

# 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	
01-10-2018		52	43	✔ 82.7%	2	✔ 3.8%	7	⚠ 13.5%	00:00:15	00:00:09	00:12:57	00:03:17	00:00:12	00:00:12	
GrdRealSantaEulalia		19	13	⚠ 68.4%	1	✔ 5.3%	5	✖ 26.3%	00:00:15	00:00:10	00:05:58	00:02:31	00:00:12	00:00:12	
	09:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:00:33	00:00:33	00:00:08	00:00:08	
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:12	00:00:55	00:00:55	00:00:25	00:00:25	
	11:00:00	1	0	✖ 0.0%	1	✖ 100.0%	0	✔ 0.0%	00:00:09	00:00:09	00:00:00	00:00:00	00:00:09	00:00:00	
	12:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:12	00:00:12	00:03:19	00:01:47	00:00:12	00:00:12	
	13:00:00	4	2	⚠ 50.0%	0	✔ 0.0%	2	✖ 50.0%	00:00:10	00:00:09	00:03:23	00:02:46	00:00:10	00:00:09	
	14:00:00	4	3	⚠ 75.0%	0	✔ 0.0%	1	✖ 25.0%	00:00:15	00:00:10	00:05:49	00:04:19	00:00:14	00:00:14	
	16:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:07	00:00:06	00:01:41	00:01:06	00:00:06	00:00:06	
	17:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:05:58	00:03:30	00:00:14	00:00:14	
	18:00:00	2	0	✖ 0.0%	0	✔ 0.0%	2	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00	
RealBellavistaHotel		13	12	✔ 92.3%	0	✔ 0.0%	1	✔ 7.7%	00:00:15	00:00:10	00:12:57	00:03:25	00:00:14	00:00:14	
	09:00:00	2	1	⚠ 50.0%	0	✔ 0.0%	1	✖ 50.0%	00:00:11	00:00:11	00:03:02	00:03:02	00:00:14	00:00:11	
	10:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:09	00:01:19	00:01:11	00:00:14	00:00:14	
	11:00:00	4	4	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:11	00:03:17	00:01:32	00:00:17	00:00:17	
	12:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:09	00:04:31	00:03:07	00:00:16	00:00:16	
	13:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:05:36	00:05:36	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	00:12:57	00:06:59	00:00:10	00:00:10	
RealMarinaHotel/Resi		20	18	✔ 90.0%	1	✔ 5.0%	1	✔ 5.0%	00:00:15	00:00:09	00:12:01	00:03:41	00:00:10	00:00:11	
	09:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:12	00:00:09	00:03:09	00:02:44	00:00:09	00:00:09	
	10:00:00	4	3	⚠ 75.0%	1	✖ 25.0%	0	✔ 0.0%	00:00:13	00:00:06	00:03:02	00:02:30	00:00:06	00:00:08	
	12:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:14	00:00:12	00:08:30	00:05:30	00:00:12	00:00:12	
	13:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:11	00:01:49	00:01:49	00:00:22	00:00:22	
	14:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:12	00:02:56	00:02:56	00:00:24	00:00:24	
	15:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:06	00:02:23	00:01:57	00:00:06	00:00:06	
	16:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:09	00:07:11	00:04:04	00:00:09	00:00:09	
	17:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:13	00:00:08	00:06:22	00:03:22	00:00:12	00:00:12	
	18:00:00	2	1	⚠ 50.0%	0	✔ 0.0%	1	✖ 50.0%	00:00:08	00:00:08	00:12:01	00:12:01	00:00:06	00:00:08	
02-10-2018		44	44	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:21:39	00:03:17	00:00:12	00:00:12	
GrdRealSantaEulalia		14	14	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:14:41	00:02:38	00:00:12	00:00:12	
	09:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:12	00:00:10	00:14:41	00:05:28	00:00:10	00:00:10	
	10:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:11:31	00:06:18	00:00:14	00:00:14	
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:13	00:00:13	00:00:45	00:00:45	00:00:13	00:00:13	
	13:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:11	00:01:55	00:01:06	00:00:15	00:00:15	
	14:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:12	00:00:08	00:01:40	00:01:16	00:00:12	00:00:12	
	15:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:10	00:01:28	00:01:18	00:00:10	00:00:10	
	16:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:13	00:00:10	00:00:45	00:00:42	00:00:11	00:00:11	
RealBellavistaHotel		10	10	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:21:39	00:04:06	00:00:12	00:00:12	
	09:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:10	00:08:28	00:04:50	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	00:00:38	00:00:38	00:00:10	00:00:10	
	12:00:00	4	4	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:12	00:00:07	00:21:39	00:07:09	00:00:07	00:00:07	

OneContact Reporting

Service Performance Report

	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:02:54	00:02:54	00:00:15	00:00:15
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:02:44	00:01:05	00:00:26	00:00:26
RealMarinaHotel/Resi		20	20	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:13:43	00:03:20	00:00:13	00:00:13
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:03:12	00:02:10	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:01:14	00:01:14	00:00:15	00:00:15
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:29	00:02:29	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:30	00:02:24	00:00:06	00:00:06
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:03:44	00:02:38	00:00:09	00:00:09
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:13:43	00:07:40	00:00:09	00:00:09
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:07:16	00:02:38	00:00:22	00:00:22
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:16	00:03:18	00:00:17	00:00:17
03-10-2018		44	43	✔	97.7%	0	✔	0.0%	1	✔	2.3%	00:00:16	00:00:10	00:16:21	00:03:38	00:00:13	00:00:13
GrdRealSantaEulalia		18	17	✔	94.4%	0	✔	0.0%	1	✔	5.6%	00:00:15	00:00:10	00:16:21	00:04:24	00:00:12	00:00:13
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:06:29	00:05:45	00:00:14	00:00:14
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:58	00:00:58	00:00:21	00:00:21
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:12	00:03:12	00:03:12	00:00:06	00:00:08
	13:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:06:40	00:02:10	00:00:13	00:00:13
	14:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:06	00:00:06	00:04:26	00:04:26	00:00:00	00:00:00
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:16:21	00:11:25	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:00:35	00:00:32	00:00:21	00:00:21
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:06:57	00:05:02	00:00:09	00:00:09
RealBellavistaHotel		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:40	00:02:31	00:00:14	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:05:40	00:03:07	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:20	00:01:20	00:00:05	00:00:05
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:05:05	00:05:05	00:00:38	00:00:38
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:28	00:01:14	00:00:08	00:00:08
RealMarinaHotel/Resi		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:10	00:08:13	00:03:16	00:00:14	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:08:13	00:08:13	00:00:09	00:00:09
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:12	00:05:23	00:03:29	00:00:19	00:00:19
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:20	00:02:15	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	00:07:16	00:07:16	00:00:09	00:00:09
	13:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:45	00:01:12	00:00:12	00:00:12
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:06:59	00:04:28	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:16	00:05:16	00:00:25	00:00:25
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:23	00:03:20	00:00:14	00:00:14
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:16	00:01:16	00:00:08	00:00:08
04-10-2018		32	31	✔	96.9%	1	✔	3.1%	0	✔	0.0%	00:00:16	00:00:09	00:13:49	00:03:16	00:00:11	00:00:10
GrdRealSantaEulalia		13	12	✔	92.3%	1	✔	7.7%	0	✔	0.0%	00:00:15	00:00:09	00:13:49	00:04:07	00:00:13	00:00:10
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:12	00:02:26	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	00:05:44	00:03:27	00:00:15	00:00:15
	13:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:08	00:05:23	00:03:38	00:00:22	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:06:48	00:05:03	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:13:49	00:13:49	00:00:06	00:00:06
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:34	00:00:34	00:00:11	00:00:11
RealBellavistaHotel		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:07:51	00:02:37	00:00:11	00:00:11
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:09	00:02:09	00:00:09	00:00:09
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:59	00:00:59	00:00:10	00:00:10
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:07:51	00:07:51	00:00:10	00:00:10

