

OneContact Reporting

Service Performance Report

Service: GrdRealSantaEulalia, RealMarinaHotel/Resi, RealBellavistaHotel

			Total Chamadas Atendidas			Total Chamadas Abandonadas			Total Chamadas Sobrepostas						
Date / Service Name	Start Period	Total Chamadas	#	%	#	%	#	%	Max Answer Delay	Avg Answer Delay	Max Talk Time	Avg Talk Time	Avg Queue Time	Avg Handled Queue Time	
01-06-2018		62	55	✔ 88,7%	1	✔ 1,6%	4	✔ 6,5%	00:00:23	00:00:10	00:14:32	00:03:28	00:00:11	00:00:11	
GrdRealSantaEulalia		36	32	✔ 88,9%	1	✔ 2,8%	2	✔ 5,6%	00:00:23	00:00:10	00:14:32	00:03:13	00:00:11	00:00:10	
	09:00:00	5	4	⚠ 80,0%	1	✖ 20,0%	0	✔ 0,0%	00:00:15	00:00:09	00:04:49	00:02:44	00:00:13	00:00:15	
	10:00:00	6	6	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:08	00:04:58	00:02:32	00:00:08	00:00:08	
	11:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:06	00:00:06	00:01:16	00:01:16	00:00:06	00:00:06	
	12:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:14:32	00:08:40	00:00:08	00:00:08	
	13:00:00	5	5	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:14	00:00:09	00:06:07	00:02:21	00:00:09	00:00:09	
	14:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:06:02	00:05:15	00:00:10	00:00:10	
	15:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:12	00:06:26	00:03:32	00:00:16	00:00:16	
	16:00:00	6	5	⚠ 83,3%	0	✔ 0,0%	0	✔ 0,0%	00:00:23	00:00:12	00:06:43	00:03:29	00:00:13	00:00:11	
	17:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:01:07	00:01:07	00:00:09	00:00:09	
	18:00:00	5	3	⚠ 60,0%	0	✔ 0,0%	2	✖ 40,0%	00:00:12	00:00:10	00:04:24	00:02:18	00:00:12	00:00:10	
RealBellavistaHotel		11	10	✔ 90,9%	0	✔ 0,0%	1	✔ 9,1%	00:00:15	00:00:10	00:11:58	00:04:53	00:00:10	00:00:11	
	10:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:08	00:01:40	00:01:20	00:00:08	00:00:08	
	12:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:04:24	00:04:24	00:00:07	00:00:07	
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:09:22	00:09:22	00:00:09	00:00:09	
	15:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:01:00	00:01:00	00:00:08	00:00:08	
	16:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:01:24	00:01:24	00:00:09	00:00:09	
	17:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:14	00:00:14	00:11:58	00:11:40	00:00:14	00:00:14	
	18:00:00	3	2	⚠ 66,7%	0	✔ 0,0%	1	✖ 33,3%	00:00:15	00:00:10	00:05:12	00:03:22	00:00:12	00:00:16	
RealMarinaHotel/Resi		15	13	✔ 86,7%	0	✔ 0,0%	1	✔ 6,7%	00:00:15	00:00:10	00:07:27	00:03:00	00:00:11	00:00:11	
	09:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:10	00:03:35	00:02:40	00:00:10	00:00:10	
	10:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:12	00:00:52	00:00:52	00:00:23	00:00:23	
	11:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:11	00:01:41	00:01:41	00:00:11	00:00:11	
	12:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:11	00:00:09	00:04:57	00:01:57	00:00:10	00:00:10	
	13:00:00	1	0	✖ 0,0%	0	✔ 0,0%	1	✖ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	00:00:00	
	14:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:10	00:00:08	00:07:27	00:03:46	00:00:08	00:00:08	
	15:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:13	00:03:25	00:03:25	00:00:13	00:00:13	
	16:00:00	2	1	⚠ 50,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:12	00:06:02	00:06:02	00:00:12	00:00:12	
	17:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:03:40	00:03:40	00:00:10	00:00:10	
	18:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:03:49	00:03:49	00:00:09	00:00:09	
02-06-2018		27	21	⚠ 77,8%	1	✔ 3,7%	4	⚠ 14,8%	00:00:15	00:00:10	00:12:52	00:02:57	00:00:17	00:00:14	
GrdRealSantaEulalia		11	10	✔ 90,9%	0	✔ 0,0%	1	✔ 9,1%	00:00:15	00:00:10	00:12:52	00:03:39	00:00:12	00:00:12	
	10:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:14	00:00:14	00:03:07	00:03:07	00:00:14	00:00:14	
	11:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:12	00:00:09	00:03:57	00:02:23	00:00:09	00:00:09	
	12:00:00	1	0	✖ 0,0%	0	✔ 0,0%	1	✖ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00	
	13:00:00	4	4	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:07:06	00:03:22	00:00:13	00:00:13	
	14:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:11	00:12:52	00:07:32	00:00:11	00:00:11	
	15:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:13	00:00:04	00:00:04	00:00:13	00:00:13	
RealBellavistaHotel		4	2	⚠ 50,0%	0	✔ 0,0%	1	✖ 25,0%	00:00:13	00:00:08	00:01:59	00:01:41	00:00:07	00:00:06	
	15:00:00	3	2	⚠ 66,7%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:08	00:01:59	00:01:41	00:00:09	00:00:06	
	16:00:00	1	0	✖ 0,0%	0	✔ 0,0%	1	✖ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:02	00:00:00	
RealMarinaHotel/Resi		12	9	⚠ 75,0%	1	✔ 8,3%	2	✖ 16,7%	00:00:15	00:00:11	00:06:19	00:02:28	00:00:25	00:00:17	
	09:00:00	1	0	✖ 0,0%	1	✖ 100,0%	0	✔ 0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:05	00:00:00	
	10:00:00	5	3	⚠ 60,0%	0	✔ 0,0%	2	✖ 40,0%	00:00:12	00:00:09	00:06:19	00:04:11	00:00:10	00:00:09	
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:15	00:01:31	00:01:31	00:00:15	00:00:15	

