

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
01-05-2018		34	20	🟡	58,8%	1	✅	2,9%	12	❌	35,3%	00:00:15	00:00:10	00:15:51	00:03:44	00:00:16	00:00:15
GrdRealSantaEulalia		20	8	❌	40,0%	1	✅	5,0%	11	❌	55,0%	00:00:15	00:00:11	00:09:06	00:03:24	00:00:15	00:00:10
	09:00:00	2	1	🟡	50,0%	0	✅	0,0%	1	❌	50,0%	00:00:14	00:00:14	00:07:27	00:07:27	00:00:08	00:00:14
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:06	00:00:06	00:01:26	00:01:26	00:00:06	00:00:06
	11:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:09	00:09:06	00:09:06	00:00:09	00:00:09
	12:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:12	00:02:50	00:02:50	00:00:12	00:00:12
	13:00:00	7	0	❌	0,0%	0	✅	0,0%	7	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	14:00:00	3	1	❌	33,3%	0	✅	0,0%	2	❌	66,7%	00:00:09	00:00:09	00:01:27	00:01:27	00:00:08	00:00:09
	16:00:00	5	3	🟡	60,0%	1	❌	20,0%	1	❌	20,0%	00:00:15	00:00:12	00:02:35	00:01:38	00:00:32	00:00:11
RealBellavistaHotel		3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:05:03	00:02:40	00:00:45	00:00:45
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:01:25	00:01:25	00:01:54	00:01:54
	12:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:12	00:05:03	00:05:03	00:00:12	00:00:12
	14:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:01:32	00:01:32	00:00:08	00:00:08
RealMarinaHotel/Resi		11	9	🟡	81,8%	0	✅	0,0%	1	✅	9,1%	00:00:15	00:00:10	00:15:51	00:04:23	00:00:10	00:00:09
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:07	00:00:07	00:03:29	00:03:29	00:00:07	00:00:07
	11:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:09	00:01:07	00:00:50	00:00:09	00:00:09
	12:00:00	2	1	🟡	50,0%	0	✅	0,0%	1	❌	50,0%	00:00:15	00:00:15	00:07:02	00:07:02	00:00:11	00:00:15
	14:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:09	00:01:48	00:01:48	00:00:09	00:00:09
	15:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:15:51	00:15:51	00:00:10	00:00:10
	16:00:00	4	3	🟡	75,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:04:48	00:03:14	00:00:10	00:00:09
02-05-2018		54	39	🟡	72,2%	0	✅	0,0%	13	❌	24,1%	00:00:16	00:00:10	00:24:00	00:04:07	00:00:10	00:00:10
GrdRealSantaEulalia		34	23	🟡	67,6%	0	✅	0,0%	11	❌	32,4%	00:00:15	00:00:09	00:24:00	00:04:00	00:00:10	00:00:10
	10:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:12	00:03:01	00:03:00	00:00:18	00:00:18
	11:00:00	5	5	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:08	00:10:39	00:04:47	00:00:10	00:00:10
	12:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:11	00:00:11	00:06:49	00:02:59	00:00:11	00:00:11
	13:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:13	00:00:13	00:01:28	00:01:28	00:00:13	00:00:13
	14:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:09	00:09:03	00:05:02	00:00:09	00:00:09
	15:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:08	00:02:37	00:01:23	00:00:09	00:00:09
	16:00:00	4	4	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:12	00:00:08	00:05:32	00:03:28	00:00:08	00:00:08
	17:00:00	2	2	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:12	00:01:14	00:01:08	00:00:13	00:00:13
	18:00:00	12	1	❌	8,3%	0	✅	0,0%	11	❌	91,7%	00:00:09	00:00:09	00:24:00	00:24:00	00:00:10	00:00:09
RealBellavistaHotel		9	7	🟡	77,8%	0	✅	0,0%	2	❌	22,2%	00:00:10	00:00:08	00:06:25	00:02:15	00:00:07	00:00:08
	09:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:09	00:02:53	00:02:53	00:00:09	00:00:09
	10:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:09	00:00:08	00:01:52	00:01:29	00:00:09	00:00:09
	12:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:00:56	00:00:56	00:00:10	00:00:10
	13:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:08	00:00:08	00:01:05	00:01:05	00:00:08	00:00:08
	14:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:04	00:00:04	00:06:25	00:06:25	00:00:04	00:00:04
	18:00:00	2	0	❌	0,0%	0	✅	0,0%	2	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
RealMarinaHotel/Resi		11	9	🟡	81,8%	0	✅	0,0%	0	✅	0,0%	00:00:16	00:00:12	00:16:11	00:05:52	00:00:13	00:00:12
	09:00:00	3	1	❌	33,3%	0	✅	0,0%	0	✅	0,0%	00:00:16	00:00:14	00:16:11	00:16:11	00:00:14	00:00:11
	10:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:14	00:00:14	00:05:49	00:05:49	00:00:14	00:00:14
	12:00:00	1	1	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:13	00:00:13	00:09:28	00:09:28	00:00:13	00:00:13
	14:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:15	00:00:10	00:05:41	00:02:47	00:00:14	00:00:14
	17:00:00	3	3	✅	100,0%	0	✅	0,0%	0	✅	0,0%	00:00:10	00:00:10	00:08:18	00:04:21	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

03-05-2018		48	47	✔	97,9%	1	✔	2,1%	0	✔	0,0%	00:00:15	00:00:09	00:15:17	00:03:57	00:00:12	00:00:12
GrdRealSantaEulalia		30	29	✔	96,7%	1	✔	3,3%	0	✔	0,0%	00:00:15	00:00:09	00:12:59	00:03:47	00:00:10	00:00:10
	09:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:06:20	00:03:36	00:00:11	00:00:11
	10:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:15	00:00:08	00:01:16	00:01:09	00:00:08	00:00:12
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:05	00:03:10	00:00:11	00:00:11
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:42	00:02:42	00:00:06	00:00:06
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:47	00:03:18	00:00:18	00:00:18
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:12:59	00:09:00	00:00:08	00:00:08
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:05:00	00:02:32	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:46	00:01:46	00:00:14	00:00:14
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:09:42	00:04:26	00:00:09	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:45	00:02:45	00:00:09	00:00:09
	19:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:10:01	00:10:01	00:00:03	00:00:03
RealBellavistaHotel		12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:08:19	00:03:05	00:00:16	00:00:16
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:42	00:01:42	00:00:09	00:00:09
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:26	00:01:34	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:44	00:01:32	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:08:19	00:08:19	00:01:39	00:01:39
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:07:31	00:07:31	00:00:11	00:00:11
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:30	00:00:46	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:06:16	00:06:16	00:00:12	00:00:12
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:34	00:02:42	00:00:07	00:00:07
RealMarinaHotel/Resi		6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:15:17	00:06:41	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:29	00:03:29	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:07:00	00:07:00	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:28	00:05:28	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:15:17	00:09:59	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:13	00:04:13	00:00:09	00:00:09
04-05-2018		51	43	⚠	84,3%	1	✔	2,0%	5	✔	9,8%	00:00:15	00:00:09	00:15:59	00:02:53	00:00:12	00:00:10
GrdRealSantaEulalia		19	17	✔	89,5%	0	✔	0,0%	2	⚠	10,5%	00:00:15	00:00:08	00:15:59	00:03:49	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:03:17	00:03:17	00:00:03	00:00:03
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:09:42	00:06:10	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:28	00:06:28	00:00:07	00:00:07
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:41	00:02:08	00:00:09	00:00:09
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:09	00:01:02	00:00:13	00:00:13
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:09:22	00:02:52	00:00:07	00:00:07
	18:00:00	4	2	⚠	50,0%	0	✔	0,0%	2	✖	50,0%	00:00:15	00:00:08	00:15:59	00:10:46	00:00:14	00:00:16
RealBellavistaHotel		15	13	✔	86,7%	1	✔	6,7%	0	✔	0,0%	00:00:15	00:00:10	00:03:52	00:01:48	00:00:17	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:03:52	00:01:51	00:00:10	00:00:10
	10:00:00	5	4	⚠	80,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:10	00:01:50	00:00:11	00:00:10
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:03	00:02:27	00:00:16	00:00:16
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:59	00:02:59	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:58	00:00:58	00:00:07	00:00:07
	17:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:15	00:00:10	00:00:52	00:00:28	00:00:41	00:00:08
RealMarinaHotel/Resi		17	13	⚠	76,5%	0	✔	0,0%	3	✖	17,6%	00:00:15	00:00:09	00:06:35	00:02:47	00:00:11	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:08	00:04:08	00:00:07	00:00:07
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:03:45	00:02:26	00:00:11	00:00:11
	11:00:00	5	4	⚠	80,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:35	00:02:48	00:00:10	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:58	00:04:58	00:00:09	00:00:09
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:41	00:02:09	00:00:12	00:00:12
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:02	00:02:02	00:00:12	00:00:12
01-06-2018 09:17:13		3	0	✖	0,0%	0	✔	0,0%	3	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00

