

OneContact Reporting

Service Performance Report

Service: GrdRealSantaEulalia, RealMarinaHotel/Resi, RealBellavistaHotel

			Total Chamadas Atendidas		Total Chamadas Abandonadas		Total Chamadas Rejeitadas			Total Chamadas Sobrepostas							
Date / Service Name	Start Period	Total Chamadas Recebidas	#	%	#	%	#	%	#	%	Max Answer Delay	Avg Answer Delay	Max Talk Time	Avg Talk Time	Avg Queue Time	Avg Handled Queue Time	
01-03-2018		48	45	✔ 93,8%	1	✔ 2,1%	0	✖ 0,0%	2	✔ 4,2%	00:00:15	00:00:09	00:23:13	00:03:47	00:00:10	00:00:10	
GrdRealSantaEulalia		24	23	✔ 95,8%	1	✔ 4,2%	0	✖ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:23:13	00:04:50	00:00:11	00:00:11	
	09:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:13	00:00:09	00:09:36	00:04:06	00:00:11	00:00:11	
	10:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:11	00:00:11	00:00:37	00:00:37	00:00:11	00:00:11	
	11:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:03:27	00:03:27	00:00:09	00:00:09	
	12:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:08	00:00:08	00:03:58	00:03:58	00:00:08	00:00:08	
	13:00:00	5	4	✔ 80,0%	1	✖ 20,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:04:04	00:02:24	00:00:13	00:00:14	
	14:00:00	4	4	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:12	00:00:09	00:14:25	00:08:25	00:00:09	00:00:09	
	15:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:23:13	00:23:13	00:00:09	00:00:09	
	16:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:05	00:00:05	00:00:55	00:00:55	00:00:05	00:00:05	
	17:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:14	00:00:11	00:04:09	00:02:22	00:00:13	00:00:13	
	18:00:00	4	4	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:10:53	00:05:28	00:00:12	00:00:12	
RealBellavistaHotel		13	11	✔ 84,6%	0	✔ 0,0%	0	✖ 0,0%	2	✖ 15,4%	00:00:15	00:00:08	00:04:25	00:02:00	00:00:10	00:00:09	
	10:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:09	00:00:07	00:03:58	00:02:33	00:00:08	00:00:08	
	11:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:00:23	00:00:23	00:00:09	00:00:09	
	12:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:03:37	00:03:37	00:00:09	00:00:09	
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:03	00:00:03	00:00:30	00:00:30	00:00:03	00:00:03	
	14:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:15	00:00:12	00:04:25	00:04:25	00:00:24	00:00:24	
	15:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:12	00:00:08	00:02:46	00:01:22	00:00:07	00:00:07	
	16:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:00:59	00:00:59	00:00:09	00:00:09	
	17:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:02:54	00:02:54	00:00:09	00:00:09	
	18:00:00	2	0	✖ 0,0%	0	✔ 0,0%	0	✖ 0,0%	2	✖ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00	
RealMarinaHotel/Resi		11	11	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:15	00:00:07	00:09:05	00:03:27	00:00:08	00:00:08	
	09:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:12	00:00:10	00:09:05	00:05:18	00:00:10	00:00:10	
	10:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:05:40	00:05:40	00:00:07	00:00:07	
	12:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:15	00:00:08	00:01:02	00:01:02	00:00:17	00:00:17	
	13:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:08	00:00:06	00:02:16	00:02:01	00:00:06	00:00:06	
	16:00:00	2	2	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:06	00:00:04	00:08:13	00:04:23	00:00:05	00:00:05	
	17:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:08	00:00:07	00:05:39	00:02:49	00:00:07	00:00:07	
02-03-2018		40	39	✔ 97,5%	0	✔ 0,0%	0	✖ 0,0%	1	✔ 2,5%	00:00:16	00:00:08	00:10:51	00:03:23	00:00:09	00:00:09	
GrdRealSantaEulalia		30	29	✔ 96,7%	0	✔ 0,0%	0	✖ 0,0%	1	✔ 3,3%	00:00:16	00:00:08	00:10:51	00:03:24	00:00:10	00:00:10	
	09:00:00	4	4	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:02:55	00:01:34	00:00:11	00:00:11	
	10:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:00:24	00:00:24	00:00:09	00:00:09	
	11:00:00	7	7	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:12	00:00:06	00:09:48	00:04:01	00:00:07	00:00:07	
	12:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:08	00:00:07	00:03:05	00:02:57	00:00:07	00:00:07	
	13:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:15	00:00:10	00:05:17	00:02:29	00:00:13	00:00:13	
	14:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:16	00:00:13	00:01:30	00:01:30	00:00:10	00:00:10	
	15:00:00	3	3	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:15	00:00:09	00:09:41	00:04:11	00:00:21	00:00:21	
	16:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:09	00:00:09	00:05:00	00:05:00	00:00:09	00:00:09	
	17:00:00	4	4	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:15	00:00:07	00:10:51	00:04:26	00:00:08	00:00:08	
	18:00:00	3	2	⚠ 66,7%	0	✔ 0,0%	0	✖ 0,0%	1	✖ 33,3%	00:00:10	00:00:10	00:05:39	00:04:54	00:00:08	00:00:10	
RealBellavistaHotel		4	4	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:07	00:00:05	00:04:18	00:03:04	00:00:05	00:00:05	
	10:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:04	00:00:04	00:00:40	00:00:40	00:00:04	00:00:04	
	12:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:07	00:00:07	00:04:18	00:04:18	00:00:07	00:00:07	
	13:00:00	1	1	✔ 100,0%	0	✔ 0,0%	0	✖ 0,0%	0	✔ 0,0%	00:00:05	00:00:05	00:03:27	00:03:27	00:00:05	00:00:05	

OneContact Reporting

Service Performance Report

	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:52	00:03:52	00:00:05	00:00:05
RealMarinaHotel/Resi		6	6	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:06:35	00:03:34	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:06:35	00:06:35	00:00:12	00:00:12
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:42	00:02:16	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:04:05	00:04:05	00:00:03	00:00:03
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:04:13	00:04:13	00:00:12	00:00:12
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:01	00:02:01	00:00:09	00:00:09
03-03-2018		25	13	⚠	52,0%	1	✔	4,0%	0	✘	0,0%	11	✘	44,0%	00:00:15	00:00:09	00:08:38	00:04:44	00:00:15	00:00:17
GrdRealSantaEulalia		14	8	⚠	57,1%	0	✔	0,0%	0	✘	0,0%	6	✘	42,9%	00:00:15	00:00:10	00:08:38	00:04:15	00:00:17	00:00:22
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:42	00:01:42	00:00:08	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:08:38	00:05:46	00:00:07	00:00:07
	11:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✘	0,0%	1	✘	25,0%	00:00:15	00:00:14	00:04:28	00:02:11	00:00:37	00:00:46
	13:00:00	5	0	✘	0,0%	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
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:08:04	00:07:08	00:00:06	00:00:06
RealBellavistaHotel		2	1	⚠	50,0%	0	✔	0,0%	0	✘	0,0%	1	✘	50,0%	00:00:09	00:00:09	00:03:44	00:03:44	00:00:06	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:44	00:03:44	00:00:09	00:00:09
	13:00:00	1	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	1	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
RealMarinaHotel/Resi		9	4	✘	44,4%	1	⚠	11,1%	0	✘	0,0%	4	✘	44,4%	00:00:15	00:00:09	00:07:43	00:05:58	00:00:13	00:00:10
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✘	0,0%	1	✘	50,0%	00:00:07	00:00:07	00:07:43	00:07:43	00:00:11	00:00:07
	11:00:00	2	0	✘	0,0%	1	✘	50,0%	0	✘	0,0%	1	✘	50,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:22	00:00:00
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:05:26	00:05:26	00:00:06	00:00:06
	13:00:00	2	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	2	✘	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%	0	✔	0,0%	00:00:15	00:00:08	00:06:08	00:06:08	00:00:20	00:00:20
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:04:35	00:04:35	00:00:09	00:00:09
05-03-2018		61	49	✔	80,3%	0	✔	0,0%	0	✘	0,0%	12	✘	19,7%	00:00:16	00:00:08	00:20:48	00:03:21	00:00:09	00:00:10
GrdRealSantaEulalia		25	23	✔	92,0%	0	✔	0,0%	0	✘	0,0%	2	✔	8,0%	00:00:16	00:00:09	00:10:10	00:02:59	00:00:10	00:00:10
	09:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✘	0,0%	1	✘	50,0%	00:00:03	00:00:03	00:08:14	00:08:14	00:00:06	00:00:03
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:04:01	00:02:13	00:00:08	00:00:08
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:16	00:00:10	00:04:47	00:02:22	00:00:08	00:00:08
	12:00:00	1	0	✘	0,0%	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
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:02:27	00:01:56	00:00:10	00:00:10
	14:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:16	00:00:11	00:04:09	00:02:01	00:00:10	00:00:10
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:10:10	00:03:06	00:00:16	00:00:16
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:09:26	00:09:26	00:00:03	00:00:03
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:35	00:01:35	00:00:10	00:00:10
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:05:29	00:03:54	00:00:08	00:00:08
RealBellavistaHotel		16	12	⚠	75,0%	0	✔	0,0%	0	✘	0,0%	4	✘	25,0%	00:00:15	00:00:09	00:04:53	00:02:00	00:00:09	00:00:10
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:04:53	00:04:53	00:00:11	00:00:11
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:43	00:01:40	00:00:05	00:00:05
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:40	00:01:38	00:00:14	00:00:14
	12:00:00	5	2	✘	40,0%	0	✔	0,0%	0	✘	0,0%	3	✘	60,0%	00:00:09	00:00:08	00:01:52	00:01:22	00:00:06	00:00:08
	13:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✘	0,0%	1	✘	50,0%	00:00:15	00:00:08	00:02:42	00:02:42	00:00:12	00:00:20
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:02:09	00:01:29	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:40	00:02:40	00:00:11	00:00:11
RealMarinaHotel/Resi		20	14	⚠	70,0%	0	✔	0,0%	0	✘	0,0%	6	✘	30,0%	00:00:15	00:00:07	00:20:48	00:05:02	00:00:09	00:00:08
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:08:32	00:05:42	00:00:12	00:00:12
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:03:22	00:03:04	00:00:05	00:00:05
	12:00:00	5	2	✘	40,0%	0	✔	0,0%	0	✘	0,0%	3	✘	60,0%	00:00:11	00:00:10	00:05:19	00:04:12	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:37	00:05:38	00:00:14	00:00:14
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:02:58	00:01:56	00:00:08	00:00:08
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:20:48	00:09:52	00:00:05	00:00:05
02-04-2018 14:02:16	18:00:00	3	0	✘	0,0%	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

