

# 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
01-09-2018		31	11	☒ 35.5%	4	⚠ 12.9%	16	☒ 51.6%	00:00:15	00:00:11	00:15:28	00:05:44	00:00:30	00:00:16
GrdRealSantaEulalia		21	9	☒ 42.9%	2	✅ 9.5%	10	☒ 47.6%	00:00:15	00:00:11	00:09:53	00:04:25	00:00:24	00:00:15
	10:00:00	6	1	☒ 16.7%	1	☒ 16.7%	4	☒ 66.7%	00:00:15	00:00:13	00:00:21	00:00:21	00:00:34	00:00:11
	11:00:00	4	1	☒ 25.0%	1	☒ 25.0%	2	☒ 50.0%	00:00:15	00:00:14	00:03:13	00:03:13	00:00:36	00:00:14
	12:00:00	3	2	⚠ 66.7%	0	✅ 0.0%	1	☒ 33.3%	00:00:13	00:00:11	00:08:15	00:05:02	00:00:12	00:00:11
	13:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:09	00:03:38	00:03:22	00:00:16	00:00:16
	14:00:00	6	3	⚠ 50.0%	0	✅ 0.0%	3	☒ 50.0%	00:00:15	00:00:10	00:09:53	00:06:29	00:00:14	00:00:20
RealBellavistaHotel		1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:08	00:15:28	00:15:28	00:00:20	00:00:20
	14:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:08	00:15:28	00:15:28	00:00:20	00:00:20
RealMarinaHotel/Resi		9	1	☒ 11.1%	2	☒ 22.2%	6	☒ 66.7%	00:00:15	00:00:12	00:07:46	00:07:46	00:00:47	00:00:20
	09:00:00	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
	11:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:08	00:07:46	00:07:46	00:00:20	00:00:20
	12:00:00	1	0	☒ 0.0%	1	☒ 100.0%	0	✅ 0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:53	00:00:00
	14:00:00	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
	16:00:00	2	0	☒ 0.0%	1	☒ 50.0%	1	☒ 50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:22	00:00:00
03-09-2018		53	49	✅ 92.5%	1	✅ 1.9%	3	✅ 5.7%	00:00:15	00:00:10	00:16:06	00:03:41	00:00:11	00:00:11
GrdRealSantaEulalia		20	19	✅ 95.0%	0	✅ 0.0%	1	✅ 5.0%	00:00:14	00:00:10	00:16:06	00:04:52	00:00:11	00:00:10
	09:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:13	00:00:12	00:04:23	00:03:18	00:00:12	00:00:12
	10:00:00	6	6	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:11	00:00:09	00:16:06	00:05:39	00:00:09	00:00:09
	11:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:08	00:00:08	00:06:56	00:06:50	00:00:08	00:00:08
	12:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:12	00:00:12	00:02:25	00:01:36	00:00:12	00:00:12
	13:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:14	00:00:14	00:11:31	00:11:31	00:00:15	00:00:15
	14:00:00	4	3	⚠ 75.0%	0	✅ 0.0%	1	☒ 25.0%	00:00:12	00:00:08	00:06:00	00:02:41	00:00:10	00:00:08
	15:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:14	00:00:14	00:02:49	00:02:49	00:00:14	00:00:14
	16:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:11	00:00:11	00:13:14	00:13:14	00:00:11	00:00:11
RealBellavistaHotel		16	14	✅ 87.5%	0	✅ 0.0%	2	⚠ 12.5%	00:00:13	00:00:10	00:12:16	00:03:22	00:00:10	00:00:10
	10:00:00	4	4	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:13	00:00:10	00:07:32	00:04:02	00:00:10	00:00:10
	11:00:00	4	4	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:08	00:04:51	00:03:06	00:00:08	00:00:08
	12:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:10	00:01:16	00:01:16	00:00:10	00:00:10
	13:00:00	4	2	⚠ 50.0%	0	✅ 0.0%	2	☒ 50.0%	00:00:13	00:00:12	00:12:16	00:06:38	00:00:12	00:00:12
	16:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:11	00:00:10	00:04:40	00:02:30	00:00:11	00:00:11
	17:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:12	00:00:12	00:00:37	00:00:37	00:00:12	00:00:12
	18:00:00	1	1	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:10	00:00:10	00:02:06	00:02:06	00:00:10	00:00:10
RealMarinaHotel/Resi		17	16	✅ 94.1%	1	✅ 5.9%	0	✅ 0.0%	00:00:15	00:00:10	00:14:09	00:02:46	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	00:02:10	00:02:10	00:00:11	00:00:11
	11:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:11	00:00:09	00:02:03	00:01:22	00:00:08	00:00:08
	12:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:12	00:00:12	00:02:12	00:01:36	00:00:12	00:00:12
	13:00:00	3	3	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:11	00:00:08	00:14:09	00:05:08	00:00:10	00:00:10
	14:00:00	5	5	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:15	00:00:10	00:07:23	00:02:46	00:00:16	00:00:16
	15:00:00	2	1	⚠ 50.0%	1	☒ 50.0%	0	✅ 0.0%	00:00:15	00:00:10	00:01:56	00:01:56	00:00:15	00:00:25
	17:00:00	2	2	✅ 100.0%	0	✅ 0.0%	0	✅ 0.0%	00:00:13	00:00:08	00:04:09	00:02:12	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

04-09-2018		76	44	🚩	57.9%	7	✅	9.2%	25	❌	32.9%	00:00:16	00:00:11	01:33:26	00:05:29	00:00:20	00:00:18