OneContact Reporting

Service Performance Report

	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:24	00:03:10	00:00:14	00:00:14
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:04	00:00:04	00:00:38	00:00:38
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:41	00:01:41	00:00:10	00:00:10
04-06-2018		92	78	⚠	84,8%	3	✔	3,3%	9	✔	9,8%	00:00:18	00:00:11	00:13:43	00:03:21	00:00:14	00:00:12
GrdRealSantaEulalia		49	41	⚠	83,7%	2	✔	4,1%	6	⚠	12,2%	00:00:16	00:00:11	00:13:43	00:03:45	00:00:15	00:00:12
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:13:43	00:07:34	00:00:15	00:00:15
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:08	00:02:08	00:00:13	00:00:13
	11:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:07:37	00:04:10	00:00:10	00:00:10
	12:00:00	5	4	⚠	80,0%	0	✔	0,0%	1	✖	20,0%	00:00:12	00:00:11	00:06:14	00:03:30	00:00:10	00:00:11
	14:00:00	5	4	⚠	80,0%	0	✔	0,0%	1	✖	20,0%	00:00:15	00:00:10	00:04:58	00:02:34	00:00:11	00:00:12
	15:00:00	8	7	✔	87,5%	1	⚠	12,5%	0	✔	0,0%	00:00:15	00:00:10	00:11:57	00:04:48	00:00:13	00:00:13
	16:00:00	9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:11	00:05:49	00:02:51	00:00:14	00:00:14
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:07:03	00:03:41	00:00:07	00:00:07
	18:00:00	9	4	✖	44,4%	1	⚠	11,1%	4	✖	44,4%	00:00:15	00:00:13	00:06:10	00:02:51	00:00:27	00:00:11
RealBellavistaHotel		20	17	✔	85,0%	0	✔	0,0%	2	⚠	10,0%	00:00:18	00:00:11	00:09:57	00:03:24	00:00:13	00:00:13
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:30	00:00:30	00:00:15	00:00:15
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:35	00:00:35	00:00:13	00:00:13
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:09:57	00:07:33	00:00:11	00:00:11
	12:00:00	7	5	⚠	71,4%	0	✔	0,0%	2	✖	28,6%	00:00:15	00:00:09	00:04:49	00:01:49	00:00:11	00:00:11
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:05:03	00:03:18	00:00:09	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:11	00:04:11	00:00:10	00:00:10
	17:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:18	00:00:13	00:04:37	00:02:49	00:00:22	00:00:17
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:14	00:05:14	00:00:28	00:00:28
RealMarinaHotel/Resi		23	20	✔	87,0%	1	✔	4,3%	1	✔	4,3%	00:00:16	00:00:11	00:09:13	00:02:28	00:00:13	00:00:13
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:09:13	00:06:06	00:00:10	00:00:10
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:01:18	00:01:04	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:40	00:00:40	00:00:09	00:00:09
	12:00:00	5	4	⚠	80,0%	0	✔	0,0%	1	✖	20,0%	00:00:09	00:00:09	00:04:46	00:03:25	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:13	00:02:13	00:00:24	00:00:24
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:06:22	00:03:35	00:00:10	00:00:10
	15:00:00	5	4	⚠	80,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:12	00:01:54	00:01:32	00:00:15	00:00:11
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:34	00:00:30	00:00:16	00:00:16
	17:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:15	00:00:11	00:03:29	00:02:02	00:00:18	00:00:25
05-06-2018		52	49	✔	94,2%	0	✔	0,0%	1	✔	1,9%	00:00:21	00:00:10	00:25:42	00:03:17	00:00:15	00:00:14
GrdRealSantaEulalia		27	25	✔	92,6%	0	✔	0,0%	0	✔	0,0%	00:00:21	00:00:10	00:08:28	00:03:01	00:00:12	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:12	00:05:28	00:04:17	00:00:12	00:00:12
	10:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:19	00:02:02	00:00:10	00:00:10
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:05:57	00:03:08	00:00:07	00:00:07
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:08:24	00:04:17	00:00:15	00:00:15
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:06:20	00:01:53	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:33	00:03:33	00:00:25	00:00:25
	17:00:00	4	2	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:21	00:00:14	00:08:28	00:05:52	00:00:21	00:00:16
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:04:35	00:02:55	00:00:09	00:00:09
RealBellavistaHotel		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:53	00:02:18	00:00:22	00:00:22
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:04:53	00:03:27	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:05	00:02:05	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:07	00:03:07	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:00	00:00:48	00:00:24	00:00:24
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:55	00:01:57	00:00:42	00:00:42
RealMarinaHotel/Resi		16	15	✔	93,8%	0	✔	0,0%	1	✔	6,3%	00:00:15	00:00:11	00:25:42	00:04:24	00:00:15	00:00:15
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:12	00:05:29	00:03:04	00:00:12	00:00:12
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:21	00:01:21	00:00:08	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:48	00:01:14	00:00:13	00:00:13

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Service Performance Report

	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:48	00:01:48	00:00:26	00:00:26
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:12:17	00:12:17	00:00:14	00:00:14
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:03:09	00:03:09	00:00:11	00:00:11
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:25:42	00:07:14	00:00:19	00:00:19
	18:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:08	00:00:08	00:01:30	00:01:30	00:00:08	00:00:08
06-06-2018		52	48	✔	92,3%	1	✔	1,9%	2	✔	3,8%	00:00:15	00:00:10	00:11:32	00:03:59	00:00:10	00:00:10
GrdRealSantaEulalia		29	27	✔	93,1%	0	✔	0,0%	2	✔	6,9%	00:00:15	00:00:09	00:10:38	00:03:25	00:00:11	00:00:10
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:06	00:01:38	00:00:10	00:00:10
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:00	00:03:11	00:00:09	00:00:09
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:05:22	00:02:13	00:00:10	00:00:10
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:32	00:05:10	00:00:15	00:00:15
	14:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:07:41	00:03:03	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:22	00:03:14	00:00:16	00:00:16
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:05:09	00:04:18	00:00:09	00:00:09
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:07	00:02:00	00:00:09	00:00:09
	18:00:00	4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:12	00:00:10	00:10:38	00:07:48	00:00:11	00:00:10
RealBellavistaHotel		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:09:29	00:02:43	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:30	00:01:30	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:09	00:02:09	00:00:09	00:00:09
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:40	00:02:40	00:00:03	00:00:03
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:02	00:01:02	00:00:11	00:00:11
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:32	00:01:32	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:42	00:00:42	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:09:29	00:06:05	00:00:10	00:00:10
RealMarinaHotel/Resi		15	13	✔	86,7%	1	✔	6,7%	0	✔	0,0%	00:00:15	00:00:10	00:11:32	00:06:00	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:43	00:02:43	00:00:11	00:00:11
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:08:36	00:05:12	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:04:37	00:04:37	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:29	00:02:29	00:00:12	00:00:12
	14:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:12	00:00:08	00:06:32	00:06:32	00:00:08	00:00:12
	15:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:12	00:09:10	00:05:16	00:00:12	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:10:05	00:10:05	00:00:08	00:00:08
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:08:58	00:06:22	00:00:11	00:00:11
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:11:32	00:11:32	00:00:19	00:00:19
07-06-2018		54	51	✔	94,4%	0	✔	0,0%	2	✔	3,7%	00:00:15	00:00:10	00:14:08	00:02:53	00:00:10	00:00:11
GrdRealSantaEulalia		28	28	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:14:08	00:02:45	00:00:10	00:00:10
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:10:19	00:05:19	00:00:15	00:00:15
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:14:08	00:04:53	00:00:09	00:00:09
	13:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:31	00:02:24	00:00:07	00:00:07
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:05:58	00:03:02	00:00:10	00:00:10
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:56	00:01:19	00:00:15	00:00:15
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:02:13	00:02:13	00:00:13	00:00:13
	17:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:03:10	00:01:32	00:00:09	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:54	00:01:54	00:00:10	00:00:10
RealBellavistaHotel		13	11	⚠	84,6%	0	✔	0,0%	2	✖	15,4%	00:00:15	00:00:10	00:06:16	00:03:12	00:00:11	00:00:12
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:06:16	00:03:35	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:54	00:05:54	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:40	00:00:40	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:00:55	00:00:55	00:00:43	00:00:43
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:04:59	00:04:59	00:00:14	00:00:14
	18:00:00	6	4	⚠	66,7%	0	✔	0,0%	2	✖	33,3%	00:00:10	00:00:08	00:05:12	00:02:56	00:00:07	00:00:08
RealMarinaHotel/Resi		13	12	✔	92,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:54	00:02:53	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:07:02	00:07:02	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:04:46	00:01:49	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:16	00:01:16	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:02:59	00:01:42	00:00:10	00:00:10
	15:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:12	00:05:26	00:05:26	00:00:13	00:00:12
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:49	00:00:56	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:09:54	00:09:54	00:00:24	00:00:24
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:18	00:01:18	00:00:05	00:00:05
08-06-2018		60	59	✔	98,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:19:22	00:03:27	00:00:11	00:00:11
GrdRealSantaEulalia		38	37	✔	97,4%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:19:22	00:03:37	00:00:10	00:00:10
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:05:24	00:02:36	00:00:09	00:00:09
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:10:02	00:03:47	00:00:09	00:00:09
	12:00:00	8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:13:01	00:02:43	00:00:09	00:00:09
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:01:29	00:01:03	00:00:09	00:00:09
	14:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:16:12	00:06:45	00:00:10	00:00:10
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:06:31	00:02:38	00:00:09	00:00:09
	16:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:04:47	00:02:17	00:00:10	00:00:09
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:19:22	00:06:10	00:00:15	00:00:15
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:00	00:02:44	00:00:18	00:00:18
RealBellavistaHotel		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:11	00:02:18	00:00:12	00:00:12
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:02	00:02:02	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:21	00:00:21	00:00:11	00:00:11
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:06:11	00:03:30	00:00:09	00:00:09
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:56	00:01:46	00:00:19	00:00:19
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:37	00:01:25	00:00:12	00:00:12
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:04:06	00:04:06	00:00:14	00:00:14
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:35	00:02:35	00:00:04	00:00:04
RealMarinaHotel/Resi		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:10:37	00:04:07	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:39	00:02:39	00:00:12	00:00:12
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:06:41	00:03:30	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:49	00:01:49	00:00:10	00:00:10
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:28	00:01:16	00:00:11	00:00:11
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:10:37	00:07:54	00:00:10	00:00:10
09-06-2018		36	18	⚠	50,0%	0	✔	0,0%	18	✖	50,0%	00:00:15	00:00:10	00:18:22	00:08:56	00:00:12	00:00:15
GrdRealSantaEulalia		23	11	✖	47,8%	0	✔	0,0%	12	✖	52,2%	00:00:15	00:00:10	00:16:50	00:09:22	00:00:15	00:00:18
	09:00:00	4	1	✖	25,0%	0	✔	0,0%	3	✖	75,0%	00:00:13	00:00:13	00:12:46	00:12:46	00:00:12	00:00:13
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:11:42	00:10:48	00:00:16	00:00:16
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:16:50	00:16:50	00:00:12	00:00:12
	12:00:00	6	2	✖	33,3%	0	✔	0,0%	4	✖	66,7%	00:00:14	00:00:14	00:03:03	00:02:20	00:00:12	00:00:14
	14:00:00	6	1	✖	16,7%	0	✔	0,0%	5	✖	83,3%	00:00:15	00:00:13	00:15:36	00:15:36	00:00:12	00:00:12
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:15:50	00:12:19	00:00:32	00:00:32
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:44	00:03:28	00:00:20	00:00:20
RealBellavistaHotel		6	3	⚠	50,0%	0	✔	0,0%	3	✖	50,0%	00:00:13	00:00:10	00:06:41	00:04:44	00:00:08	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:06:41	00:06:41	00:00:13	00:00:13
	10:00:00	3	0	✖	0,0%	0	✔	0,0%	3	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:51	00:03:46	00:00:09	00:00:09
RealMarinaHotel/Resi		7	4	⚠	57,1%	0	✔	0,0%	3	✖	42,9%	00:00:14	00:00:12	00:18:22	00:10:52	00:00:10	00:00:12
	10:00:00	4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:14	00:00:14	00:09:12	00:06:31	00:00:11	00:00:14
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:18:22	00:18:22	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:12:02	00:12:02	00:00:11	00:00:11
	14:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
11-06-2018		81	64	⚠	79,0%	6	✔	7,4%	8	✔	9,9%	00:00:19	00:00:10	00:25:48	00:03:46	00:00:18	00:00:12
GrdRealSantaEulalia		55	42	⚠	76,4%	4	✔	7,3%	8	⚠	14,5%	00:00:15	00:00:09	00:25:48	00:03:40	00:00:15	00:00:10
	09:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:04	00:00:04	00:07:33	00:04:49	00:00:04	00:00:04