OneContact Reporting

Service Performance Report

06-03-2018		66	66	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:15	00:00:08	00:17:01	00:04:08	00:00:08	00:00:08
GrdRealSantaEulalia		31	31	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:15	00:00:08	00:17:01	00:04:23	00:00:08	00:00:08
	09:00:00	2	2	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:06	00:00:06	00:02:32	00:01:35	00:00:06	00:00:06
	10:00:00	4	4	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:14	00:00:07	00:05:16	00:03:04	00:00:08	00:00:08
	11:00:00	4	4	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:15	00:00:11	00:15:34	00:05:29	00:00:14	00:00:14
	12:00:00	4	4	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:12	00:00:09	00:17:01	00:06:57	00:00:09	00:00:09
	13:00:00	1	1	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:07	00:00:07	00:06:19	00:06:19	00:00:07	00:00:07
	14:00:00	2	2	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:06	00:00:06	00:08:50	00:05:59	00:00:06	00:00:06
	15:00:00	3	3	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:11	00:00:08	00:07:15	00:05:23	00:00:08	00:00:08
	16:00:00	4	4	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:10	00:00:08	00:06:23	00:02:16	00:00:08	00:00:08
	17:00:00	7	7	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:08	00:00:06	00:14:19	00:04:21	00:00:06	00:00:06
RealBellavistaHotel		17	17	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:13	00:00:07	00:10:55	00:03:46	00:00:08	00:00:08
	09:00:00	1	1	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:10	00:00:10	00:00:51	00:00:51	00:00:10	00:00:10
	10:00:00	1	1	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:09	00:00:09	00:02:38	00:02:38	00:00:09	00:00:09
	11:00:00	2	2	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:09	00:00:06	00:01:40	00:00:57	00:00:08	00:00:08
	12:00:00	1	1	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:05	00:00:05	00:03:16	00:03:16	00:00:05	00:00:05
	13:00:00	3	3	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:09	00:00:08	00:02:55	00:01:29	00:00:08	00:00:08
	14:00:00	1	1	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:03	00:00:03	00:04:19	00:04:19	00:00:03	00:00:03
	15:00:00	6	6	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:13	00:00:08	00:10:55	00:05:14	00:00:08	00:00:08
	16:00:00	2	2	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:08	00:00:06	00:09:05	00:07:34	00:00:06	00:00:06
RealMarinaHotel/Resi		18	18	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:15	00:00:08	00:14:16	00:04:04	00:00:08	00:00:08
	09:00:00	2	2	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:15	00:00:10	00:11:51	00:08:23	00:00:10	00:00:10
	10:00:00	3	3	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:08	00:00:06	00:02:23	00:01:35	00:00:06	00:00:06
	11:00:00	1	1	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:06	00:00:06	00:00:41	00:00:41	00:00:06	00:00:06
	12:00:00	2	2	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:08	00:00:06	00:07:10	00:04:27	00:00:06	00:00:06
	13:00:00	4	4	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:11	00:00:09	00:03:00	00:01:55	00:00:09	00:00:09
	15:00:00	4	4	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:10	00:00:09	00:07:29	00:03:28	00:00:09	00:00:09
	16:00:00	1	1	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:08	00:00:08	00:14:16	00:14:16	00:00:08	00:00:08
	17:00:00	1	1	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:08	00:00:08	00:06:18	00:06:18	00:00:08	00:00:08
07-03-2018		43	42	✓	97,7%	0	✓	0,0%	0	✗	0,0%	1	✓	2,3%	00:00:15	00:00:09	00:11:33	00:04:09	00:00:10	00:00:10
GrdRealSantaEulalia		23	22	✓	95,7%	0	✓	0,0%	0	✗	0,0%	1	✓	4,3%	00:00:15	00:00:08	00:11:33	00:04:41	00:00:10	00:00:10
	10:00:00	4	4	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:12	00:00:08	00:11:33	00:07:19	00:00:10	00:00:10
	11:00:00	6	6	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:13	00:00:07	00:09:53	00:03:30	00:00:08	00:00:08
	12:00:00	6	5	✓	83,3%	0	✓	0,0%	0	✗	0,0%	1	✗	16,7%	00:00:15	00:00:10	00:08:02	00:04:41	00:00:13	00:00:12
	14:00:00	3	3	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:11	00:00:09	00:07:36	00:04:12	00:00:09	00:00:09
	15:00:00	3	3	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:15	00:00:10	00:09:17	00:03:59	00:00:13	00:00:13
	18:00:00	1	1	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:05	00:00:05	00:03:10	00:03:10	00:00:05	00:00:05
RealBellavistaHotel		11	11	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:15	00:00:09	00:09:22	00:02:45	00:00:11	00:00:11
	10:00:00	2	2	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:05	00:00:04	00:03:07	00:02:02	00:00:05	00:00:05
	11:00:00	1	1	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:10	00:00:10	00:01:09	00:01:09	00:00:10	00:00:10
	13:00:00	1	1	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:15	00:00:12	00:01:32	00:01:32	00:00:26	00:00:26
	14:00:00	2	2	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:10	00:00:08	00:01:57	00:01:48	00:00:10	00:00:10
	16:00:00	1	1	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:10	00:00:10	00:04:41	00:04:41	00:00:10	00:00:10
	17:00:00	3	3	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:11	00:00:09	00:09:22	00:04:47	00:00:09	00:00:09
	18:00:00	1	1	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:14	00:00:14	00:00:49	00:00:49	00:00:14	00:00:14
RealMarinaHotel/Resi		9	9	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:15	00:00:08	00:09:45	00:04:26	00:00:10	00:00:10
	09:00:00	1	1	✓	100,0%	0	✓	0,0%	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	3	3	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:09	00:00:08	00:08:31	00:04:01	00:00:07	00:00:07
	14:00:00	1	1	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:03	00:00:03	00:03:19	00:03:19	00:00:03	00:00:03
	15:00:00	2	2	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:15	00:00:11	00:07:17	00:05:52	00:00:22	00:00:22
	16:00:00	1	1	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:04	00:00:04	00:02:35	00:02:35	00:00:04	00:00:04
02-04-2018	18:00:00	1	1	✓	100,0%	0	✓	0,0%	0	✗	0,0%	0	✓	0,0%	00:00:08	00:00:08	00:09:45	00:09:45	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