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	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:23	00:01:18	00:00:16	00:00:16
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:23	00:01:23	00:00:08	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:23	00:03:23	00:00:06	00:00:06
RealMarinaHotel/Resi		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:08	00:11:46	00:02:54	00:00:09	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:51	00:00:51	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:08:05	00:08:05	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:25	00:00:25	00:00:05	00:00:05
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:17	00:00:17	00:00:09	00:00:09
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:04:00	00:03:28	00:00:09	00:00:09
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:08	00:11:46	00:03:43	00:00:10	00:00:10
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:08	00:05:36	00:02:13	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:39	00:01:39	00:00:10	00:00:10
05-10-2018		30	17	⚠	56.7%	1	✔	3.3%	12	✖	40.0%	00:00:15	00:00:08	00:11:27	00:03:05	00:00:50	00:00:08
GrdRealSantaEulalia		8	5	⚠	62.5%	0	✔	0.0%	3	✖	37.5%	00:00:11	00:00:07	00:09:22	00:03:23	00:00:07	00:00:07
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:04:58	00:04:58	00:00:03	00:00:03
	11:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:10	00:00:10	00:00:40	00:00:40	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:09:22	00:05:02	00:00:07	00:00:07
	15:00:00	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
	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	00:00:04	00:00:00
RealBellavistaHotel		14	5	✖	35.7%	1	✔	7.1%	8	✖	57.1%	00:00:15	00:00:09	00:06:33	00:02:25	00:01:38	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:00:49	00:00:42	00:00:04	00:00:04
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:33	00:06:33	00:00:08	00:00:08
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:01:23	00:01:23	00:00:14	00:00:14
	13:00:00	4	0	✖	0.0%	0	✔	0.0%	4	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:43	00:02:43	00:00:10	00:00:10
	16:00:00	5	0	✖	0.0%	1	✖	20.0%	4	✖	80.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:04:20	00:00:00
RealMarinaHotel/Resi		8	7	✔	87.5%	0	✔	0.0%	1	⚠	12.5%	00:00:15	00:00:07	00:11:27	00:03:21	00:00:08	00:00:08
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:09	00:11:27	00:06:40	00:00:11	00:00:14
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:05:38	00:05:38	00:00:03	00:00:03
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:01:23	00:01:05	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:16	00:01:16	00:00:03	00:00:03
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:04	00:01:04	00:00:03	00:00:03
06-10-2018		14	8	⚠	57.1%	2	⚠	14.3%	4	✖	28.6%	00:00:15	00:00:08	00:08:15	00:03:26	00:00:13	00:00:09
GrdRealSantaEulalia		6	4	⚠	66.7%	1	✖	16.7%	1	✖	16.7%	00:00:15	00:00:09	00:08:15	00:03:12	00:00:14	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:11	00:00:11	00:00:05	00:00:05
	13:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:15	00:08:15	00:00:22	00:00:06
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:46	00:00:46	00:00:08	00:00:08
	16:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:09	00:03:34	00:03:34	00:00:14	00:00:22
RealBellavistaHotel		4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:13	00:03:21	00:00:14	00:00:05
	09:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:40	00:00:00
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:13	00:04:13	00:00:08	00:00:08
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:29	00:02:29	00:00:04	00:00:04
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:22	00:03:22	00:00:04	00:00:04
RealMarinaHotel/Resi		4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:15	00:00:08	00:04:37	00:04:37	00:00:11	00:00:18
	10:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:04:37	00:04:37	00:00:18	00:00:18
	13:00:00	3	0	✖	0.0%	0	✔	0.0%	3	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
08-10-2018		52	45	✔	86.5%	1	✔	1.9%	6	⚠	11.5%	00:00:15	00:00:09	00:14:33	00:03:41	00:00:11	00:00:10