OneContact Reporting

Service Performance Report

	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:05:00	00:02:52	00:00:09	00:00:09
	11:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:12:19	00:04:07	00:00:10	00:00:10
	12:00:00	8	6	⚠	75,0%	0	✔	0,0%	1	⚠	12,5%	00:00:15	00:00:10	00:25:48	00:06:42	00:00:13	00:00:13
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:05	00:02:51	00:02:01	00:00:06	00:00:06
	14:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:03:39	00:02:25	00:00:09	00:00:09
	15:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:32	00:02:09	00:00:14	00:00:14
	16:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:06:10	00:04:28	00:00:09	00:00:09
	17:00:00	4	0	✖	0,0%	2	✖	50,0%	2	✖	50,0%	00:00:15	00:00:13	00:00:00	00:00:00	00:00:36	00:00:00
	18:00:00	8	2	✖	25,0%	2	✖	25,0%	4	✖	50,0%	00:00:15	00:00:13	00:03:58	00:03:56	00:00:30	00:00:12
RealBellavistaHotel		7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:14:41	00:04:07	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:24	00:02:24	00:00:04	00:00:04
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:01	00:01:01	00:00:12	00:00:12
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:42	00:02:42	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:14:41	00:08:02	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:05:30	00:05:30	00:00:05	00:00:05
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:06	00:01:06	00:00:04	00:00:04
RealMarinaHotel/Resi		19	15	⚠	78,9%	2	⚠	10,5%	0	✔	0,0%	00:00:19	00:00:11	00:10:49	00:03:58	00:00:30	00:00:20
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:05:11	00:02:58	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:09:06	00:08:01	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:02:11	00:02:11	00:00:14	00:00:14
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:01:30	00:01:28	00:00:04	00:00:04
	15:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:14	00:00:14	00:00:00	00:00:00	00:00:14	00:00:00
	16:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:12	00:05:01	00:03:04	00:00:17	00:00:10
	17:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	00:00:19	00:00:14	00:02:38	00:02:02	00:00:18	00:00:17
	18:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:15	00:00:12	00:10:49	00:08:34	00:02:02	00:01:22
12-06-2018		72	62	✔	86,1%	2	✔	2,8%	6	✔	8,3%	00:00:15	00:00:10	00:17:33	00:03:03	00:00:12	00:00:11
GrdRealSantaEulalia		45	39	✔	86,7%	1	✔	2,2%	4	✔	8,9%	00:00:15	00:00:10	00:17:33	00:03:35	00:00:12	00:00:12
	09:00:00	5	4	⚠	80,0%	1	✖	20,0%	0	✔	0,0%	00:00:12	00:00:09	00:08:53	00:03:46	00:00:09	00:00:09
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:15:08	00:05:53	00:00:06	00:00:06
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:33	00:03:37	00:00:15	00:00:15
	12:00:00	11	10	✔	90,9%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:17:33	00:04:38	00:00:09	00:00:08
	13:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:15	00:00:13	00:01:01	00:00:58	00:00:17	00:00:17
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:04:01	00:02:50	00:00:19	00:00:19
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:07:41	00:03:14	00:00:10	00:00:10
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:41	00:02:57	00:00:15	00:00:15
	17:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:28	00:02:20	00:00:18	00:00:18
	18:00:00	6	3	⚠	50,0%	0	✔	0,0%	3	✖	50,0%	00:00:14	00:00:11	00:06:31	00:03:06	00:00:10	00:00:11
RealBellavistaHotel		13	12	✔	92,3%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:05:55	00:02:05	00:00:14	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:51	00:02:51	00:00:10	00:00:10
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:01:48	00:01:23	00:00:09	00:00:09
	12:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:03:44	00:03:44	00:00:28	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:05:19	00:05:19	00:00:11	00:00:11
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:26	00:00:31	00:00:17	00:00:17
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:12	00:05:55	00:03:23	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:43	00:00:43	00:00:09	00:00:09
RealMarinaHotel/Resi		14	11	⚠	78,6%	1	✔	7,1%	2	⚠	14,3%	00:00:12	00:00:09	00:05:22	00:02:12	00:00:08	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:41	00:04:41	00:00:06	00:00:06
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:02:38	00:01:24	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:05:22	00:03:30	00:00:10	00:00:10
	13:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	14:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:35	00:01:35	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:29	00:01:32	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:58	00:02:58	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:03:34	00:01:57	00:00:07	00:00:07
	18:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
13-06-2018		65	62	✔	95,4%	1	✔	1,5%	1	✔	1,5%	00:00:19	00:00:10	00:24:39	00:03:33	00:00:12	00:00:12
GrdRealSantaEulalia		46	44	✔	95,7%	1	✔	2,2%	1	✔	2,2%	00:00:16	00:00:10	00:24:39	00:03:36	00:00:13	00:00:13
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:04:16	00:02:38	00:00:09	00:00:09
	10:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:05:36	00:03:28	00:00:08	00:00:08
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:05:30	00:03:20	00:00:08	00:00:08
	12:00:00	10	8	⚠	80,0%	1	⚠	10,0%	1	⚠	10,0%	00:00:15	00:00:10	00:08:28	00:03:58	00:00:15	00:00:16
	13:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:01:53	00:01:29	00:00:15	00:00:15
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:10:37	00:03:59	00:00:12	00:00:12
	15:00:00	10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:58	00:02:25	00:00:14	00:00:14
	16:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:16	00:00:16	00:00:21	00:00:21	00:00:00	00:00:00
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:12	00:07:14	00:06:42	00:00:22	00:00:22
	19:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:24:39	00:24:39	00:00:13	00:00:13
RealBellavistaHotel		10	9	✔	90,0%	0	✔	0,0%	0	✔	0,0%	00:00:19	00:00:10	00:09:06	00:03:26	00:00:13	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:32	00:00:32	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:09	00:06:09	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:35	00:01:35	00:00:11	00:00:11
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:48	00:02:09	00:00:06	00:00:06
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:09:06	00:05:42	00:00:09	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:16	00:06:16	00:00:12	00:00:12
	17:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:19	00:00:13	00:00:36	00:00:36	00:00:26	00:00:19
RealMarinaHotel/Resi		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:10:02	00:03:22	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:39	00:02:39	00:00:12	00:00:12
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:46	00:00:46	00:00:06	00:00:06
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:36	00:03:50	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:46	00:02:46	00:00:16	00:00:16
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:10:02	00:05:06	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:11	00:01:11	00:00:20	00:00:20
14-06-2018		67	57	✔	85,1%	1	✔	1,5%	4	✔	6,0%	00:00:15	00:00:10	00:09:47	00:03:07	00:00:14	00:00:10
GrdRealSantaEulalia		30	26	✔	86,7%	1	✔	3,3%	1	✔	3,3%	00:00:15	00:00:10	00:09:18	00:04:06	00:00:17	00:00:10
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:07:08	00:05:15	00:00:10	00:00:10
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:05:26	00:02:56	00:00:07	00:00:07
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:09:18	00:04:15	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:52	00:06:52	00:00:11	00:00:11
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:08	00:02:08	00:00:08	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:43	00:00:34	00:00:10	00:00:10
	15:00:00	7	5	⚠	71,4%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:08:52	00:05:58	00:00:12	00:00:12
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:30	00:05:06	00:00:11	00:00:11
	17:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:08:14	00:02:56	00:00:07	00:00:07
	18:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:13	00:06:55	00:06:55	00:00:14	00:00:11
	19:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:03:36	00:00:00
RealBellavistaHotel		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:07:20	00:03:05	00:00:14	00:00:14
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:03:03	00:02:52	00:00:10	00:00:10
	10:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:07:20	00:04:13	00:00:26	00:00:26
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:00:48	00:00:48	00:00:12	00:00:12
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:51	00:01:51	00:00:10	00:00:10
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:06:33	00:03:31	00:00:10	00:00:10
RealMarinaHotel/Resi		28	22	⚠	78,6%	0	✔	0,0%	3	⚠	10,7%	00:00:15	00:00:10	00:09:47	00:01:59	00:00:11	00:00:10
	09:00:00	7	5	⚠	71,4%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:09:47	00:02:48	00:00:11	00:00:09
	10:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:21	00:02:21	00:00:18	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:01	00:01:01	00:00:22	00:00:22