08-03-2018		53	48	✔	90,6%	1	✔	1,9%	0	✘	0,0%	4	✔	7,5%	00:00:15	00:00:09	00:14:25	00:03:31	00:00:13	00:00:11
GrdRealSantaEulalia		26	26	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:14:25	00:03:32	00:00:12	00:00:12
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:07:32	00:04:08	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:05:13	00:05:13	00:00:09	00:00:09
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:05:26	00:02:24	00:00:07	00:00:07
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:44	00:07:03	00:00:25	00:00:25
	13:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:08:48	00:02:38	00:00:06	00:00:06
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:46	00:04:46	00:00:04	00:00:04
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:14:25	00:03:57	00:00:19	00:00:19
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:25	00:02:38	00:00:12	00:00:12
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:40	00:00:40	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:03:21	00:03:21	00:00:14	00:00:14
RealBellavistaHotel		9	7	⚠	77,8%	0	✔	0,0%	0	✘	0,0%	2	✘	22,2%	00:00:09	00:00:07	00:11:34	00:03:32	00:00:08	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:04:18	00:04:10	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:04	00:03:31	00:02:04	00:00:07	00:00:07
	12:00:00	2	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	2	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:40	00:01:26	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:24	00:01:24	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:11:34	00:11:34	00:00:09	00:00:09
RealMarinaHotel/Resi		18	15	✔	83,3%	1	✔	5,6%	0	✘	0,0%	2	⚠	11,1%	00:00:15	00:00:09	00:12:01	00:03:30	00:00:15	00:00:10
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:08	00:05:03	00:03:19	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:00:58	00:00:58	00:00:14	00:00:14
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:06	00:02:16	00:01:44	00:00:08	00:00:08
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:02:36	00:01:55	00:00:06	00:00:06
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:04:36	00:04:36	00:00:03	00:00:03
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:05:09	00:05:09	00:00:06	00:00:06
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:04:15	00:04:15	00:00:14	00:00:14
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:12:01	00:06:21	00:00:12	00:00:12
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:57	00:02:57	00:00:24	00:00:24
	18:00:00	3	0	✘	0,0%	1	✘	33,3%	0	✘	0,0%	2	✘	66,7%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:43	00:00:00
09-03-2018		62	54	✔	87,1%	3	✔	4,8%	0	✘	0,0%	5	✔	8,1%	00:00:15	00:00:09	00:23:10	00:04:17	00:00:11	00:00:10
GrdRealSantaEulalia		32	29	✔	90,6%	1	✔	3,1%	0	✘	0,0%	2	✔	6,3%	00:00:15	00:00:09	00:23:10	00:04:55	00:00:10	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:05:47	00:04:00	00:00:09	00:00:09
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:10:57	00:05:31	00:00:06	00:00:06
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:16	00:01:32	00:00:25	00:00:25
	12:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:09:27	00:04:00	00:00:09	00:00:09
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:05:48	00:02:22	00:00:10	00:00:10
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:03:21	00:03:12	00:00:10	00:00:10
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:06:32	00:04:42	00:00:08	00:00:08
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:23:10	00:14:35	00:00:07	00:00:07
	17:00:00	6	5	✔	83,3%	1	✘	16,7%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:12:03	00:04:56	00:00:10	00:00:11
	18:00:00	2	0	✘	0,0%	0	✔	0,0%	0	✘	0,0%	2	✘	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
RealBellavistaHotel		13	9	⚠	69,2%	1	✔	7,7%	0	✘	0,0%	3	✘	23,1%	00:00:15	00:00:09	00:02:26	00:01:19	00:00:10	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:01:23	00:01:23	00:00:13	00:00:13
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:02:26	00:02:26	00:00:04	00:00:04
	12:00:00	1	0	✘	0,0%	1	✘	100,0%	0	✘	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:00:00	00:00:00	00:00:02	00:00:00
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:19	00:00:47	00:00:15	00:00:15
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:02:06	00:01:29	00:00:14	00:00:14
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:45	00:01:20	00:00:08	00:00:08
	17:00:00	2	0	✘	0,0%	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
	18:00:00	1	0	✘	0,0%	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
RealMarinaHotel/Resi		17	16	✔	94,1%	1	✔	5,9%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:12:58	00:04:40	00:00:12	00:00:10

OneContact Reporting

Service Performance Report

	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:12:58	00:05:20	00:00:10	00:00:10
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:10:05	00:05:59	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:19	00:02:19	00:00:09	00:00:09
	13:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:03:28	00:02:56	00:00:23	00:00:16
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:06:12	00:04:46	00:00:07	00:00:07
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:09:26	00:03:52	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:06:56	00:06:56	00:00:05	00:00:05
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:06:02	00:06:02	00:00:22	00:00:22
10-03-2018		15	11	⚠	73,3%	0	✔	0,0%	0	✖	0,0%	4	✖	26,7%	00:00:12	00:00:09	00:05:28	00:02:43	00:00:09	00:00:09
GrdRealSantaEulalia		4	4	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:05:28	00:02:46	00:00:10	00:00:10
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:04:07	00:01:52	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:05:28	00:05:28	00:00:12	00:00:12
RealBellavistaHotel		1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:31	00:00:31	00:00:07	00:00:07
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:31	00:00:31	00:00:07	00:00:07
RealMarinaHotel/Resi		10	6	⚠	60,0%	0	✔	0,0%	0	✖	0,0%	4	✖	40,0%	00:00:12	00:00:08	00:04:33	00:03:03	00:00:08	00:00:08
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:04:33	00:03:16	00:00:09	00:00:09
	11:00:00	1	0	✖	0,0%	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
	12:00:00	3	0	✖	0,0%	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	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:54	00:03:08	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:03:43	00:02:46	00:00:08	00:00:08
12-03-2018		52	47	✔	90,4%	0	✔	0,0%	0	✖	0,0%	5	✔	9,6%	00:00:16	00:00:08	00:18:18	00:03:23	00:00:10	00:00:10
GrdRealSantaEulalia		34	31	✔	91,2%	0	✔	0,0%	0	✖	0,0%	3	✔	8,8%	00:00:16	00:00:08	00:18:18	00:03:47	00:00:10	00:00:10
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:06	00:03:28	00:02:24	00:00:06	00:00:06
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:37	00:02:23	00:00:06	00:00:06
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:43	00:02:08	00:00:12	00:00:12
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:04:05	00:01:54	00:00:10	00:00:10
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:03:48	00:02:41	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:06:07	00:03:18	00:00:10	00:00:10
	15:00:00	6	5	✔	83,3%	0	✔	0,0%	0	✖	0,0%	1	✖	16,7%	00:00:15	00:00:07	00:06:47	00:04:28	00:00:10	00:00:10
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:16	00:00:10	00:09:15	00:06:00	00:00:18	00:00:18
	17:00:00	7	5	⚠	71,4%	0	✔	0,0%	0	✖	0,0%	2	✖	28,6%	00:00:15	00:00:09	00:18:18	00:07:19	00:00:11	00:00:11
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:12	00:01:12	00:00:03	00:00:03
RealBellavistaHotel		14	12	✔	85,7%	0	✔	0,0%	0	✖	0,0%	2	⚠	14,3%	00:00:14	00:00:07	00:12:29	00:02:38	00:00:07	00:00:07
	09:00:00	6	4	⚠	66,7%	0	✔	0,0%	0	✖	0,0%	2	✖	33,3%	00:00:12	00:00:08	00:12:29	00:03:52	00:00:06	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:03:14	00:03:14	00:00:14	00:00:14
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:51	00:03:51	00:00:04	00:00:04
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:52	00:02:52	00:00:10	00:00:10
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:00:31	00:00:31	00:00:02	00:00:02
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:02:08	00:01:48	00:00:06	00:00:06
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:01:27	00:01:02	00:00:08	00:00:08
RealMarinaHotel/Resi		4	4	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:16	00:00:09	00:06:30	00:02:32	00:00:16	00:00:16
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:00:51	00:00:51	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:01:20	00:01:20	00:00:04	00:00:04
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:16	00:00:12	00:06:30	00:04:26	00:00:31	00:00:31
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:40	00:01:40	00:00:21	00:00:21
13-03-2018		50	49	✔	98,0%	1	✔	2,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:14:49	00:03:06	00:00:09	00:00:09
GrdRealSantaEulalia		29	28	✔	96,6%	1	✔	3,4%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:14:49	00:03:16	00:00:09	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:05:35	00:04:18	00:00:06	00:00:06
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:10:10	00:05:09	00:00:11	00:00:11
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:14:49	00:03:04	00:00:09	00:00:09
	12:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:12	00:06:12	00:04:12	00:00:12	00:00:14
02-04-2018 13:00:00	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:54	00:04:54	00:00:04	00:00:04