OneContact Reporting

Service Performance Report

GrdRealSantaEulalia		21	16	🟡	76.2%	1	✅	4.8%	4	❌	19.0%	00:00:15	00:00:09	00:14:33	00:04:49	00:00:12	00:00:10
	11:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:10	00:07:51	00:04:40	00:00:10	00:00:10
	12:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:10	00:07:52	00:04:47	00:00:10	00:00:10
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:05	00:06:45	00:06:45	00:00:06	00:00:06
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:13	00:02:06	00:02:06	00:00:13	00:00:13
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:08	00:00:45	00:00:37	00:00:13	00:00:13
	16:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:09	00:14:33	00:07:32	00:00:09	00:00:09
	17:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:03:22	00:02:02	00:00:10	00:00:10
	18:00:00	6	1	❌	16.7%	1	❌	16.7%	4	❌	66.7%	00:00:15	00:00:11	00:09:20	00:09:20	00:00:19	00:00:20
RealBellavistaHotel		13	12	✅	92.3%	0	✅	0.0%	1	✅	7.7%	00:00:14	00:00:08	00:07:27	00:02:35	00:00:08	00:00:09
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:06	00:02:42	00:02:16	00:00:06	00:00:06
	10:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:08	00:07:27	00:04:04	00:00:08	00:00:08
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:09	00:01:57	00:01:40	00:00:09	00:00:09
	12:00:00	2	1	🟡	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:14	00:00:14	00:02:35	00:02:35	00:00:08	00:00:14
	14:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:07	00:05:43	00:02:34	00:00:10	00:00:10
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:00:49	00:00:49	00:00:09	00:00:09
RealMarinaHotel/Resi		18	17	✅	94.4%	0	✅	0.0%	1	✅	5.6%	00:00:15	00:00:10	00:08:46	00:03:23	00:00:11	00:00:11
	09:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:08:46	00:04:11	00:00:14	00:00:14
	11:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:06	00:06:27	00:04:11	00:00:06	00:00:06
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:12	00:05:54	00:05:54	00:00:12	00:00:12
	13:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:05:08	00:03:34	00:00:10	00:00:10
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:10	00:04:09	00:03:08	00:00:10	00:00:10
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:11	00:01:35	00:01:05	00:00:11	00:00:11
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:03:57	00:03:57	00:00:10	00:00:10
	17:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:04:54	00:03:05	00:00:16	00:00:16
	18:00:00	1	0	❌	0.0%	0	✅	0.0%	1	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	00:00:00
09-10-2018		40	39	✅	97.5%	0	✅	0.0%	1	✅	2.5%	00:00:15	00:00:09	00:17:36	00:03:17	00:00:10	00:00:10
GrdRealSantaEulalia		12	12	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:06:11	00:02:47	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	00:05:24	00:03:04	00:00:18	00:00:18
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:04:08	00:03:10	00:00:14	00:00:14
	14:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:14	00:00:14	00:00:41	00:00:41	00:00:00	00:00:00
	15:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:07	00:03:29	00:02:11	00:00:09	00:00:09
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:06:11	00:04:12	00:00:08	00:00:08
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:02:11	00:02:11	00:00:09	00:00:09
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:05	00:03:47	00:03:47	00:00:05	00:00:05
RealBellavistaHotel		20	19	✅	95.0%	0	✅	0.0%	1	✅	5.0%	00:00:15	00:00:09	00:17:36	00:03:21	00:00:10	00:00:10
	09:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:09	00:06:28	00:03:10	00:00:09	00:00:09
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:00:58	00:00:58	00:00:11	00:00:11
	11:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:09	00:17:36	00:05:05	00:00:10	00:00:10
	12:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:07	00:05:21	00:03:12	00:00:08	00:00:08
	14:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:08:37	00:03:36	00:00:14	00:00:14
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:03:59	00:02:15	00:00:07	00:00:07
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:02:56	00:01:42	00:00:09	00:00:09
	17:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:08	00:07:06	00:03:43	00:00:08	00:00:08
	18:00:00	1	0	❌	0.0%	0	✅	0.0%	1	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
RealMarinaHotel/Resi		8	8	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:07	00:11:11	00:04:08	00:00:07	00:00:07
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:11:11	00:06:12	00:00:08	00:00:08
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:06	00:08:29	00:06:12	00:00:06	00:00:06

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Service Performance Report

	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:34	00:02:00	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:18	00:02:18	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:59	00:01:59	00:00:08	00:00:08
10-10-2018		31	30	✔	96.8%	1	✔	3.2%	0	✔	0.0%	00:00:16	00:00:10	00:21:52	00:03:52	00:00:13	00:00:14
GrdRealSantaEulalia		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:21:52	00:04:40	00:00:19	00:00:19
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:04:59	00:02:31	00:00:11	00:00:11
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:10:22	00:06:08	00:00:46	00:00:46
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:40	00:03:40	00:00:08	00:00:08
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:04:10	00:01:47	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:23	00:03:00	00:00:10	00:00:10
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:21:52	00:21:52	00:00:15	00:00:15
RealBellavistaHotel		9	8	✔	88.9%	1	⚠	11.1%	0	✔	0.0%	00:00:16	00:00:09	00:19:28	00:03:05	00:00:08	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:46	00:02:46	00:00:05	00:00:05
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:13	00:02:03	00:01:08	00:00:10	00:00:10
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:01:34	00:00:58	00:00:04	00:00:04
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:19:28	00:07:41	00:00:11	00:00:11
	16:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:24	00:00:22	00:00:11	00:00:11
RealMarinaHotel/Resi		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:11:07	00:03:30	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	00:00:40	00:00:40	00:00:11	00:00:11
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:52	00:02:48	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:04:15	00:04:15	00:00:15	00:00:15
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:32	00:02:32	00:00:09	00:00:09
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:39	00:01:39	00:00:10	00:00:10
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:08	00:01:08	00:00:09	00:00:09
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:11:07	00:06:25	00:00:12	00:00:12
11-10-2018		29	29	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:24:46	00:02:57	00:00:10	00:00:10
GrdRealSantaEulalia		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:24:46	00:03:15	00:00:10	00:00:10
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:02:46	00:02:09	00:00:11	00:00:11
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:24:46	00:12:38	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:33	00:01:33	00:00:20	00:00:20
	14:00:00	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
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:37	00:02:37	00:00:09	00:00:09
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:01:49	00:01:05	00:00:12	00:00:12
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:02:20	00:01:36	00:00:05	00:00:05
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:31	00:01:31	00:00:03	00:00:03
RealBellavistaHotel		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:09:08	00:02:44	00:00:09	00:00:09
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:04	00:03:14	00:03:14	00:00:07	00:00:07
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:01:46	00:01:46	00:00:13	00:00:13
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:01:45	00:01:45	00:00:13	00:00:13
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:06	00:02:26	00:01:35	00:00:11	00:00:11
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:09:08	00:04:52	00:00:10	00:00:10
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:06:28	00:02:31	00:00:08	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:03:06	00:03:06	00:00:04	00:00:04
RealMarinaHotel/Resi		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:09	00:02:48	00:00:12	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:09	00:01:09	00:00:05	00:00:05
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:21	00:00:21	00:00:05	00:00:05
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:04:39	00:03:18	00:00:12	00:00:12