OneContact Reporting

Service Performance Report

05-05-2018		25	17	68,0%	0	0,0%	6	24,0%	00:00:16	00:00:11	00:06:28	00:02:50	00:00:20	00:00:20
GrdRealSantaEulalia		11	9	81,8%	0	0,0%	2	18,2%	00:00:16	00:00:10	00:05:38	00:02:51	00:00:11	00:00:11
	09:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:10	00:05:38	00:04:24	00:00:10	00:00:10
	10:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:13	00:00:13	00:01:25	00:01:25	00:00:13	00:00:13
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:11	00:03:26	00:02:20	00:00:09	00:00:09
	12:00:00	3	2	66,7%	0	0,0%	1	33,3%	00:00:14	00:00:08	00:03:13	00:03:13	00:00:13	00:00:16
	14:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:04	00:00:04	00:04:16	00:04:16	00:00:04	00:00:04
	16:00:00	2	1	50,0%	0	0,0%	1	50,0%	00:00:16	00:00:16	00:00:03	00:00:03	00:00:12	00:00:16
RealBellavistaHotel		5	3	60,0%	0	0,0%	2	40,0%	00:00:14	00:00:11	00:03:28	00:02:44	00:00:11	00:00:11
	10:00:00	3	2	66,7%	0	0,0%	1	33,3%	00:00:14	00:00:11	00:03:18	00:02:22	00:00:13	00:00:11
	11:00:00	1	0	0,0%	0	0,0%	1	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	12:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:03:28	00:03:28	00:00:10	00:00:10
RealMarinaHotel/Resi		9	5	55,6%	0	0,0%	2	22,2%	00:00:16	00:00:11	00:06:28	00:02:52	00:00:36	00:00:39
	09:00:00	2	1	50,0%	0	0,0%	1	50,0%	00:00:15	00:00:08	00:05:00	00:05:00	00:00:36	00:00:57
	10:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:07	00:00:48	00:00:48	00:00:07	00:00:07
	12:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:09	00:02:00	00:02:00	00:00:09	00:00:09
	13:00:00	1	0	0,0%	0	0,0%	1	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	14:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:06:28	00:06:28	00:00:49	00:00:49
	15:00:00	3	1	33,3%	0	0,0%	0	0,0%	00:00:16	00:00:13	00:00:04	00:00:04	00:00:59	00:01:15
07-05-2018		74	68	91,9%	0	0,0%	2	2,7%	00:00:23	00:00:11	00:13:22	00:03:52	00:00:14	00:00:14
GrdRealSantaEulalia		40	36	90,0%	0	0,0%	2	5,0%	00:00:18	00:00:11	00:13:22	00:04:39	00:00:17	00:00:18
	09:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:07	00:06:51	00:04:03	00:00:07	00:00:07
	10:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:11:02	00:07:28	00:00:10	00:00:10
	11:00:00	7	7	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:09:51	00:05:04	00:00:13	00:00:13
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:07	00:02:52	00:01:25	00:00:10	00:00:10
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:09	00:05:56	00:05:56	00:00:10	00:00:10
	14:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:04:26	00:02:22	00:00:12	00:00:12
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:14	00:00:12	00:07:38	00:03:57	00:00:14	00:00:14
	16:00:00	12	8	66,7%	0	0,0%	2	16,7%	00:00:18	00:00:13	00:13:22	00:07:06	00:00:22	00:00:25
	17:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:14	00:09:42	00:04:23	00:00:39	00:00:39
	18:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:03:16	00:01:37	00:00:21	00:00:21
RealBellavistaHotel		15	13	86,7%	0	0,0%	0	0,0%	00:00:23	00:00:12	00:07:33	00:02:40	00:00:12	00:00:10
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:11	00:06:34	00:06:34	00:00:11	00:00:11
	10:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:07	00:02:54	00:02:54	00:00:07	00:00:07
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:03:28	00:02:08	00:00:10	00:00:10
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:06	00:06:07	00:03:32	00:00:06	00:00:06
	13:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:16	00:00:13	00:00:31	00:00:17	00:00:13	00:00:13
	14:00:00	3	2	66,7%	0	0,0%	0	0,0%	00:00:20	00:00:12	00:07:33	00:03:21	00:00:12	00:00:08
	15:00:00	2	1	50,0%	0	0,0%	0	0,0%	00:00:23	00:00:15	00:04:43	00:02:32	00:00:17	00:00:11
	16:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:13	00:00:13	00:02:49	00:02:49	00:00:13	00:00:13
	17:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:13	00:00:13	00:00:42	00:00:42	00:00:14	00:00:14
RealMarinaHotel/Resi		19	19	100,0%	0	0,0%	0	0,0%	00:00:12	00:00:09	00:06:43	00:03:14	00:00:10	00:00:10
	09:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:10	00:06:43	00:04:23	00:00:10	00:00:10
	10:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:08	00:05:17	00:04:14	00:00:09	00:00:09
	11:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:12	00:00:10	00:05:48	00:04:11	00:00:10	00:00:10
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:12	00:00:10	00:01:25	00:01:22	00:00:10	00:00:10
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:11	00:00:52	00:00:52	00:00:11	00:00:11
	14:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:03:04	00:03:04	00:00:10	00:00:10
	15:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:12	00:00:08	00:06:34	00:04:16	00:00:09	00:00:09
	16:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:10	00:03:16	00:02:02	00:00:10	00:00:10
	18:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:02:05	00:01:22	00:00:08	00:00:08
08-05-201801-06-2018 9:17:13		74	56	75,7%	2	2,7%	9	12,2%	00:00:19	00:00:11	00:20:40	00:03:34	00:00:19	00:00:14