GrdRealSantaEulalia		36	20	🚩	55.6%	5	🚩	13.9%	11	❌	30.6%	00:00:16	00:00:11	01:33:26	00:07:30	00:00:20	00:00:15
	09:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:05:08	00:03:43	00:00:10	00:00:10
	10:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:16	00:00:11	00:05:10	00:02:42	00:00:14	00:00:14
	11:00:00	11	2	❌	18.2%	4	❌	36.4%	5	❌	45.5%	00:00:15	00:00:13	00:04:39	00:03:30	00:00:33	00:00:12
	12:00:00	7	2	❌	28.6%	0	✅	0.0%	5	❌	71.4%	00:00:15	00:00:11	00:02:08	00:01:31	00:00:13	00:00:24
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	01:33:26	00:47:46	00:00:28	00:00:28
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:15	00:01:43	00:01:43	00:00:15	00:00:15
	17:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:10	00:05:08	00:04:05	00:00:11	00:00:11
	18:00:00	5	3	🚩	60.0%	1	❌	20.0%	1	❌	20.0%	00:00:15	00:00:11	00:03:01	00:02:47	00:00:18	00:00:14
RealBellavistaHotel		22	9	❌	40.9%	1	✅	4.5%	12	❌	54.5%	00:00:16	00:00:12	00:15:03	00:04:23	00:00:09	00:00:14
	11:00:00	7	1	❌	14.3%	0	✅	0.0%	6	❌	85.7%	00:00:11	00:00:11	00:09:57	00:09:57	00:00:05	00:00:11
	12:00:00	1	0	❌	0.0%	0	✅	0.0%	1	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:02:03	00:02:03	00:00:07	00:00:07
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:12	00:01:28	00:01:02	00:00:12	00:00:12
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:02:22	00:02:22	00:00:11	00:00:11
	16:00:00	3	2	🚩	66.7%	1	❌	33.3%	0	✅	0.0%	00:00:16	00:00:14	00:04:32	00:02:41	00:00:19	00:00:14
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:02:37	00:02:37	00:00:25	00:00:25
	18:00:00	6	1	❌	16.7%	0	✅	0.0%	5	❌	83.3%	00:00:15	00:00:15	00:15:03	00:15:03	00:00:07	00:00:16
RealMarinaHotel/Resi		18	15	🚩	83.3%	1	✅	5.6%	2	🚩	11.1%	00:00:16	00:00:09	00:17:54	00:03:37	00:00:31	00:00:23
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:09	00:03:50	00:03:02	00:00:09	00:00:09
	10:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:16	00:00:06	00:07:31	00:03:17	00:00:12	00:00:12
	11:00:00	3	1	❌	33.3%	0	✅	0.0%	2	❌	66.7%	00:00:15	00:00:10	00:02:06	00:02:06	00:01:05	00:02:53
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:08	00:17:54	00:09:48	00:00:08	00:00:08
	13:00:00	5	4	🚩	80.0%	1	❌	20.0%	0	✅	0.0%	00:00:15	00:00:10	00:03:53	00:01:42	00:00:46	00:00:11
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:13	00:01:13	00:01:13	00:00:26	00:00:26
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:00:55	00:00:55	00:00:09	00:00:09
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:08:01	00:08:01	00:00:25	00:00:25
05-09-2018		45	39	✅	86.7%	2	✅	4.4%	4	✅	8.9%	00:00:15	00:00:10	00:08:21	00:03:03	00:00:17	00:00:16
GrdRealSantaEulalia		19	17	✅	89.5%	0	✅	0.0%	2	🚩	10.5%	00:00:15	00:00:10	00:08:21	00:03:31	00:00:14	00:00:15
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:02:31	00:02:31	00:00:11	00:00:11
	10:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:05:33	00:02:04	00:00:21	00:00:21
	11:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:09	00:07:56	00:04:03	00:00:09	00:00:09
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:02:38	00:02:38	00:00:21	00:00:21
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:12	00:04:05	00:03:16	00:00:12	00:00:12
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:04:05	00:03:44	00:00:10	00:00:10
	16:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:08:21	00:04:51	00:00:21	00:00:21
	17:00:00	3	1	❌	33.3%	0	✅	0.0%	2	❌	66.7%	00:00:09	00:00:09	00:04:19	00:04:19	00:00:06	00:00:09
RealBellavistaHotel		7	6	✅	85.7%	1	🚩	14.3%	0	✅	0.0%	00:00:15	00:00:10	00:05:02	00:01:24	00:00:32	00:00:20
	13:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:01:00	00:00:43	00:00:24	00:00:24
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:13	00:00:28	00:00:28	00:00:39	00:00:39
	17:00:00	3	2	🚩	66.7%	1	❌	33.3%	0	✅	0.0%	00:00:10	00:00:04	00:00:49	00:00:45	00:00:42	00:00:08
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:13	00:05:02	00:05:02	00:00:13	00:00:13
RealMarinaHotel/Resi		19	16	🚩	84.2%	1	✅	5.3%	2	🚩	10.5%	00:00:15	00:00:11	00:05:51	00:03:08	00:00:15	00:00:16
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:05:51	00:04:42	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	00:05:50	00:04:13	00:00:12	00:00:12
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:04:06	00:02:16	00:00:20	00:00:20
	13:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:02:10	00:00:56	00:00:15	00:00:15