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	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:06:09	00:03:27	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:55	00:03:55	00:00:33	00:00:33
12-10-2018		28	27	✔	96.4%	1	✔	3.6%	0	✔	0.0%	00:00:15	00:00:09	00:18:49	00:03:56	00:00:12	00:00:12
GrdRealSantaEulalia		13	12	✔	92.3%	1	✔	7.7%	0	✔	0.0%	00:00:15	00:00:09	00:18:49	00:05:20	00:00:11	00:00:11
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:03:42	00:03:42	00:00:13	00:00:13
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:15	00:04:57	00:00:16	00:00:16
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:03:23	00:03:23	00:00:13	00:00:13
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:13:17	00:04:40	00:00:08	00:00:08
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:18:49	00:07:49	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:59	00:04:59	00:00:07	00:00:07
	17:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:08	00:00:00	00:00:00	00:00:17	00:00:00
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:05:30	00:05:30	00:00:12	00:00:12
RealBellavistaHotel		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:12	00:02:21	00:00:14	00:00:14
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:33	00:01:33	00:00:37	00:00:37
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:06:12	00:06:12	00:00:04	00:00:04
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:25	00:02:25	00:00:20	00:00:20
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:08	00:04:16	00:01:52	00:00:08	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:41	00:00:41	00:00:10	00:00:10
RealMarinaHotel/Resi		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:33	00:03:00	00:00:11	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:08:33	00:08:33	00:00:04	00:00:04
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:48	00:02:00	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:45	00:02:45	00:00:20	00:00:20
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:03:44	00:02:24	00:00:06	00:00:06
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:31	00:02:16	00:00:18	00:00:18
13-10-2018		21	11	⚠	52.4%	2	✔	9.5%	8	✖	38.1%	00:00:15	00:00:08	00:10:55	00:04:24	00:00:12	00:00:16
GrdRealSantaEulalia		11	5	✖	45.5%	2	✖	18.2%	4	✖	36.4%	00:00:15	00:00:08	00:05:10	00:03:34	00:00:13	00:00:22
	10:00:00	6	4	⚠	66.7%	1	✖	16.7%	1	✖	16.7%	00:00:11	00:00:07	00:05:10	00:03:42	00:00:06	00:00:08
	13:00:00	4	0	✖	0.0%	1	✖	25.0%	3	✖	75.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:00	00:03:00	00:01:15	00:01:15
RealBellavistaHotel		5	2	✖	40.0%	0	✔	0.0%	3	✖	60.0%	00:00:11	00:00:10	00:07:15	00:06:26	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:05:38	00:05:38	00:00:10	00:00:10
	13:00:00	3	0	✖	0.0%	0	✔	0.0%	3	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:07:15	00:07:15	00:00:11	00:00:11
RealMarinaHotel/Resi		5	4	✔	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:15	00:00:08	00:10:55	00:04:24	00:00:10	00:00:11
	09:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:08	00:00:08	00:10:55	00:10:55	00:00:06	00:00:08
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:16	00:01:16	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:51	00:01:51	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:36	00:03:36	00:00:19	00:00:19
15-10-2018		39	26	⚠	66.7%	10	✖	25.6%	3	✔	7.7%	00:00:15	00:00:10	00:08:56	00:02:46	00:00:48	00:00:15
GrdRealSantaEulalia		24	14	⚠	58.3%	10	✖	41.7%	0	✔	0.0%	00:00:15	00:00:10	00:08:56	00:02:55	00:01:10	00:00:14
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:04:14	00:02:40	00:00:09	00:00:09
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:08:24	00:03:41	00:00:07	00:00:07
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:05:05	00:02:37	00:00:09	00:00:09
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:25	00:01:25	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:08:56	00:08:56	00:00:07	00:00:07
	14:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:28	00:00:00
	15:00:00	8	0	✖	0.0%	8	✖	100.0%	0	✔	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:31	00:00:00
	16:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:14	00:00:24	00:00:24	00:04:16	00:00:50



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	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:05:02	00:03:00	00:00:08	00:00:08
RealBellavistaHotel		10	7	⚠	70.0%	0	✔	0.0%	3	✖	30.0%	00:00:15	00:00:09	00:06:39	00:02:29	00:00:08	00:00:11
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:40	00:01:11	00:00:13	00:00:13
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:40	00:03:40	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:05	00:02:05	00:00:10	00:00:10
	15:00:00	3	0	✖	0.0%	0	✔	0.0%	3	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:23	00:01:23	00:00:05	00:00:05
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:06:39	00:06:39	00:00:11	00:00:11
RealMarinaHotel/Resi		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:46	00:02:40	00:00:21	00:00:21
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:08	00:02:08	00:00:21	00:00:21
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:08:46	00:08:46	00:00:06	00:00:06
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:54	00:00:51	00:00:36	00:00:36
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:42	00:00:42	00:00:07	00:00:07
16-10-2018		33	32	✔	97.0%	0	✔	0.0%	1	✔	3.0%	00:00:15	00:00:10	00:15:53	00:03:27	00:00:12	00:00:12
GrdRealSantaEulalia		15	15	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:15:53	00:04:02	00:00:11	00:00:11
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:07:14	00:04:36	00:00:09	00:00:09
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:04	00:03:55	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	00:01:21	00:01:21	00:00:10	00:00:10
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:04:06	00:02:26	00:00:09	00:00:09
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:04:42	00:02:35	00:00:07	00:00:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:01:44	00:01:44	00:00:28	00:00:28
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:15:53	00:15:53	00:00:12	00:00:12
RealBellavistaHotel		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:48	00:02:32	00:00:11	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:50	00:00:50	00:00:08	00:00:08
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:08	00:05:48	00:03:37	00:00:08	00:00:08
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:16	00:02:16	00:00:13	00:00:13
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:13	00:02:25	00:02:19	00:00:12	00:00:12
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:03:07	00:02:06	00:00:10	00:00:10
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:44	00:02:44	00:00:24	00:00:24
RealMarinaHotel/Resi		8	7	✔	87.5%	0	✔	0.0%	1	⚠	12.5%	00:00:15	00:00:11	00:06:03	00:03:23	00:00:14	00:00:14
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:48	00:01:48	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:05:12	00:02:57	00:00:11	00:00:11
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:53	00:03:02	00:00:16	00:00:16
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:03	00:04:56	00:00:18	00:00:18
	19:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
17-10-2018		29	26	✔	89.7%	0	✔	0.0%	3	⚠	10.3%	00:00:15	00:00:09	00:14:04	00:02:52	00:00:11	00:00:11
GrdRealSantaEulalia		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:14:04	00:03:28	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	00:03:37	00:03:37	00:00:07	00:00:07
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:14:04	00:08:01	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	00:09:13	00:03:20	00:00:07	00:00:07
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:02:03	00:01:14	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:05:06	00:02:42	00:00:15	00:00:15
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:05:19	00:03:16	00:00:10	00:00:10
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:05:32	00:02:47	00:00:10	00:00:10
RealBellavistaHotel		8	5	⚠	62.5%	0	✔	0.0%	3	✖	37.5%	00:00:15	00:00:08	00:03:19	00:01:54	00:00:12	00:00:12
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:52	00:01:48	00:00:17	00:00:17
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:00:48	00:00:48	00:00:12	00:00:12
	18:00:00	5	2	✖	40.0%	0	✔	0.0%	3	✖	60.0%	00:00:08	00:00:06	00:03:19	00:02:36	00:00:10	00:00:06

