔	7.9%	00:00:22	00:00:10	00:17:43	00:04:48	00:00:12	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:39	00:01:39	00:00:08	00:00:08
	10:00:00	7	6	✔	85.7%	1	⚠	14.3%	0	✔	0.0%	00:00:15	00:00:09	00:12:05	00:04:08	00:00:10	00:00:11
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:05:18	00:02:59	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:11:01	00:06:21	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:08:31	00:08:31	00:00:25	00:00:25
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:05:41	00:03:36	00:00:07	00:00:07
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:09:07	00:04:16	00:00:04	00:00:04
	16:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:17:43	00:06:29	00:00:12	00:00:12
	17:00:00	3	2	⚠	66.7%	0	✔	0.0%	0	✔	0.0%	00:00:22	00:00:16	00:03:36	00:02:43	00:00:16	00:00:14
	18:00:00	9	5	⚠	55.6%	1	⚠	11.1%	3	✖	33.3%	00:00:15	00:00:10	00:14:15	00:06:41	00:00:17	00:00:15
RealBellavistaHotel		16	15	✔	93.8%	0	✔	0.0%	1	✔	6.3%	00:00:15	00:00:10	00:04:53	00:02:00	00:00:12	00:00:13
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:01:51	00:01:11	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:01:59	00:01:59	00:00:12	00:00:12
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:04:53	00:02:39	00:00:08	00:00:08
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:02:50	00:01:46	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:03:32	00:03:14	00:00:12	00:00:12
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:00	00:01:40	00:00:22	00:00:22
	18:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
RealMarinaHotel/Resi		26	24	✔	92.3%	0	✔	0.0%	2	✔	7.7%	00:00:15	00:00:09	00:11:46	00:02:30	00:00:10	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:30	00:01:30	00:00:06	00:00:06
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:06:07	00:03:25	00:00:06	00:00:06
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:04:44	00:02:13	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:07	00:02:07	00:00:11	00:00:11
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:00:49	00:00:47	00:00:06	00:00:06
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:03:29	00:01:41	00:00:09	00:00:09
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:02:30	00:01:35	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:55	00:01:57	00:00:13	00:00:13
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:11:46	00:05:03	00:00:21	00:00:21
	18:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
07-08-2018		81	73	✔	90.1%	0	✔	0.0%	8	✔	9.9%	00:00:15	00:00:09	00:17:22	00:03:48	00:00:12	00:00:12
GrdRealSantaEulalia		47	40	✔	85.1%	0	✔	0.0%	7	⚠	14.9%	00:00:15	00:00:10	00:17:22	00:04:49	00:00:12	00:00:12
	09:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:10:25	00:04:50	00:00:13	00:00:13
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:10:40	00:06:04	00:00:14	00:00:14
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:05:00	00:03:46	00:00:10	00:00:10
	12:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:13	00:00:11	00:04:20	00:02:04	00:00:09	00:00:11
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:02:20	00:01:58	00:00:11	00:00:11
	14:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:11:37	00:04:18	00:00:08	00:00:08
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:07:47	00:05:39	00:00:20	00:00:20
	16:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:17:22	00:06:58	00:00:11	00:00:11
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:49	00:02:34	00:00:08	00:00:08
	18:00:00	10	4	✖	40.0%	0	✔	0.0%	6	✖	60.0%	00:00:15	00:00:10	00:06:32	00:05:23	00:00:14	00:00:18
RealBellavistaHotel		21	20	✔	95.2%	0	✔	0.0%	1	✔	4.8%	00:00:15	00:00:09	00:06:49	00:02:22	00:00:12	00:00:12
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:11	00:00:07	00:06:00	00:02:29	00:00:07	00:00:10
	10:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:06:49	00:02:26	00:00:09	00:00:09
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:03:17	00:02:02	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:15	00:01:58	00:00:29	00:00:29
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:04:34	00:04:34	00:00:13	00:00:13
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:01:59	00:01:20	00:00:12	00:00:12
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:20	00:02:19	00:00:20	00:00:20
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:02:23	00:01:40	00:00:07	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:04:58	00:04:58	00:00:12	00:00:12
RealMarinaHotel/Resi		13	13	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:15:47	00:03:14	00:00:12	00:00:12
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:15:47	00:09:46	00:00:06	00:00:06
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:05:40	00:02:44	00:00:10	00:00:10
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:48	00:01:50	00:00:13	00:00:13
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:59	00:01:55	00:00:14	00:00:14
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:57	00:02:57	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:53	00:01:52	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:02:08	00:02:08	00:00:29	00:00:29
08-08-2018		56	54	✔	96.4%	1	✔	1.8%	1	✔	1.8%	00:00:16	00:00:09	00:09:12	00:02:58	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

GrdRealSantaEulalia		29	27	✔	93.1%	1	✔	3.4%	1	✔	3.4%	00:00:15	00:00:09	00:09:12	00:03:10	00:00:10	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:02:08	00:01:24	00:00:08	00:00:08
	10:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:06:17	00:02:35	00:00:09	00:00:09
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:09:12	00:04:55	00:00:10	00:00:10
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:03	00:00:03	00:01:37	00:01:37	00:00:10	00:00:03
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:04:25	00:03:33	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:05:04	00:05:04	00:00:23	00:00:23
	16:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:28	00:01:44	00:00:12	00:00:09
	17:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:07:05	00:03:21	00:00:10	00:00:10
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:50	00:04:34	00:00:14	00:00:14
RealBellavistaHotel		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:50	00:02:53	00:00:11	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:41	00:04:23	00:00:16	00:00:16
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:06:50	00:04:24	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:34	00:00:34	00:00:11	00:00:11
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:27	00:02:27	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:29	00:01:29	00:00:09	00:00:09
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:58	00:00:58	00:00:06	00:00:06
RealMarinaHotel/Resi		19	19	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:08	00:06:46	00:02:41	00:00:09	00:00:09
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:32	00:02:04	00:00:10	00:00:10
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:08	00:02:05	00:01:48	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:25	00:02:25	00:00:21	00:00:21
	12:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:05:52	00:02:58	00:00:06	00:00:06
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:02:34	00:02:28	00:00:09	00:00:09
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:10	00:06:46	00:03:17	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:37	00:03:37	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:03	00:01:03	00:00:07	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:03:39	00:03:39	00:00:12	00:00:12
09-08-2018		68	49	⚠	72.1%	0	✔	0.0%	19	✖	27.9%	00:00:16	00:00:09	00:44:21	00:04:27	00:00:11	00:00:12
GrdRealSantaEulalia		35	22	⚠	62.9%	0	✔	0.0%	13	✖	37.1%	00:00:16	00:00:09	00:44:21	00:06:11	00:00:11	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:12	00:11:06	00:11:06	00:00:23	00:00:23
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:04:21	00:04:19	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:02:24	00:02:24	00:00:12	00:00:12
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:05:31	00:03:42	00:00:16	00:00:16
	13:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:11	00:00:07	00:10:21	00:05:41	00:00:07	00:00:08
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:10:13	00:04:21	00:00:09	00:00:09
	15:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:44	00:03:25	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:05:44	00:04:56	00:00:09	00:00:09
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:05:40	00:03:08	00:00:12	00:00:12
	18:00:00	13	1	✖	7.7%	0	✔	0.0%	12	✖	92.3%	00:00:08	00:00:08	00:44:21	00:44:21	00:00:13	00:00:08
RealBellavistaHotel		15	10	⚠	66.7%	0	✔	0.0%	5	✖	33.3%	00:00:15	00:00:10	00:07:21	00:02:42	00:00:14	00:00:18
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:19	00:02:56	00:00:24	00:00:24
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:56	00:02:56	00:00:10	00:00:10
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:07	00:00:07	00:02:37	00:02:37	00:00:04	00:00:07
	13:00:00	4	0	✖	0.0%	0	✔	0.0%	4	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:22	00:02:22	00:00:23	00:00:23
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:53	00:01:00	00:00:19	00:00:19
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:07:21	00:07:21	00:00:13	00:00:13
RealMarinaHotel/Resi		18	17	✔	94.4%	0	✔	0.0%	1	✔	5.6%	00:00:15	00:00:09	00:09:26	00:03:02	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	09:00:00	3	2	🚨	66.7%	0	✅	0.0%	1	❌	33.3%	00:00:11	00:00:07	00:04:06	00:02:26	00:00:07	00:00:07
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:07	00:02:36	00:02:28	00:00:07	00:00:07
	11:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:10	00:04:35	00:03:06	00:00:10	00:00:10
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:01:08	00:01:08	00:00:11	00:00:11
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:13	00:09:26	00:05:38	00:00:20	00:00:20
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:03:51	00:02:23	00:00:08	00:00:08
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:03:01	00:01:56	00:00:12	00:00:12
	17:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:05:00	00:03:51	00:00:08	00:00:08
10-08-2018		51	51	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:14:50	00:03:32	00:00:09	00:00:09
GrdRealSantaEulalia		31	31	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:08:51	00:03:13	00:00:10	00:00:10
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:04	00:00:04	00:02:08	00:02:08	00:00:05	00:00:05
	10:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:09	00:06:43	00:05:08	00:00:09	00:00:09
	11:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:07:11	00:02:34	00:00:10	00:00:10
	12:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:02:06	00:01:27	00:00:18	00:00:18
	13:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:10	00:02:31	00:01:35	00:00:10	00:00:10
	14:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:10	00:08:51	00:03:26	00:00:09	00:00:09
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:07	00:04:24	00:02:32	00:00:10	00:00:10
	16:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:09	00:06:04	00:03:38	00:00:09	00:00:09
	17:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:04:47	00:03:29	00:00:08	00:00:08
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:08:28	00:08:28	00:00:08	00:00:08
RealBellavistaHotel		5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:09:50	00:04:27	00:00:08	00:00:08
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:09:50	00:09:50	00:00:08	00:00:08
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:01:15	00:01:03	00:00:08	00:00:08
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:08:58	00:05:08	00:00:08	00:00:08
RealMarinaHotel/Resi		15	15	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:07	00:14:50	00:03:52	00:00:08	00:00:08
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:07	00:14:50	00:06:27	00:00:05	00:00:05
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:09	00:04:00	00:01:54	00:00:07	00:00:07
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:08	00:02:37	00:02:10	00:00:10	00:00:10
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:06	00:04:53	00:04:11	00:00:06	00:00:06
	13:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:06	00:09:19	00:03:33	00:00:09	00:00:09
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:06	00:05:21	00:02:50	00:00:08	00:00:08
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:01:57	00:01:57	00:00:10	00:00:10
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:12:55	00:12:55	00:00:10	00:00:10
11-08-2018		45	18	❌	40.0%	2	✅	4.4%	25	❌	55.6%	00:00:15	00:00:08	00:09:03	00:03:09	00:00:15	00:00:11
GrdRealSantaEulalia		31	10	❌	32.3%	1	✅	3.2%	20	❌	64.5%	00:00:15	00:00:08	00:05:57	00:02:33	00:00:14	00:00:12
	10:00:00	2	1	🚨	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:05	00:00:05	00:03:47	00:03:47	00:00:09	00:00:05
	11:00:00	2	1	🚨	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:13	00:00:13	00:04:00	00:04:00	00:00:08	00:00:13
	12:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:06	00:05:57	00:02:33	00:00:14	00:00:14
	13:00:00	10	0	❌	0.0%	0	✅	0.0%	10	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00
	15:00:00	7	2	❌	28.6%	1	🚨	14.3%	4	❌	57.1%	00:00:15	00:00:09	00:01:29	00:01:05	00:00:22	00:00:06
	16:00:00	6	2	❌	33.3%	0	✅	0.0%	4	❌	66.7%	00:00:15	00:00:09	00:02:44	00:02:40	00:00:12	00:00:17
RealBellavistaHotel		1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:00:59	00:00:59	00:00:21	00:00:21
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:00:59	00:00:59	00:00:21	00:00:21
RealMarinaHotel/Resi		13	7	🚨	53.8%	1	✅	7.7%	5	❌	38.5%	00:00:15	00:00:07	00:09:03	00:04:20	00:00:17	00:00:08
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:05	00:05:41	00:05:41	00:00:05	00:00:05
	10:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:04	00:05:09	00:04:02	00:00:04	00:00:04
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:05	00:02:35	00:02:35	00:00:05	00:00:05
	13:00:00	2	0	❌	0.0%	0	✅	0.0%	2	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00