OneContact Reporting

Service Performance Report

GrdRealSantaEulalia		48	35	 72,9%	2	 4,2%	6	 12,5%	00:00:19	00:00:10	00:20:40	00:04:08	00:00:22	00:00:13
	09:00:00	8	7	 87,5%	0	 0,0%	0	 0,0%	00:00:15	00:00:11	00:09:59	00:04:29	00:00:22	00:00:16
	10:00:00	5	4	 80,0%	0	 0,0%	1	 20,0%	00:00:15	00:00:08	00:05:44	00:03:14	00:00:09	00:00:10
	11:00:00	5	5	 100,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:10	00:10:13	00:04:30	00:00:12	00:00:12
	12:00:00	4	3	 75,0%	1	 25,0%	0	 0,0%	00:00:12	00:00:08	00:02:13	00:01:03	00:00:08	00:00:09
	13:00:00	5	3	 60,0%	0	 0,0%	1	 20,0%	00:00:16	00:00:13	00:20:40	00:09:21	00:00:17	00:00:15
	14:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	00:00:09	00:00:08	00:02:19	00:01:54	00:00:09	00:00:09
	15:00:00	7	5	 71,4%	0	 0,0%	0	 0,0%	00:00:19	00:00:13	00:10:19	00:03:39	00:00:14	00:00:13
	16:00:00	5	5	 100,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:10	00:07:35	00:03:59	00:00:15	00:00:15
	18:00:00	7	1	 14,3%	1	 14,3%	4	 57,1%	00:00:18	00:00:10	00:03:52	00:03:52	00:01:03	00:00:11
RealBellavistaHotel		7	6	 85,7%	0	 0,0%	1	 14,3%	00:00:15	00:00:10	00:02:41	00:01:45	00:00:10	00:00:12
	11:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	00:00:07	00:00:07	00:02:14	00:02:14	00:00:07	00:00:07
	12:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	00:00:11	00:00:10	00:01:42	00:01:05	00:00:10	00:00:10
	14:00:00	3	2	 66,7%	0	 0,0%	1	 33,3%	00:00:11	00:00:10	00:02:33	00:01:43	00:00:08	00:00:12
	17:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:11	00:02:41	00:02:41	00:00:22	00:00:22
RealMarinaHotel/Resi		19	15	 78,9%	0	 0,0%	2	 10,5%	00:00:17	00:00:11	00:10:49	00:03:01	00:00:16	00:00:17
	09:00:00	3	3	 100,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:13	00:01:23	00:00:59	00:00:21	00:00:21
	10:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:14	00:10:49	00:10:49	00:00:27	00:00:27
	12:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	00:00:08	00:00:08	00:00:37	00:00:37	00:00:08	00:00:08
	13:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:09	00:05:37	00:04:18	00:00:09	00:00:09
	14:00:00	6	5	 83,3%	0	 0,0%	0	 0,0%	00:00:17	00:00:11	00:08:36	00:02:36	00:00:16	00:00:16
	15:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	00:00:12	00:00:09	00:07:33	00:02:08	00:00:12	00:00:12
	16:00:00	2	1	 50,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:12	00:07:35	00:07:35	00:00:26	00:00:39
	18:00:00	2	0	 0,0%	0	 0,0%	2	 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
09-05-2018		76	63	 82,9%	0	 0,0%	4	 5,3%	00:00:23	00:00:11	00:19:01	00:04:22	00:00:14	00:00:13
GrdRealSantaEulalia		40	36	 90,0%	0	 0,0%	1	 2,5%	00:00:22	00:00:11	00:19:01	00:04:51	00:00:15	00:00:14
	09:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:12	00:04:08	00:04:08	00:00:25	00:00:25
	10:00:00	3	3	 100,0%	0	 0,0%	0	 0,0%	00:00:12	00:00:10	00:11:07	00:07:12	00:00:10	00:00:10
	11:00:00	5	5	 100,0%	0	 0,0%	0	 0,0%	00:00:13	00:00:10	00:04:47	00:02:07	00:00:10	00:00:10
	12:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	00:00:09	00:00:09	00:09:29	00:09:29	00:00:09	00:00:09
	13:00:00	3	2	 66,7%	0	 0,0%	0	 0,0%	00:00:22	00:00:12	00:06:10	00:04:46	00:00:12	00:00:06
	14:00:00	5	5	 100,0%	0	 0,0%	0	 0,0%	00:00:12	00:00:08	00:17:32	00:06:01	00:00:13	00:00:13
	15:00:00	7	6	 85,7%	0	 0,0%	0	 0,0%	00:00:19	00:00:12	00:10:28	00:04:51	00:00:14	00:00:13
	16:00:00	5	5	 100,0%	0	 0,0%	0	 0,0%	00:00:15	00:00:10	00:19:01	00:06:55	00:00:15	00:00:15
	17:00:00	6	5	 83,3%	0	 0,0%	0	 0,0%	00:00:21	00:00:13	00:06:45	00:04:21	00:00:21	00:00:18
	18:00:00	4	3	 75,0%	0	 0,0%	1	 25,0%	00:00:15	00:00:13	00:01:29	00:00:31	00:00:18	00:00:19
RealBellavistaHotel		12	7	 58,3%	0	 0,0%	3	 25,0%	00:00:23	00:00:13	00:05:08	00:02:29	00:00:13	00:00:13
	10:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:10	00:01:02	00:01:02	00:00:10	00:00:10
	11:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	00:00:09	00:00:09	00:02:41	00:02:41	00:00:09	00:00:09
	14:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:10	00:03:26	00:03:26	00:00:10	00:00:10
	16:00:00	1	0	 0,0%	0	 0,0%	0	 0,0%	00:00:16	00:00:16	00:00:00	00:00:00	00:00:31	00:00:00
	17:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	00:00:16	00:00:14	00:05:08	00:02:56	00:00:22	00:00:22
	18:00:00	6	2	 33,3%	0	 0,0%	3	 50,0%	00:00:23	00:00:14	00:02:37	00:02:10	00:00:09	00:00:10
RealMarinaHotel/Resi		24	20	 83,3%	0	 0,0%	0	 0,0%	00:00:20	00:00:11	00:11:42	00:04:06	00:00:14	00:00:11
	09:00:00	2	2	 100,0%	0	 0,0%	0	 0,0%	00:00:09	00:00:08	00:05:38	00:03:27	00:00:08	00:00:08
	10:00:00	4	4	 100,0%	0	 0,0%	0	 0,0%	00:00:10	00:00:08	00:10:20	00:07:19	00:00:09	00:00:09
	11:00:00	3	3	 100,0%	0	 0,0%	0	 0,0%	00:00:11	00:00:10	00:06:21	00:03:27	00:00:10	00:00:10
	12:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	00:00:07	00:00:07	00:01:11	00:01:11	00:00:07	00:00:07
	14:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	00:00:13	00:00:13	00:01:52	00:01:52	00:00:13	00:00:13
	15:00:00	1	1	 100,0%	0	 0,0%	0	 0,0%	00:00:09	00:00:09	00:03:02	00:03:02	00:00:09	00:00:09
	16:00:00	4	4	 100,0%	0	 0,0%	0	 0,0%	00:00:12	00:00:10	00:11:42	00:05:54	00:00:10	00:00:10
01														

OneContact Reporting

Service Performance Report

	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:32	00:03:29	00:00:23	00:00:23
10-05-2018		42	40	✔	95,2%	0	✔	0,0%	0	✔	0,0%	00:00:17	00:00:10	00:27:35	00:05:23	00:00:12	00:00:12
GrdRealSantaEulalia		28	26	✔	92,9%	0	✔	0,0%	0	✔	0,0%	00:00:17	00:00:11	00:27:35	00:06:32	00:00:13	00:00:12
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:04:05	00:03:48	00:00:11	00:00:11
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:07:16	00:04:07	00:00:12	00:00:12
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:23:42	00:12:09	00:00:09	00:00:09
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:27:35	00:12:05	00:00:14	00:00:14
	13:00:00	4	3	🟡	75,0%	0	✔	0,0%	0	✔	0,0%	00:00:17	00:00:12	00:20:49	00:08:25	00:00:15	00:00:14
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:16:11	00:16:11	00:00:06	00:00:06
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:02:31	00:02:18	00:00:18	00:00:18
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:05:51	00:03:20	00:00:10	00:00:10
	17:00:00	3	2	🟡	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:09:44	00:05:08	00:00:12	00:00:10
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:26	00:02:40	00:00:16	00:00:16
RealBellavistaHotel		7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:15:46	00:05:02	00:00:13	00:00:13
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:16	00:02:16	00:00:13	00:00:13
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:48	00:02:48	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:00:49	00:00:49	00:00:28	00:00:28
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:15:46	00:15:46	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:09:07	00:09:07	00:00:08	00:00:08
RealMarinaHotel/Resi		7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:09:33	00:02:40	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:08	00:01:08	00:00:11	00:00:11
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:11	00:06:49	00:02:54	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:45	00:01:03	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:09:33	00:09:33	00:00:14	00:00:14
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:03:15	00:01:58	00:00:13	00:00:13
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:11	00:01:11	00:00:03	00:00:03
11-05-2018		37	37	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:08:31	00:03:28	00:00:09	00:00:09
GrdRealSantaEulalia		21	21	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:08:13	00:03:11	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:02:51	00:02:51	00:00:14	00:00:14
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:01:28	00:01:15	00:00:10	00:00:10
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:03	00:02:31	00:00:12	00:00:12
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:08:13	00:05:16	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:23	00:01:23	00:00:07	00:00:07
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:07:25	00:05:00	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:01:04	00:00:34	00:00:13	00:00:13
	18:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:07:15	00:03:48	00:00:09	00:00:09
RealBellavistaHotel		7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:08:22	00:04:17	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:06:58	00:06:58	00:00:05	00:00:05
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:48	00:05:48	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:31	00:02:31	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:08:22	00:08:22	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:22	00:01:40	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:06:48	00:03:53	00:00:10	00:00:10
RealMarinaHotel/Resi		9	9	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:08:31	00:03:19	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:53	00:00:53	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:08:31	00:08:31	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:20	00:01:20	00:00:05	00:00:05
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:03:55	00:02:25	00:00:11	00:00:11
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:36	00:02:16	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:07:20	00:07:20	00:00:08	00:00:08
12-05-2018		43	18	✖	41,9%	0	✔	0,0%	19	✖	44,2%	00:00:22	00:00:10	01:31:39	00:07:43	00:00:22	00:00:30
GrdRealSantaEulalia		20	12	🟡	60,0%	0	✔	0,0%	5	✖	25,0%	00:00:16	00:00:09	00:08:02	00:02:10	00:00:11	00:00:08