OneContact Reporting

Service Performance Report

	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:07:20	00:02:40	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:07:51	00:07:51	00:00:11	00:00:11
	14:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:02:55	00:00:57	00:00:09	00:00:09
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:01:21	00:01:14	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:46	00:00:46	00:00:03	00:00:03
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:01:01	00:01:01	00:00:13	00:00:13
	18:00:00	4	1	✖	25,0%	0	✔	0,0%	3	✖	75,0%	00:00:15	00:00:08	00:00:53	00:00:53	00:00:09	00:00:19
15-06-2018		59	56	✔	94,9%	0	✔	0,0%	3	✔	5,1%	00:00:15	00:00:08	00:19:31	00:03:32	00:00:12	00:00:12
GrdRealSantaEulalia		34	31	✔	91,2%	0	✔	0,0%	3	✔	8,8%	00:00:15	00:00:09	00:14:38	00:03:24	00:00:14	00:00:14
	09:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:14	00:00:10	00:08:46	00:04:57	00:00:09	00:00:10
	10:00:00	7	6	✔	85,7%	0	✔	0,0%	1	⚠	14,3%	00:00:12	00:00:09	00:04:58	00:02:09	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:07:11	00:05:24	00:00:10	00:00:10
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:05:57	00:03:56	00:00:23	00:00:23
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:29	00:02:06	00:00:10	00:00:10
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:14:38	00:05:44	00:00:08	00:00:08
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:37	00:02:22	00:00:07	00:00:07
	16:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:11	00:00:06	00:02:42	00:01:42	00:00:07	00:00:06
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:08:30	00:03:18	00:00:38	00:00:38
RealBellavistaHotel		17	17	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:10:11	00:03:09	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:10	00:02:10	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:10:11	00:10:11	00:00:10	00:00:10
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:09:41	00:04:04	00:00:08	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:05:02	00:02:40	00:00:07	00:00:07
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:55	00:03:47	00:00:11	00:00:11
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:05:28	00:03:58	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:30	00:01:29	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:05	00:00:45	00:00:25	00:00:10	00:00:10
RealMarinaHotel/Resi		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:11	00:19:31	00:04:47	00:00:11	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:19:31	00:11:35	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:04:05	00:04:05	00:00:14	00:00:14
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:04:59	00:02:44	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:02:16	00:01:12	00:00:11	00:00:11
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:06:41	00:06:41	00:00:13	00:00:13
16-06-2018		28	17	⚠	60,7%	1	✔	3,6%	10	✖	35,7%	00:00:15	00:00:09	00:11:02	00:04:12	00:00:14	00:00:16
GrdRealSantaEulalia		18	9	⚠	50,0%	1	✔	5,6%	8	✖	44,4%	00:00:15	00:00:09	00:11:02	00:05:09	00:00:11	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:07:33	00:07:33	00:00:07	00:00:07
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:47	00:01:47	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:03	00:03:50	00:00:08	00:00:08
	12:00:00	5	2	✖	40,0%	1	✖	20,0%	2	✖	40,0%	00:00:15	00:00:11	00:11:02	00:06:44	00:00:15	00:00:10
	13:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:11	00:00:11	00:01:44	00:01:44	00:00:12	00:00:11
	14:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:09	00:00:09	00:09:50	00:09:50	00:00:08	00:00:09
	15:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	00:00:00
	16:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:04:21	00:04:21	00:00:06	00:00:06
RealBellavistaHotel		4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:08	00:05:39	00:03:55	00:00:38	00:00:50
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:05:39	00:04:46	00:00:27	00:00:27
	13:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:09	00:02:12	00:02:12	00:00:50	00:01:36
RealMarinaHotel/Resi		6	5	⚠	83,3%	0	✔	0,0%	1	✖	16,7%	00:00:15	00:00:10	00:06:51	00:02:39	00:00:09	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:54	00:01:54	00:00:06	00:00:06
	13:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:08	00:02:08	00:00:09	00:00:09
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:22	00:01:12	00:00:12	00:00:12
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:06:51	00:06:51	00:00:12	00:00:12