OneContact Reporting

Service Performance Report

	15:00:00	2	1	🟡	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:15	00:00:12	00:00:52	00:00:52	00:00:13	00:00:10
	16:00:00	4	1	❌	25.0%	1	❌	25.0%	2	❌	50.0%	00:00:15	00:00:08	00:09:03	00:09:03	00:00:41	00:00:24
13-08-2018		77	68	✅	88.3%	2	✅	2.6%	6	✅	7.8%	00:00:18	00:00:09	00:27:28	00:04:23	00:00:12	00:00:12
GrdRealSantaEulalia		47	41	✅	87.2%	1	✅	2.1%	4	✅	8.5%	00:00:18	00:00:10	00:27:28	00:04:52	00:00:12	00:00:12
	09:00:00	7	6	✅	85.7%	0	✅	0.0%	1	🟡	14.3%	00:00:15	00:00:09	00:14:15	00:06:41	00:00:11	00:00:10
	10:00:00	5	4	🟡	80.0%	1	❌	20.0%	0	✅	0.0%	00:00:16	00:00:09	00:11:28	00:05:17	00:00:14	00:00:16
	11:00:00	6	6	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:09	00:07:09	00:02:52	00:00:09	00:00:09
	12:00:00	6	4	🟡	66.7%	0	✅	0.0%	2	❌	33.3%	00:00:15	00:00:09	00:06:31	00:03:25	00:00:13	00:00:13
	13:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:27:28	00:11:08	00:00:10	00:00:10
	14:00:00	6	5	🟡	83.3%	0	✅	0.0%	0	✅	0.0%	00:00:18	00:00:13	00:04:15	00:02:43	00:00:17	00:00:17
	15:00:00	6	6	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:09	00:07:04	00:04:04	00:00:15	00:00:15
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:10	00:02:43	00:02:43	00:00:10	00:00:10
	17:00:00	6	5	🟡	83.3%	0	✅	0.0%	1	❌	16.7%	00:00:10	00:00:08	00:18:59	00:06:44	00:00:09	00:00:09
RealBellavistaHotel		14	14	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:12:45	00:03:58	00:00:14	00:00:14
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:14	00:01:18	00:01:18	00:00:29	00:00:29
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:04:24	00:04:24	00:00:09	00:00:09
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:00:45	00:00:45	00:00:25	00:00:25
	13:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:11	00:03:55	00:02:30	00:00:11	00:00:11
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:01:43	00:01:43	00:00:07	00:00:07
	16:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:04:47	00:02:13	00:00:12	00:00:12
	17:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:12:45	00:12:13	00:00:08	00:00:08
	18:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:07:18	00:04:31	00:00:17	00:00:17
RealMarinaHotel/Resi		16	13	🟡	81.3%	1	✅	6.3%	2	🟡	12.5%	00:00:16	00:00:09	00:10:46	00:03:22	00:00:10	00:00:11
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:03:35	00:01:56	00:00:07	00:00:07
	12:00:00	2	0	❌	0.0%	0	✅	0.0%	2	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:02:43	00:02:43	00:00:07	00:00:07
	14:00:00	3	2	🟡	66.7%	1	❌	33.3%	0	✅	0.0%	00:00:11	00:00:05	00:02:23	00:02:16	00:00:07	00:00:08
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:07	00:10:46	00:06:37	00:00:07	00:00:07
	16:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:05:31	00:02:56	00:00:14	00:00:14
	17:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:16	00:00:12	00:09:42	00:03:51	00:00:16	00:00:16
14-08-2018		77	71	✅	92.2%	1	✅	1.3%	5	✅	6.5%	00:00:16	00:00:09	00:18:54	00:04:34	00:00:14	00:00:13
GrdRealSantaEulalia		47	44	✅	93.6%	1	✅	2.1%	2	✅	4.3%	00:00:16	00:00:09	00:14:37	00:04:37	00:00:14	00:00:11
	09:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:07	00:14:31	00:05:11	00:00:07	00:00:07
	10:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:06:19	00:04:01	00:00:15	00:00:15
	11:00:00	6	6	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:09	00:09:58	00:03:43	00:00:10	00:00:10
	12:00:00	8	6	🟡	75.0%	0	✅	0.0%	2	❌	25.0%	00:00:15	00:00:11	00:08:08	00:04:23	00:00:15	00:00:15
	13:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:08:48	00:05:42	00:00:10	00:00:10
	14:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:10:13	00:03:39	00:00:08	00:00:08
	15:00:00	6	6	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:16	00:00:10	00:14:37	00:05:58	00:00:12	00:00:12
	16:00:00	7	7	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:09	00:13:39	00:03:40	00:00:08	00:00:08
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:04:58	00:04:58	00:00:08	00:00:08
	18:00:00	2	1	🟡	50.0%	1	❌	50.0%	0	✅	0.0%	00:00:15	00:00:13	00:12:28	00:12:28	00:01:22	00:00:26
RealBellavistaHotel		13	12	✅	92.3%	0	✅	0.0%	1	✅	7.7%	00:00:15	00:00:09	00:18:30	00:04:24	00:00:14	00:00:14
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:05	00:08:04	00:05:56	00:00:08	00:00:08
	12:00:00	2	1	🟡	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:10	00:00:10	00:02:13	00:02:13	00:00:13	00:00:11
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:11:10	00:04:32	00:00:22	00:00:22
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:01:45	00:00:59	00:00:26	00:00:26
	17:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:04:39	00:03:38	00:00:13	00:00:13

OneContact Reporting

Service Performance Report

	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:18:30	00:07:02	00:00:10	00:00:10
RealMarinaHotel/Resi		17	15	✔	88.2%	0	✔	0.0%	2	⚠	11.8%	00:00:15	00:00:09	00:18:54	00:04:31	00:00:15	00:00:16
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:03:47	00:03:08	00:00:08	00:00:08
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:18:54	00:08:09	00:00:14	00:00:14
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:07:21	00:04:30	00:00:10	00:00:10
	13:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:13	00:00:13	00:00:21	00:00:21	00:00:00	00:00:00
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:08	00:02:28	00:00:14	00:00:14
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:03:17	00:02:12	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:11:31	00:11:31	00:00:22	00:00:22
	17:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:15	00:00:08	00:07:30	00:05:06	00:00:24	00:00:41
15-08-2018		35	15	✖	42.9%	4	⚠	11.4%	16	✖	45.7%	00:00:15	00:00:09	00:16:00	00:05:48	00:00:16	00:00:10
GrdRealSantaEulalia		17	8	✖	47.1%	1	✔	5.9%	8	✖	47.1%	00:00:13	00:00:08	00:16:00	00:08:03	00:00:08	00:00:07
	09:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	10:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:03	00:00:03	00:11:04	00:10:58	00:00:06	00:00:03
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:11	00:04:11	00:00:07	00:00:07
	12:00:00	7	2	✖	28.6%	0	✔	0.0%	5	✖	71.4%	00:00:07	00:00:07	00:08:31	00:04:58	00:00:07	00:00:07
	14:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:11	00:00:11	00:09:37	00:09:37	00:00:10	00:00:11
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:16:00	00:09:20	00:00:09	00:00:09
	16:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:13	00:00:13	00:00:00	00:00:00	00:00:13	00:00:00
RealBellavistaHotel		6	3	⚠	50.0%	0	✔	0.0%	3	✖	50.0%	00:00:15	00:00:09	00:06:18	00:03:42	00:00:11	00:00:15
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:06:18	00:04:17	00:00:16	00:00:16
	12:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	13:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:33	00:02:33	00:00:13	00:00:13
RealMarinaHotel/Resi		12	4	✖	33.3%	3	✖	25.0%	5	✖	41.7%	00:00:15	00:00:11	00:06:36	00:02:53	00:00:31	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:26	00:01:26	00:00:11	00:00:11
	10:00:00	5	2	✖	40.0%	1	✖	20.0%	2	✖	40.0%	00:00:15	00:00:10	00:01:49	00:01:46	00:00:16	00:00:18
	11:00:00	2	0	✖	0.0%	2	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:56	00:00:00
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:06:36	00:06:36	00:00:07	00:00:07
	13:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
	15:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
16-08-2018		80	59	⚠	73.8%	1	✔	1.3%	20	✖	25.0%	00:00:15	00:00:10	00:18:42	00:04:13	00:00:14	00:00:13
GrdRealSantaEulalia		35	31	✔	88.6%	0	✔	0.0%	4	⚠	11.4%	00:00:15	00:00:10	00:18:42	00:04:42	00:00:16	00:00:17
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:15:42	00:09:10	00:00:17	00:00:17
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:07:04	00:04:41	00:00:10	00:00:10
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:01:24	00:01:13	00:00:11	00:00:11
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:06:06	00:03:55	00:00:07	00:00:07
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:22	00:02:22	00:00:20	00:00:20
	14:00:00	8	7	✔	87.5%	0	✔	0.0%	1	⚠	12.5%	00:00:15	00:00:09	00:17:22	00:05:39	00:00:25	00:00:26
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:05:27	00:03:32	00:00:12	00:00:12
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:03:33	00:02:26	00:00:12	00:00:12
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:47	00:02:12	00:00:16	00:00:16
	18:00:00	6	3	⚠	50.0%	0	✔	0.0%	3	✖	50.0%	00:00:15	00:00:07	00:18:42	00:10:45	00:00:19	00:00:22
RealBellavistaHotel		15	9	⚠	60.0%	0	✔	0.0%	6	✖	40.0%	00:00:15	00:00:10	00:08:22	00:02:45	00:00:10	00:00:11
	09:00:00	4	0	✖	0.0%	0	✔	0.0%	4	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:01:05	00:00:58	00:00:04	00:00:04
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:07:57	00:03:45	00:00:14	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:35	00:01:35	00:00:04	00:00:04

OneContact Reporting

Service Performance Report

	15:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:15	00:00:15	00:08:22	00:08:22	00:00:07	00:00:15
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:11	00:01:29	00:00:14	00:00:14
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:22	00:01:22	00:00:11	00:00:11
RealMarinaHotel/Resi		30	19	⚠	63.3%	1	✔	3.3%	10	✖	33.3%	00:00:15	00:00:09	00:11:40	00:04:12	00:00:14	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:24	00:01:24	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:17	00:01:17	00:00:10	00:00:10
	12:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:12	00:00:11	00:09:56	00:06:22	00:00:13	00:00:11
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:03:31	00:02:27	00:00:09	00:00:09
	14:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:08	00:00:05	00:11:40	00:06:44	00:00:05	00:00:05
	15:00:00	6	4	⚠	66.7%	0	✔	0.0%	2	✖	33.3%	00:00:10	00:00:10	00:07:45	00:05:38	00:00:10	00:00:10
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:08	00:01:21	00:00:55	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:23	00:02:23	00:00:09	00:00:09
	18:00:00	8	1	✖	12.5%	1	⚠	12.5%	6	✖	75.0%	00:00:15	00:00:14	00:03:47	00:03:47	00:00:28	00:00:13
17-08-2018		65	60	✔	92.3%	1	✔	1.5%	4	✔	6.2%	00:00:20	00:00:09	00:12:12	00:03:48	00:00:11	00:00:11
GrdRealSantaEulalia		37	35	✔	94.6%	0	✔	0.0%	2	✔	5.4%	00:00:20	00:00:09	00:12:12	00:03:24	00:00:11	00:00:11
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:03:04	00:01:59	00:00:11	00:00:11
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:20	00:00:10	00:08:51	00:04:43	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:01:13	00:01:10	00:00:15	00:00:15
	12:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:15	00:00:10	00:02:24	00:01:24	00:00:13	00:00:12
	13:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:10	00:00:08	00:09:54	00:04:00	00:00:08	00:00:08
	14:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:12:12	00:04:14	00:00:10	00:00:10
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:56	00:04:47	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:05:36	00:05:36	00:00:07	00:00:07
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:03:03	00:01:18	00:00:06	00:00:06
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:55	00:03:21	00:00:27	00:00:27
RealBellavistaHotel		13	11	⚠	84.6%	1	✔	7.7%	1	✔	7.7%	00:00:15	00:00:09	00:10:06	00:03:46	00:00:12	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:05:02	00:05:02	00:00:13	00:00:13
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:48	00:01:48	00:00:06	00:00:06
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:03:34	00:03:18	00:00:08	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:13	00:01:51	00:00:14	00:00:14
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:39	00:04:39	00:00:08	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:51	00:02:51	00:00:11	00:00:11
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:10:06	00:08:22	00:00:08	00:00:08
	18:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:10	00:02:03	00:02:03	00:00:20	00:00:08
RealMarinaHotel/Resi		15	14	✔	93.3%	0	✔	0.0%	1	✔	6.7%	00:00:15	00:00:09	00:12:12	00:05:00	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:12:12	00:12:12	00:00:09	00:00:09
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:08:00	00:05:10	00:00:18	00:00:18
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:30	00:01:30	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:50	00:02:50	00:00:25	00:00:25
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:10	00:01:10	00:00:07	00:00:07
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:23	00:04:20	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:11:53	00:06:03	00:00:07	00:00:07
	17:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:06	00:00:06	00:07:12	00:07:02	00:00:06	00:00:06
	19:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:08	00:01:08	00:00:04	00:00:04
18-08-2018		35	17	✖	48.6%	2	✔	5.7%	16	✖	45.7%	00:00:15	00:00:10	00:08:09	00:03:15	00:00:19	00:00:19
GrdRealSantaEulalia		21	12	⚠	57.1%	0	✔	0.0%	9	✖	42.9%	00:00:15	00:00:09	00:08:09	00:03:13	00:00:18	00:00:24
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:07	00:01:07	00:00:11	00:00:11
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:48	00:04:48	00:01:33	00:01:33