# OneContact Reporting

## Service Performance Report

RealMarinaHotel/Resi		9	9	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:10	00:04:54	00:02:20	00:00:12	00:00:12
	09:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:04	00:00:04	00:04:54	00:04:54	00:00:04	00:00:04
	10:00:00	3	3	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:10	00:02:19	00:01:57	00:00:14	00:00:14
	12:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:10	00:00:48	00:00:48	00:00:20	00:00:20
	13:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:09	00:00:09	00:02:20	00:02:20	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	00:02:42	00:02:42	00:00:14	00:00:14
	16:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:09	00:00:09	00:03:18	00:03:18	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	00:01:05	00:01:05	00:00:09	00:00:09
18-10-2018		45	39	✓	86.7%	3	✓	6.7%	3	✓	6.7%	00:00:15	00:00:09	00:12:55	00:03:02	00:00:11	00:00:10
GrdRealSantaEulalia		23	20	✓	87.0%	0	✓	0.0%	3	⚠	13.0%	00:00:15	00:00:09	00:12:55	00:03:19	00:00:12	00:00:11
	09:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:11	00:00:11	00:02:52	00:02:52	00:00:11	00:00:11
	10:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:10	00:02:06	00:02:06	00:00:20	00:00:20
	11:00:00	3	3	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:06	00:00:05	00:05:35	00:04:23	00:00:05	00:00:05
	12:00:00	3	3	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:12	00:00:08	00:03:33	00:01:16	00:00:09	00:00:09
	13:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:11	00:00:10	00:02:22	00:02:18	00:00:10	00:00:10
	14:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:10	00:00:08	00:02:50	00:02:28	00:00:08	00:00:08
	15:00:00	4	4	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:09	00:11:26	00:03:44	00:00:12	00:00:12
	16:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:10	00:03:30	00:03:11	00:00:20	00:00:20
	17:00:00	2	0	✗	0.0%	0	✓	0.0%	2	✗	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	18:00:00	3	2	⚠	66.7%	0	✓	0.0%	1	✗	33.3%	00:00:10	00:00:10	00:12:55	00:07:41	00:00:11	00:00:10
RealBellavistaHotel		14	12	✓	85.7%	2	⚠	14.3%	0	✓	0.0%	00:00:15	00:00:08	00:08:20	00:02:55	00:00:08	00:00:09
	10:00:00	3	3	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:07	00:00:07	00:05:33	00:03:29	00:00:07	00:00:07
	11:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:07	00:00:07	00:01:48	00:01:48	00:00:07	00:00:07
	12:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:07	00:00:07	00:04:20	00:04:20	00:00:07	00:00:07
	16:00:00	5	5	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:09	00:08:20	00:03:09	00:00:12	00:00:12
	17:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:09	00:00:09	00:01:11	00:01:11	00:00:09	00:00:09
	18:00:00	3	1	✗	33.3%	2	✗	66.7%	0	✓	0.0%	00:00:07	00:00:07	00:01:11	00:01:11	00:00:03	00:00:07
RealMarinaHotel/Resi		8	7	✓	87.5%	1	⚠	12.5%	0	✓	0.0%	00:00:15	00:00:10	00:07:39	00:02:28	00:00:14	00:00:11
	12:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:09	00:00:09	00:02:12	00:02:12	00:00:09	00:00:09
	13:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:10	00:07:39	00:03:05	00:00:15	00:00:15
	16:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:10	00:00:10	00:03:48	00:03:48	00:00:10	00:00:10
	17:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:12	00:00:10	00:02:11	00:01:54	00:00:10	00:00:10
	18:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:08	00:00:08	00:00:37	00:00:37	00:00:08	00:00:08
	19:00:00	1	0	✗	0.0%	1	✗	100.0%	0	✓	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:37	00:00:00
19-10-2018		31	29	✓	93.5%	2	✓	6.5%	0	✓	0.0%	00:00:18	00:00:09	00:08:35	00:02:59	00:00:11	00:00:11
GrdRealSantaEulalia		15	13	✓	86.7%	2	⚠	13.3%	0	✓	0.0%	00:00:14	00:00:08	00:07:15	00:02:52	00:00:08	00:00:09
	09:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:11	00:00:08	00:06:18	00:05:14	00:00:08	00:00:08
	10:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:14	00:00:10	00:07:15	00:05:45	00:00:10	00:00:10
	11:00:00	2	1	⚠	50.0%	1	✗	50.0%	0	✓	0.0%	00:00:12	00:00:08	00:01:23	00:01:23	00:00:08	00:00:12
	12:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:09	00:00:08	00:02:41	00:01:48	00:00:08	00:00:08
	14:00:00	4	4	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:13	00:00:08	00:05:50	00:02:05	00:00:08	00:00:08
	15:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:06	00:00:04	00:05:14	00:03:00	00:00:06	00:00:06
	16:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:10	00:00:10	00:00:22	00:00:22	00:00:10	00:00:10
	18:00:00	1	0	✗	0.0%	1	✗	100.0%	0	✓	0.0%	00:00:08	00:00:08	00:00:00	00:00:00	00:00:08	00:00:00
RealBellavistaHotel		5	5	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:10	00:08:35	00:03:41	00:00:16	00:00:16
	10:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:07	00:00:07	00:00:46	00:00:46	00:00:07	00:00:07
	12:00:00	2	2	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:15	00:00:10	00:06:55	00:03:58	00:00:16	00:00:16
	14:00:00	1	1	✓	100.0%	0	✓	0.0%	0	✓	0.0%	00:00:06	00:00:06	00:01:08	00:01:08	00:00:06	00:00:06