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	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:05:51	00:03:33	00:00:19	00:00:19
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:01:55	00:01:55	00:00:14	00:00:14
	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	00:00:12	00:00:00
	18:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:00	00:00:00	00:00:07	00:00:00
06-09-2018		45	38	⚠	84.4%	2	✔	4.4%	5	⚠	11.1%	00:00:15	00:00:10	00:14:27	00:03:23	00:00:14	00:00:12
GrdRealSantaEulalia		19	15	⚠	78.9%	1	✔	5.3%	3	✖	15.8%	00:00:15	00:00:09	00:08:23	00:03:07	00:00:11	00:00:11
	09:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:08	00:00:06	00:03:41	00:02:24	00:00:08	00:00:07
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:07:00	00:04:17	00:00:11	00:00:11
	12:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:24	00:01:24	00:00:09	00:00:09
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:00	00:03:01	00:00:12	00:00:12
	16:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:00	00:00:00	00:00:05	00:00:00
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:23	00:04:01	00:00:24	00:00:24
	18:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:13	00:00:08	00:03:44	00:02:30	00:00:06	00:00:08
RealBellavistaHotel		10	9	✔	90.0%	0	✔	0.0%	1	⚠	10.0%	00:00:14	00:00:10	00:14:27	00:04:41	00:00:09	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:11	00:06:01	00:02:58	00:00:11	00:00:11
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:05:35	00:05:35	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:05:24	00:05:24	00:00:07	00:00:07
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:08	00:00:08	00:03:02	00:03:02	00:00:06	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:14:27	00:07:14	00:00:11	00:00:11
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:01:09	00:01:09	00:00:14	00:00:14
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:08:12	00:08:12	00:00:06	00:00:06
RealMarinaHotel/Resi		16	14	✔	87.5%	1	✔	6.3%	1	✔	6.3%	00:00:15	00:00:10	00:07:50	00:02:56	00:00:22	00:00:15
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:16	00:01:40	00:00:15	00:00:15
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:06:09	00:06:09	00:00:11	00:00:11
	12:00:00	4	2	⚠	50.0%	1	✖	25.0%	1	✖	25.0%	00:00:15	00:00:12	00:03:11	00:02:26	00:00:39	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:00:53	00:00:53	00:00:12	00:00:12
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:24	00:01:51	00:00:24	00:00:24
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:38	00:05:38	00:00:24	00:00:24
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:04:42	00:02:22	00:00:08	00:00:08
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:07:50	00:07:20	00:00:19	00:00:19
07-09-2018		28	27	✔	96.4%	0	✔	0.0%	1	✔	3.6%	00:00:15	00:00:11	00:13:03	00:04:03	00:00:13	00:00:12
GrdRealSantaEulalia		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:09:41	00:04:11	00:00:12	00:00:12
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:49	00:04:26	00:00:12	00:00:12
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:57	00:01:57	00:00:18	00:00:18
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:09:41	00:04:41	00:00:11	00:00:11
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:04:46	00:04:46	00:00:11	00:00:11
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:05:55	00:05:32	00:00:11	00:00:11
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:02:33	00:02:26	00:00:12	00:00:12
RealBellavistaHotel		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:05:29	00:03:36	00:00:20	00:00:20
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:44	00:01:44	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:05:29	00:05:29	00:00:28	00:00:28
RealMarinaHotel/Resi		15	14	✔	93.3%	0	✔	0.0%	1	✔	6.7%	00:00:15	00:00:10	00:13:03	00:03:59	00:00:12	00:00:12
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:19	00:02:19	00:00:13	00:00:13
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:29	00:03:57	00:00:14	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:10	00:03:10	00:00:05	00:00:05
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:02	00:03:02	00:00:08	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:13:03	00:13:03	00:00:22	00:00:22

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Service Performance Report