OneContact Reporting

Service Performance Report

	11:00:00	4	3	🟡	75.0%	0	✅	0.0%	1	❌	25.0%	00:00:14	00:00:10	00:08:09	00:03:45	00:00:08	00:00:10
	12:00:00	5	3	🟡	60.0%	0	✅	0.0%	2	❌	40.0%	00:00:15	00:00:07	00:03:57	00:02:47	00:00:21	00:00:28
	13:00:00	3	1	❌	33.3%	0	✅	0.0%	2	❌	66.7%	00:00:13	00:00:13	00:04:01	00:04:01	00:00:10	00:00:13
	14:00:00	5	2	❌	40.0%	0	✅	0.0%	3	❌	60.0%	00:00:09	00:00:08	00:06:54	00:03:54	00:00:11	00:00:08
	15:00:00	2	1	🟡	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:15	00:00:10	00:01:19	00:01:19	00:00:22	00:00:38
RealBellavistaHotel		4	0	❌	0.0%	0	✅	0.0%	4	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	10:00:00	4	0	❌	0.0%	0	✅	0.0%	4	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
RealMarinaHotel/Resi		10	5	🟡	50.0%	2	❌	20.0%	3	❌	30.0%	00:00:15	00:00:11	00:06:36	00:03:19	00:00:28	00:00:09
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:06:36	00:06:36	00:00:08	00:00:08
	10:00:00	2	0	❌	0.0%	2	❌	100.0%	0	✅	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:52	00:00:00
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:11	00:02:31	00:02:10	00:00:11	00:00:11
	13:00:00	3	0	❌	0.0%	0	✅	0.0%	3	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:04:49	00:02:51	00:00:08	00:00:08
20-08-2018		109	39	❌	35.8%	7	✅	6.4%	63	❌	57.8%	00:00:16	00:00:09	00:13:52	00:03:31	00:00:13	00:00:11
GrdRealSantaEulalia		61	23	❌	37.7%	5	✅	8.2%	33	❌	54.1%	00:00:16	00:00:09	00:13:52	00:03:56	00:00:16	00:00:13
	09:00:00	4	1	❌	25.0%	1	❌	25.0%	2	❌	50.0%	00:00:15	00:00:12	00:03:01	00:03:01	00:00:54	00:00:29
	10:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:16	00:00:10	00:13:52	00:05:56	00:00:14	00:00:14
	11:00:00	6	3	🟡	50.0%	0	✅	0.0%	3	❌	50.0%	00:00:15	00:00:10	00:08:10	00:03:35	00:00:11	00:00:14
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:06	00:01:13	00:00:50	00:00:06	00:00:06
	13:00:00	10	1	❌	10.0%	0	✅	0.0%	9	❌	90.0%	00:00:06	00:00:06	00:04:32	00:04:32	00:00:13	00:00:06
	14:00:00	3	2	🟡	66.7%	1	❌	33.3%	0	✅	0.0%	00:00:11	00:00:10	00:03:43	00:02:34	00:00:07	00:00:10
	15:00:00	5	3	🟡	60.0%	2	❌	40.0%	0	✅	0.0%	00:00:15	00:00:09	00:04:51	00:03:14	00:00:22	00:00:11
	16:00:00	7	3	❌	42.9%	1	🟡	14.3%	3	❌	42.9%	00:00:15	00:00:10	00:09:11	00:05:50	00:00:17	00:00:11
	17:00:00	11	4	❌	36.4%	0	✅	0.0%	7	❌	63.6%	00:00:15	00:00:08	00:07:11	00:03:33	00:00:14	00:00:16
	18:00:00	9	0	❌	0.0%	0	✅	0.0%	9	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
RealBellavistaHotel		24	5	❌	20.8%	1	✅	4.2%	18	❌	75.0%	00:00:15	00:00:08	00:08:39	00:03:35	00:00:05	00:00:11
	10:00:00	1	0	❌	0.0%	0	✅	0.0%	1	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:02	00:00:00
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:02:11	00:02:11	00:00:24	00:00:24
	13:00:00	3	0	❌	0.0%	0	✅	0.0%	3	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	14:00:00	4	2	🟡	50.0%	0	✅	0.0%	2	❌	50.0%	00:00:13	00:00:10	00:08:39	00:04:38	00:00:06	00:00:10
	15:00:00	5	1	❌	20.0%	0	✅	0.0%	4	❌	80.0%	00:00:05	00:00:05	00:03:39	00:03:39	00:00:04	00:00:06
	16:00:00	4	1	❌	25.0%	0	✅	0.0%	3	❌	75.0%	00:00:04	00:00:04	00:02:47	00:02:47	00:00:04	00:00:04
	17:00:00	5	0	❌	0.0%	1	❌	20.0%	4	❌	80.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	18:00:00	1	0	❌	0.0%	0	✅	0.0%	1	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
RealMarinaHotel/Resi		24	11	❌	45.8%	1	✅	4.2%	12	❌	50.0%	00:00:15	00:00:08	00:06:42	00:02:37	00:00:13	00:00:09
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:04:12	00:04:12	00:00:11	00:00:11
	10:00:00	2	1	🟡	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:15	00:00:08	00:01:33	00:01:33	00:00:14	00:00:19
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:05	00:06:42	00:06:42	00:00:05	00:00:05
	14:00:00	6	1	❌	16.7%	0	✅	0.0%	5	❌	83.3%	00:00:09	00:00:09	00:01:55	00:01:55	00:00:10	00:00:09
	15:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:06	00:04:35	00:02:11	00:00:06	00:00:06
	16:00:00	2	1	🟡	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:05	00:00:05	00:01:16	00:01:16	00:00:04	00:00:05
	17:00:00	7	1	❌	14.3%	1	🟡	14.3%	5	❌	71.4%	00:00:15	00:00:10	00:02:11	00:02:11	00:00:25	00:00:18
21-08-2018		65	49	🟡	75.4%	1	✅	1.5%	15	❌	23.1%	00:00:15	00:00:09	00:16:52	00:04:23	00:00:11	00:00:11
GrdRealSantaEulalia		42	32	🟡	76.2%	0	✅	0.0%	10	❌	23.8%	00:00:15	00:00:09	00:16:52	00:05:18	00:00:11	00:00:10
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:04	00:00:04	00:01:41	00:01:41	00:00:03	00:00:03
	10:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:09	00:13:35	00:06:24	00:00:09	00:00:09
	11:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:10:35	00:04:40	00:00:10	00:00:10
	12:00:00	7	3	❌	42.9%	0	✅	0.0%	4	❌	57.1%	00:00:15	00:00:09	00:16:52	00:11:39	00:00:11	00:00:14