OneContact Reporting

Service Performance Report

18-06-2018		98	92	✔	93,9%	0	✔	0,0%	6	✔	6,1%	00:00:16	00:00:09	00:25:03	00:03:31	00:00:13	00:00:14
GrdRealSantaEulalia		61	58	✔	95,1%	0	✔	0,0%	3	✔	4,9%	00:00:16	00:00:09	00:15:15	00:03:22	00:00:12	00:00:12
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:02:24	00:01:41	00:00:09	00:00:09
	10:00:00	10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:15:15	00:04:16	00:00:09	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:08:08	00:05:04	00:00:07	00:00:07
	12:00:00	9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:09	00:07:24	00:03:30	00:00:11	00:00:11
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:10:56	00:04:38	00:00:16	00:00:16
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:08:26	00:06:14	00:00:10	00:00:10
	15:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:08:00	00:03:54	00:00:08	00:00:08
	16:00:00	11	10	✔	90,9%	0	✔	0,0%	1	✔	9,1%	00:00:15	00:00:10	00:05:12	00:02:33	00:00:12	00:00:12
	17:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:33	00:01:28	00:00:15	00:00:15
	18:00:00	7	5	⚠	71,4%	0	✔	0,0%	2	✖	28,6%	00:00:15	00:00:09	00:04:39	00:02:46	00:00:22	00:00:26
	19:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:19	00:01:19	00:00:16	00:00:16
RealBellavistaHotel		18	17	✔	94,4%	0	✔	0,0%	1	✔	5,6%	00:00:15	00:00:10	00:12:41	00:02:51	00:00:10	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:02:44	00:02:14	00:00:09	00:00:09
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:12:41	00:06:45	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:01:43	00:01:32	00:00:11	00:00:11
	12:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:08	00:00:08	00:03:03	00:01:58	00:00:07	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:02	00:04:02	00:00:10	00:00:10
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:02:05	00:01:00	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:03:11	00:03:11	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:14	00:02:14	00:00:12	00:00:12
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:05:39	00:05:39	00:00:13	00:00:13
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:29	00:03:29	00:00:27	00:00:27
RealMarinaHotel/Resi		19	17	✔	89,5%	0	✔	0,0%	2	⚠	10,5%	00:00:15	00:00:11	00:25:03	00:04:43	00:00:19	00:00:21
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:15	00:00:12	00:00:45	00:00:45	00:01:07	00:02:01
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:16:17	00:05:27	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:25:03	00:14:04	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:47	00:00:47	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:58	00:02:44	00:00:12	00:00:12
	16:00:00	7	6	✔	85,7%	0	✔	0,0%	1	⚠	14,3%	00:00:15	00:00:12	00:06:06	00:02:59	00:00:20	00:00:22
19-06-2018		81	69	✔	85,2%	2	✔	2,5%	10	⚠	12,3%	00:00:15	00:00:09	00:34:41	00:03:59	00:00:12	00:00:12
GrdRealSantaEulalia		46	36	⚠	78,3%	1	✔	2,2%	9	✖	19,6%	00:00:15	00:00:09	00:11:05	00:03:27	00:00:14	00:00:15
	09:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:03:57	00:02:06	00:00:09	00:00:09
	10:00:00	7	6	✔	85,7%	0	✔	0,0%	1	⚠	14,3%	00:00:13	00:00:08	00:06:03	00:02:50	00:00:09	00:00:08
	11:00:00	8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:11:05	00:03:32	00:00:27	00:00:27
	12:00:00	5	0	✖	0,0%	0	✔	0,0%	5	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:00:40	00:00:40	00:00:11	00:00:11
	15:00:00	7	5	⚠	71,4%	1	⚠	14,3%	1	⚠	14,3%	00:00:15	00:00:09	00:07:53	00:04:41	00:00:12	00:00:12
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:05:14	00:03:24	00:00:10	00:00:10
	17:00:00	7	5	⚠	71,4%	0	✔	0,0%	2	✖	28,6%	00:00:15	00:00:10	00:08:05	00:04:22	00:00:14	00:00:15
	18:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	19:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:06:07	00:06:07	00:00:23	00:00:23
RealBellavistaHotel		14	14	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:34:41	00:05:16	00:00:10	00:00:10
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:26	00:01:38	00:00:13	00:00:13
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:34:41	00:34:41	00:00:10	00:00:10
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:09:16	00:06:10	00:00:06	00:00:06
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:58	00:02:28	00:00:07	00:00:07
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:06:12	00:03:37	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:02:21	00:02:21	00:00:14	00:00:14
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:05:40	00:05:40	00:00:14	00:00:14
RealMarinaHotel/Resi		21	19	✔	90,5%	1	✔	4,8%	1	✔	4,8%	00:00:15	00:00:09	00:11:43	00:03:59	00:00:09	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:58	00:00:58	00:00:04	00:00:04

