Service Performance Report

Service: GrdRealSantaEulalia, RealMarinaHotel/Resi, RealBellavistaHotel

	,		,														
			Total Chama	adas	Atendidas	Total Chamada	as Ab	andonadas	Total Chama	das S	obrepostas						
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	<u> </u>	13.5%	00:00:15	00:00:09	00:12:57	00:03:17	00:00:12	00:00:12
GrdRealSantaEu	ılalia	19	13	0	68.4%	1		5.3%	5	8	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	8	0.0%	1	(X)	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	Ø	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	(1)	50.0%	0		0.0%	2	8	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	(1)	75.0%	0		0.0%	1	8	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	8	0.0%	0	Ø	0.0%	2	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
RealBellavistaHo	otel	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	(1)	50.0%	0		0.0%	1	8	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	Ø	100.0%	0	Ø	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	8	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	Ø	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	Ø	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	8	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
GrdRealSantaEu	ılalia	14	14	②	100.0%	0	②	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	Ø	100.0%	0	Ø	0.0%	0	②	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	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	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:13	00:00:10	00:00:45	00:00:42	00:00:11	00:00:11
RealBellavistaHo	otel	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	Ø	0.0%	0	Ø	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

Service Performance Report

	40.00.00	4	4		400.00/	•		0.00/	0		0.00/	00.00.44	00.00.44	00.00.54	00.00.54	00.00.45	00.00.45
	13:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø		00:00:14	00:00:14	00:02:54	00:02:54	00:00:15	00:00:15
	16:00:00	2	2	9	100.0%	0		0.0%	0	Ø		00:00:15	00:00:13	00:02:44	00:01:05	00:00:26	00:00:26
RealMarinaHotel		20	20	Ø	100.0%	0	O	0.0%	0	②		00:00:15	00:00:09	00:13:43	00:03:20	00:00:13	00:00:13
	09:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø		00:00:12	00:00:10	00:03:12	00:02:10	00:00:10	00:00:10
	10:00:00	1	1	Ø	100.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø		00:00:07	00:00:07	00:02:29	00:02:29	00:00:08	00:00:08
	12:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø		00:00:07	00:00:06	00:02:30	00:02:24	00:00:06	00:00:06
	14:00:00	4	4	Ø	100.0%	0		0.0%	0	Ø	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	Ø	0.0%	0	Ø	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	Ø		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	Ø	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	②	97.7%	0	②	0.0%	1	②	2.3%	00:00:16	00:00:10	00:16:21	00:03:38	00:00:13	00:00:13
GrdRealSantaEu	ılalia	18	17	②	94.4%	0		0.0%	1	②	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	S	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	Ø	100.0%	0		0.0%	0	②	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	Ø	0.0%	1	8	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	\top	#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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	②	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	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:12	00:00:09	00:06:57	00:05:02	00:00:09	00:00:09
RealBellavistaHo	otel	5	5	②	100.0%	0	②	0.0%	0	②	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	②	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	Ø	0.0%	0	②	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	Ø	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	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:01:28	00:01:14	00:00:08	00:00:08
RealMarinaHotel	I/Resi	21	21		100.0%	0		0.0%	0	②	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	②		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	Ø	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	Ø	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	Ø	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			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	Ø		00:00:15	00:00:12	00:05:16	00:05:16	00:00:25	00:00:25
	16:00:00	3	3	Ø	100.0%	0		0.0%	0	②		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	Ø		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	⊘		00:00:16	00:00:09	00:13:49	00:03:16	00:00:11	00:00:10
GrdRealSantaEu	ılalia	13	12	O	92.3%	1	O	7.7%	0	Ø		00:00:16	00:00:09	00:13:49	00:04:07	00:00:13	00:00:10
	09:00:00	3	3	O	100.0%	0	O	0.0%	0	Ø		00:00:10	00:00:09	00:03:12	00:02:26	00:00:08	00:00:08
	12:00:00	3	3		100.0%	0		0.0%	0	Ø		00:00:10	00:00:10	00:05:44	00:02:20	00:00:15	00:00:15
	13:00:00	3	2		66.7%	1	8	33.3%	0	Ø		00:00:15	00:00:08	00:05:23	00:03:38	00:00:13	00:00:13
	14:00:00	2	2		100.0%	0		0.0%	0	Ø		00:00:13	00:00:10	00:06:48	00:05:03	00:00:10	00:00:10
	16:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø		00:00:11	00:00:10	00:00:40	00:03:03	00:00:06	00:00:10
	18:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø		00:00:03	00:00:03	00:13:49	00:13:49	00:00:11	00:00:00
PoalBallaviotelle																	
RealBellavistaHo		7	7	Ø	100.0%	0		0.0%	0	②		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	9		00:00:09	00:00:09	00:02:09	00:02:09	00:00:09	00:00:09
	12:00:00	1	1	9	100.0%	0	Ø	0.0%	0	Ø		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

Service Performance Report

	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	O	100.0%	0	9	0.0%	0	Ø	0.0%	00:00:13	00:00:10	00:01:23	00:01:18	00:00:18	00:00:10
	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/		12			100.0%	0		0.0%	0	②	0.0%	00:00:16		00:11:46	00:02:54	00:00:09	00:00:00
realisa mariotos	09:00:00	1	12 1		100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:08 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	Ø	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	Ø	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	Ø	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	Ø	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	Ø	0.0%	00:00:10	00:00:10	00:01:39	00:01:39	00:00:10	00:00:10
05-10-2018	11100100	30	17		56.7%	1		3.3%	12	8	40.0%	00:00:15	00:00:08	00:11:27	00:03:05	00:00:50	00:00:08
GrdRealSantaEul	alia	8	5		62.5%	0		0.0%	3	⊗	37.5%	00:00:13	00:00:07	00:09:22	00:03:23	00:00:07	00:00:07
or an touroumu_u.	10:00:00	1	1		100.0%	0	Ø	0.0%	0		0.0%	00:00:03	00:00:07	00:04:58	00:04:58	00:00:03	00:00:03
	11:00:00	3	1	8	33.3%	0		0.0%	2	8	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%	00:00:10	00:00:10	00:09:22	00:05:02	00:00:07	00:00:10
	15:00:00	1	1		100.0%	0		0.0%	0	Ø	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	(X)	0.0%	0		0.0%	1	(X)	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
RealBellavistaHo		14	5	(S)	35.7%	1		7.1%	8	(3)	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	00:00:09	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	(X)	0.0%	0		0.0%	4	8	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	S	20.0%	4	S	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	<u>()</u>	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	8	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	Ø	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	Ø	100.0%	0		0.0%	0	Ø	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	Ø	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	8	28.6%	00:00:15	00:00:08	00:08:15	00:03:26	00:00:13	00:00:09
GrdRealSantaEul	alia	6	4	0	66.7%	1	8	16.7%	1	8	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	Ø	0.0%	0	Ø	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	(1)	50.0%	1	8	50.0%	0	Ø	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	Ø	0.0%	0	Ø	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	8	50.0%	00:00:15	00:00:09	00:03:34	00:03:34	00:00:14	00:00:22
RealBellavistaHo	tel	4	3	()	75.0%	1	(X)	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	8	0.0%	1	8	100.0%	0	Ø	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	Ø	100.0%	0		0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:03:22	00:03:22	00:00:04	00:00:04
RealMarinaHotel/	Resi	4	1	(3)	25.0%	0		0.0%	3	(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	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:02	00:00:02	00:04:37	00:04:37	00:00:18	00:00:18
	10.00.00	0	0	×	0.0%	0		0.0%	3	X	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	13:00:00	3	0		0.070			0.078	5		100.070	00.00.00	00.00.00	00.00.00	00.00.00	00.00.00	00.00.00