OneContact Reporting

Service Performance Report

	17:00:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	18:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:05	00:00:05	00:08:35	00:08:35	00:00:36	00:00:36
RealMarinaHotel/Resi		11	11	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:18	00:00:11	00:07:32	00:02:52	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	00:01:59	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	00:00:10	00:07:32	00:03:10	00:00:12	00:00:12
	14:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:18	00:00:13	00:05:34	00:03:10	00:00:10	00:00:10
	15:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:09	00:04:26	00:02:37	00:00:14	00:00:14
	16:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:10	00:02:18	00:02:18	00:00:10	00:00:10
	17:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:13	00:00:13	00:04:38	00:02:45	00:00:13	00:00:13
20-10-2018		13	6	✖ 46.2%	0	✔ 0.0%	7	✖ 53.8%	00:00:15	00:00:08	00:06:12	00:03:30	00:00:11	00:00:15
GrdRealSantaEulalia		3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:07	00:06:12	00:03:56	00:00:18	00:00:18
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:08	00:01:36	00:01:36	00:00:42	00:00:42
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:07	00:00:07	00:04:00	00:04:00	00:00:07	00:00:07
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:03	00:00:03	00:06:12	00:06:12	00:00:04	00:00:04
RealBellavistaHotel		6	1	✖ 16.7%	0	✔ 0.0%	5	✖ 83.3%	00:00:06	00:00:06	00:00:55	00:00:55	00:00:09	00:00:06
	12:00:00	5	0	✖ 0.0%	0	✔ 0.0%	5	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	13:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:06	00:00:55	00:00:55	00:00:06	00:00:06
RealMarinaHotel/Resi		4	2	⚠ 50.0%	0	✔ 0.0%	2	✖ 50.0%	00:00:15	00:00:10	00:05:35	00:04:09	00:00:10	00:00:16
	10:00:00	3	1	✖ 33.3%	0	✔ 0.0%	2	✖ 66.7%	00:00:13	00:00:13	00:05:35	00:05:35	00:00:07	00:00:13
	16:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:08	00:02:43	00:02:43	00:00:19	00:00:19
22-10-2018		44	39	✔ 88.6%	0	✔ 0.0%	5	⚠ 11.4%	00:00:15	00:00:10	00:10:44	00:03:31	00:00:11	00:00:12
GrdRealSantaEulalia		13	12	✔ 92.3%	0	✔ 0.0%	1	✔ 7.7%	00:00:15	00:00:08	00:09:25	00:03:35	00:00:09	00:00:10
	09:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:03:41	00:02:06	00:00:08	00:00:08
	10:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:12	00:00:10	00:04:59	00:03:58	00:00:10	00:00:10
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:06	00:01:22	00:01:22	00:00:06	00:00:06
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:05	00:00:05	00:01:34	00:01:34	00:00:05	00:00:05
	13:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:07	00:00:07	00:00:40	00:00:40	00:00:07	00:00:07
	14:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:06	00:01:39	00:01:39	00:00:06	00:00:06
	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:10	00:06:08	00:06:08	00:00:10	00:00:10
	16:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:11	00:09:25	00:09:25	00:00:11	00:00:11
	18:00:00	2	1	⚠ 50.0%	0	✔ 0.0%	1	✖ 50.0%	00:00:15	00:00:10	00:07:40	00:07:40	00:00:16	00:00:29
	19:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:02:27	00:02:27	00:00:09	00:00:09
RealBellavistaHotel		18	15	✔ 83.3%	0	✔ 0.0%	3	✖ 16.7%	00:00:15	00:00:11	00:10:44	00:03:37	00:00:12	00:00:13
	09:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:12	00:00:12	00:02:58	00:02:58	00:00:12	00:00:12
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:11	00:06:52	00:06:52	00:00:11	00:00:11
	11:00:00	4	4	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:14	00:00:10	00:09:51	00:04:26	00:00:10	00:00:10
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:14	00:00:14	00:03:18	00:03:18	00:00:14	00:00:14
	14:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:11	00:10:44	00:05:18	00:00:19	00:00:19
	15:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:13	00:00:10	00:00:55	00:00:43	00:00:10	00:00:10
	16:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:07	00:00:07	00:01:01	00:01:01	00:00:08	00:00:08
	17:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:14	00:04:26	00:04:26	00:00:27	00:00:27
	18:00:00	3	0	✖ 0.0%	0	✔ 0.0%	3	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
RealMarinaHotel/Resi		13	12	✔ 92.3%	0	✔ 0.0%	1	✔ 7.7%	00:00:15	00:00:10	00:10:32	00:03:19	00:00:11	00:00:12
	10:00:00	4	4	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:08	00:03:44	00:01:58	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	00:02:24	00:02:24	00:00:10	00:00:10
	12:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:14	00:00:13	00:10:32	00:06:41	00:00:13	00:00:13
	13:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:02:02	00:02:02	00:00:08	00:00:08
	16:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:14	00:02:58	00:02:58	00:00:28	00:00:28

OneContact Reporting

Service Performance Report

	18:00:00	3	2	🟡	66.7%	0	✅	0.0%	1	❌	33.3%	00:00:09	00:00:08	00:03:07	00:02:18	00:00:08	00:00:08
23-10-2018		35	34	✅	97.1%	0	✅	0.0%	1	✅	2.9%	00:00:16	00:00:10	00:15:01	00:03:26	00:00:13	00:00:13
GrdRealSantaEulalia		19	19	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:16	00:00:10	00:09:13	00:03:26	00:00:15	00:00:15
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:04:31	00:04:31	00:00:08	00:00:08
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:09:13	00:09:13	00:00:06	00:00:06
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:10	00:09:01	00:05:38	00:00:10	00:00:10
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:01:31	00:01:31	00:00:46	00:00:46
	13:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:05:27	00:04:08	00:00:12	00:00:12
	14:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:05:59	00:02:43	00:00:24	00:00:24
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:11	00:04:29	00:04:23	00:00:11	00:00:11
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:16	00:00:09	00:03:28	00:01:58	00:00:06	00:00:06
	17:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:05:21	00:02:19	00:00:15	00:00:15
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:01:34	00:01:34	00:00:10	00:00:10
RealBellavistaHotel		8	7	✅	87.5%	0	✅	0.0%	1	🟡	12.5%	00:00:15	00:00:09	00:03:49	00:01:44	00:00:11	00:00:11
	10:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:01:15	00:00:54	00:00:12	00:00:12
	11:00:00	1	0	❌	0.0%	0	✅	0.0%	1	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:03:49	00:03:49	00:00:11	00:00:11
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:02:16	00:02:16	00:00:07	00:00:07
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:02:13	00:02:13	00:00:06	00:00:06
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:13	00:01:10	00:01:10	00:00:13	00:00:13
RealMarinaHotel/Resi		8	8	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:15:01	00:04:55	00:00:11	00:00:11
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:05:05	00:05:05	00:00:06	00:00:06
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:05	00:06:50	00:06:50	00:00:05	00:00:05
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:13	00:02:21	00:02:21	00:00:13	00:00:13
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:04:40	00:04:40	00:00:07	00:00:07
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:13	00:03:30	00:03:30	00:00:13	00:00:13
	17:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:13	00:15:01	00:07:56	00:00:13	00:00:13
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:14	00:01:03	00:01:03	00:00:15	00:00:15
24-10-2018		27	27	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:17	00:00:11	00:23:39	00:04:50	00:00:11	00:00:11
GrdRealSantaEulalia		9	9	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:15:00	00:06:15	00:00:12	00:00:12
	09:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:09	00:09:25	00:05:23	00:00:09	00:00:09
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:02:06	00:02:06	00:00:22	00:00:22
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:14	00:15:00	00:15:00	00:00:14	00:00:14
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:14	00:12:43	00:07:45	00:00:14	00:00:14
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:03:49	00:03:49	00:00:07	00:00:07
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:03:36	00:03:36	00:00:07	00:00:07
RealBellavistaHotel		10	10	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:17	00:00:10	00:23:39	00:03:47	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	00:03:52	00:03:52	00:00:10	00:00:10
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:14	00:23:39	00:12:28	00:00:12	00:00:12
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:08	00:09:22	00:03:29	00:00:06	00:00:06
	13:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:02:36	00:01:20	00:00:14	00:00:14
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:00:43	00:00:43	00:00:08	00:00:08
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:17	00:00:11	00:02:28	00:01:44	00:00:08	00:00:08
RealMarinaHotel/Resi		8	8	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:13:02	00:04:56	00:00:12	00:00:12
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:09	00:02:11	00:01:32	00:00:12	00:00:12
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:15	00:08:30	00:08:30	00:00:15	00:00:15
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:05:22	00:05:22	00:00:08	00:00:08
	15:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:07:55	00:03:37	00:00:12	00:00:12