OneContact Reporting

Service Performance Report

	10:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:11:43	00:05:58	00:00:08	00:00:08
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:03:46	00:03:01	00:00:10	00:00:10
	12:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:12	00:00:07	00:02:46	00:02:46	00:00:07	00:00:12
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:04:45	00:02:47	00:00:10	00:00:10
	15:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:13	00:00:12	00:06:21	00:03:36	00:00:10	00:00:12
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:37	00:06:37	00:00:12	00:00:12
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:02:08	00:02:08	00:00:15	00:00:15
20-06-2018		50	50	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:14:30	00:03:17	00:00:10	00:00:10
GrdRealSantaEulalia		25	25	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:14:30	00:03:30	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:02	00:01:24	00:00:08	00:00:08
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:01	00:03:07	00:00:11	00:00:11
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:48	00:02:34	00:00:09	00:00:09
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:14:30	00:07:35	00:00:04	00:00:04
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:11	00:07:23	00:04:18	00:00:11	00:00:11
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:03	00:02:03	00:00:10	00:00:10
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:02:37	00:01:26	00:00:09	00:00:09
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:11:34	00:07:24	00:00:12	00:00:12
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:07	00:02:05	00:00:08	00:00:08
RealBellavistaHotel		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:27	00:02:39	00:00:11	00:00:11
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:50	00:01:06	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:14	00:01:14	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:22	00:03:22	00:00:22	00:00:22
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:27	00:04:58	00:00:13	00:00:13
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:16	00:01:02	00:00:06	00:00:06
RealMarinaHotel/Resi		16	16	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:09:31	00:03:19	00:00:09	00:00:09
	09:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:07:31	00:02:54	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:13	00:01:13	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:02:29	00:01:48	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:31	00:07:31	00:00:08	00:00:08
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:06:42	00:03:24	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:09:31	00:05:40	00:00:13	00:00:13
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:03:46	00:02:20	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:46	00:01:46	00:00:08	00:00:08
21-06-2018		46	45	✔	97,8%	0	✔	0,0%	1	✔	2,2%	00:00:15	00:00:10	00:19:15	00:04:12	00:00:10	00:00:11
GrdRealSantaEulalia		19	19	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:10:28	00:03:54	00:00:11	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:08:28	00:04:24	00:00:10	00:00:10
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:09:28	00:04:01	00:00:10	00:00:10
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:05:04	00:03:22	00:00:09	00:00:09
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:23	00:02:36	00:00:10	00:00:10
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:16	00:02:08	00:00:16	00:00:16
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:08:54	00:03:23	00:00:16	00:00:16
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:10:28	00:05:37	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:09:21	00:06:52	00:00:08	00:00:08
RealBellavistaHotel		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:06	00:02:23	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:56	00:00:56	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:39	00:01:57	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:58	00:03:58	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:19	00:01:19	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:09:06	00:05:01	00:00:18	00:00:18
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:12	00:01:30	00:00:08	00:00:08
RealMarinaHotel/Resi		17	16	✔	94,1%	0	✔	0,0%	1	✔	5,9%	00:00:15	00:00:10	00:19:15	00:05:34	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:11:50	00:11:50	00:00:12	00:00:12
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:08:51	00:05:32	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:19:15	00:06:30	00:00:08	00:00:08
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:09:38	00:06:41	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:31	00:02:30	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:07:45	00:07:45	00:00:25	00:00:25
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:05	00:01:05	00:00:10	00:00:10
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:12	00:07:46	00:04:07	00:00:12	00:00:12
	18:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
22-06-2018		60	58	✔	96,7%	1	✔	1,7%	1	✔	1,7%	00:00:17	00:00:09	00:17:22	00:03:09	00:00:09	00:00:10
GrdRealSantaEulalia		35	34	✔	97,1%	1	✔	2,9%	0	✔	0,0%	00:00:17	00:00:09	00:17:22	00:02:35	00:00:10	00:00:10
	09:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:44	00:03:01	00:00:16	00:00:16
	10:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:07	00:00:04	00:01:31	00:01:31	00:00:04	00:00:07
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:17:22	00:05:51	00:00:08	00:00:08
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:56	00:01:55	00:00:09	00:00:09
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:06:20	00:03:40	00:00:10	00:00:10
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:04:04	00:02:17	00:00:10	00:00:10
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:06:24	00:03:52	00:00:10	00:00:10
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:17	00:00:11	00:03:58	00:01:34	00:00:11	00:00:11
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:01:40	00:01:03	00:00:08	00:00:08
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:06	00:01:00	00:00:08	00:00:08
	19:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:35	00:01:35	00:00:10	00:00:10
RealBellavistaHotel		10	10	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:11:16	00:03:55	00:00:08	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:09:08	00:06:04	00:00:06	00:00:06
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:07:33	00:05:26	00:00:11	00:00:11
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:53	00:00:53	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:18	00:01:54	00:00:06	00:00:06
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:11:16	00:06:06	00:00:09	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:30	00:02:30	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:46	00:00:46	00:00:03	00:00:03
RealMarinaHotel/Resi		15	14	✔	93,3%	0	✔	0,0%	1	✔	6,7%	00:00:15	00:00:09	00:12:44	00:04:08	00:00:09	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:37	00:01:38	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:08:16	00:08:16	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:22	00:02:22	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:02:15	00:02:15	00:00:27	00:00:27