OneContact Reporting

Service Performance Report

	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:04	00:03:04	00:00:06	00:00:06
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:04:12	00:03:46	00:00:11	00:00:11
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:53	00:03:37	00:00:11	00:00:11
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:08:25	00:03:45	00:00:09	00:00:09
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:11	00:04:58	00:04:05	00:00:11	00:00:11
	18:00:00	8	2	✖	25.0%	0	✔	0.0%	6	✖	75.0%	00:00:06	00:00:05	00:14:07	00:09:56	00:00:13	00:00:05
RealBellavistaHotel		19	14	⚠	73.7%	0	✔	0.0%	5	✖	26.3%	00:00:15	00:00:09	00:10:05	00:03:12	00:00:10	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:15	00:01:15	00:00:09	00:00:09
	10:00:00	6	4	⚠	66.7%	0	✔	0.0%	2	✖	33.3%	00:00:12	00:00:10	00:07:24	00:03:11	00:00:08	00:00:10
	12:00:00	6	3	⚠	50.0%	0	✔	0.0%	3	✖	50.0%	00:00:13	00:00:10	00:07:24	00:04:53	00:00:09	00:00:11
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:48	00:01:48	00:00:11	00:00:11
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:01:03	00:01:03	00:00:13	00:00:13
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:27	00:00:59	00:00:06	00:00:06
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:47	00:01:47	00:00:08	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:10:05	00:10:05	00:00:37	00:00:37
RealMarinaHotel/Resi		4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:57	00:01:59	00:00:19	00:00:15
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:00:34	00:00:28	00:00:12	00:00:12
	12:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:14	00:00:00	00:00:00	00:00:30	00:00:00
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:02	00:02:02	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:57	00:04:57	00:00:24	00:00:24
22-08-2018		64	63	✔	98.4%	0	✔	0.0%	1	✔	1.6%	00:00:15	00:00:09	00:28:28	00:03:54	00:00:11	00:00:11
GrdRealSantaEulalia		40	39	✔	97.5%	0	✔	0.0%	1	✔	2.5%	00:00:15	00:00:09	00:28:28	00:04:40	00:00:11	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:03:48	00:03:48	00:00:12	00:00:12
	10:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:08:38	00:04:04	00:00:08	00:00:08
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:28:28	00:08:42	00:00:08	00:00:08
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:03:22	00:03:22	00:00:13	00:00:13
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:05:42	00:05:42	00:00:08	00:00:08
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:09:20	00:05:38	00:00:12	00:00:12
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:03:53	00:02:46	00:00:14	00:00:14
	16:00:00	8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:48	00:03:28	00:00:15	00:00:15
	17:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:19:52	00:04:36	00:00:11	00:00:11
	18:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:13	00:00:08	00:02:44	00:02:42	00:00:07	00:00:08
RealBellavistaHotel		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:10:20	00:04:40	00:00:09	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:10:20	00:10:20	00:00:11	00:00:11
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:19	00:03:19	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:04	00:02:57	00:02:32	00:00:07	00:00:07
RealMarinaHotel/Resi		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:56	00:02:20	00:00:10	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:08	00:06:56	00:04:14	00:00:09	00:00:09
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:49	00:02:23	00:00:12	00:00:12
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:02:45	00:02:01	00:00:12	00:00:12
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:41	00:01:32	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:50	00:00:50	00:00:10	00:00:10
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:48	00:02:18	00:00:11	00:00:11
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:04:33	00:02:22	00:00:09	00:00:09
23-08-2018		59	56	✔	94.9%	1	✔	1.7%	2	✔	3.4%	00:00:20	00:00:10	00:13:36	00:03:19	00:00:13	00:00:10
GrdRealSantaEulalia		32	29	✔	90.6%	1	✔	3.1%	2	✔	6.3%	00:00:20	00:00:10	00:13:36	00:04:12	00:00:14	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:03:07	00:03:07	00:00:13	00:00:13
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:11:57	00:05:46	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	11:00:00	9	8	✔	88.9%	0	✔	0.0%	1	🟡	11.1%	00:00:20	00:00:10	00:06:53	00:02:59	00:00:08	00:00:09
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:13:36	00:04:54	00:00:15	00:00:15
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:49	00:02:10	00:00:14	00:00:14
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:24	00:02:24	00:00:11	00:00:11
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:03:18	00:02:34	00:00:11	00:00:11
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:02:47	00:02:47	00:00:03	00:00:03
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:12:47	00:06:58	00:00:11	00:00:11
	18:00:00	5	4	🟡	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:12	00:00:08	00:11:16	00:06:08	00:00:09	00:00:08
	19:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:25	00:00:00
RealBellavistaHotel		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:06:41	00:02:21	00:00:09	00:00:09
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:41	00:03:16	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:56	00:02:56	00:00:06	00:00:06
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:02:34	00:01:43	00:00:06	00:00:06
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:09	00:01:09	00:00:08	00:00:08
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:02:23	00:01:19	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:56	00:02:56	00:00:21	00:00:21
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:03:41	00:03:41	00:00:12	00:00:12
RealMarinaHotel/Resi		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:55	00:02:35	00:00:12	00:00:12
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:04:48	00:03:02	00:00:09	00:00:09
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:22	00:01:24	00:00:16	00:00:16
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:11	00:02:37	00:01:50	00:00:11	00:00:11
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:38	00:01:38	00:00:07	00:00:07
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:23	00:03:05	00:00:12	00:00:12
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:07:55	00:04:00	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:10	00:02:10	00:00:09	00:00:09
24-08-2018		48	48	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:17	00:00:09	00:16:53	00:03:33	00:00:10	00:00:10
GrdRealSantaEulalia		22	22	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:17	00:00:09	00:09:25	00:03:38	00:00:09	00:00:09
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:02:56	00:02:07	00:00:07	00:00:07
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:17	00:00:08	00:08:50	00:04:53	00:00:07	00:00:07
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:31	00:03:00	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:05:39	00:05:39	00:00:08	00:00:08
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:05:59	00:02:41	00:00:12	00:00:12
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:08	00:05:38	00:03:53	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:09:25	00:05:12	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:31	00:02:31	00:00:08	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:49	00:01:49	00:00:08	00:00:08
RealBellavistaHotel		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:07	00:02:34	00:01:26	00:00:07	00:00:07
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:02:34	00:02:00	00:00:11	00:00:11
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:52	00:01:18	00:00:04	00:00:04
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:37	00:00:37	00:00:05	00:00:05
RealMarinaHotel/Resi		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:16:53	00:03:53	00:00:12	00:00:12
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:11:49	00:06:19	00:00:14	00:00:14
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:16:53	00:05:00	00:00:21	00:00:21
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:01	00:00:01	00:12:18	00:12:18	00:00:24	00:00:24
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:37	00:02:52	00:00:12	00:00:12
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:05:23	00:03:02	00:00:10	00:00:10
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:08:14	00:02:54	00:00:11	00:00:11
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:02:16	00:00:56	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	16:00:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:03	00:00:03	00:00:21	00:00:21	00:00:00	00:00:00
	17:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:14	00:00:13	00:09:27	00:04:56	00:00:08	00:00:08
25-08-2018		11	8	⚠ 72.7%	1	✔ 9.1%	2	✖ 18.2%	00:00:15	00:00:10	00:24:17	00:05:33	00:00:13	00:00:11
GrdRealSantaEulalia		5	3	⚠ 60.0%	1	✖ 20.0%	1	✖ 20.0%	00:00:15	00:00:11	00:04:33	00:03:42	00:00:16	00:00:10
	11:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:08	00:04:33	00:03:48	00:00:08	00:00:08
	13:00:00	2	1	⚠ 50.0%	0	✔ 0.0%	1	✖ 50.0%	00:00:14	00:00:14	00:03:30	00:03:30	00:00:14	00:00:14
	15:00:00	1	0	✖ 0.0%	1	✖ 100.0%	0	✔ 0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:38	00:00:00
RealMarinaHotel/Resi		6	5	⚠ 83.3%	0	✔ 0.0%	1	✖ 16.7%	00:00:15	00:00:08	00:24:17	00:06:39	00:00:11	00:00:12
	09:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:09	00:02:26	00:02:26	00:00:27	00:00:27
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:10	00:04:21	00:04:21	00:00:10	00:00:10
	14:00:00	1	0	✖ 0.0%	0	✔ 0.0%	1	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	15:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:24:17	00:12:26	00:00:08	00:00:08
	16:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:01:39	00:01:39	00:00:08	00:00:08
27-08-2018		77	65	⚠ 84.4%	2	✔ 2.6%	10	⚠ 13.0%	00:00:15	00:00:09	00:19:34	00:03:38	00:00:12	00:00:10
GrdRealSantaEulalia		32	25	⚠ 78.1%	1	✔ 3.1%	6	✖ 18.8%	00:00:15	00:00:09	00:09:06	00:03:45	00:00:13	00:00:09
	09:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:05:46	00:02:48	00:00:13	00:00:13
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:10	00:01:39	00:01:39	00:00:10	00:00:10
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:05:46	00:05:46	00:00:09	00:00:09
	12:00:00	6	4	⚠ 66.7%	1	✖ 16.7%	1	✖ 16.7%	00:00:15	00:00:09	00:08:41	00:05:17	00:00:27	00:00:08
	13:00:00	4	2	⚠ 50.0%	0	✔ 0.0%	2	✖ 50.0%	00:00:09	00:00:08	00:02:13	00:02:08	00:00:10	00:00:08
	14:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:12	00:00:12	00:01:39	00:01:39	00:00:12	00:00:12
	15:00:00	5	5	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:13	00:00:08	00:05:52	00:03:59	00:00:08	00:00:08
	16:00:00	4	4	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:06:46	00:03:27	00:00:08	00:00:08
	17:00:00	6	3	⚠ 50.0%	0	✔ 0.0%	3	✖ 50.0%	00:00:11	00:00:09	00:09:06	00:04:54	00:00:11	00:00:09
	18:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:10	00:03:28	00:03:28	00:00:10	00:00:10
RealBellavistaHotel		18	18	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:09	00:07:32	00:02:40	00:00:10	00:00:10
	09:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:13	00:00:10	00:03:48	00:03:04	00:00:11	00:00:11
	10:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:12	00:00:10	00:07:32	00:04:46	00:00:10	00:00:10
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:14	00:00:14	00:00:56	00:00:56	00:00:17	00:00:17
	12:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:02:20	00:02:16	00:00:18	00:00:18
	13:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:07	00:00:07	00:04:03	00:03:02	00:00:08	00:00:08
	14:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:13	00:00:10	00:03:08	00:02:27	00:00:10	00:00:10
	15:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:08	00:03:15	00:02:17	00:00:08	00:00:08
	16:00:00	4	4	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:12	00:00:07	00:05:03	00:02:27	00:00:08	00:00:08
	17:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:10	00:01:50	00:01:50	00:00:10	00:00:10
RealMarinaHotel/Resi		27	22	⚠ 81.5%	1	✔ 3.7%	4	⚠ 14.8%	00:00:15	00:00:10	00:19:34	00:04:16	00:00:12	00:00:10
	09:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:08	00:03:08	00:02:17	00:00:08	00:00:08
	10:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:08	00:03:27	00:03:02	00:00:08	00:00:08
	11:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:09	00:05:38	00:03:19	00:00:09	00:00:09
	12:00:00	5	3	⚠ 60.0%	0	✔ 0.0%	2	✖ 40.0%	00:00:15	00:00:09	00:06:39	00:04:54	00:00:13	00:00:12
	13:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:13	00:00:10	00:04:26	00:03:24	00:00:10	00:00:10
	14:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:10	00:07:43	00:06:50	00:00:10	00:00:10
	16:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:10	00:07:55	00:03:04	00:00:10	00:00:10
	17:00:00	2	1	⚠ 50.0%	0	✔ 0.0%	1	✖ 50.0%	00:00:14	00:00:14	00:01:38	00:01:38	00:00:12	00:00:14
	18:00:00	4	3	⚠ 75.0%	0	✔ 0.0%	1	✖ 25.0%	00:00:15	00:00:10	00:19:34	00:08:46	00:00:11	00:00:12
	19:00:00	1	0	✖ 0.0%	1	✖ 100.0%	0	✔ 0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:48	00:00:00
28-08-2018		55	52	✔ 94.5%	2	✔ 3.6%	1	✔ 1.8%	00:00:15	00:00:09	00:26:38	00:03:32	00:00:11	00:00:10
GrdRealSantaEulalia		27	24	✔ 88.9%	2	✔ 7.4%	1	✔ 3.7%	00:00:15	00:00:09	00:06:07	00:02:39	00:00:11	00:00:10

OneContact Reporting

Service Performance Report

	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:44	00:02:44	00:00:07	00:00:07
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:05:01	00:03:28	00:00:11	00:00:11
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:04:54	00:02:39	00:00:08	00:00:08
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:01:38	00:01:05	00:00:09	00:00:09
	13:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:15	00:00:09	00:03:53	00:02:22	00:00:12	00:00:11
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:04:07	00:01:42	00:00:10	00:00:10
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:06:07	00:05:10	00:00:08	00:00:08
	17:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:12	00:03:24	00:03:09	00:00:12	00:00:18
	18:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:53	00:01:53	00:00:22	00:00:08
RealBellavistaHotel		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:06:14	00:02:10	00:00:15	00:00:15
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:14	00:02:46	00:00:14	00:00:14
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:05	00:00:57	00:00:17	00:00:17
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:02:48	00:02:48	00:00:15	00:00:15
RealMarinaHotel/Resi		22	22	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:26:38	00:04:43	00:00:10	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:06:18	00:04:12	00:00:17	00:00:17
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:26:38	00:13:28	00:00:07	00:00:07
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:07	00:08:56	00:02:54	00:00:07	00:00:07
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:04:11	00:03:16	00:00:12	00:00:12
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:06:39	00:03:35	00:00:09	00:00:09
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:09:15	00:03:26	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:01:29	00:01:03	00:00:05	00:00:05
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:21:31	00:09:10	00:00:13	00:00:13
29-08-2018		45	45	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:17	00:00:09	00:08:18	00:02:29	00:00:10	00:00:10
GrdRealSantaEulalia		26	26	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:17	00:00:09	00:08:18	00:02:30	00:00:10	00:00:10
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:17	00:00:14	00:05:09	00:01:47	00:00:17	00:00:17
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:05:14	00:02:44	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:35	00:00:35	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:46	00:00:46	00:00:11	00:00:11
	13:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:38	00:02:36	00:00:11	00:00:11
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:10	00:05:22	00:02:14	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:08:18	00:03:14	00:00:10	00:00:10
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:03:50	00:02:12	00:00:07	00:00:07
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:04:54	00:04:30	00:00:10	00:00:10
RealBellavistaHotel		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:03:23	00:02:14	00:00:08	00:00:08
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:38	00:01:10	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:03:13	00:03:13	00:00:12	00:00:12
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:23	00:03:23	00:00:05	00:00:05
RealMarinaHotel/Resi		15	15	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:08:13	00:02:30	00:00:10	00:00:10
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:02:36	00:01:55	00:00:10	00:00:10
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:01:40	00:01:05	00:00:10	00:00:10
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:03	00:02:03	00:00:04	00:00:04
	13:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:04:26	00:02:04	00:00:06	00:00:06
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:39	00:02:41	00:00:14	00:00:14
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:13	00:04:26	00:00:15	00:00:15
30-08-2018		81	65	⚠	80.2%	1	✔	1.2%	13	✖	16.0%	00:00:35	00:00:10	00:36:45	00:04:39	00:00:17	00:00:15
GrdRealSantaEulalia		35	31	✔	88.6%	0	✔	0.0%	2	✔	5.7%	00:00:35	00:00:11	00:36:45	00:05:03	00:00:17	00:00:18
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:02:30	00:02:19	00:00:09	00:00:09
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:12:47	00:04:14	00:00:15	00:00:15