Service Performance Report

GrdRealSantaEu	ulalia	21	46	()	76.2%	1		4.8%	4	6	8	19.0%	00:00:15	00:00:09	00:14:33	00:04:49	00:00:12	00:00:10
	11:00:00	3	16		100.0%	0		0.0%	0		ॐ ॐ	0.0%	00:00:13	00:00:09	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	8	16.7%	1		16.7%	4		8	66.7%	00:00:15	00:00:11	00:09:20	00:09:20	00:00:19	00:00:10
RealBellavistaH		13	12		92.3%	0		0.0%	1		3	7.7%	00:00:14	00:00:08	00:07:27	00:02:35	00:00:08	00:00:09
- tour Bona violari	09:00:00	2	2		100.0%	0		0.0%	0		3	0.0%	00:00:14	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		3	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%	00:00:12	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%	00:00:10	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		y	0.0%	00:00:14	00:00:17	00:05:43	00:02:34	00:00:10	00:00:14
	15:00:00	1	1		100.0%	0	O	0.0%	0		3	0.0%	00:00:09	00:00:09	00:00:49	00:02:34	00:00:09	00:00:09
RealMarinaHote		18	17		94.4%	0		0.0%	1		3	5.6%	00:00:05	00:00:09	00:08:46	00:03:23	00:00:11	00:00:11
Teanwarman lote	09:00:00	3	3		100.0%	0	O	0.0%	0		9	0.0%	00:00:15	00:00:10	00:08:46	00:03:23	00:00:11	00:00:11
	11:00:00	3	3		100.0%	0		0.0%	0		9	0.0%	00:00:08	00:00:06	00:06:27	00:04:11	00:00:06	00:00:14
	12:00:00	1	1		100.0%	0		0.0%	0		3	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	Ø	0.0%	0		3	0.0%	00:00:12	00:00:12	00:05:08	00:03:34	00:00:12	00:00:12
	14:00:00	2	2		100.0%	0		0.0%	0		3	0.0%	00:00:13	00:00:10	00:03:00	00:03:08	00:00:10	00:00:10
	15:00:00	2	2		100.0%	0	O	0.0%	0		3	0.0%	00:00:12	00:00:10	00:04:09	00:03:05	00:00:10	00:00:10
	16:00:00	1	1		100.0%	0		0.0%	0		3	0.0%	00:00:13	00:00:11	00:01:53	00:01:03	00:00:11	00:00:11
	17:00:00	3	3		100.0%	0		0.0%	0		3	0.0%	00:00:10	00:00:10	00:03:57	00:03:05	00:00:16	00:00:10
	18:00:00	1	0	8	0.0%	0		0.0%	1		X	100.0%	00:00:15	00:00:11	00:04:54	00:00:00	00:00:15	00:00:16
22 42 2242	18.00.00														00:00:00	00:03:17		00:00:10
09-10-2018 GrdRealSantaEu	ulalia	40	39	O	97.5%	0	2	0.0%	1		3	2.5%	00:00:15	00:00:09	00:17:36	00:03:17	00:00:10 00:00:12	00:00:10
GruitealSaritaLt	10:00:00	12 3	12		100.0% 100.0%	0	⊘	0.0% 0.0%	0		3	0.0% 0.0%	00:00:15 00:00:15	00:00:09 00:00:11	00:05:24	00:02:47	00:00:12	00:00:12
	11:00:00	2	2		100.0%	0		0.0%	0		3	0.0%	00:00:15	00:00:11	00:03:24	00:03:04	00:00:14	00:00:14
	14:00:00	0	0		#DIV/0!	0		#DIV/0!	0			#DIV/0!	00:00:13	00:00:03	00:04:00	00:00:10	00:00:00	00:00:00
	15:00:00	4	4		100.0%	0		0.0%	0		<u>, , , , , , , , , , , , , , , , , , , </u>	0.0%	00:00:14	00:00:14	00:00:41	00:00:41	00:00:00	00:00:00
	16:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0		3	0.0%	00:00:11	00:00:07	00:03:29	00:02:11	00:00:09	00:00:09
	17:00:00	1	1	Ø	100.0%	0	9	0.0%	0		3	0.0%	00:00:09	00:00:08	00:00:11	00:04:12	00:00:08	00:00:08
	18:00:00	1	1	Ø	100.0%	0	O	0.0%	0		3	0.0%	00:00:09	00:00:09	00:02:11	00:02:11	00:00:09	00:00:09
RealBellavistaH											_				00:03:47	00:03:47	00:00:10	00:00:10
RealDellavistari	09:00:00	20 3	19		95.0% 100.0%	0		0.0% 0.0%	0		3	5.0% 0.0%	00:00:15 00:00:13	00:00:09 00:00:09	00:17:30	00:03:21	00:00:09	00:00:09
	10:00:00	1	1		100.0%	0	Ø	0.0%	0		3	0.0%	00:00:13	00:00:11	00:00:58	00:00:58	00:00:11	00:00:11
	11:00:00	4	4	Ø	100.0%	0	O	0.0%	0		3	0.0%	00:00:11	00:00:11	00:00:36	00:05:05	00:00:11	00:00:11
	12:00:00	3	3	Ø	100.0%	0	3	0.0%	0		3	0.0%	00:00:14	00:00:09	00:17:30	00:03:03	00:00:08	00:00:10
	14:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0		3	0.0%	00:00:15	00:00:10	00:03:21	00:03:12	00:00:14	00:00:14
	15:00:00	1	1		100.0%	0	3	0.0%	0		3	0.0%	00:00:08	00:00:10	00:03:59	00:03:30	00:00:14	00:00:14
	16:00:00	1	1		100.0%	0		0.0%	0		3	0.0%	00:00:10	00:00:10	00:03:59	00:02:13	00:00:09	00:00:07
	17:00:00	2	2		100.0%	0		0.0%	0		9	0.0%	00:00:10	00:00:10	00:02:56	00:01:42	00:00:09	00:00:09
	18:00:00	1	0	8	0.0%	0		0.0%	1		_	100.0%	00:00:14	00:00:00	00:07:06	00:03:43	00:00:16	00:00:00
RealMarinaHote											_				00:00:00	00:04:08	00:00:16	00:00:07
iveaniiai iiia MUTE	09:00:00	8 2	8		100.0% 100.0%	0	⊘	0.0% 0.0%	0		3	0.0% 0.0%	00:00:11 00:00:08	00:00:07 00:00:08	00:11:11	00:04:08	00:00:07	00:00:07
		2		Ø	100.0%	0	3	0.0%	0		3	0.0%	00:00:08		00:11:11			
	10:00:00	4	2		100.0%	U		0.0%	0			0.070	00.00.07	00:00:06	00.00.29	00:06:12	00:00:06	00:00:06