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Service Performance Report

	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:13:02	00:13:02	00:00:13	00:00:13
25-10-2018		36	35	✔	97.2%	0	✔	0.0%	1	✔	2.8%	00:00:23	00:00:10	00:13:53	00:03:08	00:00:12	00:00:13
GrdRealSantaEulalia		17	17	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:13:53	00:03:53	00:00:12	00:00:12
	09:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:04:45	00:03:26	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:09:08	00:09:08	00:00:09	00:00:09
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:31	00:02:14	00:00:08	00:00:08
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:38	00:02:10	00:00:25	00:00:25
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:02:36	00:02:07	00:00:11	00:00:11
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:23	00:01:23	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:37	00:01:37	00:00:19	00:00:19
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:13:53	00:13:53	00:00:04	00:00:04
	19:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:08:54	00:08:54	00:00:12	00:00:12
RealBellavistaHotel		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:23	00:00:11	00:03:15	00:01:13	00:00:13	00:00:13
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:09	00:02:09	00:00:12	00:00:12
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:16	00:00:55	00:00:08	00:00:08
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:27	00:00:27	00:00:25	00:00:25
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:00:36	00:00:36	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	00:01:14	00:01:14	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:51	00:00:50	00:00:22	00:00:22
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:23	00:00:23	00:03:15	00:03:15	00:00:08	00:00:08
RealMarinaHotel/Resi		10	9	✔	90.0%	0	✔	0.0%	1	⚠	10.0%	00:00:15	00:00:10	00:09:36	00:03:47	00:00:12	00:00:13
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:01	00:01:01	00:00:09	00:00:09
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:06:28	00:06:28	00:00:13	00:00:13
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:08	00:01:24	00:00:14	00:00:14
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:22	00:02:22	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:09:36	00:09:36	00:00:25	00:00:25
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:06:20	00:05:56	00:00:06	00:00:06
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:10	00:02:23	00:02:23	00:00:14	00:00:20
26-10-2018		51	48	✔	94.1%	1	✔	2.0%	2	✔	3.9%	00:00:15	00:00:09	00:20:25	00:03:32	00:00:11	00:00:12
GrdRealSantaEulalia		19	16	✔	84.2%	1	✔	5.3%	2	⚠	10.5%	00:00:15	00:00:09	00:20:25	00:04:08	00:00:10	00:00:11
	10:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:11	00:00:06	00:01:32	00:01:32	00:00:06	00:00:11
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:09:10	00:04:09	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:07:33	00:03:25	00:00:05	00:00:05
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:20:25	00:11:24	00:00:09	00:00:09
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:11	00:07:12	00:03:09	00:00:11	00:00:11
	16:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:07	00:00:06	00:02:35	00:02:22	00:00:07	00:00:06
	17:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:15	00:00:11	00:05:58	00:03:16	00:00:16	00:00:20
RealBellavistaHotel		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:20	00:03:02	00:00:15	00:00:15
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:02:08	00:02:08	00:00:13	00:00:13
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:05:22	00:02:56	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:03:39	00:03:19	00:00:14	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:08:20	00:08:20	00:00:02	00:00:02
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:19	00:03:19	00:00:19	00:00:19
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:08	00:01:08	00:00:58	00:00:58
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:03	00:00:03	00:00:10	00:00:10
RealMarinaHotel/Resi		22	22	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:10:55	00:03:17	00:00:11	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:03:53	00:02:06	00:00:08	00:00:08
	10:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:02:57	00:01:41	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:05	00:04:05	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:05:54	00:04:52	00:00:16	00:00:16
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:05:37	00:03:28	00:00:08	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:10:11	00:05:50	00:00:08	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:01:40	00:01:40	00:00:13	00:00:13
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:10:55	00:04:38	00:00:08	00:00:08
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:31	00:02:36	00:00:28	00:00:28
27-10-2018		17	15	✔	88.2%	0	✔	0.0%	2	⚠	11.8%	00:00:15	00:00:08	00:12:16	00:02:45	00:00:11	00:00:11
GrdRealSantaEulalia		6	5	✔	83.3%	0	✔	0.0%	1	✖	16.7%	00:00:08	00:00:08	00:12:16	00:03:27	00:00:07	00:00:08
	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	00:00:03	00:00:00
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:15	00:01:15	00:00:06	00:00:06
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:27	00:00:54	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:56	00:01:56	00:00:08	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:12:16	00:12:16	00:00:08	00:00:08
RealBellavistaHotel		7	6	✔	85.7%	0	✔	0.0%	1	⚠	14.3%	00:00:15	00:00:08	00:03:41	00:02:16	00:00:15	00:00:15
	11:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:06	00:00:06	00:03:41	00:03:41	00:00:11	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:40	00:00:40	00:00:11	00:00:11
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:03:17	00:02:14	00:00:07	00:00:07
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:26	00:02:24	00:00:30	00:00:30
RealMarinaHotel/Resi		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:06:29	00:02:37	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:06:29	00:03:38	00:00:08	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:24	00:01:36	00:00:08	00:00:08
29-10-2018		44	38	✔	86.4%	1	✔	2.3%	5	⚠	11.4%	00:00:17	00:00:10	00:20:58	00:04:15	00:00:11	00:00:11
GrdRealSantaEulalia		20	18	✔	90.0%	0	✔	0.0%	2	⚠	10.0%	00:00:17	00:00:10	00:20:58	00:05:14	00:00:11	00:00:11
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:07:48	00:03:28	00:00:08	00:00:08
	11:00:00	7	6	✔	85.7%	0	✔	0.0%	1	⚠	14.3%	00:00:15	00:00:08	00:09:40	00:04:56	00:00:12	00:00:12
	12:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:17	00:00:12	00:20:58	00:07:40	00:00:09	00:00:10
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:08:30	00:08:30	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:26	00:01:26	00:00:08	00:00:08
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:13:13	00:05:46	00:00:14	00:00:14
RealBellavistaHotel		15	12	✔	80.0%	1	✔	6.7%	2	⚠	13.3%	00:00:15	00:00:10	00:06:03	00:02:30	00:00:12	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:00	00:01:00	00:00:07	00:00:07
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:03:04	00:03:04	00:00:11	00:00:11
	12:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:10	00:06:03	00:03:28	00:00:20	00:00:13
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:27	00:02:27	00:00:07	00:00:07
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:01:04	00:00:58	00:00:08	00:00:08
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:05:20	00:03:14	00:00:08	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:02:44	00:02:44	00:00:12	00:00:12
	17:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:10	00:00:10	00:04:07	00:02:41	00:00:12	00:00:18
RealMarinaHotel/Resi		9	8	✔	88.9%	0	✔	0.0%	1	⚠	11.1%	00:00:15	00:00:10	00:19:08	00:04:32	00:00:11	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:05	00:02:05	00:00:11	00:00:11
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:14	00:00:14	00:19:08	00:19:08	00:00:10	00:00:14
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:08:07	00:04:20	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	00:02:14	00:01:38	00:00:14	00:00:14
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:26	00:01:26	00:00:07	00:00:07
30-10-2018		32	31	✔	96.9%	0	✔	0.0%	1	✔	3.1%	00:00:15	00:00:09	00:09:31	00:02:51	00:00:11	00:00:11
GrdRealSantaEulalia		9	8	✔	88.9%	0	✔	0.0%	1	⚠	11.1%	00:00:15	00:00:09	00:06:07	00:03:16	00:00:09	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:57	00:05:57	00:00:21	00:00:21