OneContact Reporting

Service Performance Report

	12:00:00	5	4	🟡	80.0%	0	✅	0.0%	0	✅	0.0%	00:00:20	00:00:11	00:36:45	00:08:28	00:00:11	00:00:09
	13:00:00	5	4	🟡	80.0%	0	✅	0.0%	0	✅	0.0%	00:00:21	00:00:10	00:08:35	00:05:44	00:00:30	00:00:32
	14:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:08	00:13:59	00:06:02	00:00:08	00:00:08
	15:00:00	3	2	🟡	66.7%	0	✅	0.0%	1	❌	33.3%	00:00:13	00:00:12	00:05:45	00:03:21	00:00:10	00:00:13
	16:00:00	6	6	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:16	00:00:11	00:11:54	00:03:52	00:00:14	00:00:14
	17:00:00	5	4	🟡	80.0%	0	✅	0.0%	1	❌	20.0%	00:00:35	00:00:14	00:05:59	00:03:16	00:00:10	00:00:09
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:15:55	00:15:55	00:02:07	00:02:07
RealBellavistaHotel		25	16	🟡	64.0%	1	✅	4.0%	8	❌	32.0%	00:00:15	00:00:10	00:13:29	00:04:54	00:00:20	00:00:15
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:08	00:03:00	00:01:52	00:00:08	00:00:08
	14:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:11:59	00:05:44	00:00:13	00:00:13
	15:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:12:19	00:04:09	00:00:21	00:00:21
	16:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:04:30	00:03:05	00:00:16	00:00:16
	17:00:00	3	1	❌	33.3%	1	❌	33.3%	1	❌	33.3%	00:00:15	00:00:13	00:13:29	00:13:29	00:01:11	00:00:12
	18:00:00	8	1	❌	12.5%	0	✅	0.0%	7	❌	87.5%	00:00:09	00:00:09	00:11:43	00:11:43	00:00:08	00:00:09
RealMarinaHotel/Resi		21	18	✅	85.7%	0	✅	0.0%	3	🟡	14.3%	00:00:15	00:00:09	00:14:34	00:03:40	00:00:11	00:00:12
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:05:59	00:03:52	00:00:09	00:00:09
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:10	00:05:07	00:03:21	00:00:10	00:00:10
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:02:58	00:02:45	00:00:09	00:00:09
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:03:12	00:01:40	00:00:20	00:00:20
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:01:19	00:01:19	00:00:09	00:00:09
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:07	00:01:56	00:01:40	00:00:08	00:00:08
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:14:34	00:08:34	00:00:22	00:00:22
	16:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:10	00:13:53	00:07:25	00:00:10	00:00:10
	17:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:08	00:01:25	00:00:48	00:00:10	00:00:10
	18:00:00	3	0	❌	0.0%	0	✅	0.0%	3	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
31-08-2018		48	39	🟡	81.3%	3	✅	6.3%	6	🟡	12.5%	00:00:15	00:00:10	00:08:22	00:03:00	00:00:24	00:00:16
GrdRealSantaEulalia		27	19	🟡	70.4%	3	🟡	11.1%	5	❌	18.5%	00:00:15	00:00:10	00:08:13	00:03:14	00:00:31	00:00:16
	09:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:09	00:08:13	00:05:07	00:00:09	00:00:09
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:13	00:01:27	00:01:27	00:00:13	00:00:13
	11:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:07:22	00:04:12	00:00:13	00:00:13
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:08	00:01:49	00:01:28	00:00:11	00:00:11
	13:00:00	9	3	❌	33.3%	1	🟡	11.1%	5	❌	55.6%	00:00:15	00:00:09	00:04:53	00:02:22	00:00:49	00:00:30
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:01:51	00:01:51	00:00:07	00:00:07
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:05:01	00:03:28	00:00:09	00:00:09
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:10	00:05:47	00:03:46	00:00:10	00:00:10
	17:00:00	3	2	🟡	66.7%	1	❌	33.3%	0	✅	0.0%	00:00:15	00:00:12	00:03:01	00:01:38	00:00:20	00:00:22
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:05:24	00:05:24	00:00:28	00:00:28
	19:00:00	1	0	❌	0.0%	1	❌	100.0%	0	✅	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:58	00:00:00
RealBellavistaHotel		7	7	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:04:37	00:02:23	00:00:15	00:00:15
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:01:58	00:01:58	00:00:24	00:00:24
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:01:23	00:01:23	00:00:11	00:00:11
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:02:01	00:02:01	00:00:11	00:00:11
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:13	00:03:05	00:02:40	00:00:13	00:00:13
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:01:24	00:01:24	00:00:23	00:00:23
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:04:37	00:04:37	00:00:08	00:00:08
RealMarinaHotel/Resi		14	13	✅	92.9%	0	✅	0.0%	1	✅	7.1%	00:00:15	00:00:10	00:08:22	00:02:57	00:00:15	00:00:16
	09:00:00	2	1	🟡	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:07	00:00:07	00:02:11	00:02:11	00:00:06	00:00:07
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:06	00:01:33	00:01:10	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:33	00:04:04	00:00:30	00:00:30
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:03:55	00:02:12	00:00:11	00:00:11
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:57	00:01:09	00:00:19	00:00:19
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:08:22	00:07:19	00:00:12	00:00:12
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:01:28	00:01:28	00:00:15	00:00:15
01-09-2018		31	11	✖	35.5%	4	⚠	12.9%	16	✖	51.6%	00:00:15	00:00:11	00:15:28	00:05:44	00:00:30	00:00:16
GrdRealSantaEulalia		21	9	✖	42.9%	2	✔	9.5%	10	✖	47.6%	00:00:15	00:00:11	00:09:53	00:04:25	00:00:24	00:00:15
	10:00:00	6	1	✖	16.7%	1	✖	16.7%	4	✖	66.7%	00:00:15	00:00:13	00:00:21	00:00:21	00:00:34	00:00:11
	11:00:00	4	1	✖	25.0%	1	✖	25.0%	2	✖	50.0%	00:00:15	00:00:14	00:03:13	00:03:13	00:00:36	00:00:14
	12:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:13	00:00:11	00:08:15	00:05:02	00:00:12	00:00:11
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:38	00:03:22	00:00:16	00:00:16
	14:00:00	6	3	⚠	50.0%	0	✔	0.0%	3	✖	50.0%	00:00:15	00:00:10	00:09:53	00:06:29	00:00:14	00:00:20
RealBellavistaHotel		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:15:28	00:15:28	00:00:20	00:00:20
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:15:28	00:15:28	00:00:20	00:00:20
RealMarinaHotel/Resi		9	1	✖	11.1%	2	✖	22.2%	6	✖	66.7%	00:00:15	00:00:12	00:07:46	00:07:46	00:00:47	00:00:20
	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	00:00:16	00:00:00
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:46	00:07:46	00:00:20	00:00:20
	12:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:53	00:00:00
	14:00:00	3	0	✖	0.0%	0	✔	0.0%	3	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	16:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:22	00:00:00
03-09-2018		53	49	✔	92.5%	1	✔	1.9%	3	✔	5.7%	00:00:15	00:00:10	00:16:06	00:03:41	00:00:11	00:00:11
GrdRealSantaEulalia		20	19	✔	95.0%	0	✔	0.0%	1	✔	5.0%	00:00:14	00:00:10	00:16:06	00:04:52	00:00:11	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:04:23	00:03:18	00:00:12	00:00:12
	10:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:16:06	00:05:39	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	00:06:56	00:06:50	00:00:08	00:00:08
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:02:25	00:01:36	00:00:12	00:00:12
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:11:31	00:11:31	00:00:15	00:00:15
	14:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:12	00:00:08	00:06:00	00:02:41	00:00:10	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:02:49	00:02:49	00:00:14	00:00:14
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:13:14	00:13:14	00:00:11	00:00:11
RealBellavistaHotel		16	14	✔	87.5%	0	✔	0.0%	2	⚠	12.5%	00:00:13	00:00:10	00:12:16	00:03:22	00:00:10	00:00:10
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:07:32	00:04:02	00:00:10	00:00:10
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:51	00:03:06	00:00:08	00:00:08
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:16	00:01:16	00:00:10	00:00:10
	13:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:13	00:00:12	00:12:16	00:06:38	00:00:12	00:00:12
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:04:40	00:02:30	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:00:37	00:00:37	00:00:12	00:00:12
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:06	00:02:06	00:00:10	00:00:10
RealMarinaHotel/Resi		17	16	✔	94.1%	1	✔	5.9%	0	✔	0.0%	00:00:15	00:00:10	00:14:09	00:02:46	00:00:12	00:00:12
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:10	00:02:10	00:00:11	00:00:11
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:02:03	00:01:22	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:02:12	00:01:36	00:00:12	00:00:12
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:14:09	00:05:08	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	00:07:23	00:02:46	00:00:16	00:00:16
	15:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:56	00:01:56	00:00:15	00:00:25
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:04:09	00:02:12	00:00:06	00:00:06
04-09-2018		76	44	⚠	57.9%	7	✔	9.2%	25	✖	32.9%	00:00:16	00:00:11	01:33:26	00:05:29	00:00:20	00:00:18
GrdRealSantaEulalia		36	20	⚠	55.6%	5	⚠	13.9%	11	✖	30.6%	00:00:16	00:00:11	01:33:26	00:07:30	00:00:20	00:00:15

OneContact Reporting

Service Performance Report

	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:08	00:03:43	00:00:10	00:00:10
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:11	00:05:10	00:02:42	00:00:14	00:00:14
	11:00:00	11	2	✖	18.2%	4	✖	36.4%	5	✖	45.5%	00:00:15	00:00:13	00:04:39	00:03:30	00:00:33	00:00:12
	12:00:00	7	2	✖	28.6%	0	✔	0.0%	5	✖	71.4%	00:00:15	00:00:11	00:02:08	00:01:31	00:00:13	00:00:24
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	01:33:26	00:47:46	00:00:28	00:00:28
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:01:43	00:01:43	00:00:15	00:00:15
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:05:08	00:04:05	00:00:11	00:00:11
	18:00:00	5	3	⚠	60.0%	1	✖	20.0%	1	✖	20.0%	00:00:15	00:00:11	00:03:01	00:02:47	00:00:18	00:00:14
RealBellavistaHotel		22	9	✖	40.9%	1	✔	4.5%	12	✖	54.5%	00:00:16	00:00:12	00:15:03	00:04:23	00:00:09	00:00:14
	11:00:00	7	1	✖	14.3%	0	✔	0.0%	6	✖	85.7%	00:00:11	00:00:11	00:09:57	00:09:57	00:00:05	00:00:11
	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	00:00:06	00:00:00
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:03	00:02:03	00:00:07	00:00:07
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:01:28	00:01:02	00:00:12	00:00:12
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:22	00:02:22	00:00:11	00:00:11
	16:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:16	00:00:14	00:04:32	00:02:41	00:00:19	00:00:14
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:37	00:02:37	00:00:25	00:00:25
	18:00:00	6	1	✖	16.7%	0	✔	0.0%	5	✖	83.3%	00:00:15	00:00:15	00:15:03	00:15:03	00:00:07	00:00:16
RealMarinaHotel/Resi		18	15	⚠	83.3%	1	✔	5.6%	2	⚠	11.1%	00:00:16	00:00:09	00:17:54	00:03:37	00:00:31	00:00:23
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:03:50	00:03:02	00:00:09	00:00:09
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:06	00:07:31	00:03:17	00:00:12	00:00:12
	11:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:15	00:00:10	00:02:06	00:02:06	00:01:05	00:02:53
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:17:54	00:09:48	00:00:08	00:00:08
	13:00:00	5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:53	00:01:42	00:00:46	00:00:11
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:01:13	00:01:13	00:00:26	00:00:26
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:55	00:00:55	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	00:08:01	00:08:01	00:00:25	00:00:25
05-09-2018		45	39	✔	86.7%	2	✔	4.4%	4	✔	8.9%	00:00:15	00:00:10	00:08:21	00:03:03	00:00:17	00:00:16
GrdRealSantaEulalia		19	17	✔	89.5%	0	✔	0.0%	2	⚠	10.5%	00:00:15	00:00:10	00:08:21	00:03:31	00:00:14	00:00:15
	09:00:00	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
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:33	00:02:04	00:00:21	00:00:21
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:07:56	00:04:03	00:00:09	00:00:09
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:38	00:02:38	00:00:21	00:00:21
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:04:05	00:03:16	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	00:04:05	00:03:44	00:00:10	00:00:10
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:08:21	00:04:51	00:00:21	00:00:21
	17:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:09	00:00:09	00:04:19	00:04:19	00:00:06	00:00:09
RealBellavistaHotel		7	6	✔	85.7%	1	⚠	14.3%	0	✔	0.0%	00:00:15	00:00:10	00:05:02	00:01:24	00:00:32	00:00:20
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:00	00:00:43	00:00:24	00:00:24
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:00:28	00:00:28	00:00:39	00:00:39
	17:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:10	00:00:04	00:00:49	00:00:45	00:00:42	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:05:02	00:05:02	00:00:13	00:00:13
RealMarinaHotel/Resi		19	16	⚠	84.2%	1	✔	5.3%	2	⚠	10.5%	00:00:15	00:00:11	00:05:51	00:03:08	00:00:15	00:00:16
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:51	00:04:42	00:00:19	00:00:19
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:50	00:04:13	00:00:12	00:00:12
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:06	00:02:16	00:00:20	00:00:20
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:10	00:00:56	00:00:15	00:00:15
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:05:51	00:03:33	00:00:19	00:00:19
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:01:55	00:01:55	00:00:14	00:00:14