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	Ø	100.0%	0		0.0%	0	Ø	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	Ø	100.0%	0	Ø	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	Ø	0.0%	00:00:16	00:00:10	00:21:52	00:03:52	00:00:13	00:00:14
GrdRealSantaE	ulalia	12	12		100.0%	0	O	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0		0.0%	00:00:15	00:00:15	00:21:52	00:21:52	00:00:15	00:00:15
RealBellavistaH	lotel	9	8	②	88.9%	1		11.1%	0	②	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	8	0.0%	1	8	100.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:11	00:00:11	00:00:24	00:00:22	00:00:11	00:00:11
RealMarinaHote	el/Resi	10	10	②	100.0%	0	Ø	0.0%	0	②	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	Ø	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	Ø	100.0%	0	Ø	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	Ø	100.0%	0	Ø	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	Ø	100.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	②	100.0%	0	②	0.0%	0	②	0.0%	00:00:15	80:00:00	00:24:46	00:02:57	00:00:10	00:00:10
GrdRealSantaE	ulalia	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%	80:00:00	80:00:00	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	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
RealBellavistaH		9	9	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:13	00:00:13	00:01:46	00:01:46	00:00:13	00:00:13
	11:00:00 12:00:00	1	1	⊘	100.0% 100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:12	00:00:12	00:01:45	00:01:45	00:00:13	00:00:13
	11:00:00 12:00:00 13:00:00	1 1 1	1 1 1	Ø	100.0% 100.0% 100.0%	0 0 0	Ø	0.0%	0	Ø	0.0%	00:00:12 00:00:11	00:00:12 00:00:06	00:01:45 00:02:26	00:01:45 00:01:35	00:00:13 00:00:11	00:00:13 00:00:11
	11:00:00 12:00:00 13:00:00 14:00:00	1 1 1	1 1 1	ØØØ	100.0% 100.0% 100.0% 100.0%	0 0 0	9	0.0% 0.0% 0.0%	0 0 0	Ø Ø	0.0% 0.0% 0.0%	00:00:12 00:00:11 00:00:10	00:00:12 00:00:06 00:00:08	00:01:45 00:02:26 00:09:08	00:01:45 00:01:35 00:04:52	00:00:13 00:00:11 00:00:10	00:00:13 00:00:11 00:00:10
	11:00:00 12:00:00 13:00:00 14:00:00 15:00:00	1 1 1 1 3	1 1 1 1 3	0	100.0% 100.0% 100.0% 100.0%	0 0 0 0	Ø Ø	0.0% 0.0% 0.0% 0.0%	0 0 0	Ø Ø	0.0% 0.0% 0.0% 0.0%	00:00:12 00:00:11 00:00:10 00:00:15	00:00:12 00:00:06 00:00:08 00:00:07	00:01:45 00:02:26 00:09:08 00:06:28	00:01:45 00:01:35 00:04:52 00:02:31	00:00:13 00:00:11 00:00:10 00:00:08	00:00:13 00:00:11 00:00:10 00:00:08
	11:00:00 12:00:00 13:00:00 14:00:00 15:00:00 16:00:00	1 1 1 1 3	1 1 1 1 3	0	100.0% 100.0% 100.0% 100.0% 100.0%	0 0 0	Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø	0.0% 0.0% 0.0% 0.0% 0.0%	0 0 0	Ø Ø Ø	0.0% 0.0% 0.0% 0.0% 0.0%	00:00:12 00:00:11 00:00:10	00:00:12 00:00:06 00:00:08 00:00:07 00:00:03	00:01:45 00:02:26 00:09:08 00:06:28 00:03:06	00:01:45 00:01:35 00:04:52 00:02:31 00:03:06	00:00:13 00:00:11 00:00:10 00:00:08 00:00:04	00:00:13 00:00:11 00:00:10 00:00:08 00:00:04
RealMarinaHote	11:00:00 12:00:00 13:00:00 14:00:00 15:00:00 16:00:00	1 1 1 1 3 1 8	1 1 1 1 3 1 8	9 9 9 9	100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	0 0 0 0 0 0	0	0.0% 0.0% 0.0% 0.0% 0.0%	0 0 0 0 0	Ø Ø Ø	0.0% 0.0% 0.0% 0.0% 0.0%	00:00:12 00:00:11 00:00:10 00:00:15 00:00:03 00:00:15	00:00:12 00:00:06 00:00:08 00:00:07 00:00:03 00:00:09	00:01:45 00:02:26 00:09:08 00:06:28 00:03:06 00:06:09	00:01:45 00:01:35 00:04:52 00:02:31 00:03:06 00:02:48	00:00:13 00:00:11 00:00:10 00:00:08 00:00:04 00:00:12	00:00:13 00:00:11 00:00:10 00:00:08 00:00:04 00:00:12
RealMarinaHote	11:00:00 12:00:00 13:00:00 14:00:00 15:00:00 16:00:00 el/Resi 09:00:00	1 1 1 1 3 1 8	1 1 1 1 3 1 8	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	0 0 0 0 0 0	ØØØØØØ	0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	0 0 0 0 0 0		0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	00:00:12 00:00:11 00:00:10 00:00:15 00:00:03 00:00:15 00:00:05	00:00:12 00:00:06 00:00:08 00:00:07 00:00:03 00:00:09 00:00:05	00:01:45 00:02:26 00:09:08 00:06:28 00:03:06 00:06:09 00:01:09	00:01:45 00:01:35 00:04:52 00:02:31 00:03:06 00:02:48 00:01:09	00:00:13 00:00:11 00:00:10 00:00:08 00:00:04 00:00:12 00:00:05	00:00:13 00:00:11 00:00:10 00:00:08 00:00:04 00:00:12 00:00:05
RealMarinaHote	11:00:00 12:00:00 13:00:00 14:00:00 15:00:00 16:00:00	1 1 1 1 3 1 8	1 1 1 1 3 1 8	9 9 9 9	100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	0 0 0 0 0 0	0	0.0% 0.0% 0.0% 0.0% 0.0%	0 0 0 0 0	Ø Ø Ø	0.0% 0.0% 0.0% 0.0% 0.0%	00:00:12 00:00:11 00:00:10 00:00:15 00:00:03 00:00:15	00:00:12 00:00:06 00:00:08 00:00:07 00:00:03 00:00:09	00:01:45 00:02:26 00:09:08 00:06:28 00:03:06 00:06:09	00:01:45 00:01:35 00:04:52 00:02:31 00:03:06 00:02:48	00:00:13 00:00:11 00:00:10 00:00:08 00:00:04 00:00:12	00:00:13 00:00:11 00:00:10 00:00:08 00:00:04 00:00:12