OneContact Reporting

Service Performance Report

	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:42	00:02:13	00:00:08	00:00:08
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:06:35	00:02:59	00:00:08	00:00:08
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:02:33	00:01:46	00:00:11	00:00:11
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:36	00:02:36	00:00:05	00:00:05
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:50	00:02:44	00:00:06	00:00:06
RealBellavistaHotel		6	6	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:38	00:01:47	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:45	00:00:45	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:00:37	00:00:37	00:00:19	00:00:19
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:38	00:04:38	00:00:10	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:18	00:03:18	00:00:06	00:00:06
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:28	00:00:28	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:00:56	00:00:56	00:00:23	00:00:23
RealMarinaHotel/Resi		15	15	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:10:00	00:03:16	00:00:08	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:01:25	00:01:25	00:00:29	00:00:29
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:01:54	00:01:54	00:00:03	00:00:03
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:29	00:03:01	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:00	00:02:13	00:00:10	00:00:10
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:06:49	00:02:42	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:07:29	00:05:48	00:00:07	00:00:07
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:10:00	00:05:21	00:00:04	00:00:04
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:03:27	00:02:03	00:00:06	00:00:06
14-03-2018		44	43	✔	97,7%	0	✔	0,0%	0	✘	0,0%	1	✔	2,3%	00:00:15	00:00:08	00:15:15	00:03:41	00:00:11	00:00:11
GrdRealSantaEulalia		21	20	✔	95,2%	0	✔	0,0%	0	✘	0,0%	1	✔	4,8%	00:00:14	00:00:07	00:15:15	00:04:17	00:00:08	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:32	00:03:32	00:00:07	00:00:07
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:06	00:07:19	00:04:17	00:00:07	00:00:07
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:01:37	00:01:32	00:00:09	00:00:09
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:11:00	00:08:46	00:00:10	00:00:10
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:06:29	00:03:38	00:00:08	00:00:08
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:08	00:02:22	00:01:36	00:00:11	00:00:11
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:15:15	00:08:33	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:06	00:04:06	00:00:10	00:00:10
	18:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✘	0,0%	1	✘	25,0%	00:00:14	00:00:08	00:03:16	00:02:29	00:00:09	00:00:08
RealBellavistaHotel		8	8	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:11:14	00:03:06	00:00:11	00:00:11
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:05	00:01:29	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:11:14	00:06:24	00:00:10	00:00:10
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:07:28	00:03:16	00:00:13	00:00:13
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:02:43	00:02:00	00:00:10	00:00:10
RealMarinaHotel/Resi		15	15	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:48	00:03:13	00:00:16	00:00:16
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:05:40	00:05:26	00:00:09	00:00:09
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:45	00:01:54	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:03	00:03:03	00:01:16	00:01:16
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:04:16	00:03:20	00:00:08	00:00:08
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:38	00:02:38	00:00:36	00:00:36
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:03:39	00:03:08	00:00:12	00:00:12
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:05:48	00:03:37	00:00:10	00:00:10
	19:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:22	00:02:22	00:00:11	00:00:11
15-03-2018		52	48	✔	92,3%	0	✔	0,0%	0	✘	0,0%	4	✔	7,7%	00:00:19	00:00:09	00:15:13	00:03:33	00:00:11	00:00:11
GrdRealSantaEulalia		21	18	✔	85,7%	0	✔	0,0%	0	✘	0,0%	3	⚠	14,3%	00:00:15	00:00:08	00:15:13	00:04:35	00:00:10	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:06:03	00:06:03	00:00:07	00:00:07
	10:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✘	0,0%	1	✘	33,3%	00:00:05	00:00:02	00:05:39	00:03:08	00:00:07	00:00:03
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:39	00:02:44	00:00:10	00:00:10
02-04-2018 14:02:16	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:15:13	00:15:13	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:04	00:03:08	00:00:12	00:00:12
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:20	00:02:20	00:00:08	00:00:08
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:07:01	00:03:15	00:00:09	00:00:09
	17:00:00	6	4	⚠	66,7%	0	✔	0,0%	0	✘	0,0%	2	✘	33,3%	00:00:15	00:00:09	00:08:15	00:06:14	00:00:11	00:00:11
RealBellavistaHotel		9	9	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:30	00:01:51	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:01:24	00:01:24	00:00:12	00:00:12
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:01:05	00:01:05	00:00:21	00:00:21
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:30	00:02:52	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:00:40	00:00:40	00:00:03	00:00:03
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:42	00:00:42	00:00:15	00:00:15
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:19	00:01:19	00:00:15	00:00:15
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:16	00:03:16	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:24	00:02:24	00:00:09	00:00:09
RealMarinaHotel/Resi		22	21	✔	95,5%	0	✔	0,0%	0	✘	0,0%	1	✔	4,5%	00:00:19	00:00:10	00:12:33	00:03:24	00:00:12	00:00:13
	09:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:12:33	00:03:43	00:00:17	00:00:17
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:04:30	00:02:29	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:02:19	00:02:19	00:00:27	00:00:27
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:07:22	00:07:22	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:10	00:02:10	00:00:07	00:00:07
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:19	00:00:10	00:02:51	00:01:21	00:00:07	00:00:07
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:02:55	00:02:55	00:00:14	00:00:14
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:09:57	00:03:26	00:00:14	00:00:14
	17:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✘	0,0%	1	✘	50,0%	00:00:15	00:00:15	00:02:39	00:02:39	00:00:10	00:00:15
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:12:18	00:12:18	00:00:09	00:00:09
16-03-2018		52	50	✔	96,2%	0	✔	0,0%	0	✘	0,0%	2	✔	3,8%	00:00:15	00:00:09	00:13:34	00:03:09	00:00:11	00:00:11
GrdRealSantaEulalia		21	20	✔	95,2%	0	✔	0,0%	0	✘	0,0%	1	✔	4,8%	00:00:15	00:00:09	00:09:15	00:03:01	00:00:11	00:00:12
	09:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✘	0,0%	1	✘	25,0%	00:00:12	00:00:10	00:03:33	00:02:35	00:00:08	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:38	00:01:38	00:00:14	00:00:14
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:09:15	00:05:20	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:04:48	00:04:48	00:00:04	00:00:04
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:05:33	00:05:33	00:00:14	00:00:14
	14:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:42	00:02:29	00:00:11	00:00:11
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:04:11	00:02:41	00:00:14	00:00:14
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:08:26	00:02:53	00:00:10	00:00:10
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:01:39	00:01:39	00:00:34	00:00:34
RealBellavistaHotel		15	14	✔	93,3%	0	✔	0,0%	0	✘	0,0%	1	✔	6,7%	00:00:15	00:00:08	00:07:03	00:02:15	00:00:09	00:00:09
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:11	00:01:11	00:00:08	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:05:26	00:03:50	00:00:06	00:00:06
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:02:40	00:02:40	00:00:14	00:00:14
	12:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✘	0,0%	1	✘	25,0%	00:00:15	00:00:09	00:02:50	00:01:40	00:00:10	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:00:46	00:00:46	00:00:14	00:00:14
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:02:12	00:01:04	00:00:08	00:00:08
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:04:12	00:02:06	00:00:06	00:00:06
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:07:03	00:07:03	00:00:09	00:00:09
RealMarinaHotel/Resi		16	16	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:13:34	00:04:04	00:00:12	00:00:12
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:07:43	00:04:32	00:00:13	00:00:13
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:13:34	00:07:16	00:00:10	00:00:10
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:25	00:01:25	00:00:11	00:00:11
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:03:17	00:02:13	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:13	00:09:45	00:09:45	00:00:26	00:00:26
	14:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:12	00:00:12	00:00:45	00:00:45	00:00:00	00:00:00
02-04-2018 15:00:00	14:02:16	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:05	00:04:33	00:01:52	00:00:09	00:00:09