OneContact Reporting

Service Performance Report

	17:00:00	2	0	❌	0.0%	0	✅	0.0%	2	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
	18:00:00	1	0	❌	0.0%	1	❌	100.0%	0	✅	0.0%	00:00:07	00:00:07	00:00:00	00:00:00	00:00:07	00:00:00
06-09-2018		45	38	⚠️	84.4%	2	✅	4.4%	5	⚠️	11.1%	00:00:15	00:00:10	00:14:27	00:03:23	00:00:14	00:00:12
GrdRealSantaEulalia		19	15	⚠️	78.9%	1	✅	5.3%	3	❌	15.8%	00:00:15	00:00:09	00:08:23	00:03:07	00:00:11	00:00:11
	09:00:00	5	4	⚠️	80.0%	0	✅	0.0%	1	❌	20.0%	00:00:08	00:00:06	00:03:41	00:02:24	00:00:08	00:00:07
	10:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:07:00	00:04:17	00:00:11	00:00:11
	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	00:00:10	00:00:00
	14:00:00	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
	15:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:04:00	00:03:01	00:00:12	00:00:12
	16:00:00	1	0	❌	0.0%	1	❌	100.0%	0	✅	0.0%	00:00:05	00:00:05	00:00:00	00:00:00	00:00:05	00:00:00
	17:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:08:23	00:04:01	00:00:24	00:00:24
	18:00:00	3	2	⚠️	66.7%	0	✅	0.0%	1	❌	33.3%	00:00:13	00:00:08	00:03:44	00:02:30	00:00:06	00:00:08
RealBellavistaHotel		10	9	✅	90.0%	0	✅	0.0%	1	⚠️	10.0%	00:00:14	00:00:10	00:14:27	00:04:41	00:00:09	00:00:10
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:11	00:06:01	00:02:58	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	00:05:35	00:05:35	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	00:05:24	00:05:24	00:00:07	00:00:07
	12:00:00	2	1	⚠️	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:08	00:00:08	00:03:02	00:03:02	00:00:06	00:00:08
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:10	00:14:27	00:07:14	00:00:11	00:00:11
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:14	00:01:09	00:01:09	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	00:08:12	00:08:12	00:00:06	00:00:06
RealMarinaHotel/Resi		16	14	✅	87.5%	1	✅	6.3%	1	✅	6.3%	00:00:15	00:00:10	00:07:50	00:02:56	00:00:22	00:00:15
	10:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:02:16	00:01:40	00:00:15	00:00:15
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:06:09	00:06:09	00:00:11	00:00:11
	12:00:00	4	2	⚠️	50.0%	1	❌	25.0%	1	❌	25.0%	00:00:15	00:00:12	00:03:11	00:02:26	00:00:39	00:00:08
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:12	00:00:53	00:00:53	00:00:12	00:00:12
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:03:24	00:01:51	00:00:24	00:00:24
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:05:38	00:05:38	00:00:24	00:00:24
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:06	00:04:42	00:02:22	00:00:08	00:00:08
	17:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:13	00:07:50	00:07:20	00:00:19	00:00:19
07-09-2018		28	27	✅	96.4%	0	✅	0.0%	1	✅	3.6%	00:00:15	00:00:11	00:13:03	00:04:03	00:00:13	00:00:12
GrdRealSantaEulalia		11	11	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:09:41	00:04:11	00:00:12	00:00:12
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:04:49	00:04:26	00:00:12	00:00:12
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:01:57	00:01:57	00:00:18	00:00:18
	13:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:09:41	00:04:41	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	00:04:46	00:04:46	00:00:11	00:00:11
	17:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:12	00:05:55	00:05:32	00:00:11	00:00:11
	18:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:12	00:02:33	00:02:26	00:00:12	00:00:12
RealBellavistaHotel		2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:13	00:05:29	00:03:36	00:00:20	00:00:20
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:01:44	00:01:44	00:00:11	00:00:11
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:14	00:05:29	00:05:29	00:00:28	00:00:28
RealMarinaHotel/Resi		15	14	✅	93.3%	0	✅	0.0%	1	✅	6.7%	00:00:15	00:00:10	00:13:03	00:03:59	00:00:12	00:00:12
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:13	00:02:19	00:02:19	00:00:13	00:00:13
	12:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:04:29	00:03:57	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	00:03:10	00:03:10	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	00:03:02	00:03:02	00:00:08	00:00:08
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:13:03	00:13:03	00:00:22	00:00:22
	16:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:11	00:10:19	00:03:53	00:00:11	00:00:11
	17:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:10	00:03:53	00:02:50	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	18:00:00	2	1	🟡 50.0%	0	✅ 0.0%	1	❌ 50.0%	00:00:11	00:00:11	00:01:22	00:01:22	00:00:14	00:00:11
08-09-2018		13	8	🟡 61.5%	1	✅ 7.7%	4	❌ 30.8%	00:00:15	00:00:10	00:04:25	00:02:05	00:00:20	00:00:10
GrdRealSantaEulalia		8	4	🟡 50.0%	0	✅ 0.0%	4	❌ 50.0%	00:00:11	00:00:11	00:04:25	00:02:46	00:00:12	00:00:11
	10:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:11	00:00:11	00:02:57	00:01:56	00:00:11	00:00:11
	13:00:00	4	0	❌ 0.0%	0	✅ 0.0%	4	❌ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00
	16:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:11	00:00:10	00:04:25	00:03:36	00:00:10	00:00:10
RealMarinaHotel/Resi		5	4	🟡 80.0%	1	❌ 20.0%	0	✅ 0.0%	00:00:15	00:00:10	00:02:04	00:01:25	00:00:33	00:00:08
	10:00:00	1	0	❌ 0.0%	1	❌ 100.0%	0	✅ 0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:10	00:00:00
	11:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:09	00:00:09	00:02:04	00:01:26	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	00:01:57	00:01:23	00:00:08	00:00:08
10-09-2018		40	36	✅ 90.0%	2	✅ 5.0%	2	✅ 5.0%	00:00:40	00:00:11	00:13:41	00:03:21	00:00:16	00:00:12
GrdRealSantaEulalia		16	12	🟡 75.0%	2	🟡 12.5%	2	🟡 12.5%	00:00:15	00:00:11	00:13:41	00:04:06	00:00:20	00:00:11
	09:00:00	6	2	❌ 33.3%	2	❌ 33.3%	2	❌ 33.3%	00:00:15	00:00:13	00:06:51	00:04:06	00:00:35	00:00:17
	11:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:12	00:00:08	00:04:07	00:02:56	00:00:08	00:00:08
	13:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:15	00:01:29	00:01:29	00:00:15	00:00:15
	14:00:00	4	4	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:14	00:00:10	00:09:52	00:03:51	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	00:13:41	00:08:18	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	00:02:01	00:02:01	00:00:07	00:00:07
RealBellavistaHotel		7	7	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:11	00:06:28	00:03:29	00:00:19	00:00:19
	10:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:11	00:05:15	00:05:15	00:00:22	00:00:22
	13:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:12	00:05:05	00:05:05	00:00:25	00:00:25
	14:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:12	00:00:11	00:01:32	00:01:05	00:00:11	00:00:11
	17:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:12	00:00:39	00:00:39	00:00:26	00:00:26
	18:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:08	00:06:28	00:06:28	00:00:22	00:00:22
	19:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:13	00:00:13	00:04:45	00:04:45	00:00:14	00:00:14
RealMarinaHotel/Resi		17	17	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:40	00:00:10	00:07:04	00:02:46	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	00:06:48	00:06:48	00:00:09	00:00:09
	10:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:11	00:00:06	00:05:37	00:02:59	00:00:06	00:00:06
	11:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:13	00:00:12	00:02:58	00:02:14	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	00:00:39	00:00:39	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	00:03:29	00:03:29	00:00:05	00:00:05
	14:00:00	4	4	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:09	00:00:07	00:05:11	00:02:27	00:00:08	00:00:08
	15:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:13	00:01:38	00:01:38	00:00:10	00:00:10
	16:00:00	4	4	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:40	00:00:12	00:07:04	00:02:48	00:00:18	00:00:18
11-09-2018		36	35	✅ 97.2%	0	✅ 0.0%	1	✅ 2.8%	00:00:15	00:00:10	00:19:07	00:03:25	00:00:12	00:00:12
GrdRealSantaEulalia		13	12	✅ 92.3%	0	✅ 0.0%	1	✅ 7.7%	00:00:15	00:00:11	00:09:28	00:03:30	00:00:14	00:00:14
	10:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:10	00:09:28	00:09:28	00:00:10	00:00:10
	11:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:13	00:02:42	00:02:38	00:00:20	00:00:20
	12:00:00	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
	14:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:11	00:00:11	00:02:28	00:02:28	00:00:11	00:00:11
	15:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:12	00:00:11	00:05:02	00:03:13	00:00:11	00:00:11
	17:00:00	4	4	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:11	00:03:35	00:02:28	00:00:17	00:00:17
	18:00:00	2	1	🟡 50.0%	0	✅ 0.0%	1	❌ 50.0%	00:00:10	00:00:10	00:02:53	00:02:53	00:00:08	00:00:10
RealBellavistaHotel		5	5	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:09	00:09:38	00:02:59	00:00:11	00:00:11
	14:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:03	00:00:03	00:09:38	00:09:38	00:00:03	00:00:03
	15:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:04	00:00:04	00:00:29	00:00:29	00:00:04	00:00:04
	17:00:00	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
	18:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:12	00:03:29	00:02:06	00:00:18	00:00:18

OneContact Reporting

Service Performance Report

RealMarinaHotel/Resi		18	18	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:19:07	00:03:28	00:00:11	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:39	00:03:16	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:02:40	00:02:25	00:00:06	00:00:06
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:03:41	00:02:02	00:00:11	00:00:11
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:46	00:02:46	00:00:10	00:00:10
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:02:41	00:02:32	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	00:08:09	00:04:43	00:00:16	00:00:16
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:03:51	00:02:12	00:00:11	00:00:11
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:52	00:03:14	00:00:09	00:00:09
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:19:07	00:07:15	00:00:11	00:00:11
12-09-2018		31	25	⚠	80.6%	1	✔	3.2%	4	⚠	12.9%	00:00:15	00:00:11	00:13:05	00:03:27	00:00:13	00:00:12
GrdRealSantaEulalia		8	7	✔	87.5%	1	⚠	12.5%	0	✔	0.0%	00:00:13	00:00:08	00:11:42	00:02:57	00:00:09	00:00:10
	09:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:03	00:00:03	00:00:00	00:00:00	00:00:03	00:00:00
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:45	00:00:45	00:00:08	00:00:08
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:02:53	00:01:51	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:03:07	00:03:07	00:00:12	00:00:12
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:11:42	00:06:12	00:00:11	00:00:11
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:03:53	00:02:24	00:00:12	00:00:12
RealBellavistaHotel		8	7	✔	87.5%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:13:05	00:04:44	00:00:18	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:35	00:02:35	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:05:38	00:05:38	00:00:12	00:00:12
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:05:43	00:04:38	00:00:15	00:00:15
	12:00:00	1	0	✖	0.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:42	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:01:52	00:01:52	00:00:15	00:00:15
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:00:42	00:00:42	00:00:22	00:00:22
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:13:05	00:13:05	00:00:10	00:00:10
RealMarinaHotel/Resi		15	11	⚠	73.3%	0	✔	0.0%	4	✖	26.7%	00:00:15	00:00:11	00:07:03	00:03:05	00:00:13	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:48	00:06:48	00:00:08	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:54	00:02:54	00:00:13	00:00:13
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:03	00:02:03	00:00:11	00:00:11
	12:00:00	4	0	✖	0.0%	0	✔	0.0%	4	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:03:53	00:02:33	00:00:11	00:00:11
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:13	00:01:13	00:00:20	00:00:20
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:03:20	00:01:14	00:00:12	00:00:12
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:07:03	00:06:59	00:00:12	00:00:12
13-09-2018		40	38	✔	95.0%	0	✔	0.0%	2	✔	5.0%	00:00:15	00:00:09	00:19:21	00:03:05	00:00:10	00:00:10
GrdRealSantaEulalia		22	20	✔	90.9%	0	✔	0.0%	2	✔	9.1%	00:00:15	00:00:09	00:19:21	00:02:51	00:00:09	00:00:09
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:41	00:03:26	00:00:17	00:00:17
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:42	00:03:42	00:00:08	00:00:08
	12:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:09	00:00:04	00:04:12	00:04:12	00:00:07	00:00:09
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:19:21	00:05:59	00:00:10	00:00:10
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:31	00:01:05	00:00:06	00:00:06
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:05:44	00:02:18	00:00:08	00:00:08
	17:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:01:07	00:00:42	00:00:08	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:04:26	00:04:26	00:00:05	00:00:05
RealBellavistaHotel		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:52	00:03:11	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	00:02:37	00:02:37	00:00:11	00:00:11
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:54	00:00:54	00:00:05	00:00:05