	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:10:19	00:03:53	00:00:11	00:00:11
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:03:53	00:02:50	00:00:10	00:00:10
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:11	00:00:11	00:01:22	00:01:22	00:00:14	00:00:11
08-09-2018		13	8	⚠	61.5%	1	✔	7.7%	4	✖	30.8%	00:00:15	00:00:10	00:04:25	00:02:05	00:00:20	00:00:10
GrdRealSantaEulalia		8	4	⚠	50.0%	0	✔	0.0%	4	✖	50.0%	00:00:11	00:00:11	00:04:25	00:02:46	00:00:12	00:00:11
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:57	00:01:56	00:00:11	00:00:11
	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	00:00:14	00:00:00
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:04:25	00:03:36	00:00:10	00:00:10
RealMarinaHotel/Resi		5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:04	00:01:25	00:00:33	00:00:08
	10:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:10	00:00:00
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:04	00:01:26	00:00:09	00:00:09
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:01:57	00:01:23	00:00:08	00:00:08
10-09-2018		40	36	✔	90.0%	2	✔	5.0%	2	✔	5.0%	00:00:40	00:00:11	00:13:41	00:03:21	00:00:16	00:00:12
GrdRealSantaEulalia		16	12	⚠	75.0%	2	⚠	12.5%	2	⚠	12.5%	00:00:15	00:00:11	00:13:41	00:04:06	00:00:20	00:00:11
	09:00:00	6	2	✖	33.3%	2	✖	33.3%	2	✖	33.3%	00:00:15	00:00:13	00:06:51	00:04:06	00:00:35	00:00:17
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:04:07	00:02:56	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:01:29	00:01:29	00:00:15	00:00:15
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:09:52	00:03:51	00:00:10	00:00:10
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:13:41	00:08:18	00:00:10	00:00:10
	18:00:00	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
RealBellavistaHotel		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:06:28	00:03:29	00:00:19	00:00:19
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:05:15	00:05:15	00:00:22	00:00:22
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:05	00:05:05	00:00:25	00:00:25
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:01:32	00:01:05	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:39	00:00:39	00:00:26	00:00:26
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:06:28	00:06:28	00:00:22	00:00:22
	19:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:04:45	00:04:45	00:00:14	00:00:14
RealMarinaHotel/Resi		17	17	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:40	00:00:10	00:07:04	00:02:46	00:00:10	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:06:48	00:06:48	00:00:09	00:00:09
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:06	00:05:37	00:02:59	00:00:06	00:00:06
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:02:58	00:02:14	00:00:12	00:00:12
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:00:39	00:00:39	00:00:12	00:00:12
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:29	00:03:29	00:00:05	00:00:05
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:05:11	00:02:27	00:00:08	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:01:38	00:01:38	00:00:10	00:00:10
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:40	00:00:12	00:07:04	00:02:48	00:00:18	00:00:18
11-09-2018		36	35	✔	97.2%	0	✔	0.0%	1	✔	2.8%	00:00:15	00:00:10	00:19:07	00:03:25	00:00:12	00:00:12
GrdRealSantaEulalia		13	12	✔	92.3%	0	✔	0.0%	1	✔	7.7%	00:00:15	00:00:11	00:09:28	00:03:30	00:00:14	00:00:14
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:09:28	00:09:28	00:00:10	00:00:10
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:02:42	00:02:38	00:00:20	00:00:20
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:05:30	00:05:30	00:00:11	00:00:11
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:28	00:02:28	00:00:11	00:00:11
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:05:02	00:03:13	00:00:11	00:00:11
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:35	00:02:28	00:00:17	00:00:17
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:10	00:00:10	00:02:53	00:02:53	00:00:08	00:00:10
RealBellavistaHotel		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:09:38	00:02:59	00:00:11	00:00:11
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:09:38	00:09:38	00:00:03	00:00:03
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:29	00:00:29	00:00:04	00:00:04

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	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:38	00:00:38	00:00:11	00:00:11