OneContact Reporting

Service Performance Report

	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:53	00:02:53	00:00:05	00:00:05
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:10:36	00:07:31	00:00:15	00:00:15
	18:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:05:27	00:03:46	00:00:10	00:00:10
17-03-2018		37	16	✖	43,2%	2	✔	5,4%	0	✖	0,0%	19	✖	51,4%	00:00:15	00:00:11	00:08:13	00:04:08	00:00:11	00:00:10
GrdRealSantaEulalia		29	11	✖	37,9%	2	✔	6,9%	0	✖	0,0%	16	✖	55,2%	00:00:15	00:00:11	00:08:13	00:04:19	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:35	00:03:35	00:00:10	00:00:10
	11:00:00	4	1	✖	25,0%	2	✖	50,0%	0	✖	0,0%	1	✖	25,0%	00:00:15	00:00:13	00:07:19	00:07:19	00:00:20	00:00:10
	12:00:00	6	0	✖	0,0%	0	✔	0,0%	0	✖	0,0%	6	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	13:00:00	8	4	⚠	50,0%	0	✔	0,0%	0	✖	0,0%	4	✖	50,0%	00:00:14	00:00:10	00:04:21	00:03:18	00:00:08	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:15	00:00:39	00:00:39	00:00:15	00:00:15
	15:00:00	4	1	✖	25,0%	0	✔	0,0%	0	✖	0,0%	3	✖	75,0%	00:00:07	00:00:07	00:01:29	00:01:29	00:00:08	00:00:07
	16:00:00	5	3	⚠	60,0%	0	✔	0,0%	0	✖	0,0%	2	✖	40,0%	00:00:10	00:00:08	00:08:13	00:07:05	00:00:09	00:00:08
RealBellavistaHotel		1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:56	00:06:56	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:06:56	00:06:56	00:00:09	00:00:09
RealMarinaHotel/Resi		7	4	⚠	57,1%	0	✔	0,0%	0	✖	0,0%	3	✖	42,9%	00:00:14	00:00:12	00:04:20	00:02:58	00:00:12	00:00:12
	10:00:00	1	0	✖	0,0%	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
	11:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✖	0,0%	1	✖	50,0%	00:00:10	00:00:10	00:04:20	00:04:20	00:00:08	00:00:10
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:58	00:01:58	00:00:11	00:00:11
	15:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✖	0,0%	1	✖	33,3%	00:00:14	00:00:13	00:03:57	00:02:46	00:00:14	00:00:13
19-03-2018		68	59	✔	86,8%	0	✔	0,0%	0	✖	0,0%	9	⚠	13,2%	00:00:15	00:00:09	00:24:40	00:05:09	00:00:11	00:00:12
GrdRealSantaEulalia		28	24	✔	85,7%	0	✔	0,0%	0	✖	0,0%	4	⚠	14,3%	00:00:15	00:00:09	00:12:56	00:04:16	00:00:11	00:00:12
	09:00:00	5	4	✔	80,0%	0	✔	0,0%	0	✖	0,0%	1	✖	20,0%	00:00:15	00:00:09	00:07:49	00:03:34	00:00:11	00:00:12
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:08:40	00:04:52	00:00:10	00:00:10
	11:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:06:47	00:03:43	00:00:16	00:00:16
	12:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:07:58	00:03:26	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:12:56	00:09:22	00:00:09	00:00:09
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:12:16	00:12:16	00:00:09	00:00:09
	15:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✖	0,0%	1	✖	33,3%	00:00:15	00:00:10	00:05:44	00:03:02	00:00:13	00:00:16
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:06:11	00:02:28	00:00:12	00:00:12
	17:00:00	3	1	✖	33,3%	0	✔	0,0%	0	✖	0,0%	2	✖	66,7%	00:00:10	00:00:10	00:04:29	00:04:29	00:00:05	00:00:10
RealBellavistaHotel		19	18	✔	94,7%	0	✔	0,0%	0	✖	0,0%	1	✔	5,3%	00:00:15	00:00:10	00:14:57	00:05:23	00:00:11	00:00:11
	09:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:09	00:14:57	00:05:09	00:00:09	00:00:09
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:30	00:02:30	00:00:26	00:00:26
	11:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:14:10	00:11:18	00:00:18	00:00:18
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:38	00:01:38	00:00:09	00:00:09
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:07:12	00:06:40	00:00:08	00:00:08
	16:00:00	3	2	⚠	66,7%	0	✔	0,0%	0	✖	0,0%	1	✖	33,3%	00:00:08	00:00:08	00:02:50	00:01:42	00:00:07	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:10	00:02:56	00:01:56	00:00:10	00:00:10
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:09:53	00:09:53	00:00:10	00:00:10
	19:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:08:39	00:08:39	00:00:11	00:00:11
RealMarinaHotel/Resi		21	17	✔	81,0%	0	✔	0,0%	0	✖	0,0%	4	✖	19,0%	00:00:15	00:00:10	00:24:40	00:06:12	00:00:11	00:00:12
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:11	00:03:04	00:02:50	00:00:12	00:00:12
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:13	00:05:19	00:03:00	00:00:13	00:00:13
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:39	00:03:52	00:00:16	00:00:16
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:19:57	00:12:22	00:00:08	00:00:08
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:05:39	00:02:42	00:00:08	00:00:08
	17:00:00	5	2	✖	40,0%	0	✔	0,0%	0	✖	0,0%	3	✖	60,0%	00:00:15	00:00:12	00:07:25	00:06:04	00:00:06	00:00:10
	18:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✖	0,0%	1	✖	25,0%	00:00:10	00:00:07	00:24:40	00:12:40	00:00:14	00:00:17
20-03-2018		81	78	✔	96,3%	1	✔	1,2%	0	✖	0,0%	2	✔	2,5%	00:00:15	00:00:08	00:17:05	00:04:03	00:00:10	00:00:10
GrdRealSantaEulalia		42	39	✔	92,9%	1	✔	2,4%	0	✖	0,0%	2	✔	4,8%	00:00:15	00:00:09	00:15:47	00:04:24	00:00:10	00:00:10
02-04-2018	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:09:19	00:09:10	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:05:35	00:03:20	00:00:08	00:00:08
	11:00:00	8	8	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:09:57	00:03:50	00:00:10	00:00:10
	12:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:15:47	00:08:45	00:00:10	00:00:10
	13:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:08:56	00:02:47	00:00:09	00:00:09
	14:00:00	5	3	⚠	60,0%	0	✔	0,0%	0	✘	0,0%	2	✘	40,0%	00:00:15	00:00:09	00:02:52	00:01:53	00:00:08	00:00:07
	15:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:14:50	00:05:13	00:00:14	00:00:14
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:02:31	00:02:31	00:00:22	00:00:22
	17:00:00	6	5	✔	83,3%	1	✘	16,7%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:06:20	00:02:59	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:11	00:01:11	00:00:08	00:00:08
RealBellavistaHotel		16	16	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:37	00:01:59	00:00:09	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:01:22	00:01:18	00:00:06	00:00:06
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:00:54	00:00:54	00:00:07	00:00:07
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:28	00:01:28	00:00:08	00:00:08
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:01:33	00:01:33	00:00:10	00:00:10
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:54	00:01:54	00:00:09	00:00:09
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:37	00:02:35	00:00:14	00:00:14
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:06	00:01:58	00:00:08	00:00:08
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:27	00:01:06	00:00:24	00:00:24
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:06	00:03:37	00:02:27	00:00:07	00:00:07
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:04:06	00:04:06	00:00:07	00:00:07
RealMarinaHotel/Resi		23	23	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:17:05	00:04:54	00:00:09	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:07:06	00:05:33	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:05:44	00:03:30	00:00:07	00:00:07
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:16:30	00:09:44	00:00:11	00:00:11
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:08:02	00:04:24	00:00:07	00:00:07
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:01:14	00:00:58	00:00:11	00:00:11
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:31	00:04:33	00:00:12	00:00:12
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:17:05	00:06:26	00:00:07	00:00:07
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:03:36	00:01:39	00:00:08	00:00:08
21-03-2018		58	58	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:18:31	00:03:22	00:00:10	00:00:10
GrdRealSantaEulalia		35	35	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:09:13	00:02:56	00:00:09	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:52	00:02:15	00:00:08	00:00:08
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:09:13	00:03:10	00:00:10	00:00:10
	11:00:00	8	8	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:05:29	00:02:28	00:00:09	00:00:09
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:07:20	00:04:31	00:00:14	00:00:14
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:02	00:03:25	00:00:08	00:00:08
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:04:31	00:01:41	00:00:08	00:00:08
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:04	00:07:16	00:04:52	00:00:04	00:00:04
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:05:58	00:02:44	00:00:11	00:00:11
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:06	00:02:06	00:00:08	00:00:08
	19:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:03:13	00:03:13	00:00:07	00:00:07
RealBellavistaHotel		7	7	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:11:12	00:03:40	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:00	00:02:00	00:00:08	00:00:08
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:03:14	00:03:14	00:00:34	00:00:34
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:02:29	00:02:29	00:00:05	00:00:05
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:03:36	00:03:36	00:00:06	00:00:06
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:07	00:02:33	00:01:36	00:00:07	00:00:07
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:11:12	00:11:12	00:00:09	00:00:09
RealMarinaHotel/Resi		16	16	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:18:31	00:04:11	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:18:31	00:18:31	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:04:43	00:02:40	00:00:10	00:00:10
02-04-2018 11:00:00	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:03:58	00:01:22	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:27	00:04:27	00:00:11	00:00:11