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:49	00:03:49	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:04:49	00:04:49	00:00:12	00:00:12
	16:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:07	00:00:06	00:12:44	00:08:06	00:00:06	00:00:06
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:10:37	00:03:53	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:01:28	00:01:28	00:00:06	00:00:06
23-06-2018		28	21	⚠	75,0%	0	✔	0,0%	7	✖	25,0%	00:00:16	00:00:09	00:07:36	00:03:31	00:00:17	00:00:19
GrdRealSantaEulalia		15	12	⚠	80,0%	0	✔	0,0%	3	✖	20,0%	00:00:15	00:00:09	00:07:36	00:03:38	00:00:16	00:00:17
	11:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:09	00:00:07	00:06:32	00:04:17	00:00:08	00:00:07
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:23	00:02:34	00:00:34	00:00:34
	13:00:00	4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:09	00:00:08	00:04:41	00:03:00	00:00:10	00:00:08
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:07:36	00:05:30	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:03:22	00:03:22	00:00:12	00:00:12
RealBellavistaHotel		2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:10	00:03:16	00:02:09	00:01:14	00:01:14
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:12	00:01:02	00:01:02	00:02:20	00:02:20
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:16	00:03:16	00:00:08	00:00:08
RealMarinaHotel/Resi		11	7	⚠	63,6%	0	✔	0,0%	4	✖	36,4%	00:00:11	00:00:08	00:07:35	00:03:43	00:00:09	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:47	00:03:47	00:00:09	00:00:09
	10:00:00	6	2	✖	33,3%	0	✔	0,0%	4	✖	66,7%	00:00:11	00:00:08	00:07:35	00:05:42	00:00:10	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:36	00:01:36	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:26	00:03:26	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	16:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:08	00:00:08	00:04:31	00:02:53	00:00:08	00:00:08
25-06-2018		94	66	🟡	70,2%	5	🟢	5,3%	23	🔴	24,5%	00:00:15	00:00:09	00:16:43	00:04:23	00:00:12	00:00:12
GrdRealSantaEulalia		41	31	🟡	75,6%	4	🟢	9,8%	6	🟡	14,6%	00:00:15	00:00:09	00:16:43	00:04:46	00:00:13	00:00:13
	09:00:00	5	4	🟡	80,0%	0	🟢	0,0%	1	🔴	20,0%	00:00:11	00:00:09	00:06:01	00:02:59	00:00:11	00:00:09
	10:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:10	00:00:08	00:01:34	00:01:31	00:00:08	00:00:08
	11:00:00	6	5	🟡	83,3%	1	🔴	16,7%	0	🟢	0,0%	00:00:15	00:00:09	00:16:43	00:08:35	00:00:26	00:00:29
	12:00:00	6	3	🟡	50,0%	0	🟢	0,0%	3	🔴	50,0%	00:00:15	00:00:08	00:05:37	00:02:56	00:00:11	00:00:11
	13:00:00	4	3	🟡	75,0%	0	🟢	0,0%	1	🔴	25,0%	00:00:09	00:00:07	00:04:44	00:03:16	00:00:10	00:00:07
	14:00:00	7	6	🟢	85,7%	1	🟡	14,3%	0	🟢	0,0%	00:00:15	00:00:11	00:10:31	00:04:56	00:00:16	00:00:12
	15:00:00	3	3	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:11	00:00:07	00:04:58	00:03:11	00:00:07	00:00:07
	16:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:11	00:00:11	00:03:30	00:03:30	00:00:11	00:00:11
	17:00:00	6	3	🟡	50,0%	2	🔴	33,3%	1	🔴	16,7%	00:00:15	00:00:07	00:10:36	00:07:47	00:00:11	00:00:13
	18:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:14	00:00:14	00:05:07	00:05:07	00:00:14	00:00:14
RealBellavistaHotel		27	18	🟡	66,7%	0	🟢	0,0%	9	🔴	33,3%	00:00:15	00:00:10	00:10:55	00:04:09	00:00:10	00:00:13
	09:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:06	00:00:06	00:01:01	00:01:01	00:00:06	00:00:06
	10:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:07	00:00:07	00:01:06	00:01:06	00:00:07	00:00:07
	11:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:11	00:00:11	00:08:33	00:08:33	00:00:11	00:00:11
	12:00:00	11	3	🔴	27,3%	0	🟢	0,0%	8	🔴	72,7%	00:00:13	00:00:09	00:10:55	00:06:28	00:00:05	00:00:10
	13:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:08	00:00:08	00:03:11	00:02:38	00:00:08	00:00:08
	14:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:15	00:00:12	00:09:12	00:05:10	00:00:12	00:00:12
	15:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:15	00:00:11	00:09:20	00:06:42	00:00:17	00:00:17
	16:00:00	4	4	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:15	00:00:10	00:09:44	00:03:20	00:00:16	00:00:16
	17:00:00	3	2	🟡	66,7%	0	🟢	0,0%	1	🔴	33,3%	00:00:15	00:00:11	00:02:03	00:01:30	00:00:12	00:00:16
RealMarinaHotel/Resi		26	17	🟡	65,4%	1	🟢	3,8%	8	🔴	30,8%	00:00:15	00:00:09	00:13:52	00:03:56	00:00:12	00:00:10
	09:00:00	3	1	🔴	33,3%	0	🟢	0,0%	2	🔴	66,7%	00:00:08	00:00:08	00:05:26	00:05:26	00:00:09	00:00:08
	10:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:12	00:00:12	00:13:52	00:13:52	00:00:12	00:00:12
	11:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:10	00:00:10	00:02:13	00:02:13	00:00:10	00:00:10
	12:00:00	7	3	🔴	42,9%	0	🟢	0,0%	4	🔴	57,1%	00:00:11	00:00:08	00:09:42	00:06:13	00:00:12	00:00:08
	13:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:13	00:00:13	00:02:58	00:02:58	00:00:13	00:00:13
	14:00:00	4	3	🟡	75,0%	0	🟢	0,0%	1	🔴	25,0%	00:00:09	00:00:07	00:03:55	00:02:10	00:00:08	00:00:07
	15:00:00	4	3	🟡	75,0%	0	🟢	0,0%	1	🔴	25,0%	00:00:15	00:00:06	00:01:54	00:01:35	00:00:11	00:00:11
	16:00:00	5	4	🟡	80,0%	1	🔴	20,0%	0	🟢	0,0%	00:00:15	00:00:10	00:05:14	00:03:06	00:00:19	00:00:14
26-06-2018		72	64	🟢	88,9%	1	🟢	1,4%	6	🟢	8,3%	00:00:22	00:00:10	00:13:11	00:03:02	00:00:13	00:00:11
GrdRealSantaEulalia		45	37	🟡	82,2%	1	🟢	2,2%	6	🟡	13,3%	00:00:22	00:00:09	00:11:41	00:03:00	00:00:13	00:00:10
	09:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:15	00:00:10	00:01:44	00:01:41	00:00:15	00:00:15
	10:00:00	6	6	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:12	00:00:09	00:06:55	00:03:14	00:00:09	00:00:09
	11:00:00	8	8	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:14	00:00:07	00:11:41	00:03:34	00:00:08	00:00:08
	12:00:00	4	4	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:12	00:00:09	00:04:30	00:03:03	00:00:10	00:00:10
	13:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:15	00:00:11	00:05:48	00:03:58	00:00:17	00:00:17
	14:00:00	3	3	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:11	00:00:09	00:03:31	00:02:59	00:00:09	00:00:09
	15:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:11	00:00:10	00:03:00	00:02:28	00:00:10	00:00:10
	16:00:00	7	6	🟢	85,7%	0	🟢	0,0%	0	🟢	0,0%	00:00:22	00:00:11	00:04:24	00:02:11	00:00:14	00:00:13
	17:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:13	00:00:13	00:04:43	00:04:43	00:00:13	00:00:13
	18:00:00	10	3	🔴	30,0%	1	🟡	10,0%	6	🔴	60,0%	00:00:15	00:00:09	00:04:15	00:02:33	00:00:23	00:00:11
RealBellavistaHotel		15	15	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:15	00:00:09	00:13:11	00:03:12	00:00:11	00:00:11
	10:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:13	00:00:12	00:02:45	00:01:54	00:00:13	00:00:13
	11:00:00	5	5	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:12	00:00:08	00:02:06	00:01:35	00:00:09	00:00:09
	12:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:11	00:00:11	00:04:41	00:04:41	00:00:11	00:00:11
	13:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:15	00:00:08	00:02:05	00:02:05	00:00:18	00:00:18
	14:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:08	00:00:08	00:04:42	00:04:42	00:00:08	00:00:08
	15:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:07	00:00:07	00:00:38	00:00:38	00:00:07	00:00:07
	16:00:00	1	1	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:09	00:00:09	00:04:16	00:04:16	00:00:09	00:00:09
	17:00:00	2	2	🟢	100,0%	0	🟢	0,0%	0	🟢	0,0%	00:00:15	00:00:09	00:05:31	00:04:09	00:00:14	00:00:14