Service Performance Report

	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	Ø	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	②	0.0%	00:00:15	00:00:09	00:18:49	00:03:56	00:00:12	00:00:12
GrdRealSantaEula	alia	13	12		92.3%	1		7.7%	0	O	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	Ø	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	Ø	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	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	8	0.0%	1	8	100.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:12	00:00:12	00:05:30	00:05:30	00:00:12	00:00:12
RealBellavistaHot	el	7	7	Ø	100.0%	0	②	0.0%	0	②	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0		0.0%	00:00:10	00:00:10	00:00:41	00:00:41	00:00:10	00:00:10
RealMarinaHotel/F	Resi	8	8	②	100.0%	0		0.0%	0	②	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	80:00:00	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	<u> </u>	52.4%	2		9.5%	8	8	38.1%	00:00:15	00:00:08	00:10:55	00:04:24	00:00:12	00:00:16
GrdRealSantaEula	alia	11	5	8	45.5%	2	8	18.2%	4	8	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	80:00:00
	13:00:00	4	0	8	0.0%	1	8	25.0%	3	8	75.0%	00:00:00	00:00:00	00:00:00	00:00:00	80:00:00	00:00:00
	14:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	80:00:00	00:03:00	00:03:00	00:01:15	00:01:15
RealBellavistaHot		5	2	(2)	40.0%	0		0.0%	3	(2)	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	Ø	100.0%	0		0.0%	0	Ø	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	S	0.0%	0		0.0%	3	8	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/F	Resi	5	4	②	80.0%	0		0.0%	1	(S)	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	(1)	50.0%	0		0.0%	1	8	50.0%	80:00:00	00:00:08	00:10:55	00:10:55	00:00:06	80:00:00
	12:00:00	1	1		100.0%	0		0.0%	0		0.0%	80:00:00	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	Ø	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	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	80:00:00	00:03:36	00:03:36	00:00:19	00:00:19
15-10-2018		39	26	<u>()</u>	66.7%	10	8	25.6%	3	②	7.7%	00:00:15	00:00:10	00:08:56	00:02:46	00:00:48	00:00:15
GrdRealSantaEula	alia	24	14	()	58.3%	10	8	41.7%	0	Ø	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	9	100.0%	0	Ø	0.0%	0	Ø	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	9	100.0%	0	Ø	0.0%	0	Ø	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	9	100.0%	0	Ø	0.0%	0	Ø	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	9	100.0%	0	Ø	0.0%	0	9	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	Ø	100.0%	0		0.0%	0	Ø	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	8	0.0%	1	8	100.0%	0	Ø	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

Service Performance Report

			_			-											
	17:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:09	00:00:08	00:05:02	00:03:00	00:00:08	00:00:08
RealBellavistaHote		10	7	0	70.0%	0	Ø	0.0%	3	8	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	Ø	100.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	8	0.0%	0		0.0%	3	8	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/R	lesi	5	5	②	100.0%	0	②	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	②	97.0%	0	②	0.0%	1	②	3.0%	00:00:15	00:00:10	00:15:53	00:03:27	00:00:12	00:00:12
GrdRealSantaEula	lia	15	15	②	100.0%	0	②	0.0%	0	②	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	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	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	Ø	0.0%	00:00:12	00:00:12	00:15:53	00:15:53	00:00:12	00:00:12
RealBellavistaHote	el	10	10		100.0%	0		0.0%	0	②	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	②	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	Ø	0.0%	0	Ø	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	Ø	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	②	100.0%	0	Ø	0.0%	0	Ø	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	Ø	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	Ø	0.0%	00:00:15	00:00:08	00:02:44	00:02:44	00:00:24	00:00:24
RealMarinaHotel/R	lesi	8	7		87.5%	0		0.0%	1	<u>()</u>	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	8	0.0%	0		0.0%	1	8	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	<u> </u>	10.3%	00:00:15	00:00:09	00:14:04	00:02:52	00:00:11	00:00:11
GrdRealSantaEula	lia	12	12	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	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	Ø	100.0%	0	Ø	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	Ø	100.0%	0		0.0%	0	Ø	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	Ø	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	Ø	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	Ø	0.0%	00:00:14	00:00:10	00:05:19	00:02:42	00:00:10	00:00:10
	15:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:12	00:00:11	00:05:32	00:03:10	00:00:10	00:00:10
RealBellavistaHote														00:03:32	00:01:54	00:00:10	00:00:10
	12:00:00	8 2	5		62.5% 100.0%	0		0.0% 0.0%	3	⊗	37.5% 0.0%	00:00:15 00:00:15	00:00:08 00:00:09	00:03:19	00:01:34	00:00:12	00:00:12
	15:00:00	1	1	S	100.0%	0	S	0.0%	0	9	0.0%	00:00:15	00:00:09	00:02:52	00:01:48	00:00:17	00:00:17
	18:00:00	5	2	\otimes	40.0%	0		0.0%	3		60.0%	80:00:00	00:00:06	00:03:19	00:02:36	00:00:10	00:00:06