OneContact Reporting

Service Performance Report

	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:05:21	00:03:52	00:00:08	00:00:08
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:02:06	00:01:35	00:00:10	00:00:10
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:26	00:01:26	00:00:06	00:00:06
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:06:07	00:06:07	00:00:07	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:40	00:01:40	00:00:09	00:00:09
	18:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
RealBellavistaHotel		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:27	00:01:54	00:00:15	00:00:15
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:03:41	00:02:28	00:00:10	00:00:10
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:27	00:01:54	00:00:15	00:00:15
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:01	00:02:01	00:00:07	00:00:07
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:02	00:03:02	00:00:07	00:00:07
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:42	00:01:08	00:00:24	00:00:24
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:01:50	00:01:50	00:00:15	00:00:15
RealMarinaHotel/Resi		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:09:31	00:03:31	00:00:08	00:00:08
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:03:12	00:02:20	00:00:07	00:00:07
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:06:23	00:04:14	00:00:09	00:00:09
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:04:12	00:02:28	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:04:21	00:04:21	00:00:09	00:00:09
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:09:31	00:05:28	00:00:04	00:00:04
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:03:14	00:03:14	00:00:13	00:00:13
	19:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:11	00:03:11	00:00:11	00:00:11
31-10-2018		53	47	✔	88.7%	0	✔	0.0%	6	⚠	11.3%	00:00:15	00:00:10	00:15:12	00:03:27	00:00:14	00:00:15
GrdRealSantaEulalia		21	19	✔	90.5%	0	✔	0.0%	2	✔	9.5%	00:00:15	00:00:10	00:09:59	00:03:51	00:00:14	00:00:15
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:09:59	00:05:03	00:00:15	00:00:15
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:03:23	00:03:23	00:00:14	00:00:14
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:55	00:02:34	00:00:15	00:00:15
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:05:29	00:05:29	00:00:12	00:00:12
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:08:07	00:04:38	00:00:09	00:00:09
	17:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:27	00:02:09	00:00:19	00:00:19
	18:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:05	00:00:00
	19:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:02	00:00:02	00:04:59	00:04:59	00:00:20	00:00:23
RealBellavistaHotel		17	13	⚠	76.5%	0	✔	0.0%	4	✖	23.5%	00:00:15	00:00:09	00:15:12	00:03:58	00:00:09	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:18	00:00:18	00:00:07	00:00:07
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:06:14	00:06:14	00:00:14	00:00:14
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:41	00:04:41	00:00:19	00:00:19
	13:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:06	00:00:06	00:07:02	00:04:32	00:00:08	00:00:06
	14:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:05	00:00:05	00:15:12	00:08:04	00:00:04	00:00:05
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:03	00:02:03	00:00:12	00:00:12
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:00:52	00:00:51	00:00:12	00:00:12
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:08:18	00:03:49	00:00:09	00:00:09
RealMarinaHotel/Resi		15	15	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:43	00:02:29	00:00:19	00:00:19
	09:00:00	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
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:34	00:01:34	00:00:07	00:00:07
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:44	00:03:44	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:02:05	00:02:03	00:00:11	00:00:11
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:17	00:02:17	00:00:17	00:00:17
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:06:43	00:02:13	00:00:09	00:00:09
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:30	00:01:16	00:00:22	00:00:22

# OneContact Reporting

## Service Performance Report

	17:00:00	2	2	 100.0%	0	 0.0%	0	 0.0%	00:00:15	00:00:09	00:04:57	00:04:42	00:01:00	00:01:00
TOTAL		946	839	 88.7%	28	 3.0%	79	 8.4%	00:00:23	00:00:09	00:24:46	00:03:25	00:00:14	00:00:12