OneContact Reporting

Service Performance Report

	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:13:11	00:13:11	00:00:08	00:00:08
RealMarinaHotel/Resi		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:10:54	00:02:59	00:00:14	00:00:14
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:03:59	00:02:57	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:01:35	00:01:14	00:00:14	00:00:14
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:49	00:04:49	00:00:09	00:00:09
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:02:10	00:02:10	00:00:30	00:00:30
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:07:41	00:02:52	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:10	00:02:10	00:00:12	00:00:12
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:06	00:00:52	00:00:16	00:00:16
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:10:54	00:10:54	00:00:13	00:00:13
27-06-2018		64	62	✔	96,9%	0	✔	0,0%	2	✔	3,1%	00:00:16	00:00:09	00:17:59	00:03:47	00:00:11	00:00:11
GrdRealSantaEulalia		32	32	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:08:49	00:02:53	00:00:11	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:32	00:00:58	00:00:16	00:00:16
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:59	00:02:22	00:00:06	00:00:06
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:19	00:02:15	00:00:11	00:00:11
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:50	00:04:22	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:40	00:03:40	00:00:05	00:00:05
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:03:03	00:02:37	00:00:10	00:00:10
	15:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:08:49	00:03:24	00:00:10	00:00:10
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:07	00:02:55	00:00:10	00:00:10
	17:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:33	00:02:08	00:00:13	00:00:13
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:26	00:04:26	00:00:07	00:00:07
RealBellavistaHotel		16	16	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:14:58	00:04:44	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:16	00:01:16	00:00:10	00:00:10
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:06:05	00:04:42	00:00:16	00:00:16
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:07:49	00:04:55	00:00:09	00:00:09
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:08:27	00:04:01	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:05	00:00:05	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:04:32	00:04:32	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:14:58	00:14:58	00:00:13	00:00:13
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:46	00:04:26	00:00:16	00:00:16
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:05:49	00:05:49	00:00:06	00:00:06
RealMarinaHotel/Resi		16	14	✔	87,5%	0	✔	0,0%	2	⚠	12,5%	00:00:16	00:00:10	00:17:59	00:04:49	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:35	00:02:35	00:00:09	00:00:09
	12:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:07	00:00:07	00:03:20	00:03:20	00:00:09	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:01:28	00:00:56	00:00:14	00:00:14
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:10	00:03:10	00:00:06	00:00:06
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:13:11	00:06:35	00:00:16	00:00:16
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:10	00:08:47	00:04:02	00:00:16	00:00:16
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:17:59	00:08:28	00:00:09	00:00:09
28-06-2018		69	59	✔	85,5%	1	✔	1,4%	9	⚠	13,0%	00:00:15	00:00:10	00:15:27	00:04:29	00:00:11	00:00:11
GrdRealSantaEulalia		35	30	✔	85,7%	0	✔	0,0%	5	⚠	14,3%	00:00:15	00:00:09	00:15:27	00:04:20	00:00:11	00:00:12
	09:00:00	5	3	⚠	60,0%	0	✔	0,0%	2	✖	40,0%	00:00:15	00:00:08	00:05:47	00:02:54	00:00:12	00:00:14
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:35	00:02:20	00:00:10	00:00:10
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:49	00:04:07	00:00:08	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:06	00:05:53	00:03:43	00:00:06	00:00:06
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:06:45	00:03:50	00:00:10	00:00:10
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:11	00:08:50	00:04:45	00:00:12	00:00:12
	16:00:00	11	10	✔	90,9%	0	✔	0,0%	1	✔	9,1%	00:00:15	00:00:10	00:08:39	00:04:46	00:00:13	00:00:14
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:07:23	00:04:18	00:00:14	00:00:14
	18:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:09	00:00:09	00:15:27	00:15:27	00:00:08	00:00:09
RealBellavistaHotel		9	8	✔	88,9%	0	✔	0,0%	1	⚠	11,1%	00:00:14	00:00:10	00:08:32	00:04:41	00:00:09	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:25	00:05:25	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	11:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:08:30	00:08:30	00:00:09	00:00:09
	13:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:12	00:02:09	00:02:09	00:00:12	00:00:12
	15:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:10	00:08:32	00:08:32	00:00:10	00:00:10
	16:00:00	2	1	⚠50,0%	0	✔0,0%	1	✖50,0%	00:00:14	00:00:08	00:02:43	00:01:32	00:00:03	00:00:03
	17:00:00	3	3	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:14	00:00:12	00:07:29	00:04:51	00:00:12	00:00:12
RealMarinaHotel/Resi		25	21	⚠84,0%	1	✔4,0%	3	⚠12,0%	00:00:15	00:00:09	00:11:58	00:04:37	00:00:12	00:00:10
	09:00:00	3	1	✖33,3%	0	✔0,0%	2	✖66,7%	00:00:12	00:00:12	00:02:30	00:02:30	00:00:11	00:00:12
	10:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:07	00:00:05	00:04:15	00:02:24	00:00:05	00:00:05
	11:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:11	00:11:58	00:08:52	00:00:18	00:00:18
	12:00:00	5	4	⚠80,0%	1	✖20,0%	0	✔0,0%	00:00:15	00:00:12	00:08:56	00:05:41	00:00:20	00:00:11
	13:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:10	00:01:28	00:01:28	00:00:10	00:00:10
	14:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:07	00:04:44	00:04:24	00:00:07	00:00:07
	15:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:06	00:09:38	00:06:10	00:00:06	00:00:06
	16:00:00	5	4	⚠80,0%	0	✔0,0%	1	✖20,0%	00:00:15	00:00:10	00:10:45	00:03:58	00:00:11	00:00:12
	17:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:05	00:00:05	00:01:46	00:01:46	00:00:05	00:00:05
	18:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:07:40	00:07:40	00:00:10	00:00:10
29-06-2018		60	50	⚠83,3%	1	✔1,7%	8	⚠13,3%	00:00:15	00:00:09	00:15:41	00:03:55	00:00:10	00:00:11
GrdRealSantaEulalia		35	31	✔88,6%	1	✔2,9%	2	✔5,7%	00:00:15	00:00:09	00:15:00	00:04:11	00:00:10	00:00:10
	09:00:00	3	2	⚠66,7%	0	✔0,0%	1	✖33,3%	00:00:11	00:00:10	00:04:45	00:04:38	00:00:08	00:00:10
	10:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:15:00	00:05:15	00:00:10	00:00:10
	11:00:00	6	5	⚠83,3%	0	✔0,0%	1	✖16,7%	00:00:13	00:00:09	00:04:58	00:03:24	00:00:11	00:00:10
	12:00:00	6	6	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:11	00:09:17	00:04:51	00:00:13	00:00:13
	13:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:10	00:01:15	00:01:15	00:00:10	00:00:10
	14:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:13	00:00:09	00:06:21	00:02:51	00:00:08	00:00:08
	15:00:00	5	3	⚠60,0%	1	✖20,0%	0	✔0,0%	00:00:14	00:00:07	00:09:56	00:05:00	00:00:09	00:00:09
	16:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:12	00:01:02	00:01:02	00:00:23	00:00:23
	17:00:00	4	4	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:07	00:14:12	00:04:14	00:00:11	00:00:11
	18:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:03	00:00:03	00:09:52	00:09:52	00:00:03	00:00:03
RealBellavistaHotel		15	9	⚠60,0%	0	✔0,0%	6	✖40,0%	00:00:15	00:00:08	00:06:07	00:03:00	00:00:10	00:00:12
	09:00:00	5	2	✖40,0%	0	✔0,0%	3	✖60,0%	00:00:11	00:00:08	00:02:32	00:02:04	00:00:08	00:00:08
	10:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:08	00:03:14	00:02:10	00:00:14	00:00:14
	11:00:00	2	1	⚠50,0%	0	✔0,0%	1	✖50,0%	00:00:15	00:00:09	00:05:23	00:05:23	00:00:20	00:00:34
	13:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:10	00:00:10	00:03:21	00:03:21	00:00:10	00:00:10
	14:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:08	00:06:07	00:03:46	00:00:08	00:00:08
	16:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:08	00:00:08	00:02:10	00:02:10	00:00:08	00:00:08
	18:00:00	2	0	✖0,0%	0	✔0,0%	2	✖100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:02	00:00:00
RealMarinaHotel/Resi		10	10	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:09	00:15:41	00:03:47	00:00:11	00:00:11
	09:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:11	00:15:41	00:08:26	00:00:12	00:00:12
	10:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:15	00:00:10	00:07:11	00:04:10	00:00:14	00:00:14
	11:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:04	00:00:04	00:10:01	00:10:01	00:00:04	00:00:04
	12:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:09	00:00:09	00:01:40	00:01:02	00:00:09	00:00:09
	14:00:00	2	2	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:10	00:01:29	00:01:16	00:00:10	00:00:10
	15:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:11	00:00:11	00:03:51	00:03:51	00:00:12	00:00:12
	17:00:00	1	1	✔100,0%	0	✔0,0%	0	✔0,0%	00:00:12	00:00:07	00:01:08	00:00:54	00:00:12	00:00:12
30-06-2018		76	10	✖13,2%	3	✔3,9%	63	✖82,9%	00:00:15	00:00:12	00:16:49	00:06:39	00:00:21	00:00:21
GrdRealSantaEulalia		36	5	✖13,9%	1	✔2,8%	30	✖83,3%	00:00:15	00:00:11	00:16:49	00:10:33	00:00:15	00:00:27
	10:00:00	10	1	✖10,0%	0	✔0,0%	9	✖90,0%	00:00:09	00:00:09	00:13:45	00:13:45	00:00:10	00:00:09
	11:00:00	12	0	✖0,0%	0	✔0,0%	12	✖100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	12:00:00	3	2	⚠66,7%	0	✔0,0%	1	✖33,3%	00:00:15	00:00:11	00:12:01	00:10:26	00:00:37	00:00:48
	13:00:00	1	0	✖0,0%	0	✔0,0%	1	✖100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	14:00:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	15:00:00	5	1	✖20,0%	1	✖20,0%	3	✖60,0%	00:00:15	00:00:14	00:01:17	00:01:17	00:00:30	00:00:12
	16:00:00	5	1	✖20,0%	0	✔0,0%	4	✖80,0%	00:00:02	00:00:02	00:16:49	00:16:49	00:00:12	00:00:18

OneContact Reporting

Service Performance Report

RealBellavistaHotel		31	0	✖	0,0%	1	✔	3,2%	30	✖	96,8%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:25	00:00:00
	10:00:00	7	0	✖	0,0%	1	⚠	14,3%	6	✖	85,7%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:30	00:00:00
	11:00:00	12	0	✖	0,0%	0	✔	0,0%	12	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	12:00:00	2	0	✖	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	13:00:00	5	0	✖	0,0%	0	✔	0,0%	5	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	16:00:00	5	0	✖	0,0%	0	✔	0,0%	5	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
RealMarinaHotel/Resi		9	5	⚠	55,6%	1	⚠	11,1%	3	✖	33,3%	00:00:15	00:00:12	00:04:24	00:02:46	00:00:31	00:00:14
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:19	00:02:19	00:00:10	00:00:10
	11:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	12:00:00	3	0	✖	0,0%	1	✖	33,3%	2	✖	66,7%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:05	00:00:00
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:12	00:04:24	00:03:38	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:00:34	00:00:34	00:00:23	00:00:23
TOTAL		1605	1343	⚠	83,7%	31	✔	1,9%	208	⚠	13,0%	00:00:23	00:00:10	00:34:41	00:03:40	00:00:13	00:00:12