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:02	00:00:02	00:07:20	00:07:20	00:00:03	00:00:03
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:02:37	00:01:30	00:00:10	00:00:10
	15:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:21	00:04:41	00:00:14	00:00:14
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:04:20	00:03:45	00:00:17	00:00:17
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:05:20	00:05:20	00:00:15	00:00:15
22-03-2018		52	48	✔	92,3%	1	✔	1,9%	0	✘	0,0%	3	✔	5,8%	00:00:15	00:00:09	00:13:01	00:03:57	00:00:12	00:00:10
GrdRealSantaEulalia		30	30	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:12:24	00:03:54	00:00:10	00:00:10
	09:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:12:24	00:04:37	00:00:11	00:00:11
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:07:08	00:02:15	00:00:06	00:00:06
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:50	00:03:45	00:00:12	00:00:12
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:04:15	00:03:31	00:00:11	00:00:11
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:05:11	00:05:11	00:00:10	00:00:10
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:05:38	00:04:00	00:00:14	00:00:14
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:14	00:00:10	00:09:35	00:05:48	00:00:10	00:00:10
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:11:06	00:05:10	00:00:08	00:00:08
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:03:13	00:02:22	00:00:09	00:00:09
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:03:16	00:03:16	00:00:05	00:00:05
RealBellavistaHotel		11	9	✔	81,8%	1	✔	9,1%	0	✘	0,0%	1	✔	9,1%	00:00:15	00:00:10	00:13:01	00:03:59	00:00:20	00:00:10
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:06:44	00:05:00	00:00:08	00:00:08
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:12	00:13:01	00:07:26	00:00:13	00:00:13
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:02:29	00:02:29	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:02:50	00:02:50	00:00:13	00:00:13
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:03:52	00:01:53	00:00:06	00:00:06
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:58	00:03:58	00:00:09	00:00:09
	18:00:00	2	0	✘	0,0%	1	✘	50,0%	0	✘	0,0%	1	✘	50,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:07	00:00:00
RealMarinaHotel/Resi		11	9	✔	81,8%	0	✔	0,0%	0	✘	0,0%	2	✘	18,2%	00:00:15	00:00:10	00:12:04	00:04:04	00:00:10	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:00:40	00:00:40	00:00:04	00:00:04
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:07:40	00:07:40	00:00:13	00:00:13
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:02:25	00:02:25	00:00:11	00:00:11
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:47	00:01:47	00:00:10	00:00:10
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:05	00:02:58	00:00:10	00:00:10
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:12:04	00:06:03	00:00:14	00:00:14
	18:00:00	2	0	✘	0,0%	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
23-03-2018		43	41	✔	95,3%	1	✔	2,3%	0	✘	0,0%	1	✔	2,3%	00:00:16	00:00:08	00:16:25	00:03:29	00:00:10	00:00:09
GrdRealSantaEulalia		15	13	✔	86,7%	1	✔	6,7%	0	✘	0,0%	1	✔	6,7%	00:00:15	00:00:08	00:11:06	00:03:13	00:00:10	00:00:08
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:05	00:00:04	00:03:02	00:02:36	00:00:04	00:00:04
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:11:06	00:04:36	00:00:09	00:00:09
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:37	00:01:37	00:00:09	00:00:09
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:02:05	00:02:05	00:00:04	00:00:04
	14:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:09	00:00:09	00:00:25	00:00:25	00:00:00	00:00:00
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:06:48	00:04:47	00:00:09	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:00:33	00:00:33	00:00:09	00:00:09
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:04:40	00:04:40	00:00:08	00:00:08
	18:00:00	2	1	⚠	50,0%	1	✘	50,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:22	00:02:22	00:00:24	00:00:08
	19:00:00	1	0	✘	0,0%	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
RealBellavistaHotel		14	14	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:08:08	00:02:17	00:00:10	00:00:10
	09:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:07	00:01:37	00:00:12	00:00:12
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:02:15	00:01:24	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:10	00:00:06	00:02:49	00:02:44	00:00:06	00:00:06
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:04:05	00:03:11	00:00:12	00:00:12
02-04-2018	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✘	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:01:28	00:01:28	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:01:50	00:01:23	00:00:11	00:00:11
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:03	00:00:03	00:08:08	00:08:08	00:00:04	00:00:04
RealMarinaHotel/Resi		14	14	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:16	00:00:09	00:16:25	00:04:51	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:04:49	00:04:49	00:00:10	00:00:10
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:06	00:16:25	00:09:26	00:00:07	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:10:57	00:05:58	00:00:18	00:00:18
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:06	00:05:39	00:05:39	00:00:06	00:00:06
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:16	00:00:12	00:03:22	00:01:48	00:00:08	00:00:08
	16:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:12:49	00:06:12	00:00:08	00:00:08
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:38	00:01:38	00:00:08	00:00:08
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:01:26	00:01:26	00:00:09	00:00:09
24-03-2018		40	15	✖	37,5%	1	✔	2,5%	0	✖	0,0%	24	✖	60,0%	00:00:15	00:00:11	00:21:28	00:08:43	00:00:14	00:00:18
GrdRealSantaEulalia		30	9	✖	30,0%	0	✔	0,0%	0	✖	0,0%	21	✖	70,0%	00:00:15	00:00:11	00:21:28	00:09:37	00:00:14	00:00:21
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:11	00:10:43	00:08:38	00:00:11	00:00:11
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:21:28	00:21:28	00:00:11	00:00:11
	12:00:00	15	2	✖	13,3%	0	✔	0,0%	0	✖	0,0%	13	✖	86,7%	00:00:13	00:00:11	00:14:41	00:10:46	00:00:12	00:00:11
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:10:31	00:07:18	00:00:39	00:00:39
	15:00:00	5	1	✖	20,0%	0	✔	0,0%	0	✖	0,0%	4	✖	80,0%	00:00:13	00:00:13	00:04:20	00:04:20	00:00:11	00:00:13
	16:00:00	4	0	✖	0,0%	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
RealBellavistaHotel		1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:08:43	00:08:43	00:00:12	00:00:12
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:08:43	00:08:43	00:00:12	00:00:12
RealMarinaHotel/Resi		9	5	⚠	55,6%	1	⚠	11,1%	0	✖	0,0%	3	✖	33,3%	00:00:15	00:00:11	00:19:51	00:07:05	00:00:14	00:00:14
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:05:53	00:05:53	00:00:14	00:00:14
	11:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✖	0,0%	1	✖	50,0%	00:00:12	00:00:12	00:04:45	00:04:45	00:00:10	00:00:12
	12:00:00	1	0	✖	0,0%	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	0	✖	0,0%	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
	15:00:00	2	1	⚠	50,0%	1	✖	50,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:19:51	00:19:51	00:00:25	00:00:14
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:35	00:02:28	00:00:16	00:00:16
26-03-2018		69	62	✔	89,9%	0	✔	0,0%	0	✖	0,0%	7	⚠	10,1%	00:00:17	00:00:08	00:11:52	00:03:05	00:00:11	00:00:11
GrdRealSantaEulalia		39	34	✔	87,2%	0	✔	0,0%	0	✖	0,0%	5	⚠	12,8%	00:00:15	00:00:08	00:11:52	00:03:09	00:00:11	00:00:11
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:03:07	00:01:37	00:00:17	00:00:17
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:03:39	00:02:36	00:00:06	00:00:06
	11:00:00	8	8	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:08	00:11:52	00:03:25	00:00:08	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:03:55	00:02:19	00:00:14	00:00:14
	13:00:00	7	5	⚠	71,4%	0	✔	0,0%	0	✖	0,0%	2	✖	28,6%	00:00:09	00:00:05	00:04:21	00:02:15	00:00:07	00:00:05
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:05:57	00:04:25	00:00:10	00:00:10
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:11:42	00:06:19	00:00:29	00:00:29
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:06	00:00:05	00:01:18	00:01:07	00:00:06	00:00:06
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:07:22	00:03:27	00:00:10	00:00:10
	18:00:00	5	2	✖	40,0%	0	✔	0,0%	0	✖	0,0%	3	✖	60,0%	00:00:07	00:00:07	00:04:16	00:03:52	00:00:11	00:00:07
RealBellavistaHotel		9	9	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:17	00:00:10	00:06:15	00:02:39	00:00:13	00:00:13
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:45	00:02:45	00:00:16	00:00:16
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:00:50	00:00:50	00:00:09	00:00:09
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:03:22	00:02:11	00:00:07	00:00:07
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:17	00:00:12	00:06:15	00:03:42	00:00:09	00:00:09
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:02:00	00:01:30	00:00:05	00:00:05
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:14	00:06:00	00:06:00	00:00:56	00:00:56
RealMarinaHotel/Resi		21	19	✔	90,5%	0	✔	0,0%	0	✖	0,0%	2	✔	9,5%	00:00:15	00:00:09	00:08:59	00:03:11	00:00:11	00:00:11
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:08	00:08:59	00:06:06	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:04	00:00:04	00:03:32	00:03:32	00:00:04	00:00:04
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:11	00:04:28	00:02:57	00:00:11	00:00:11
02-04-2018 14:02:16	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:04:38	00:04:20	00:00:16	00:00:16