Service Performance Report

RealMarinaHotel/	Resi	9	9	②	100.0%	0		0.0%	0	②	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	Ø	0.0%	00:00:04	00:00:10	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	Ø	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	Ø	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	Ø	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%	00:00:14	00:00:09	00:02:42	00:02:42	00:00:09	00:00:14
	18:00:00	1	1		100.0%	0	Ø	0.0%	0		0.0%	00:00:09	00:00:09	00:03:10	00:03:10	00:00:09	00:00:09
18-10-2018	10.00.00	·												00:12:55	00:03:02	00:00:11	00:00:10
GrdRealSantaEul	alia	45	39	⊘	86.7%	3	O	6.7%	3		6.7%	00:00:15	00:00:09	00:12:55	00:03:02	00:00:11	00:00:10
Oran Carlounia Ear	09:00:00	23	20 1		87.0% 100.0%	0		0.0% 0.0%	3		13.0% 0.0%	00:00:15 00:00:11	00:00:09 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%	00:00:11	00:00:11	00:02:02	00:02:02	00:00:11	00:00:11
	11:00:00	3	3	3	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:05	00:05:35	00:04:23	00:00:05	00:00:20
	12:00:00	3	3	9	100.0%	0	O	0.0%	0	Ø	0.0%	00:00:06	00:00:08	00:03:33		00:00:09	00:00:09
				9			O								00:01:16		
	13:00:00	2	2		100.0%	0		0.0%	0	9	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	9	100.0%	0	Ø	0.0%	0	Ø	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	9	100.0%	0	Ø	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	Ø	100.0%	0	Ø	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	8	0.0%	0		0.0%	2	8	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	<u> </u>	66.7%	0		0.0%	1	8	33.3%	00:00:10	00:00:10	00:12:55	00:07:41	00:00:11	00:00:10
RealBellavistaHo		14	12	Ø	85.7%	2	<u>()</u>	14.3%	0	Ø	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	8	33.3%	2	8	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	②	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0		0.0%	0	Ø	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	8	0.0%	1	8	100.0%	0	Ø	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	②	0.0%	00:00:18	00:00:09	00:08:35	00:02:59	00:00:11	00:00:11
GrdRealSantaEul	alia	15	13	Ø	86.7%	2	<u>()</u>	13.3%	0	②	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	Ø	100.0%	0		0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	8	50.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	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	(X)	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
RealBellavistaHo		5	5		100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:08:35	00:03:41	00:00:16	00:00:16
	10:00:00	5 1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:13	00:00:10	00:00:46	00:00:46	00:00:07	00:00:07
	12:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:07	00:00:10	00:06:55	00:03:58	00:00:16	00:00:07
	14:00:00	1	1	3	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:00:33	00:03:38	00:00:16	00:00:16
	17.00.00	'	<u> </u>		100.070	U		0.070	U		0.0 /0	50.00.00	00.00.00	00.01.00	00.01.00	00.00.00	00.00.00

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	00:00:15	00:08:35	00:08:35	00:00:36	00:00:36
RealMarinaHotel		•	-							Ø				00:07:32	00:02:52	00:00:12	00:00:30
ivealiviai iliai lotei	10:00:00	11	11 1		100.0% 100.0%	0	O	0.0% 0.0%	0		0.0% 0.0%	00:00:18 00:00:09	00:00:11 00:00:09	00:01:59	00:02:52	00:00:09	00:00:12
	11:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0		0.0%	00:00:15	00:00:09	00:07:39	00:01:39	00:00:12	00:00:03
				3		0	O			Ø							
	14:00:00	2	2		100.0%		3	0.0%	0	9	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	Ø	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	Ø	100.0%	0	O	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	(S)	46.2%	0		0.0%	7	8	53.8%	00:00:15	80:00:00	00:06:12	00:03:30	00:00:11	00:00:15
GrdRealSantaEu		3	3	Ø	100.0%	0	②	0.0%	0	Ø	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	Ø	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	Ø	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
RealBellavistaHo	otel	6	1	8	16.7%	0		0.0%	5	8	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	8	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	I/Resi	4	2	()	50.0%	0		0.0%	2	8	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	8	33.3%	0		0.0%	2	8	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	②	88.6%	0	②	0.0%	5	<u>()</u>	11.4%	00:00:15	00:00:10	00:10:44	00:03:31	00:00:11	00:00:12
GrdRealSantaEu	ulalia	13	12	Ø	92.3%	0	Ø	0.0%	1	Ø	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	Ø	100.0%	0		0.0%	0	Ø	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	Ø	100.0%	0		0.0%	0	Ø	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	Ø	100.0%	0		0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	8	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
RealBellavistaHo		18	15		83.3%			0.0%		(16.7%	00:00:15	00:00:11	00:10:44	00:03:37	00:00:12	00:00:13
riou.zonariotario	09:00:00	1	1		100.0%	0	Ø	0.0%	3		0.0%	00:00:13	00:00:11	00:02:58	00:02:58	00:00:12	00:00:12
	10:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:12	00:00:12	00:06:52	00:06:52	00:00:12	00:00:12
	11:00:00	4	4		100.0%	0	Ø	0.0%	0		0.0%	00:00:11	00:00:11	00:00:52	00:04:26	00:00:11	00:00:11
	12:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0		0.0%	00:00:14	00:00:10	00:03:18	00:04:28	00:00:10	00:00:10
	14:00:00	3	3	O	100.0%	0	O	0.0%	0	Ø	0.0%	00:00:14	00:00:14	00:03:18	00:05:18	00:00:14	00:00:14
	15:00:00	3	3	O	100.0%	0	0	0.0%	0	Ø	0.0%	00:00:13	00:00:11	00:10:44	00:00:18	00:00:19	00:00:19
				S			S			9							
	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	Ø	0.0%	0		0.0%	00:00:15	00:00:14	00:04:26	00:04:26	00:00:27	00:00:27
DealMarin II (18:00:00	3	0		0.0%	0	Ø	0.0%	3	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
RealMarinaHotel		13	12	Ø	92.3%	0	O	0.0%	1	②	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	Ø	100.0%	0	Ø	0.0%	0	9	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0		0.0%	0	Ø	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%	80:00:00	80:00:00	00:02:02	00:02:02	80:00:00	80:00:00
	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