OneContact Reporting

Service Performance Report

	09:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:02	00:00:02	00:00:12	00:00:12	00:00:02	00:00:02
	10:00:00	5	3	⚠️	60,0%	0	✔️	0,0%	2	❌	40,0%	00:00:09	00:00:06	00:08:02	00:03:18	00:00:06	00:00:06
	11:00:00	6	3	⚠️	50,0%	0	✔️	0,0%	3	❌	50,0%	00:00:07	00:00:06	00:03:56	00:01:44	00:00:11	00:00:06
	13:00:00	4	3	⚠️	75,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:16	00:00:10	00:02:25	00:01:39	00:00:14	00:00:12
	14:00:00	2	1	⚠️	50,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:15	00:00:45	00:00:45	00:00:15	00:00:15
	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:04:59	00:04:59	00:00:06	00:00:06
	16:00:00	1	0	❌	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:13	00:00:00	00:00:00	00:00:30	00:00:00
RealBellavistaHotel		14	5	❌	35,7%	0	✔️	0,0%	7	❌	50,0%	00:00:22	00:00:12	01:31:39	00:21:41	00:00:44	00:01:26
	10:00:00	2	1	⚠️	50,0%	0	✔️	0,0%	1	❌	50,0%	00:00:15	00:00:10	00:00:40	00:00:40	00:02:14	00:04:12
	11:00:00	5	1	❌	20,0%	0	✔️	0,0%	4	❌	80,0%	00:00:12	00:00:12	00:03:58	00:03:58	00:00:11	00:00:12
	12:00:00	1	0	❌	0,0%	0	✔️	0,0%	1	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	13:00:00	2	1	⚠️	50,0%	0	✔️	0,0%	1	❌	50,0%	00:00:08	00:00:08	01:31:39	01:31:39	00:01:06	00:01:55
	15:00:00	1	0	❌	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:22	00:00:22	00:00:00	00:00:00	00:00:22	00:00:00
	16:00:00	2	1	⚠️	50,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:05:38	00:05:38	00:00:59	00:00:47
	17:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:05	00:00:05	00:06:31	00:06:31	00:00:05	00:00:05
RealMarinaHotel/Resi		9	1	❌	11,1%	0	✔️	0,0%	7	❌	77,8%	00:00:20	00:00:17	00:04:22	00:04:22	00:00:13	00:00:14
	11:00:00	2	1	⚠️	50,0%	0	✔️	0,0%	1	❌	50,0%	00:00:14	00:00:14	00:04:22	00:04:22	00:00:14	00:00:14
	12:00:00	1	0	❌	0,0%	0	✔️	0,0%	1	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	13:00:00	5	0	❌	0,0%	0	✔️	0,0%	5	❌	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
	16:00:00	1	0	❌	0,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:20	00:00:20	00:00:00	00:00:00	00:00:20	00:00:00
14-05-2018		68	56	⚠️	82,4%	2	✔️	2,9%	7	⚠️	10,3%	00:00:21	00:00:11	00:15:03	00:03:26	00:00:13	00:00:12
GrdRealSantaEulalia		45	37	⚠️	82,2%	1	✔️	2,2%	5	⚠️	11,1%	00:00:18	00:00:10	00:15:03	00:03:30	00:00:12	00:00:12
	09:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:15:03	00:07:00	00:00:12	00:00:12
	10:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:10	00:05:08	00:02:46	00:00:12	00:00:12
	11:00:00	5	5	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:09	00:07:15	00:03:12	00:00:09	00:00:09
	12:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:13	00:00:10	00:10:17	00:05:40	00:00:10	00:00:10
	13:00:00	3	2	⚠️	66,7%	0	✔️	0,0%	1	❌	33,3%	00:00:08	00:00:08	00:01:21	00:01:20	00:00:09	00:00:08
	14:00:00	5	5	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:14	00:00:11	00:06:36	00:04:09	00:00:11	00:00:11
	15:00:00	4	4	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:09	00:04:09	00:02:02	00:00:10	00:00:10
	16:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:04:09	00:03:29	00:00:18	00:00:18
	17:00:00	6	3	⚠️	50,0%	1	❌	16,7%	2	❌	33,3%	00:00:13	00:00:12	00:05:49	00:03:47	00:00:10	00:00:13
	18:00:00	9	5	⚠️	55,6%	0	✔️	0,0%	2	❌	22,2%	00:00:18	00:00:12	00:04:04	00:01:46	00:00:19	00:00:19
RealBellavistaHotel		5	3	⚠️	60,0%	1	❌	20,0%	0	✔️	0,0%	00:00:21	00:00:15	00:05:38	00:02:18	00:00:22	00:00:13
	09:00:00	2	0	❌	0,0%	1	❌	50,0%	0	✔️	0,0%	00:00:21	00:00:18	00:00:00	00:00:00	00:00:36	00:00:00
	13:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:11	00:00:11	00:00:38	00:00:38	00:00:11	00:00:11
	16:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:13	00:00:13	00:05:38	00:05:38	00:00:13	00:00:13
	17:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:15	00:00:39	00:00:39	00:00:15	00:00:15
RealMarinaHotel/Resi		18	16	✔️	88,9%	0	✔️	0,0%	2	⚠️	11,1%	00:00:15	00:00:10	00:09:27	00:03:31	00:00:13	00:00:13
	09:00:00	3	2	⚠️	66,7%	0	✔️	0,0%	1	❌	33,3%	00:00:15	00:00:11	00:06:00	00:04:36	00:00:17	00:00:22
	10:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:10	00:02:39	00:02:39	00:00:10	00:00:10
	11:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:08	00:00:07	00:06:13	00:03:56	00:00:07	00:00:07
	12:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:10	00:00:09	00:07:30	00:03:59	00:00:09	00:00:09
	14:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:11	00:01:43	00:01:43	00:00:22	00:00:22
	15:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:12	00:02:17	00:02:17	00:00:25	00:00:25
	16:00:00	1	1	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:06	00:00:06	00:09:27	00:09:27	00:00:07	00:00:07
	17:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:09	00:03:34	00:02:45	00:00:12	00:00:12
	18:00:00	3	2	⚠️	66,7%	0	✔️	0,0%	1	❌	33,3%	00:00:13	00:00:11	00:02:00	00:01:26	00:00:13	00:00:11
15-05-2018		52	48	✔️	92,3%	1	✔️	1,9%	0	✔️	0,0%	00:00:18	00:00:09	00:10:25	00:03:12	00:00:11	00:00:11
GrdRealSantaEulalia		32	29	✔️	90,6%	0	✔️	0,0%	0	✔️	0,0%	00:00:18	00:00:10	00:08:15	00:03:33	00:00:11	00:00:10
	09:00:00	3	3	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:11	00:05:35	00:02:58	00:00:19	00:00:19
	10:00:00	5	5	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:15	00:00:08	00:04:55	00:01:43	00:00:11	00:00:11
01-06-2018 9:17:13	11:00:00	2	2	✔️	100,0%	0	✔️	0,0%	0	✔️	0,0%	00:00:12	00:00:09	00:08:15	00:03:26	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:42	00:06:42	00:00:11	00:00:11
	13:00:00	4	3	🟡	75,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:11	00:04:29	00:03:39	00:00:11	00:00:09
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:07:46	00:03:28	00:00:10	00:00:10
	15:00:00	6	4	🟡	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:18	00:00:10	00:06:22	00:03:51	00:00:12	00:00:09
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:07:18	00:05:31	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:04:37	00:02:54	00:00:08	00:00:08
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:06:19	00:04:56	00:00:07	00:00:07
RealBellavistaHotel		8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:34	00:01:28	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:34	00:02:34	00:00:25	00:00:25
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:29	00:01:29	00:00:11	00:00:11
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:41	00:01:10	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:12	00:01:27	00:01:16	00:00:12	00:00:12
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:13	00:01:13	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:36	00:01:36	00:00:11	00:00:11
RealMarinaHotel/Resi		12	11	✔	91,7%	1	✔	8,3%	0	✔	0,0%	00:00:15	00:00:09	00:10:25	00:03:22	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:06:17	00:06:17	00:00:12	00:00:12
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:13	00:01:13	00:00:10	00:00:10
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:23	00:02:28	00:00:09	00:00:09
	13:00:00	2	1	🟡	50,0%	1	✖	50,0%	0	✔	0,0%	00:00:08	00:00:08	00:05:38	00:05:38	00:00:08	00:00:08
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:10:25	00:04:36	00:00:09	00:00:09
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:25	00:01:25	00:00:16	00:00:16