OneContact Reporting

Service Performance Report

	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:06:13	00:03:20	00:00:08	00:00:08
	15:00:00	4	2	⚠	50,0%	0	✔	0,0%	0	✖	0,0%	2	✖	50,0%	00:00:15	00:00:10	00:02:03	00:01:24	00:00:12	00:00:16
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:08	00:02:43	00:01:32	00:00:14	00:00:14
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:35	00:02:43	00:00:11	00:00:11
	18:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:45	00:00:45	00:00:11	00:00:11
27-03-2018		71	69	✔	97,2%	1	✔	1,4%	0	✖	0,0%	1	✔	1,4%	00:00:15	00:00:09	00:11:06	00:03:25	00:00:11	00:00:11
GrdRealSantaEulalia		39	38	✔	97,4%	0	✔	0,0%	0	✖	0,0%	1	✔	2,6%	00:00:15	00:00:09	00:09:40	00:03:43	00:00:11	00:00:11
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:06:13	00:06:13	00:00:11	00:00:11
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:07	00:08:54	00:04:39	00:00:08	00:00:08
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:09:40	00:03:57	00:00:11	00:00:11
	12:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:08:27	00:04:32	00:00:12	00:00:12
	13:00:00	4	3	⚠	75,0%	0	✔	0,0%	0	✖	0,0%	1	✖	25,0%	00:00:12	00:00:09	00:08:48	00:04:12	00:00:09	00:00:09
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:07:30	00:05:38	00:00:11	00:00:11
	15:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:05:51	00:02:15	00:00:14	00:00:14
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:07:41	00:03:16	00:00:10	00:00:10
	17:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:07	00:08:03	00:03:15	00:00:08	00:00:08
	18:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:04:04	00:02:54	00:00:08	00:00:08
RealBellavistaHotel		13	13	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:59	00:02:58	00:00:12	00:00:12
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:03:16	00:03:16	00:00:10	00:00:10
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:11	00:07:11	00:07:11	00:00:11	00:00:11
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:05:59	00:03:04	00:00:08	00:00:08
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:02:25	00:02:25	00:00:09	00:00:09
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:07:59	00:03:54	00:00:20	00:00:20
	16:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:02:10	00:01:20	00:00:12	00:00:12
RealMarinaHotel/Resi		19	18	✔	94,7%	1	✔	5,3%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:11:06	00:03:11	00:00:12	00:00:12
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:29	00:03:03	00:00:12	00:00:12
	10:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:10:26	00:07:29	00:00:08	00:00:08
	11:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:03:48	00:03:48	00:00:04	00:00:04
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:11:06	00:11:06	00:00:23	00:00:23
	13:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:12	00:04:00	00:02:32	00:00:12	00:00:12
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:01:40	00:01:02	00:00:26	00:00:26
	15:00:00	5	4	✔	80,0%	1	✖	20,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:02:14	00:01:02	00:00:07	00:00:08
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:04:36	00:02:29	00:00:17	00:00:17
28-03-2018		70	64	✔	91,4%	1	✔	1,4%	0	✖	0,0%	5	✔	7,1%	00:00:20	00:00:09	00:39:23	00:04:02	00:00:09	00:00:09
GrdRealSantaEulalia		34	30	✔	88,2%	0	✔	0,0%	0	✖	0,0%	4	⚠	11,8%	00:00:15	00:00:08	00:39:23	00:04:45	00:00:09	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:13:48	00:07:30	00:00:15	00:00:15
	10:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:06	00:00:06	00:01:22	00:01:22	00:00:00	00:00:00
	11:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:04:03	00:02:18	00:00:08	00:00:08
	12:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:09	00:08:46	00:03:25	00:00:08	00:00:08
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:08	00:02:42	00:02:37	00:00:08	00:00:08
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:04:05	00:02:33	00:00:09	00:00:09
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:07:51	00:03:29	00:00:09	00:00:09
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:20	00:02:20	00:00:08	00:00:08
	17:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:07	00:39:23	00:20:07	00:00:07	00:00:07
	18:00:00	10	6	⚠	60,0%	0	✔	0,0%	0	✖	0,0%	4	✖	40,0%	00:00:15	00:00:07	00:08:58	00:03:04	00:00:10	00:00:08
RealBellavistaHotel		13	13	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:11:16	00:03:20	00:00:09	00:00:09
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:06:36	00:03:58	00:00:09	00:00:09
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:57	00:00:57	00:00:10	00:00:10
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:07	00:11:16	00:07:08	00:00:06	00:00:06
	14:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:09	00:06:35	00:02:38	00:00:10	00:00:10
	15:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:04:03	00:01:55	00:00:10	00:00:10
02-04-2018	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:10	00:03:26	00:02:02	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