Service Performance Report

	18:00:00	3	2		66.7%	0		0.0%	1	8	33.3%	00:00:09	00:00:08	00:03:07	00:02:18	00:00:08	00:00:08
23-10-2018	10.00.00	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
GrdRealSantaEu	ılalia	19	19		100.0%	0		0.0%	0	Ø	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	Ø	0.0%	00:00:10	00:00:10	00:04:31	00:04:31	00:00:08	00:00:08
	10:00:00	1	1		100.0%	0		0.0%	0	Ø	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	Ø	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	Ø	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	Ø	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	Ø	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	Ø	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	Ø	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	Ø	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	Ø	0.0%	00:00:10	00:00:10	00:01:34	00:01:34	00:00:10	00:00:10
RealBellavistaHo		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	(X)	0.0%	0		0.0%	1	8	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	Ø	0.0%	00:00:11	00:00:11	00:03:49	00:03:49	00:00:10	00:00:11
	14:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:11	00:02:16	00:02:16	00:00:11	00:00:11
	16:00:00	1	1		100.0%	0		0.0%	0	Ø	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	Ø	0.0%	00:00:13	00:00:13	00:01:10	00:01:10	00:00:13	00:00:13
RealMarinaHotel		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	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:05:05	00:05:05	00:00:06	00:00:06
	10:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	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	Ø	0.0%	0	Ø	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	Ø	0.0%	0	Ø	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	Ø	0.0%	0	Ø	0.0%	00:00:13	00:00:13	00:03:30	00:03:30	00:00:13	00:00:13
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	18:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:14	00:00:14	00:01:03	00:01:03	00:00:15	00:00:15
24-10-2018																	
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GrdRealSantaEu RealBellavistaHo	09:00:00 12:00:00 13:00:00 15:00:00 16:00:00 18:00:00 11:00:00 12:00:00 13:00:00 15:00:00 16:00:00	9 3 1 1 1 2 1 1 1 10 1 1 2 3 1 2 8	9 3 1 1 2 1 1 10 1 1 2 3 1 2 8		100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	0 0 0 0 0 0 0 0 0 0 0		0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	0 0 0 0 0 0 0 0 0 0 0 0		0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	00:00:15 00:00:11 00:00:15 00:00:14 00:00:14 00:00:07 00:00:07 00:00:17 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15	00:00:10 00:00:09 00:00:11 00:00:14 00:00:14 00:00:07 00:00:07 00:00:10 00:00:14 00:00:14 00:00:14 00:00:14 00:00:14 00:00:14 00:00:11 00:00:11	00:15:00 00:09:25 00:02:06 00:15:00 00:12:43 00:03:49 00:03:36 00:23:39 00:03:52 00:23:39 00:09:22 00:02:36 00:00:43 00:02:28 00:13:02	00:06:15 00:05:23 00:02:06 00:15:00 00:07:45 00:03:49 00:03:47 00:03:52 00:12:28 00:03:29 00:01:20 00:00:43 00:01:44 00:04:56	00:00:12 00:00:09 00:00:22 00:00:14 00:00:14 00:00:07 00:00:07 00:00:10 00:00:12 00:00:06 00:00:14 00:00:08 00:00:08 00:00:12	00:00:12 00:00:09 00:00:22 00:00:14 00:00:14 00:00:07 00:00:07 00:00:10 00:00:12 00:00:06 00:00:14 00:00:08 00:00:08
GrdRealSantaEu RealBellavistaHo	09:00:00 12:00:00 13:00:00 15:00:00 16:00:00 18:00:00 11:00:00 12:00:00 15:00:00 16:00:00 16:00:00	9 3 1 1 1 2 1 1 1 10 1 1 2 3 1 2 8 1	9 3 1 1 1 2 1 1 10 1 1 2 3 1 2 8 1		100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	0 0 0 0 0 0 0 0 0 0 0 0		0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	0 0 0 0 0 0 0 0 0 0 0 0 0		0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	00:00:15 00:00:11 00:00:15 00:00:14 00:00:14 00:00:07 00:00:07 00:00:17 00:00:15 00:00:15 00:00:15 00:00:17 00:00:17 00:00:15 00:00:15 00:00:15	00:00:10 00:00:09 00:00:11 00:00:14 00:00:07 00:00:07 00:00:10 00:00:10 00:00:14 00:00:08 00:00:11 00:00:08 00:00:11 00:00:09	00:15:00 00:09:25 00:02:06 00:15:00 00:12:43 00:03:49 00:03:36 00:23:39 00:03:52 00:23:39 00:09:22 00:02:36 00:00:43 00:02:28 00:13:02 00:02:11	00:06:15 00:05:23 00:02:06 00:15:00 00:07:45 00:03:49 00:03:36 00:03:47 00:03:52 00:12:28 00:03:29 00:01:20 00:00:43 00:01:44 00:04:56 00:01:32	00:00:12 00:00:09 00:00:22 00:00:14 00:00:14 00:00:07 00:00:00 00:00:10 00:00:12 00:00:06 00:00:14 00:00:08 00:00:08 00:00:12 00:00:12	00:00:12 00:00:09 00:00:22 00:00:14 00:00:07 00:00:07 00:00:10 00:00:10 00:00:12 00:00:08 00:00:08 00:00:12

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
GrdRealSantaEu	ılalia	17	17		100.0%	0	⊘	0.0%	0	Ø	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	Ø	0.0%	0	Ø	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	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:12	00:00:12	00:08:54	00:08:54	00:00:12	00:00:12
RealBellavistaHo	otel	9	9		100.0%	0		0.0%	0	②	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:23	00:00:23	00:03:15	00:03:15	00:00:08	00:00:08
RealMarinaHotel	l/Resi	10	9		90.0%	0	②	0.0%	1	<u>()</u>	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	0.0%	1	8	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	②	94.1%	1	②	2.0%	2	②	3.9%	00:00:15	00:00:09	00:20:25	00:03:32	00:00:11	00:00:12
GrdRealSantaEu	ılalia	19	16	②	84.2%	1	②	5.3%	2	0	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	8	50.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	②	100.0%	0	Ø	0.0%	0	Ø	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	8	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	8	25.0%	00:00:15	00:00:11	00:05:58	00:03:16	00:00:16	00:00:20
RealBellavistaHo	otel	10	10	②	100.0%	0	②	0.0%	0	②	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	Ø	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
	16.00.00	<u>'</u>															
RealMarinaHotel		22	22	⊘	100.0%	0	②	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:10:55	00:03:17	00:00:11	00:00:11
RealMarinaHotel						0 0	⊘	0.0% 0.0%	0	Ø Ø	0.0% 0.0%	00:00:15 00:00:09	00:00:08 00:00:08	00:10:55 00:03:53	00:03:17 00:02:06	00:00:11 00:00:08	00:00:11 00:00:08 00:00:07