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:04	00:01:50	00:00:16	00:00:16
16-05-2018		48	48	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:10	00:10:50	00:03:19	00:00:12	00:00:12
GrdRealSantaEulalia		24	24	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:09	00:08:47	00:03:32	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:07:27	00:07:27	00:00:06	00:00:06
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:10	00:00:56	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:00	00:06:00	00:00:11	00:00:11
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:08	00:05:36	00:03:36	00:00:08	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:08:47	00:04:40	00:00:10	00:00:10
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:07:48	00:04:27	00:00:13	00:00:13
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:43	00:02:21	00:00:08	00:00:08
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:04:03	00:02:04	00:00:07	00:00:07
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:00	00:04:31	00:00:14	00:00:14
RealBellavistaHotel		6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:01	00:02:35	00:00:12	00:00:12
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:17	00:01:17	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:27	00:01:27	00:00:26	00:00:26
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:03:18	00:03:18	00:00:13	00:00:13
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:55	00:01:55	00:00:09	00:00:09
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:06:01	00:03:46	00:00:09	00:00:09
RealMarinaHotel/Resi		18	18	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:10:50	00:03:13	00:00:15	00:00:15
	09:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:39	00:02:06	00:00:16	00:00:16
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:10:50	00:04:15	00:00:20	00:00:20
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:01:12	00:00:58	00:00:08	00:00:08
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:20	00:03:20	00:00:13	00:00:13
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:06:17	00:03:21	00:00:10	00:00:10
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:00:37	00:00:37	00:00:24	00:00:24
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:09:32	00:09:32	00:00:23	00:00:23
17-05-2018		62	52	🟡	83,9%	1	✔	1,6%	4	✔	6,5%	00:00:18	00:00:09	00:18:38	00:03:48	00:00:12	00:00:11
GrdRealSantaEulalia		35	29	🟡	82,9%	0	✔	0,0%	3	✔	8,6%	00:00:18	00:00:09	00:18:38	00:04:09	00:00:11	00:00:11
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:18:38	00:12:16	00:00:09	00:00:09
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:10	00:05:37	00:05:24	00:00:13	00:00:13
01-06-2018	09:17:13	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:16	00:03:16	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:04:05	00:02:19	00:00:06	00:00:06
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:21	00:02:58	00:00:14	00:00:14
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:38	00:02:38	00:00:10	00:00:10
	15:00:00	7	6	✔	85,7%	0	✔	0,0%	0	✔	0,0%	00:00:18	00:00:10	00:15:01	00:03:10	00:00:10	00:00:09
	16:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:13:43	00:04:59	00:00:17	00:00:17
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:04:40	00:03:11	00:00:09	00:00:09
	18:00:00	8	3	✖	37,5%	0	✔	0,0%	3	✖	37,5%	00:00:14	00:00:09	00:02:42	00:01:57	00:00:10	00:00:06
RealBellavistaHotel		10	9	✔	90,0%	0	✔	0,0%	0	✔	0,0%	00:00:17	00:00:10	00:10:18	00:03:50	00:00:11	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:46	00:06:46	00:00:19	00:00:19
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:24	00:03:10	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:59	00:02:59	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:10:18	00:10:18	00:00:13	00:00:13
	15:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:17	00:00:12	00:00:52	00:00:52	00:00:12	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:28	00:01:28	00:00:14	00:00:14
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:02:36	00:02:36	00:00:06	00:00:06
RealMarinaHotel/Resi		17	14	⚠	82,4%	1	✔	5,9%	1	✔	5,9%	00:00:15	00:00:09	00:08:51	00:03:06	00:00:13	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:35	00:02:35	00:00:11	00:00:11
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:08:19	00:04:48	00:00:10	00:00:10
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:08:51	00:03:44	00:00:11	00:00:11
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:03:27	00:01:37	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:04:33	00:02:25	00:00:12	00:00:12
	16:00:00	4	2	⚠	50,0%	0	✔	0,0%	1	✖	25,0%	00:00:14	00:00:09	00:04:47	00:04:24	00:00:10	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:47	00:00:47	00:00:10	00:00:10
	18:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:58	00:00:00
18-05-2018		54	51	✔	94,4%	0	✔	0,0%	0	✔	0,0%	00:00:22	00:00:10	00:13:27	00:03:02	00:00:13	00:00:12
GrdRealSantaEulalia		29	28	✔	96,6%	0	✔	0,0%	0	✔	0,0%	00:00:22	00:00:09	00:13:27	00:03:44	00:00:15	00:00:14
	09:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:05:32	00:04:02	00:00:08	00:00:08
	10:00:00	12	12	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:13:27	00:04:08	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:18	00:01:18	00:00:07	00:00:07
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:07	00:03:43	00:00:57	00:00:57
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:05:12	00:04:28	00:00:11	00:00:11
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:03:52	00:02:39	00:00:06	00:00:06
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:03:37	00:02:46	00:00:11	00:00:11
	17:00:00	1	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:22	00:00:22	00:00:00	00:00:00	00:00:22	00:00:00
RealBellavistaHotel		10	9	✔	90,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:13:10	00:03:03	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:22	00:02:22	00:00:09	00:00:09
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:25	00:01:44	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:13:10	00:13:10	00:00:10	00:00:10
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:01:37	00:01:18	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:58	00:00:58	00:00:13	00:00:13
	18:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:37	00:03:37	00:00:12	00:00:08
RealMarinaHotel/Resi		15	14	✔	93,3%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:10	00:04:56	00:01:35	00:00:11	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:56	00:02:42	00:00:05	00:00:05
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:00:27	00:00:24	00:00:07	00:00:07
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:48	00:00:48	00:00:08	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:04:30	00:02:34	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:16	00:01:16	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:13	00:02:27	00:02:08	00:00:13	00:00:13
	17:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:16	00:00:34	00:00:14	00:00:10
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:12	00:03:56	00:02:08	00:00:12	00:00:12
19-05-2018		18	14	⚠	77,8%	1	✔	5,6%	1	✔	5,6%	00:00:18	00:00:10	00:07:00	00:02:45	00:00:11	00:00:10
GrdRealSantaEulalia		9	7	⚠	77,8%	1	⚠	11,1%	1	⚠	11,1%	00:00:17	00:00:10	00:07:00	00:03:35	00:00:11	00:00:11