RealMarinaHotel/Resi		23	21	✔	91,3%	1	✔	4,3%	0	✖	0,0%	1	✔	4,3%	00:00:20	00:00:09	00:16:58	00:03:25	00:00:10	00:00:10
	10:00:00	5	5	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:20	00:00:10	00:16:58	00:05:05	00:00:09	00:00:09
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:12	00:02:08	00:01:32	00:00:12	00:00:12
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:05:45	00:05:45	00:00:07	00:00:07
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:09	00:02:28	00:01:44	00:00:09	00:00:09
	14:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:05:39	00:02:24	00:00:12	00:00:12
	15:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:08:09	00:06:40	00:00:16	00:00:16
	16:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:06	00:05:31	00:02:12	00:00:08	00:00:08
	17:00:00	3	2	⚠	66,7%	1	✖	33,3%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:07	00:03:42	00:02:15	00:00:07	00:00:10
	18:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✖	0,0%	1	✖	50,0%	00:00:08	00:00:08	00:01:49	00:01:49	00:00:07	00:00:08
29-03-2018		39	35	✔	89,7%	0	✔	0,0%	0	✖	0,0%	4	⚠	10,3%	00:00:15	00:00:10	00:17:42	00:03:38	00:00:11	00:00:11
GrdRealSantaEulalia		25	22	✔	88,0%	0	✔	0,0%	0	✖	0,0%	3	⚠	12,0%	00:00:15	00:00:09	00:17:42	00:03:34	00:00:12	00:00:12
	09:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:12	00:02:41	00:01:27	00:00:30	00:00:30
	10:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:10	00:17:42	00:07:17	00:00:10	00:00:10
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:07	00:03:08	00:01:44	00:00:08	00:00:08
	12:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:11	00:00:09	00:09:48	00:05:07	00:00:09	00:00:09
	13:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:05:18	00:05:09	00:00:08	00:00:08
	15:00:00	6	6	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:11	00:10:44	00:04:00	00:00:13	00:00:13
	16:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:09	00:03:04	00:03:04	00:00:09	00:00:09
	17:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:05	00:01:40	00:00:59	00:00:06	00:00:06
	18:00:00	3	0	✖	0,0%	0	✔	0,0%	0	✖	0,0%	3	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
RealBellavistaHotel		7	6	✔	85,7%	0	✔	0,0%	0	✖	0,0%	1	⚠	14,3%	00:00:14	00:00:08	00:17:07	00:03:45	00:00:07	00:00:08
	09:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:14	00:01:35	00:01:35	00:00:14	00:00:14
	10:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:01:36	00:01:36	00:00:05	00:00:05
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:02:26	00:02:26	00:00:12	00:00:12
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:07	00:00:07	00:02:09	00:02:09	00:00:07	00:00:07
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:03	00:00:42	00:00:07	00:00:07
	18:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✖	0,0%	1	✖	50,0%	00:00:03	00:00:03	00:17:07	00:17:07	00:00:03	00:00:03
RealMarinaHotel/Resi		7	7	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:11	00:11:31	00:03:50	00:00:11	00:00:11
	11:00:00	3	3	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:14	00:00:12	00:03:19	00:02:34	00:00:12	00:00:12
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:13	00:00:13	00:11:31	00:11:31	00:00:13	00:00:13
	13:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:02:08	00:02:08	00:00:08	00:00:08
	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:12	00:00:12	00:04:35	00:04:35	00:00:12	00:00:12
	17:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:00:58	00:00:58	00:00:10	00:00:10
30-03-2018		42	25	⚠	59,5%	1	✔	2,4%	0	✖	0,0%	16	✖	38,1%	00:00:15	00:00:09	00:10:57	00:02:51	00:00:19	00:00:22
GrdRealSantaEulalia		16	10	⚠	62,5%	0	✔	0,0%	0	✖	0,0%	6	✖	37,5%	00:00:15	00:00:09	00:06:15	00:02:49	00:00:17	00:00:19
	09:00:00	1	0	✖	0,0%	0	✔	0,0%	0	✖	0,0%	1	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	10:00:00	4	4	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:09	00:01:55	00:01:28	00:00:13	00:00:13
	11:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✖	0,0%	1	✖	50,0%	00:00:07	00:00:07	00:03:32	00:03:32	00:00:12	00:00:07
	12:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:10	00:06:15	00:03:35	00:00:52	00:00:52
	13:00:00	2	0	✖	0,0%	0	✔	0,0%	0	✖	0,0%	2	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
	15:00:00	1	0	✖	0,0%	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
	16:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:09	00:00:08	00:03:41	00:03:09	00:00:08	00:00:08
	17:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✖	0,0%	1	✖	50,0%	00:00:10	00:00:10	00:05:19	00:05:19	00:00:08	00:00:10
RealBellavistaHotel		17	9	⚠	52,9%	0	✔	0,0%	0	✖	0,0%	8	✖	47,1%	00:00:15	00:00:08	00:10:57	00:03:03	00:00:18	00:00:27
	09:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:07	00:05:20	00:02:48	00:01:16	00:01:16
	10:00:00	2	1	⚠	50,0%	0	✔	0,0%	0	✖	0,0%	1	✖	50,0%	00:00:10	00:00:10	00:00:37	00:00:37	00:00:13	00:00:10
	11:00:00	2	2	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:10	00:00:10	00:10:57	00:06:18	00:00:10	00:00:10
	12:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:15	00:00:08	00:04:33	00:04:33	00:00:47	00:00:47
	13:00:00	6	0	✖	0,0%	0	✔	0,0%	0	✖	0,0%	6	✖	100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	14:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:05	00:00:05	00:00:25	00:00:25	00:00:05	00:00:05
02-04-2018 14:02:16	15:00:00	1	1	✔	100,0%	0	✔	0,0%	0	✖	0,0%	0	✔	0,0%	00:00:08	00:00:08	00:01:10	00:01:10	00:00:08	00:00:08

OneContact Reporting

Service Performance Report

	17:00:00	2	1	🚨 50,0%	0	✅ 0,0%	0	❌ 0,0%	1	❌ 50,0%	00:00:05	00:00:05	00:02:28	00:02:28	00:00:04	00:00:05
RealMarinaHotel/Resi		9	6	🚨 66,7%	1	🚨 11,1%	0	❌ 0,0%	2	❌ 22,2%	00:00:15	00:00:10	00:05:38	00:02:36	00:00:28	00:00:17
	09:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	❌ 0,0%	0	✅ 0,0%	00:00:12	00:00:10	00:05:38	00:03:16	00:00:10	00:00:10
	12:00:00	1	0	❌ 0,0%	1	❌ 100,0%	0	❌ 0,0%	0	✅ 0,0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:05	00:00:00
	13:00:00	2	0	❌ 0,0%	0	✅ 0,0%	0	❌ 0,0%	2	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
	14:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	❌ 0,0%	0	✅ 0,0%	00:00:13	00:00:13	00:01:24	00:01:24	00:00:13	00:00:13
	15:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	❌ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:03:42	00:03:42	00:00:07	00:00:07
	16:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	❌ 0,0%	0	✅ 0,0%	00:00:07	00:00:07	00:03:17	00:03:17	00:00:07	00:00:07
	17:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	❌ 0,0%	0	✅ 0,0%	00:00:15	00:00:08	00:00:39	00:00:39	00:00:55	00:00:55
31-03-2018		28	12	❌ 42,9%	2	✅ 7,1%	0	❌ 0,0%	14	❌ 50,0%	00:00:15	00:00:10	00:19:44	00:06:37	00:00:17	00:00:17
GrdRealSantaEulalia		18	7	❌ 38,9%	2	🚨 11,1%	0	❌ 0,0%	9	❌ 50,0%	00:00:15	00:00:10	00:19:44	00:05:57	00:00:22	00:00:23
	09:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	❌ 0,0%	0	✅ 0,0%	00:00:08	00:00:08	00:19:44	00:19:44	00:00:08	00:00:08
	10:00:00	3	0	❌ 0,0%	0	✅ 0,0%	0	❌ 0,0%	3	❌ 100,0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
	11:00:00	3	3	✅ 100,0%	0	✅ 0,0%	0	❌ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:07:36	00:03:34	00:00:26	00:00:26
	12:00:00	2	1	🚨 50,0%	1	❌ 50,0%	0	❌ 0,0%	0	✅ 0,0%	00:00:15	00:00:12	00:07:56	00:07:56	00:00:50	00:00:07
	14:00:00	7	0	❌ 0,0%	1	🚨 14,3%	0	❌ 0,0%	6	❌ 85,7%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	15:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	❌ 0,0%	0	✅ 0,0%	00:00:15	00:00:09	00:01:41	00:01:39	00:00:35	00:00:35
RealBellavistaHotel		5	3	🚨 60,0%	0	✅ 0,0%	0	❌ 0,0%	2	❌ 40,0%	00:00:14	00:00:09	00:17:33	00:08:38	00:00:06	00:00:09
	10:00:00	2	2	✅ 100,0%	0	✅ 0,0%	0	❌ 0,0%	0	✅ 0,0%	00:00:14	00:00:10	00:17:33	00:09:48	00:00:10	00:00:10
	15:00:00	3	1	❌ 33,3%	0	✅ 0,0%	0	❌ 0,0%	2	❌ 66,7%	00:00:07	00:00:07	00:06:18	00:06:18	00:00:04	00:00:07
RealMarinaHotel/Resi		5	2	❌ 40,0%	0	✅ 0,0%	0	❌ 0,0%	3	❌ 60,0%	00:00:11	00:00:10	00:07:11	00:05:53	00:00:08	00:00:10
	11:00:00	1	1	✅ 100,0%	0	✅ 0,0%	0	❌ 0,0%	0	✅ 0,0%	00:00:10	00:00:10	00:07:11	00:07:11	00:00:10	00:00:10
	13:00:00	3	1	❌ 33,3%	0	✅ 0,0%	0	❌ 0,0%	2	❌ 66,7%	00:00:11	00:00:11	00:04:35	00:04:35	00:00:08	00:00:11
	14:00:00	1	0	❌ 0,0%	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
TOTAL		1361	1186	✅ 87,1%	18	✅ 1,3%	0	❌ 0,0%	157	🚨 11,5%	00:00:20	00:00:09	00:39:23	00:03:47	00:00:11	00:00:11