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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	Ø	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	00:00:11	00:05:37	00:03:28	00:00:08	00:00:10
	14:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:00	00:10:11	00:05:50	00:00:08	00:00:08
	15:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:12	00:10:11	00:01:40	00:00:13	00:00:13
	16:00:00	4	4		100.0%	0		0.0%	0	Ø	0.0%	00:00:12	00:00:12	00:10:55	00:04:38	00:00:08	00:00:08
	17:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:07	00:10:33	00:04:36	00:00:28	00:00:28
27 40 2040	17.00.00													00:12:16	00:02:45	00:00:11	00:00:11
27-10-2018 GrdRealSantaE	iulalia	17	15	Ø	88.2%	0	9	0.0%	2		11.8%	00:00:15	00:00:08	00:12:16	00:02:43	00:00:11	00:00:11
OruncaloantaL	09:00:00	6	5	⊘	83.3% 0.0%	0 0		0.0% 0.0%	1	⊗	16.7% 100.0%	00:00:08 00:00:00	00:00:08	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	00:00:00	00:00:00	00:00:06	00:00:06
	12:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:00	00:01:10	00:00:54	00:00:08	00:00:08
	13:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:08	00:00:08	00:01:56	00:00:54	00:00:08	00:00:08
	16:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:08	00:01:36	00:01:36	00:00:08	00:00:08
RealBellavistaH		·												00:12:10			00:00:15
Redibellavistan	11:00:00	7 2	6		85.7% 50.0%	0 0		0.0% 0.0%	1		14.3% 50.0%	00:00:15 00:00:06	00:00:08 00:00:06	00:03:41	00:02:16 00:03:41	00:00:15 00:00:11	00:00:15
	12:00:00	1	1		100.0%	0	Ø	0.0%	0		0.0%	00:00:11	00:00:06	00:03:41	00:03:41	00:00:11	00:00:06
	13:00:00	2			100.0%	0		0.0%	0	S	0.0%	00:00:11	00:00:11	00:00:40	00:00:40	00:00:11	00:00:11
	15:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:07	00:03:17	00:02:14	00:00:07	00:00:07
RealMarinaHote																	
Realwarmanote		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	S	100.0%	0		0.0%	0	Ø	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	80:00:00	00:02:24	00:01:36	00:00:08	00:00:08
29-10-2018 GrdRealSantaE	iulalia	44	38	Ø	86.4%	1	Ø	2.3%	5	<u> </u>	11.4%	00:00:17	00:00:10	00:20:58	00:04:15	00:00:11	00:00:11
Grakeaisantae		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	7	4	S	100.0%	0	Ø	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	3	6		85.7%			0.0%	1	8	14.3%	00:00:15	00:00:08	00:09:40	00:04:56	00:00:12	00:00:12
	12:00:00	1	2		66.7%	0		0.0%	-		33.3%	00:00:17	00:00:12	00:20:58	00:07:40	00:00:09	00:00:10
	14:00:00		·		100.0%	0		0.0%	0	9	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	9	0.0%	00:00:15	00:00:11	00:13:13	00:05:46	00:00:14	00:00:14
RealBellavistaH		15	12	②	80.0%	1	②	6.7%	2	<u>()</u>	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	<u>U</u>	66.7%	1	8	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	2	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:02:27	00:02:27	00:00:07	00:00:07
		٠,	٠,		100.0%			0.0%	0		0.0%	00:00:11	80:00:00	00:01:04	00:00:58	00:00:08	00:00:08
	14:00:00		2			0					0.00/	00.00.00	00.00.00	00.05.00	00.00.44	00.00.00	
	15:00:00	2	2	Ø	100.0%	0		0.0%	0	9	0.0%	00:00:09	00:00:08	00:05:20	00:03:14	00:00:08	00:00:08
	15:00:00 16:00:00	2	2		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:14	00:02:44	00:02:44	00:00:12	00:00:12
DaalMariir	15:00:00 16:00:00 17:00:00	2 1 4	2 1 2	Ø	100.0% 100.0% 50.0%	0 0 0	Ø	0.0% 0.0% 0.0%	0 2	⊘ ⊗	0.0% 50.0%	00:00:15 00:00:10	00:00:14 00:00:10	00:02:44 00:04:07	00:02:44 00:02:41	00:00:12 00:00:12	00:00:12 00:00:18
RealMarinaHote	15:00:00 16:00:00 17:00:00 el/Resi	2 1 4 9	2 1 2 8	ØØØ	100.0% 100.0% 50.0% 88.9%	0 0 0	9	0.0% 0.0% 0.0% 0.0%	0 2 1	3	0.0% 50.0% 11.1%	00:00:15 00:00:10 00:00:15	00:00:14 00:00:10 00:00:10	00:02:44 00:04:07 00:19:08	00:02:44 00:02:41 00:04:32	00:00:12 00:00:12 00:00:11	00:00:12 00:00:18 00:00:12
RealMarinaHote	15:00:00 16:00:00 17:00:00 el/Resi 09:00:00	2 1 4 9 1	2 1 2 8 1	Ø	100.0% 100.0% 50.0% 88.9% 100.0%	0 0 0 0 0		0.0% 0.0% 0.0% 0.0% 0.0%	0 2 1 0	ØØØ	0.0% 50.0% 11.1% 0.0%	00:00:15 00:00:10 00:00:15 00:00:11	00:00:14 00:00:10 00:00:10 00:00:11	00:02:44 00:04:07 00:19:08 00:02:05	00:02:44 00:02:41 00:04:32 00:02:05	00:00:12 00:00:12 00:00:11 00:00:11	00:00:12 00:00:18 00:00:12 00:00:11
RealMarinaHote	15:00:00 16:00:00 17:00:00 el/Resi 09:00:00 12:00:00	2 1 4 9 1 2	2 1 2 8 1		100.0% 100.0% 50.0% 88.9% 100.0% 50.0%	0 0 0 0 0	9 9	0.0% 0.0% 0.0% 0.0% 0.0%	0 2 1 0	(S)	0.0% 50.0% 11.1% 0.0% 50.0%	00:00:15 00:00:10 00:00:15 00:00:11 00:00:14	00:00:14 00:00:10 00:00:10 00:00:11 00:00:14	00:02:44 00:04:07 00:19:08 00:02:05 00:19:08	00:02:44 00:02:41 00:04:32 00:02:05 00:19:08	00:00:12 00:00:12 00:00:11 00:00:11 00:00:10	00:00:12 00:00:18 00:00:12 00:00:11 00:00:14
RealMarinaHote	15:00:00 16:00:00 17:00:00 el/Resi 09:00:00 12:00:00 13:00:00	2 1 4 9 1 2 2	2 1 2 8 1 1 2		100.0% 100.0% 50.0% 88.9% 100.0% 50.0%	0 0 0 0 0 0	9	0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	0 2 1 0 1	∅∅∅∅	0.0% 50.0% 11.1% 0.0% 50.0%	00:00:15 00:00:10 00:00:15 00:00:11 00:00:14 00:00:11	00:00:14 00:00:10 00:00:10 00:00:11 00:00:14 00:00:10	00:02:44 00:04:07 00:19:08 00:02:05 00:19:08 00:08:07	00:02:44 00:02:41 00:04:32 00:02:05 00:19:08 00:04:20	00:00:12 00:00:12 00:00:11 00:00:11 00:00:10 00:00:10	00:00:12 00:00:18 00:00:12 00:00:11 00:00:14 00:00:10
RealMarinaHote	15:00:00 16:00:00 17:00:00 17:00:00 el/Resi 09:00:00 12:00:00 13:00:00 15:00:00	2 1 4 9 1 2 2 2 3	2 1 2 8 1 1 2 3		100.0% 100.0% 50.0% 88.9% 100.0% 50.0% 100.0%	0 0 0 0 0 0	9	0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	0 2 1 0 1 0		0.0% 50.0% 11.1% 0.0% 50.0% 0.0%	00:00:15 00:00:10 00:00:15 00:00:11 00:00:14 00:00:11 00:00:15	00:00:14 00:00:10 00:00:10 00:00:11 00:00:14 00:00:10 00:00:10	00:02:44 00:04:07 00:19:08 00:02:05 00:19:08 00:08:07 00:02:14	00:02:44 00:02:41 00:04:32 00:02:05 00:19:08 00:04:20 00:01:38	00:00:12 00:00:12 00:00:11 00:00:11 00:00:10 00:00:10	00:00:12 00:00:18 00:00:12 00:00:11 00:00:14 00:00:10 00:00:14
	15:00:00 16:00:00 17:00:00 el/Resi 09:00:00 12:00:00 13:00:00	2 1 4 9 1 2 2	2 1 2 8 1 1 2		100.0% 100.0% 50.0% 88.9% 100.0% 50.0% 100.0% 100.0%	0 0 0 0 0 0		0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	0 2 1 0 1		0.0% 50.0% 11.1% 0.0% 50.0% 0.0% 0.0%	00:00:15 00:00:10 00:00:15 00:00:11 00:00:14 00:00:11 00:00:15 00:00:07	00:00:14 00:00:10 00:00:10 00:00:11 00:00:14 00:00:10	00:02:44 00:04:07 00:19:08 00:02:05 00:19:08 00:08:07 00:02:14 00:01:26	00:02:44 00:02:41 00:04:32 00:02:05 00:19:08 00:04:20 00:01:38 00:01:26	00:00:12 00:00:11 00:00:11 00:00:10 00:00:10 00:00:14 00:00:07	00:00:12 00:00:18 00:00:12 00:00:11 00:00:14 00:00:10 00:00:14 00:00:07
30-10-2018	15:00:00 16:00:00 17:00:00 17:00:00 el/Resi 09:00:00 12:00:00 13:00:00 15:00:00 16:00:00	2 1 4 9 1 2 2 2 3 1	2 1 2 8 1 1 2 3 1		100.0% 100.0% 50.0% 88.9% 100.0% 50.0% 100.0% 100.0% 100.0% 96.9%	0 0 0 0 0 0 0		0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	0 2 1 0 1 0	8 8 9 9	0.0% 50.0% 11.1% 0.0% 50.0% 0.0% 0.0% 3.1%	00:00:15 00:00:10 00:00:15 00:00:11 00:00:14 00:00:11 00:00:15 00:00:07	00:00:14 00:00:10 00:00:10 00:00:11 00:00:14 00:00:10 00:00:10 00:00:07	00:02:44 00:04:07 00:19:08 00:02:05 00:19:08 00:08:07 00:02:14 00:01:26 00:09:31	00:02:44 00:02:41 00:04:32 00:02:05 00:19:08 00:04:20 00:01:38 00:01:26 00:02:51	00:00:12 00:00:12 00:00:11 00:00:11 00:00:10 00:00:10 00:00:14 00:00:07 00:00:11	00:00:12 00:00:18 00:00:12 00:00:11 00:00:14 00:00:10 00:00:07 00:00:11
RealMarinaHote 30-10-2018 GrdRealSantaE	15:00:00 16:00:00 17:00:00 17:00:00 el/Resi 09:00:00 12:00:00 13:00:00 15:00:00 16:00:00	2 1 4 9 1 2 2 3 1	2 1 2 8 1 1 2 3		100.0% 100.0% 50.0% 88.9% 100.0% 50.0% 100.0% 100.0%	0 0 0 0 0 0 0		0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	0 2 1 0 1 0 0		0.0% 50.0% 11.1% 0.0% 50.0% 0.0% 0.0%	00:00:15 00:00:10 00:00:15 00:00:11 00:00:14 00:00:11 00:00:15 00:00:07	00:00:14 00:00:10 00:00:10 00:00:11 00:00:14 00:00:10 00:00:10 00:00:07	00:02:44 00:04:07 00:19:08 00:02:05 00:19:08 00:08:07 00:02:14 00:01:26	00:02:44 00:02:41 00:04:32 00:02:05 00:19:08 00:04:20 00:01:38 00:01:26	00:00:12 00:00:11 00:00:11 00:00:10 00:00:10 00:00:14 00:00:07	00:00:12 00:00:18 00:00:12 00:00:11 00:00:14 00:00:10 00:00:14 00:00:07