OneContact Reporting

Service Performance Report

	11:00:00	2	1	50,0%	1	50,0%	0	0,0%	00:00:11	00:00:06	00:01:33	00:01:33	00:00:08	00:00:12
	12:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:11	00:01:05	00:01:05	00:00:11	00:00:11
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:05	00:00:05	00:05:41	00:05:41	00:00:05	00:00:05
	14:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:17	00:00:17	00:02:40	00:02:40	00:00:17	00:00:17
	15:00:00	3	2	66,7%	0	0,0%	1	33,3%	00:00:11	00:00:10	00:07:00	00:04:15	00:00:12	00:00:10
	17:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:12	00:00:12	00:05:34	00:05:34	00:00:12	00:00:12
RealMarinaHotel/Resi		9	7	77,8%	0	0,0%	0	0,0%	00:00:18	00:00:10	00:05:29	00:01:55	00:00:10	00:00:09
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:12	00:00:11	00:05:29	00:03:06	00:00:11	00:00:11
	15:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:08	00:03:27	00:03:10	00:00:08	00:00:08
	16:00:00	5	3	60,0%	0	0,0%	0	0,0%	00:00:18	00:00:11	00:00:43	00:00:16	00:00:11	00:00:07
21-05-2018		64	52	81,3%	2	3,1%	6	9,4%	00:00:17	00:00:11	00:15:58	00:03:19	00:00:16	00:00:17
GrdRealSantaEulalia		41	33	80,5%	2	4,9%	3	7,3%	00:00:17	00:00:11	00:15:58	00:03:14	00:00:20	00:00:20
	09:00:00	5	4	80,0%	0	0,0%	1	20,0%	00:00:12	00:00:09	00:07:39	00:03:10	00:00:10	00:00:09
	10:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:15:58	00:07:57	00:00:10	00:00:10
	11:00:00	7	7	100,0%	0	0,0%	0	0,0%	00:00:14	00:00:10	00:05:03	00:03:00	00:00:10	00:00:10
	12:00:00	5	4	80,0%	1	20,0%	0	0,0%	00:00:15	00:00:12	00:05:42	00:03:30	00:00:21	00:00:15
	13:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:09	00:02:33	00:01:44	00:00:10	00:00:10
	14:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:05:38	00:03:57	00:00:10	00:00:10
	15:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:00:46	00:00:46	00:00:10	00:00:10
	16:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:12	00:04:27	00:02:58	00:00:18	00:00:18
	17:00:00	4	3	75,0%	0	0,0%	0	0,0%	00:00:16	00:00:12	00:04:14	00:02:49	00:00:15	00:00:15
	18:00:00	9	4	44,4%	1	11,1%	2	22,2%	00:00:17	00:00:13	00:03:26	00:02:06	00:00:44	00:01:20
RealBellavistaHotel		6	6	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:06:02	00:03:00	00:00:13	00:00:13
	10:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:09	00:01:44	00:01:32	00:00:09	00:00:09
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:06:02	00:06:02	00:00:18	00:00:18
	17:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:11	00:04:28	00:02:58	00:00:15	00:00:15
RealMarinaHotel/Resi		17	13	76,5%	0	0,0%	3	17,6%	00:00:15	00:00:10	00:09:42	00:03:41	00:00:10	00:00:11
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:06:08	00:06:08	00:00:08	00:00:08
	10:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:07:03	00:07:03	00:00:10	00:00:10
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:14	00:00:10	00:09:42	00:06:36	00:00:10	00:00:10
	12:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:13	00:00:10	00:05:51	00:03:57	00:00:10	00:00:10
	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:12	00:00:12	00:02:14	00:02:14	00:00:12	00:00:12
	15:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:05:12	00:02:22	00:00:10	00:00:10
	16:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:12	00:01:00	00:01:00	00:00:25	00:00:25
	17:00:00	2	1	50,0%	0	0,0%	0	0,0%	00:00:14	00:00:12	00:02:24	00:02:24	00:00:12	00:00:10
	18:00:00	4	1	25,0%	0	0,0%	3	75,0%	00:00:07	00:00:07	00:00:40	00:00:40	00:00:05	00:00:07
22-05-2018		85	74	87,1%	3	3,5%	2	2,4%	00:00:22	00:00:11	00:11:24	00:03:12	00:00:14	00:00:13
GrdRealSantaEulalia		49	42	85,7%	2	4,1%	1	2,0%	00:00:22	00:00:11	00:11:24	00:03:53	00:00:15	00:00:14
	09:00:00	7	6	85,7%	0	0,0%	0	0,0%	00:00:19	00:00:12	00:08:32	00:04:46	00:00:13	00:00:12
	10:00:00	5	5	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:12	00:05:47	00:01:51	00:00:18	00:00:18
	11:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:03:16	00:02:09	00:00:09	00:00:09
	12:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:12	00:00:10	00:02:33	00:02:00	00:00:10	00:00:10
	13:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:06	00:09:29	00:07:28	00:00:06	00:00:06
	14:00:00	5	5	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:11	00:07:56	00:03:59	00:00:16	00:00:16
	15:00:00	6	5	83,3%	0	0,0%	0	0,0%	00:00:22	00:00:13	00:07:44	00:02:25	00:00:16	00:00:14
	16:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:13	00:02:49	00:02:23	00:00:23	00:00:23
	17:00:00	12	7	58,3%	2	16,7%	1	8,3%	00:00:16	00:00:11	00:07:44	00:05:09	00:00:17	00:00:14
	18:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:14	00:00:10	00:11:24	00:08:03	00:00:15	00:00:15
RealBellavistaHotel		9	8	88,9%	0	0,0%	0	0,0%	00:00:18	00:00:11	00:02:51	00:01:29	00:00:11	00:00:10
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:11	00:00:47	00:00:47	00:00:11	00:00:11
	11:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:11	00:02:31	00:02:31	00:00:11	00:00:11
01-06-2018 9:17:13	13:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:00:34	00:00:34	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:02	00:02:02	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:26	00:01:26	00:00:12	00:00:12
	17:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✔	0,0%	00:00:18	00:00:12	00:02:51	00:01:30	00:00:12	00:00:10
RealMarinaHotel/Resi		27	24	✔	88,9%	1	✔	3,7%	1	✔	3,7%	00:00:21	00:00:11	00:07:11	00:02:35	00:00:14	00:00:12
	09:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:11	00:00:09	00:04:24	00:02:14	00:00:09	00:00:10
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:04:52	00:03:17	00:00:09	00:00:09
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:39	00:01:30	00:00:17	00:00:17
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:22	00:01:22	00:00:08	00:00:08
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:07:11	00:04:33	00:00:11	00:00:11
	15:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:53	00:02:17	00:00:14	00:00:14
	16:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✔	0,0%	00:00:21	00:00:16	00:03:16	00:03:16	00:00:24	00:00:13
	18:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✔	0,0%	00:00:15	00:00:12	00:03:12	00:02:20	00:00:20	00:00:10
23-05-2018		78	70	✔	89,7%	0	✔	0,0%	6	✔	7,7%	00:00:25	00:00:10	00:16:34	00:03:27	00:00:12	00:00:12
GrdRealSantaEulalia		48	44	✔	91,7%	0	✔	0,0%	3	✔	6,3%	00:00:16	00:00:10	00:13:59	00:03:47	00:00:12	00:00:12
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:05:06	00:03:08	00:00:09	00:00:09
	10:00:00	8	8	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:12:25	00:04:14	00:00:12	00:00:12
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:08:17	00:03:40	00:00:14	00:00:14
	12:00:00	6	5	⚠	83,3%	0	✔	0,0%	1	✖	16,7%	00:00:14	00:00:10	00:13:20	00:06:45	00:00:10	00:00:10
	13:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:12	00:00:29	00:00:29	00:00:00	00:00:00
	14:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:43	00:01:52	00:00:11	00:00:11
	15:00:00	9	8	✔	88,9%	0	✔	0,0%	0	✔	0,0%	00:00:16	00:00:11	00:09:12	00:03:17	00:00:12	00:00:12
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:13:59	00:05:04	00:00:16	00:00:16
	17:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:06:46	00:03:19	00:00:10	00:00:10
	18:00:00	2	0	✖	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
RealBellavistaHotel		15	13	✔	86,7%	0	✔	0,0%	2	⚠	13,3%	00:00:15	00:00:09	00:16:34	00:02:22	00:00:15	00:00:16
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:45	00:00:59	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:01:39	00:01:11	00:00:08	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:35	00:00:59	00:00:33	00:00:33
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:12	00:01:12	00:00:11	00:00:11
	14:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:16:34	00:06:18	00:00:17	00:00:17
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:03	00:01:03	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:37	00:03:37	00:00:10	00:00:10
	18:00:00	2	0	✖	0,0%	0	✔	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00
RealMarinaHotel/Resi		15	13	✔	86,7%	0	✔	0,0%	1	✔	6,7%	00:00:25	00:00:10	00:09:13	00:03:27	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:25	00:00:14	00:01:37	00:00:45	00:00:08	00:00:08
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:13	00:05:11	00:00:12	00:00:12
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:57	00:04:57	00:00:09	00:00:09
	14:00:00	1	0	✖	0,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:15	00:00:00
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:49	00:02:26	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:34	00:03:28	00:00:08	00:00:08
	18:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:09	00:00:09	00:05:58	00:05:58	00:00:06	00:00:10
24-05-2018		57	50	✔	87,7%	0	✔	0,0%	6	⚠	10,5%	00:00:16	00:00:10	00:17:06	00:03:57	00:00:13	00:00:13
GrdRealSantaEulalia		29	26	✔	89,7%	0	✔	0,0%	3	⚠	10,3%	00:00:15	00:00:10	00:11:39	00:04:19	00:00:13	00:00:13
	09:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:46	00:03:25	00:00:12	00:00:12
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:07:35	00:04:06	00:00:10	00:00:10
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:07:20	00:04:29	00:00:16	00:00:16
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:11:39	00:05:46	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:09:14	00:09:14	00:00:11	00:00:11
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:04:29	00:03:02	00:00:09	00:00:09
	16:00:00	4	3	⚠	75,0%	0	✔	0,0%	1	✖	25,0%	00:00:15	00:00:11	00:06:23	00:03:49	00:00:26	00:00:29
01-06-2018 9:17:13	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:05	00:02:57	00:00:12	00:00:12