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Service Performance Report

	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:05:16	00:03:56	00:00:06	00:00:06
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:52	00:00:52	00:00:07	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:52	00:06:52	00:00:24	00:00:24
RealMarinaHotel/Resi		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:15:11	00:03:27	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:15:11	00:15:11	00:00:04	00:00:04
	12:00:00	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
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:01:05	00:00:54	00:00:10	00:00:10
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:06	00:03:38	00:01:50	00:00:09	00:00:09
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:04:11	00:03:30	00:00:20	00:00:20
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:01	00:01:01	00:00:11	00:00:11
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:07:25	00:04:05	00:00:08	00:00:08
14-09-2018		50	50	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:11:30	00:02:38	00:00:14	00:00:14
GrdRealSantaEulalia		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:11:30	00:02:48	00:00:16	00:00:16
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:33	00:01:27	00:00:18	00:00:18
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:05:13	00:03:25	00:00:12	00:00:12
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:05	00:03:12	00:01:29	00:00:10	00:00:10
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:07:15	00:07:15	00:00:23	00:00:23
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:00:43	00:00:38	00:00:08	00:00:08
	15:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:11:30	00:03:06	00:00:17	00:00:17
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:46	00:04:04	00:00:22	00:00:22
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:00	00:00:00	00:00:08	00:00:08
RealBellavistaHotel		13	13	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:04	00:02:12	00:00:11	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:03:48	00:02:22	00:00:11	00:00:11
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:04:08	00:02:00	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	00:02:13	00:02:13	00:00:07	00:00:07
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:49	00:02:00	00:00:12	00:00:12
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:04	00:02:42	00:00:13	00:00:13
RealMarinaHotel/Resi		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:45	00:02:46	00:00:15	00:00:15
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:48	00:02:48	00:00:07	00:00:07
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:05:45	00:05:45	00:00:14	00:00:14
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:12	00:01:43	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:05:04	00:03:37	00:00:17	00:00:17
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:35	00:01:39	00:00:14	00:00:14
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:34	00:04:08	00:00:11	00:00:11
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:03:32	00:02:32	00:00:28	00:00:28
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:02:15	00:02:07	00:00:08	00:00:08
15-09-2018		15	6	✖	40.0%	3	✖	20.0%	6	✖	40.0%	00:00:15	00:00:11	00:11:22	00:06:37	00:00:47	00:00:14
GrdRealSantaEulalia		6	5	⚠	83.3%	1	✖	16.7%	0	✔	0.0%	00:00:15	00:00:10	00:11:22	00:06:42	00:00:37	00:00:14
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:10:52	00:06:02	00:00:20	00:00:20
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:07:43	00:07:43	00:00:15	00:00:15
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:23	00:02:23	00:00:10	00:00:10
	14:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:32	00:00:00
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:11:22	00:11:22	00:00:07	00:00:07
RealBellavistaHotel		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:06:10	00:06:10	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:06:10	00:06:10	00:00:10	00:00:10
RealMarinaHotel/Resi		8	0	✖	0.0%	2	✖	25.0%	6	✖	75.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:00	00:00:00
	14:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:03:04	00:00:00
	15:00:00	5	0	✖	0.0%	1	✖	20.0%	4	✖	80.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:56	00:00:00

OneContact Reporting

Service Performance Report

	16:00:00	2	0	❌	0.0%	0	✅	0.0%	2	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
17-09-2018		32	31	✅	96.9%	1	✅	3.1%	0	✅	0.0%	00:00:16	00:00:11	00:20:22	00:04:25	00:00:15	00:00:13
GrdRealSantaEulalia		9	9	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:07:23	00:04:03	00:00:14	00:00:14
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:06:02	00:04:58	00:00:16	00:00:16
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:07:23	00:07:23	00:00:09	00:00:09
	11:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:06:09	00:05:27	00:00:16	00:00:16
	15:00:00	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
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:00:35	00:00:35	00:00:11	00:00:11
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:13	00:01:13	00:01:13	00:00:13	00:00:13
RealBellavistaHotel		7	7	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:16	00:00:11	00:20:22	00:06:45	00:00:13	00:00:13
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:16	00:00:16	00:00:52	00:00:52	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	00:02:27	00:02:27	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	00:03:44	00:03:07	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	00:13:44	00:13:44	00:00:08	00:00:08
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:03:37	00:03:37	00:00:24	00:00:24
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:20:22	00:20:22	00:00:08	00:00:08
RealMarinaHotel/Resi		16	15	✅	93.8%	1	✅	6.3%	0	✅	0.0%	00:00:15	00:00:10	00:14:47	00:03:37	00:00:16	00:00:13
	09:00:00	5	4	⚠️	80.0%	1	❌	20.0%	0	✅	0.0%	00:00:15	00:00:12	00:03:20	00:01:14	00:00:27	00:00:17
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:07:26	00:04:19	00:00:17	00:00:17
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:04:15	00:04:15	00:00:21	00:00:21
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:03:21	00:03:21	00:00:11	00:00:11
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:02:04	00:01:24	00:00:07	00:00:07
	16:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:14:47	00:08:37	00:00:08	00:00:08
	17:00:00	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
	18:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:03:13	00:03:06	00:00:08	00:00:08
18-09-2018		42	40	✅	95.2%	0	✅	0.0%	2	✅	4.8%	00:00:26	00:00:10	00:12:28	00:03:36	00:00:11	00:00:11
GrdRealSantaEulalia		16	15	✅	93.8%	0	✅	0.0%	1	✅	6.3%	00:00:15	00:00:09	00:09:50	00:02:58	00:00:10	00:00:10
	11:00:00	7	6	✅	85.7%	0	✅	0.0%	1	⚠️	14.3%	00:00:15	00:00:10	00:05:08	00:02:46	00:00:11	00:00:11
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:12	00:09:50	00:06:27	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	00:00:33	00:00:33	00:00:06	00:00:06
	15:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:05:48	00:03:08	00:00:08	00:00:08
	17:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:03:40	00:02:02	00:00:12	00:00:12
RealBellavistaHotel		13	13	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:08:30	00:03:12	00:00:10	00:00:10
	09:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:06:02	00:02:45	00:00:08	00:00:08
	11:00:00	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
	12:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:08:30	00:05:00	00:00:15	00:00:15
	13:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:07	00:04:09	00:02:28	00:00:07	00:00:07
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:04:40	00:03:40	00:00:10	00:00:10
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:02:29	00:02:29	00:00:08	00:00:08
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:14	00:01:25	00:01:25	00:00:14	00:00:14
RealMarinaHotel/Resi		13	12	✅	92.3%	0	✅	0.0%	1	✅	7.7%	00:00:26	00:00:12	00:12:28	00:04:37	00:00:12	00:00:13
	10:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:26	00:00:13	00:08:19	00:03:59	00:00:10	00:00:10
	11:00:00	3	2	⚠️	66.7%	0	✅	0.0%	1	❌	33.3%	00:00:15	00:00:13	00:12:28	00:09:06	00:00:14	00:00:20
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:09:09	00:09:09	00:00:08	00:00:08
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:12	00:03:50	00:03:45	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	00:04:08	00:04:08	00:00:10	00:00:10
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:02:08	00:01:11	00:00:26	00:00:26
19-09-2018		29	27	✅	93.1%	1	✅	3.4%	1	✅	3.4%	00:00:15	00:00:09	00:13:34	00:02:26	00:00:16	00:00:11

OneContact Reporting

Service Performance Report

GrdRealSantaEulalia		13	11	🚩	84.6%	1	✅	7.7%	1	✅	7.7%	00:00:15	00:00:08	00:13:34	00:02:46	00:00:23	00:00:12
	09:00:00	0	0		#DIV/0!	0		#DIV/0!	0		#DIV/0!	00:00:15	00:00:14	00:00:42	00:00:42	00:00:00	00:00:00
	10:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:05	00:13:34	00:04:14	00:00:14	00:00:14
	11:00:00	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
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:08	00:07:40	00:03:16	00:00:11	00:00:11
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:01:51	00:01:51	00:00:07	00:00:07
	15:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:08	00:03:47	00:01:52	00:00:10	00:00:10
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:07	00:00:28	00:00:23	00:00:19	00:00:19
	18:00:00	2	0	❌	0.0%	1	❌	50.0%	1	❌	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:22	00:00:00
RealBellavistaHotel		7	7	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:07:23	00:02:07	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	00:07:23	00:07:23	00:00:11	00:00:11
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:10	00:00:53	00:00:50	00:00:10	00:00:10
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:04	00:00:04	00:02:04	00:01:52	00:00:04	00:00:04
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:01:19	00:01:00	00:00:16	00:00:16
RealMarinaHotel/Resi		9	9	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:06:41	00:02:08	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	00:06:41	00:06:41	00:00:11	00:00:11
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:12	00:03:32	00:03:12	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	00:02:59	00:01:24	00:00:08	00:00:08
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:08	00:01:48	00:01:22	00:00:08	00:00:08
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:15	00:01:44	00:01:44	00:00:15	00:00:15
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:01:12	00:00:49	00:00:10	00:00:10
20-09-2018		41	39	✅	95.1%	0	✅	0.0%	2	✅	4.9%	00:00:15	00:00:10	00:13:23	00:02:59	00:00:12	00:00:12
GrdRealSantaEulalia		14	12	✅	85.7%	0	✅	0.0%	2	🚩	14.3%	00:00:15	00:00:10	00:13:23	00:03:48	00:00:10	00:00:12
	09:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:02:27	00:01:33	00:00:15	00:00:15
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:10	00:05:44	00:05:12	00:00:10	00:00:10
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:13	00:00:59	00:00:59	00:00:13	00:00:13
	13:00:00	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
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:07:04	00:07:04	00:00:10	00:00:10
	18:00:00	4	2	🚩	50.0%	0	✅	0.0%	2	❌	50.0%	00:00:08	00:00:08	00:13:23	00:08:22	00:00:06	00:00:08
RealBellavistaHotel		5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:02:10	00:01:31	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	00:01:57	00:01:57	00:00:06	00:00:06
	13:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:10	00:01:32	00:01:30	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	00:02:10	00:02:10	00:00:05	00:00:05
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:00:28	00:00:28	00:00:23	00:00:23
RealMarinaHotel/Resi		22	22	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:09:54	00:02:52	00:00:13	00:00:13
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:02:57	00:02:57	00:00:08	00:00:08
	10:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:10	00:03:31	00:01:27	00:00:10	00:00:10
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:01:00	00:01:00	00:00:12	00:00:12
	12:00:00	6	6	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:07:39	00:02:39	00:00:11	00:00:11
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:09:54	00:09:54	00:00:10	00:00:10
	15:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:13	00:05:11	00:02:48	00:00:22	00:00:22
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:02:26	00:02:14	00:00:14	00:00:14
	17:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:07:38	00:03:25	00:00:14	00:00:14
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:03:52	00:03:52	00:00:21	00:00:21
21-09-2018		35	33	✅	94.3%	0	✅	0.0%	2	✅	5.7%	00:00:16	00:00:10	00:12:58	00:03:14	00:00:11	00:00:11
GrdRealSantaEulalia		14	13	✅	92.9%	0	✅	0.0%	1	✅	7.1%	00:00:15	00:00:10	00:12:58	00:03:09	00:00:11	00:00:12
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:09	00:02:15	00:01:43	00:00:09	00:00:09
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:10	00:01:43	00:01:22	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:07:19	00:07:19	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:25	00:00:25	00:00:05	00:00:05
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:03:12	00:02:43	00:00:11	00:00:11
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:12:58	00:03:24	00:00:11	00:00:11
	17:00:00	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
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:14	00:00:14	00:07:36	00:07:36	00:00:20	00:00:30
RealBellavistaHotel		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:27	00:01:40	00:00:11	00:00:11
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:00:53	00:00:42	00:00:09	00:00:09
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:01:43	00:01:22	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:27	00:03:27	00:00:24	00:00:24
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:25	00:03:25	00:00:06	00:00:06
RealMarinaHotel/Resi		14	13	✔	92.9%	0	✔	0.0%	1	✔	7.1%	00:00:16	00:00:10	00:10:03	00:04:09	00:00:12	00:00:11
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:10:03	00:06:39	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:03:14	00:03:14	00:00:15	00:00:15
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:05:36	00:03:42	00:00:16	00:00:16
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:07:17	00:04:46	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	00:04:02	00:04:02	00:00:11	00:00:11
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:19	00:01:19	00:00:06	00:00:06
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:13	00:04:04	00:03:42	00:00:13	00:00:13
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:11	00:00:11	00:00:58	00:00:58	00:00:14	00:00:11
22-09-2018		28	20	⚠	71.4%	0	✔	0.0%	8	✖	28.6%	00:00:15	00:00:08	00:10:25	00:03:50	00:00:10	00:00:10
GrdRealSantaEulalia		12	10	⚠	83.3%	0	✔	0.0%	2	✖	16.7%	00:00:15	00:00:07	00:07:13	00:03:24	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:05:06	00:05:06	00:00:05	00:00:05
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:07:13	00:07:13	00:00:12	00:00:12
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:03	00:00:03	00:07:08	00:07:08	00:00:06	00:00:04
	13:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:15	00:00:09	00:03:18	00:02:08	00:00:16	00:00:16
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:40	00:03:40	00:00:04	00:00:04
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:00:51	00:00:51	00:00:03	00:00:03
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:32	00:01:32	00:00:05	00:00:05
RealBellavistaHotel		3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:07	00:00:06	00:10:25	00:06:52	00:00:05	00:00:06
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:18	00:03:18	00:00:07	00:00:07
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:10:25	00:10:25	00:00:06	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		13	8	⚠	61.5%	0	✔	0.0%	5	✖	38.5%	00:00:15	00:00:09	00:09:15	00:03:37	00:00:12	00:00:13
	11:00:00	9	4	✖	44.4%	0	✔	0.0%	5	✖	55.6%	00:00:15	00:00:09	00:09:15	00:04:44	00:00:12	00:00:13
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:01:18	00:01:18	00:00:15	00:00:15
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:03:26	00:02:16	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:10	00:04:10	00:00:21	00:00:21
24-09-2018		56	55	✔	98.2%	0	✔	0.0%	1	✔	1.8%	00:00:16	00:00:09	00:17:25	00:03:22	00:00:10	00:00:10
GrdRealSantaEulalia		22	22	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:10:56	00:03:04	00:00:09	00:00:09
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:03:28	00:02:01	00:00:08	00:00:08
	10:00:00	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
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:08:37	00:02:43	00:00:09	00:00:09
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:10:56	00:04:27	00:00:07	00:00:07
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:05:03	00:02:58	00:00:08	00:00:08
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:07:14	00:03:33	00:00:08	00:00:08
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:56	00:03:56	00:00:14	00:00:14
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:45	00:01:45	00:00:04	00:00:04

