

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               |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |        |   |   |       |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|--------|---|---|-------|----------|----------|----------|----------|----------|----------|
|                      | 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 |
|                      | 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 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |   |   |       |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|-------|----------|----------|----------|----------|----------|----------|
|                      | 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 |
|                      | 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 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |          |   |          |    |          |          |          |          |          |          |          |
|----------------------|----------|----|----|----------|---|----------|----|----------|----------|----------|----------|----------|----------|----------|
|                      | 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 |
|                      | 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 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |      |   |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|------|---|---|--------|----------|----------|----------|----------|----------|----------|
| 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 |
|                      | 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 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |   |   |       |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|-------|----------|----------|----------|----------|----------|----------|
|                      | 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 |
|                      | 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 |



OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |   |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 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 |
|                      | 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 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |          |   |         |   |         |          |          |          |          |          |          |
|----------------------|----------|----|----|----------|---|---------|---|---------|----------|----------|----------|----------|----------|----------|
|                      | 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 |
|                      | 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 |



OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |    |   |       |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|----|---|-------|----------|----------|----------|----------|----------|----------|
|                      | 14:00:00 | 4  | 4  | ✔ | 100.0% | 0 | ✔ | 0.0%  | 0  | ✔ | 0.0%  | 00:00:15 | 00:00:10 | 00:07:16 | 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 |
|                      | 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 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |         |        |   |         |        |    |         |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---------|--------|---|---------|--------|----|---------|--------|----------|----------|----------|----------|----------|----------|
|                      | 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 |
|                      | 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 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |    |        |   |    |       |   |    |        |          |          |          |          |          |          |
|----------------------|----------|----|----|----|--------|---|----|-------|---|----|--------|----------|----------|----------|----------|----------|----------|
|                      | 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 |
|                      | 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 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |    |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|----|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 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 |
|                      | 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 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |        |   |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|--------|---|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 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 |
|                      | 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 |

OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |   |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 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 |
|                      | 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 |









OneContact Reporting

Service Performance Report

|                      |          |    |    |   |        |   |   |       |   |   |        |          |          |          |          |          |          |
|----------------------|----------|----|----|---|--------|---|---|-------|---|---|--------|----------|----------|----------|----------|----------|----------|
|                      | 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 |
|                      | 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 |

# OneContact Reporting

## Service Performance Report

|       |          |      |      |  |    |  |     |  |          |          |          |          |          |          |
|-------|----------|------|------|--|----|--|-----|--|----------|----------|----------|----------|----------|----------|
|       | 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 |
| TOTAL |          | 1552 | 1363 |  87.8%  | 36 |  2.3% | 152 |  9.8% | 00:00:27 | 00:00:09 | 00:33:16 | 00:04:00 | 00:00:12 | 00:00:11 |