OneContact Reporting

Service Performance Report

	18:00:00	4	2	🟡 50,0%	0	✅ 0,0%	2	❌ 50,0%	00:00:11	00:00:08	00:08:50	00:05:09	00:00:11	00:00:08
RealBellavistaHotel		13	11	🟡 84,6%	0	✅ 0,0%	1	✅ 7,7%	00:00:16	00:00:10	00:08:18	00:03:25	00:00:11	00:00:10
	10:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:09	00:01:23	00:01:10	00:00:09	00:00:09
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:03:06	00:03:06	00:00:08	00:00:08
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:13	00:03:40	00:03:40	00:00:13	00:00:13
	15:00:00	2	1	🟡 50,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:16	00:00:13	00:04:26	00:04:26	00:00:20	00:00:08
	16:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:08:18	00:07:28	00:00:14	00:00:14
	17:00:00	3	2	🟡 66,7%	0	✅ 0,0%	1	❌ 33,3%	00:00:08	00:00:08	00:06:05	00:03:34	00:00:06	00:00:08
	18:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:00:50	00:00:50	00:00:08	00:00:08
RealMarinaHotel/Resi		15	13	✅ 86,7%	0	✅ 0,0%	2	🟡 13,3%	00:00:15	00:00:10	00:17:06	00:03:37	00:00:13	00:00:14
	09:00:00	4	3	🟡 75,0%	0	✅ 0,0%	1	❌ 25,0%	00:00:15	00:00:11	00:03:37	00:01:48	00:00:14	00:00:15
	10:00:00	1	0	❌ 0,0%	0	✅ 0,0%	1	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	11:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:08	00:17:06	00:09:10	00:00:08	00:00:08
	13:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:14	00:00:59	00:00:59	00:00:28	00:00:28
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:02:29	00:02:29	00:00:09	00:00:09
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:08:24	00:08:24	00:00:10	00:00:10
	16:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:10	00:03:43	00:03:06	00:00:10	00:00:10
	17:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:02:12	00:01:27	00:00:20	00:00:20
	18:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:02:14	00:02:14	00:00:07	00:00:07
25-05-2018		72	60	🟡 83,3%	1	✅ 1,4%	9	🟡 12,5%	00:00:21	00:00:09	00:15:41	00:02:49	00:00:15	00:00:15
GrdRealSantaEulalia		30	26	✅ 86,7%	0	✅ 0,0%	3	🟡 10,0%	00:00:21	00:00:09	00:15:41	00:03:07	00:00:12	00:00:11
	09:00:00	3	2	🟡 66,7%	0	✅ 0,0%	1	❌ 33,3%	00:00:08	00:00:08	00:01:46	00:01:42	00:00:10	00:00:08
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:02:37	00:02:37	00:00:08	00:00:08
	11:00:00	5	5	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:07	00:12:04	00:03:56	00:00:07	00:00:07
	12:00:00	4	2	🟡 50,0%	0	✅ 0,0%	2	❌ 50,0%	00:00:08	00:00:06	00:02:06	00:01:04	00:00:10	00:00:06
	14:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:07	00:15:41	00:05:53	00:00:07	00:00:07
	15:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:14	00:00:09	00:04:27	00:02:04	00:00:11	00:00:11
	16:00:00	5	5	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:06:03	00:02:48	00:00:16	00:00:16
	17:00:00	5	4	🟡 80,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:21	00:00:12	00:06:25	00:03:09	00:00:13	00:00:10
	18:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:08	00:02:59	00:02:52	00:00:30	00:00:30
RealBellavistaHotel		12	9	🟡 75,0%	0	✅ 0,0%	2	❌ 16,7%	00:00:17	00:00:11	00:02:22	00:01:30	00:00:10	00:00:10
	09:00:00	5	2	❌ 40,0%	0	✅ 0,0%	2	❌ 40,0%	00:00:17	00:00:11	00:01:29	00:01:16	00:00:08	00:00:08
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:12	00:02:22	00:02:22	00:00:12	00:00:12
	12:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:13	00:00:12	00:02:07	00:01:53	00:00:12	00:00:12
	13:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:10	00:01:51	00:01:07	00:00:10	00:00:10
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:11	00:01:34	00:01:34	00:00:11	00:00:11
RealMarinaHotel/Resi		30	25	🟡 83,3%	1	✅ 3,3%	4	🟡 13,3%	00:00:15	00:00:09	00:08:04	00:02:57	00:00:19	00:00:21
	09:00:00	4	0	❌ 0,0%	0	✅ 0,0%	4	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	10:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:08	00:08:04	00:04:30	00:00:08	00:00:08
	11:00:00	5	5	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:08	00:00:07	00:03:19	00:01:57	00:00:07	00:00:07
	12:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:10	00:04:16	00:02:58	00:00:52	00:00:52
	13:00:00	4	4	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:06:50	00:04:04	00:00:12	00:00:12
	14:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:11	00:00:10	00:02:22	00:01:37	00:00:10	00:00:10
	15:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:02:01	00:02:01	00:00:17	00:00:17
	16:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:02:12	00:02:10	00:00:10	00:00:10
	17:00:00	2	1	🟡 50,0%	1	❌ 50,0%	0	✅ 0,0%	00:00:10	00:00:08	00:04:48	00:04:48	00:00:08	00:00:10
	18:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:10	00:01:35	00:01:35	00:02:10	00:02:10
26-05-2018		32	14	❌ 43,8%	1	✅ 3,1%	16	❌ 50,0%	00:00:15	00:00:10	00:10:18	00:04:31	00:00:16	00:00:21
GrdRealSantaEulalia		20	9	❌ 45,0%	1	✅ 5,0%	9	❌ 45,0%	00:00:15	00:00:10	00:10:18	00:05:03	00:00:19	00:00:27
	09:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:09	00:00:09	00:06:11	00:06:11	00:00:09	00:00:09
	10:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:12	00:00:12	00:05:20	00:05:20	00:00:12	00:00:12
01-06-2018 9:17:13	11:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	✅ 0,0%	00:00:15	00:00:11	00:02:47	00:02:29	00:00:11	00:00:11

OneContact Reporting

Service Performance Report

	12:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:15	00:00:08	00:01:27	00:01:27	00:00:55	00:02:12
	13:00:00	3	0	✖	0,0%	1	✖	33,3%	2	✖	66,7%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:22	00:00:00
	15:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:10:18	00:07:28	00:00:21	00:00:26
	16:00:00	5	1	✖	20,0%	0	✔	0,0%	4	✖	80,0%	00:00:08	00:00:08	00:05:49	00:05:49	00:00:08	00:00:08
	17:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:06	00:00:06	00:06:49	00:06:49	00:00:05	00:00:06
RealBellavistaHotel		1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:09	00:02:09	00:00:10	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:09	00:02:09	00:00:10	00:00:10
RealMarinaHotel/Resi		11	4	✖	36,4%	0	✔	0,0%	7	✖	63,6%	00:00:10	00:00:09	00:08:10	00:03:54	00:00:10	00:00:09
	09:00:00	1	0	✖	0,0%	0	✔	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	10:00:00	4	1	✖	25,0%	0	✔	0,0%	3	✖	75,0%	00:00:07	00:00:07	00:08:10	00:08:10	00:00:10	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:38	00:01:38	00:00:10	00:00:10
	13:00:00	3	1	✖	33,3%	0	✔	0,0%	2	✖	66,7%	00:00:10	00:00:10	00:02:46	00:02:46	00:00:12	00:00:10
	16:00:00	2	1	⚠	50,0%	0	✔	0,0%	1	✖	50,0%	00:00:09	00:00:09	00:03:02	00:03:02	00:00:08	00:00:09
28-05-2018		80	63	⚠	78,8%	3	✔	3,8%	13	✖	16,3%	00:00:16	00:00:09	00:11:25	00:02:49	00:00:12	00:00:12
GrdRealSantaEulalia		43	33	⚠	76,7%	1	✔	2,3%	8	✖	18,6%	00:00:16	00:00:09	00:11:25	00:03:05	00:00:10	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:05:59	00:05:59	00:00:11	00:00:11
	10:00:00	5	4	⚠	80,0%	0	✔	0,0%	1	✖	20,0%	00:00:09	00:00:07	00:06:27	00:02:35	00:00:06	00:00:06
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:05:38	00:02:17	00:00:08	00:00:08
	12:00:00	6	5	⚠	83,3%	0	✔	0,0%	1	✖	16,7%	00:00:11	00:00:08	00:07:33	00:03:25	00:00:09	00:00:09
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:35	00:02:41	00:00:14	00:00:14
	14:00:00	10	6	⚠	60,0%	0	✔	0,0%	3	✖	30,0%	00:00:16	00:00:11	00:06:17	00:03:31	00:00:11	00:00:10
	15:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:30	00:01:36	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:36	00:03:21	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:11:25	00:07:50	00:00:06	00:00:06
	18:00:00	5	2	✖	40,0%	0	✔	0,0%	3	✖	60,0%	00:00:12	00:00:07	00:02:43	00:02:36	00:00:12	00:00:07
	19:00:00	1	0	✖	0,0%	1	✖	100,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:41	00:00:00
RealBellavistaHotel		10	9	✔	90,0%	0	✔	0,0%	1	⚠	10,0%	00:00:15	00:00:10	00:04:22	00:02:55	00:00:12	00:00:13
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:03:35	00:02:54	00:00:10	00:00:10
	10:00:00	3	2	⚠	66,7%	0	✔	0,0%	1	✖	33,3%	00:00:08	00:00:08	00:04:22	00:03:14	00:00:07	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:04:09	00:04:09	00:00:16	00:00:16
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:20	00:02:37	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:48	00:02:18	00:00:24	00:00:24
RealMarinaHotel/Resi		27	21	⚠	77,8%	2	✔	7,4%	4	⚠	14,8%	00:00:15	00:00:09	00:06:43	00:02:19	00:00:16	00:00:17
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:06:10	00:04:56	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:59	00:01:59	00:00:09	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:59	00:02:14	00:00:11	00:00:11
	12:00:00	6	3	⚠	50,0%	1	✖	16,7%	2	✖	33,3%	00:00:15	00:00:08	00:02:52	00:01:41	00:00:11	00:00:16
	13:00:00	6	3	⚠	50,0%	1	✖	16,7%	2	✖	33,3%	00:00:09	00:00:07	00:03:43	00:01:35	00:00:14	00:00:07
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:33	00:02:06	00:00:15	00:00:15
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:54	00:04:54	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:02:25	00:01:30	00:00:10	00:00:10
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:00:51	00:00:27	00:00:23	00:00:23
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:43	00:03:42	00:00:58	00:00:58
29-05-2018		80	62	⚠	77,5%	3	✔	3,8%	15	✖	18,8%	00:00:16	00:00:10	00:16:18	00:04:31	00:00:16	00:00:16
GrdRealSantaEulalia		54	42	⚠	77,8%	3	✔	5,6%	9	✖	16,7%	00:00:16	00:00:10	00:16:18	00:04:47	00:00:17	00:00:17
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:14	00:00:12	00:06:54	00:03:48	00:00:12	00:00:12
	10:00:00	7	7	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:55	00:03:54	00:00:15	00:00:15
	11:00:00	6	5	⚠	83,3%	1	✖	16,7%	0	✔	0,0%	00:00:16	00:00:11	00:16:18	00:04:21	00:00:18	00:00:21
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:12:38	00:05:18	00:00:15	00:00:15
	13:00:00	4	2	⚠	50,0%	1	✖	25,0%	1	✖	25,0%	00:00:15	00:00:11	00:11:51	00:06:30	00:00:38	00:00:10
	14:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:07:06	00:03:42	00:00:18	00:00:18
01-06-2018 9:17:13	15:00:00	7	5	⚠	71,4%	1	⚠	14,3%	1	⚠	14,3%	00:00:15	00:00:10	00:09:16	00:06:03	00:00:26	00:00:33