OneContact Reporting

Service Performance Report

	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:41	00:01:41	00:00:08	00:00:08
RealBellavistaHotel		18	18	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:09	00:17:25	00:03:37	00:00:10	00:00:10
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:17:25	00:09:33	00:00:09	00:00:09
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:06:01	00:04:06	00:00:10	00:00:10
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:30	00:00:30	00:00:06	00:00:06
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:56	00:01:18	00:00:08	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:03:37	00:03:37	00:00:12	00:00:12
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:39	00:01:22	00:00:08	00:00:08
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:10	00:05:20	00:02:08	00:00:14	00:00:14
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:03:25	00:02:02	00:00:09	00:00:09
RealMarinaHotel/Resi		16	15	✔	93.8%	0	✔	0.0%	1	✔	6.3%	00:00:15	00:00:10	00:09:41	00:03:31	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	00:04:25	00:03:13	00:00:14	00:00:14
	11:00:00	7	6	✔	85.7%	0	✔	0.0%	1	⚠	14.3%	00:00:15	00:00:09	00:06:27	00:03:03	00:00:09	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:01:07	00:01:00	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:00	00:02:00	00:00:10	00:00:10
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:06:26	00:04:51	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	00:04:42	00:04:42	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	00:09:41	00:09:41	00:00:37	00:00:37
25-09-2018		56	53	✔	94.6%	1	✔	1.8%	2	✔	3.6%	00:00:16	00:00:09	00:24:56	00:02:44	00:00:10	00:00:10
GrdRealSantaEulalia		22	21	✔	95.5%	0	✔	0.0%	1	✔	4.5%	00:00:15	00:00:09	00:09:37	00:02:03	00:00:11	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:03:16	00:01:46	00:00:11	00:00:11
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:01:34	00:00:55	00:00:09	00:00:09
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:04:49	00:02:05	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	00:03:39	00:03:38	00:00:10	00:00:10
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:09:37	00:05:03	00:00:12	00:00:12
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:35	00:03:35	00:00:09	00:00:09
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:03	00:01:27	00:00:12	00:00:12
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:02:34	00:01:22	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	00:00:55	00:00:55	00:00:09	00:00:09
	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
RealBellavistaHotel		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:07:27	00:02:47	00:00:08	00:00:08
	09:00:00	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
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:35	00:03:35	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	00:05:31	00:03:17	00:00:06	00:00:06
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:03:00	00:01:52	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	00:02:47	00:02:47	00:00:12	00:00:12
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:46	00:00:46	00:00:04	00:00:04
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:07:27	00:04:00	00:00:10	00:00:10
RealMarinaHotel/Resi		24	22	✔	91.7%	1	✔	4.2%	1	✔	4.2%	00:00:16	00:00:09	00:24:56	00:03:20	00:00:11	00:00:11
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:10	00:00:08	00:08:42	00:08:26	00:00:10	00:00:08
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:02:55	00:01:24	00:00:10	00:00:10
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:24:56	00:10:20	00:00:12	00:00:12
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:17	00:03:17	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	00:00:35	00:00:35	00:00:09	00:00:09
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:17	00:01:35	00:00:16	00:00:16
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:00	00:02:16	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:00	00:03:00	00:00:07	00:00:07
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:14	00:01:53	00:01:37	00:00:22	00:00:22

OneContact Reporting

Service Performance Report

	18:00:00	2	1	🟡	50.0%	1	🔴	50.0%	0	🟢	0.0%	00:00:07	00:00:06	00:00:49	00:00:49	00:00:06	00:00:07
26-09-2018		34	33	🟢	97.1%	0	🟢	0.0%	1	🟢	2.9%	00:00:16	00:00:10	00:17:36	00:02:46	00:00:12	00:00:12
GrdRealSantaEulalia		11	11	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:10	00:06:04	00:01:53	00:00:14	00:00:14
	09:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:12	00:00:54	00:00:54	00:00:24	00:00:24
	11:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:11	00:00:08	00:06:04	00:02:08	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	00:03:26	00:03:20	00:00:17	00:00:17
	14:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:07	00:00:47	00:00:37	00:00:08	00:00:08
	15:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:11	00:00:34	00:00:34	00:00:22	00:00:22
	16:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:10	00:03:13	00:03:13	00:00:22	00:00:22
	17:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:14	00:00:14	00:02:54	00:02:54	00:00:14	00:00:14
RealBellavistaHotel		8	7	🟢	87.5%	0	🟢	0.0%	1	🟡	12.5%	00:00:16	00:00:10	00:17:36	00:04:17	00:00:12	00:00:13
	11:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:07	00:00:06	00:01:00	00:00:42	00:00:07	00:00:07
	14:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:14	00:00:14	00:01:10	00:01:10	00:00:14	00:00:14
	15:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:16	00:00:16	00:02:55	00:02:55	00:00:16	00:00:16
	17:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:14	00:00:48	00:00:48	00:00:12	00:00:12
	18:00:00	4	3	🟡	75.0%	0	🟢	0.0%	1	🔴	25.0%	00:00:11	00:00:09	00:17:36	00:09:19	00:00:11	00:00:14
RealMarinaHotel/Resi		15	15	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:10	00:08:13	00:02:42	00:00:11	00:00:11
	09:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:09	00:00:09	00:00:28	00:00:28	00:00:09	00:00:09
	11:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:11	00:00:10	00:08:13	00:04:14	00:00:11	00:00:11
	12:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:10	00:05:51	00:03:45	00:00:14	00:00:14
	13:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:13	00:00:13	00:03:20	00:03:20	00:00:13	00:00:13
	14:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:12	00:00:10	00:01:50	00:01:16	00:00:10	00:00:10
	15:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:13	00:00:10	00:00:49	00:00:46	00:00:10	00:00:10
	16:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:07	00:00:07	00:06:06	00:06:06	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	00:06:21	00:06:21	00:00:11	00:00:11
	18:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:12	00:00:08	00:01:13	00:01:01	00:00:08	00:00:08
27-09-2018		54	49	🟢	90.7%	1	🟢	1.9%	4	🟢	7.4%	00:00:15	00:00:10	00:19:25	00:04:03	00:00:15	00:00:15
GrdRealSantaEulalia		23	20	🟢	87.0%	0	🟢	0.0%	3	🟡	13.0%	00:00:15	00:00:09	00:08:54	00:03:29	00:00:14	00:00:14
	09:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:12	00:00:10	00:07:26	00:03:19	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	00:03:28	00:03:28	00:00:12	00:00:12
	11:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:06	00:03:38	00:02:05	00:00:08	00:00:08
	12:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:09	00:00:07	00:08:54	00:04:25	00:00:06	00:00:06
	13:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:11	00:04:57	00:02:53	00:00:17	00:00:17
	14:00:00	3	2	🟡	66.7%	0	🟢	0.0%	1	🔴	33.3%	00:00:12	00:00:10	00:05:25	00:02:58	00:00:12	00:00:10
	17:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:10	00:08:20	00:04:26	00:00:10	00:00:10
	18:00:00	5	3	🟡	60.0%	0	🟢	0.0%	2	🔴	40.0%	00:00:15	00:00:10	00:07:23	00:03:21	00:00:29	00:00:37
RealBellavistaHotel		9	9	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:12	00:00:08	00:06:35	00:03:19	00:00:08	00:00:08
	10:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:05	00:00:05	00:06:35	00:06:35	00:00:05	00:00:05
	11:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:09	00:00:09	00:00:41	00:00:41	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	00:00:43	00:00:43	00:00:10	00:00:10
	16:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:09	00:00:09	00:06:04	00:06:04	00:00:09	00:00:09
	17:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:12	00:00:09	00:03:35	00:02:18	00:00:09	00:00:09
	18:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:08	00:06:09	00:04:26	00:00:08	00:00:08
RealMarinaHotel/Resi		22	20	🟢	90.9%	1	🟢	4.5%	1	🟢	4.5%	00:00:15	00:00:11	00:19:25	00:04:59	00:00:18	00:00:18
	09:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:09	00:00:09	00:05:13	00:05:13	00:00:09	00:00:09
	11:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:13	00:00:12	00:16:09	00:11:50	00:00:12	00:00:12
	12:00:00	2	1	🟡	50.0%	1	🔴	50.0%	0	🟢	0.0%	00:00:14	00:00:10	00:07:19	00:07:19	00:00:10	00:00:05
	13:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:12	00:02:16	00:01:32	00:00:18	00:00:18

OneContact Reporting

Service Performance Report

	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:19:25	00:07:45	00:00:32	00:00:32
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:07	00:00:52	00:00:17	00:00:17
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:04	00:03:03	00:00:24	00:00:24
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:12:34	00:07:18	00:00:07	00:00:07
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:10	00:00:10	00:03:02	00:03:02	00:00:12	00:00:10
28-09-2018		53	51	✔	96.2%	1	✔	1.9%	1	✔	1.9%	00:00:15	00:00:09	00:13:54	00:03:20	00:00:12	00:00:10
GrdRealSantaEulalia		29	27	✔	93.1%	1	✔	3.4%	1	✔	3.4%	00:00:15	00:00:09	00:13:42	00:02:43	00:00:14	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:13	00:02:30	00:00:15	00:00:15
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:07:33	00:04:08	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:18	00:01:18	00:00:22	00:00:22
	12:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:03	00:01:07	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	00:13:42	00:13:42	00:00:07	00:00:07
	14:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:11	00:10:08	00:02:55	00:00:10	00:00:10
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:04:40	00:01:59	00:00:11	00:00:11
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:04:24	00:02:05	00:00:10	00:00:10
	18:00:00	5	3	⚠	60.0%	1	✖	20.0%	1	✖	20.0%	00:00:15	00:00:12	00:06:10	00:02:32	00:00:31	00:00:11
RealBellavistaHotel		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:13:40	00:04:13	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	00:00:41	00:00:41	00:00:10	00:00:10
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:13:40	00:07:30	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	00:03:27	00:03:27	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:39	00:01:39	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:32	00:04:32	00:00:08	00:00:08
RealMarinaHotel/Resi		18	18	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:13:54	00:04:05	00:00:10	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:02:59	00:01:50	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	00:03:55	00:03:55	00:00:11	00:00:11
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:04	00:02:15	00:01:28	00:00:04	00:00:04
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:05:35	00:03:47	00:00:08	00:00:08
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:05:19	00:04:54	00:00:12	00:00:12
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:05:28	00:04:40	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	00:13:54	00:06:00	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	00:09:24	00:09:24	00:00:24	00:00:24
29-09-2018		23	14	⚠	60.9%	0	✔	0.0%	9	✖	39.1%	00:00:16	00:00:08	00:11:43	00:03:26	00:00:09	00:00:09
GrdRealSantaEulalia		16	7	✖	43.8%	0	✔	0.0%	9	✖	56.3%	00:00:16	00:00:08	00:11:43	00:04:58	00:00:09	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:18	00:02:18	00:00:08	00:00:08
	12:00:00	8	4	⚠	50.0%	0	✔	0.0%	4	✖	50.0%	00:00:15	00:00:07	00:11:43	00:05:32	00:00:07	00:00:10
	13:00:00	6	1	✖	16.7%	0	✔	0.0%	5	✖	83.3%	00:00:07	00:00:07	00:05:59	00:05:59	00:00:10	00:00:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:16	00:04:23	00:04:23	00:00:16	00:00:16
RealBellavistaHotel		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:02:57	00:01:37	00:00:08	00:00:08
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:02:57	00:02:02	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	00:00:46	00:00:46	00:00:10	00:00:10
RealMarinaHotel/Resi		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:04:17	00:02:06	00:00:08	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:04:17	00:03:02	00:00:08	00:00:08
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:01:37	00:01:12	00:00:08	00:00:08
TOTAL		4222	3571	⚠	84.6%	111	✔	2.6%	534	⚠	12.6%	00:00:40	00:00:09	01:33:26	00:03:51	00:00:13	00:00:12