Service Performance Report

	10.00.00				400.00/			0.00/			0.00/	00.00.00	22.22.22	00.05.04	22.22.52	22.22.22	00.00.00
	10:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	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	9	100.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	(S)	0.0%	0	Ø	0.0%	1	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
RealBellavistaH		11	11	Ø	100.0%	0	②	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0		0.0%	0	Ø	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	Ø	100.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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
RealMarinaHote	el/Resi	12	12	②	100.0%	0		0.0%	0	②	0.0%	00:00:13	80:00:00	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	Ø	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	S	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	②	88.7%	0	②	0.0%	6	<u></u>	11.3%	00:00:15	00:00:10	00:15:12	00:03:27	00:00:14	00:00:15
GrdRealSantaEulalia		21	19	②	90.5%	0	②	0.0%	2	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	S	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	S	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	②	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	S	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	Ø	0.0%	0	Ø	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	8	0.0%	0	Ø	0.0%	1	8	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	Ø	0.0%	1	8	50.0%	00:00:02	00:00:02	00:04:59	00:04:59	00:00:20	00:00:23
RealBellavistaH	lotel	17	13	()	76.5%	0	②	0.0%	4	(S)	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	Ø	100.0%	0		0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	0.0%	0	Ø	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	(1)	50.0%	0		0.0%	2	8	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	8	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	Ø	100.0%	0		0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	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	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:12	00:00:09	00:08:18	00:03:49	00:00:09	00:00:09
RealMarinaHote	el/Resi	15	15	②	100.0%	0	②	0.0%	0	②	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	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:11	00:02:41	00:02:41	00:00:22	00:00:22
		4	4		100.0%	0		0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:01:34	00:01:34	00:00:07	00:00:07
	10:00:00	1	1		100.070	0											
	10:00:00 11:00:00	1	1	9	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:03:44	00:03:44	00:00:08	80:00:00
							⊘	0.0%	0	Ø	0.0%	00:00:07 00:00:13	00:00:07 00:00:11	00:03:44 00:02:05	00:03:44 00:02:03	00:00:08 00:00:11	00:00:08 00:00:11
	11:00:00	1	1	Ø	100.0%	0											
	11:00:00 12:00:00	1 2	1 2	Ø	100.0% 100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:13	00:00:11	00:02:05	00:02:03	00:00:11	00:00:11

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	②	88.7%	28	②	3.0%	79	②	8.4%	00:00:23	00:00:09	00:24:46	00:03:25	00:00:14	00:00:12