OneContact Reporting

Service Performance Report

	16:00:00	5	4	80,0%	0	0,0%	1	20,0%	00:00:14	00:00:10	00:03:17	00:03:06	00:00:11	00:00:10
	17:00:00	5	3	60,0%	0	0,0%	2	40,0%	00:00:13	00:00:10	00:12:00	00:06:28	00:00:12	00:00:10
	18:00:00	5	1	20,0%	0	0,0%	4	80,0%	00:00:08	00:00:08	00:04:33	00:04:33	00:00:08	00:00:08
	19:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:12	00:00:12	00:16:05	00:16:05	00:00:12	00:00:12
RealBellavistaHotel		10	10	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:11	00:07:38	00:02:30	00:00:16	00:00:16
	10:00:00	4	4	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:06:37	00:02:35	00:00:13	00:00:13
	11:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:03:02	00:03:02	00:00:08	00:00:08
	13:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:11	00:00:26	00:00:14	00:00:16	00:00:16
	15:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:11	00:02:13	00:01:45	00:00:29	00:00:29
	18:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:07:38	00:07:38	00:00:10	00:00:10
RealMarinaHotel/Resi		16	10	62,5%	0	0,0%	6	37,5%	00:00:15	00:00:10	00:16:13	00:05:15	00:00:11	00:00:11
	09:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:11	00:02:53	00:02:53	00:00:11	00:00:11
	11:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:08	00:00:08	00:03:49	00:03:49	00:00:08	00:00:08
	12:00:00	3	0	0,0%	0	0,0%	3	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	13:00:00	4	3	75,0%	0	0,0%	1	25,0%	00:00:14	00:00:11	00:16:13	00:06:01	00:00:11	00:00:11
	15:00:00	3	2	66,7%	0	0,0%	1	33,3%	00:00:09	00:00:08	00:11:50	00:06:46	00:00:09	00:00:08
	16:00:00	1	0	0,0%	0	0,0%	1	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	17:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:10	00:03:02	00:03:02	00:00:10	00:00:10
	18:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:10:27	00:05:36	00:00:15	00:00:15
30-05-2018		65	57	87,7%	0	0,0%	5	7,7%	00:00:16	00:00:10	00:22:22	00:03:44	00:00:11	00:00:11
GrdRealSantaEulalia		33	29	87,9%	0	0,0%	3	9,1%	00:00:15	00:00:10	00:22:22	00:04:11	00:00:11	00:00:11
	09:00:00	6	5	83,3%	0	0,0%	1	16,7%	00:00:15	00:00:10	00:12:26	00:05:10	00:00:10	00:00:11
	10:00:00	4	3	75,0%	0	0,0%	1	25,0%	00:00:13	00:00:10	00:04:57	00:02:29	00:00:08	00:00:09
	11:00:00	6	6	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:09	00:22:22	00:05:21	00:00:12	00:00:12
	12:00:00	6	5	83,3%	0	0,0%	1	16,7%	00:00:13	00:00:10	00:06:42	00:02:56	00:00:11	00:00:10
	13:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:10	00:03:59	00:03:11	00:00:10	00:00:10
	14:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:10	00:13:22	00:11:47	00:00:10	00:00:10
	15:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:04:35	00:02:42	00:00:13	00:00:13
	17:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:00:53	00:00:28	00:00:14	00:00:14
	18:00:00	2	1	50,0%	0	0,0%	0	0,0%	00:00:15	00:00:12	00:05:29	00:05:29	00:00:18	00:00:22
RealBellavistaHotel		15	13	86,7%	0	0,0%	1	6,7%	00:00:16	00:00:10	00:10:30	00:02:50	00:00:12	00:00:11
	09:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:08	00:03:01	00:02:51	00:00:08	00:00:08
	10:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:08	00:00:41	00:00:32	00:00:09	00:00:09
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:07	00:00:06	00:04:07	00:03:12	00:00:06	00:00:06
	12:00:00	4	3	75,0%	0	0,0%	1	25,0%	00:00:12	00:00:09	00:10:30	00:06:14	00:00:11	00:00:10
	14:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:09	00:00:08	00:01:33	00:01:26	00:00:08	00:00:08
	16:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:13	00:02:03	00:01:52	00:00:26	00:00:26
	17:00:00	2	1	50,0%	0	0,0%	0	0,0%	00:00:16	00:00:14	00:01:12	00:01:12	00:00:14	00:00:12
RealMarinaHotel/Resi		17	15	88,2%	0	0,0%	1	5,9%	00:00:15	00:00:09	00:09:37	00:03:37	00:00:10	00:00:11
	09:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:10	00:03:06	00:02:42	00:00:10	00:00:10
	10:00:00	3	3	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:10	00:03:45	00:02:25	00:00:13	00:00:13
	11:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:11	00:00:10	00:07:12	00:04:26	00:00:10	00:00:10
	12:00:00	1	0	0,0%	0	0,0%	1	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	13:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:12	00:00:11	00:09:37	00:06:08	00:00:11	00:00:11
	14:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:09	00:06:04	00:04:15	00:00:10	00:00:10
	16:00:00	2	1	50,0%	0	0,0%	0	0,0%	00:00:12	00:00:08	00:04:00	00:04:00	00:00:08	00:00:03
	17:00:00	2	2	100,0%	0	0,0%	0	0,0%	00:00:10	00:00:06	00:06:14	00:02:46	00:00:07	00:00:07
	18:00:00	1	1	100,0%	0	0,0%	0	0,0%	00:00:15	00:00:08	00:03:17	00:03:17	00:00:18	00:00:18
31-05-2018		47	22	46,8%	0	0,0%	24	51,1%	00:00:15	00:00:10	00:14:30	00:05:57	00:00:14	00:00:18
GrdRealSantaEulalia		21	7	33,3%	0	0,0%	14	66,7%	00:00:15	00:00:10	00:11:13	00:05:35	00:00:13	00:00:13
	09:00:00	2	1	50,0%	0	0,0%	1	50,0%	00:00:08	00:00:08	00:04:57	00:04:57	00:00:09	00:00:08
01-06-2018 9:17:13	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	00:00:14	00:00:00

OneContact Reporting

Service Performance Report

	11:00:00	7	3	✖ 42,9%	0	✔ 0,0%	4	✖ 57,1%	00:00:15	00:00:10	00:11:13	00:05:23	00:00:15	00:00:16
	12:00:00	7	2	✖ 28,6%	0	✔ 0,0%	5	✖ 71,4%	00:00:13	00:00:12	00:10:48	00:07:25	00:00:10	00:00:12
	15:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:13	00:00:13	00:03:08	00:03:08	00:00:13	00:00:13
	16:00:00	1	0	✖ 0,0%	0	✔ 0,0%	1	✖ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	00:00:00
RealBellavistaHotel		8	4	⚠ 50,0%	0	✔ 0,0%	4	✖ 50,0%	00:00:14	00:00:09	00:07:36	00:05:38	00:00:08	00:00:09
	09:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:02:24	00:02:24	00:00:08	00:00:08
	10:00:00	6	3	⚠ 50,0%	0	✔ 0,0%	3	✖ 50,0%	00:00:14	00:00:10	00:07:36	00:06:43	00:00:07	00:00:10
	11:00:00	1	0	✖ 0,0%	0	✔ 0,0%	1	✖ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
RealMarinaHotel/Resi		18	11	⚠ 61,1%	0	✔ 0,0%	6	✖ 33,3%	00:00:15	00:00:11	00:14:30	00:06:18	00:00:19	00:00:23
	10:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:13:19	00:13:19	00:00:07	00:00:07
	11:00:00	6	2	✖ 33,3%	0	✔ 0,0%	4	✖ 66,7%	00:00:15	00:00:09	00:14:25	00:08:12	00:00:09	00:00:14
	12:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:12	00:00:12	00:14:30	00:14:30	00:00:12	00:00:12
	13:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✔ 0,0%	00:00:15	00:00:12	00:02:17	00:01:10	00:00:12	00:00:12
	14:00:00	4	3	⚠ 75,0%	0	✔ 0,0%	1	✖ 25,0%	00:00:15	00:00:10	00:06:41	00:03:02	00:00:14	00:00:14
	16:00:00	4	2	⚠ 50,0%	0	✔ 0,0%	1	✖ 25,0%	00:00:15	00:00:12	00:07:27	00:06:48	00:00:47	00:01:12
TOTAL		1520	1241	⚠ 81,6%	23	✔ 1,5%	184	⚠ 12,1%	00:00:25	00:00:10	01:31:39	00:03:42	00:00:14	00:00:13