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:29	00:02:06	00:00:18	00:00:18
RealMarinaHotel/Resi		18	18	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:19:07	00:03:28	00:00:11	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:39	00:03:16	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:02:40	00:02:25	00:00:06	00:00:06
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:03:41	00:02:02	00:00:11	00:00:11
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:46	00:02:46	00:00:10	00:00:10
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:02:41	00:02:32	00:00:10	00:00:10
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:08:09	00:04:43	00:00:16	00:00:16
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:03:51	00:02:12	00:00:11	00:00:11
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:52	00:03:14	00:00:09	00:00:09
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:19:07	00:07:15	00:00:11	00:00:11
12-09-2018		31	25	⚠	80.6%	1	✔	3.2%	4	⚠	12.9%	00:00:15	00:00:11	00:13:05	00:03:27	00:00:13	00:00:12
GrdRealSantaEulalia		8	7	✔	87.5%	1	⚠	12.5%	0	✔	0.0%	00:00:13	00:00:08	00:11:42	00:02:57	00:00:09	00:00:10
	09:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:03	00:00:03	00:00:00	00:00:00	00:00:03	00:00:00
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:45	00:00:45	00:00:08	00:00:08
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:02:53	00:01:51	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:03:07	00:03:07	00:00:12	00:00:12
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:11:42	00:06:12	00:00:11	00:00:11
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:03:53	00:02:24	00:00:12	00:00:12
RealBellavistaHotel		8	7	✔	87.5%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:13:05	00:04:44	00:00:18	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:35	00:02:35	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:05:38	00:05:38	00:00:12	00:00:12
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:05:43	00:04:38	00:00:15	00:00:15
	12:00:00	1	0	✖	0.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:42	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:01:52	00:01:52	00:00:15	00:00:15
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:00:42	00:00:42	00:00:22	00:00:22
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:13:05	00:13:05	00:00:10	00:00:10
RealMarinaHotel/Resi		15	11	⚠	73.3%	0	✔	0.0%	4	✖	26.7%	00:00:15	00:00:11	00:07:03	00:03:05	00:00:13	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:48	00:06:48	00:00:08	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:54	00:02:54	00:00:13	00:00:13
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:03	00:02:03	00:00:11	00:00:11
	12:00:00	4	0	✖	0.0%	0	✔	0.0%	4	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:03:53	00:02:33	00:00:11	00:00:11
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:13	00:01:13	00:00:20	00:00:20
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:03:20	00:01:14	00:00:12	00:00:12
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:07:03	00:06:59	00:00:12	00:00:12
13-09-2018		40	38	✔	95.0%	0	✔	0.0%	2	✔	5.0%	00:00:15	00:00:09	00:19:21	00:03:05	00:00:10	00:00:10
GrdRealSantaEulalia		22	20	✔	90.9%	0	✔	0.0%	2	✔	9.1%	00:00:15	00:00:09	00:19:21	00:02:51	00:00:09	00:00:09
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:41	00:03:26	00:00:17	00:00:17
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:42	00:03:42	00:00:08	00:00:08
	12:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:09	00:00:04	00:04:12	00:04:12	00:00:07	00:00:09
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:19:21	00:05:59	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	00:01:31	00:01:05	00:00:06	00:00:06
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:05:44	00:02:18	00:00:08	00:00:08
	17:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:01:07	00:00:42	00:00:08	00:00:08
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:04:26	00:04:26	00:00:05	00:00:05
RealBellavistaHotel		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:52	00:03:11	00:00:10	00:00:10

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	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:37	00:02:37	00:00:11	00:00:11
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:54	00:00:54	00:00:05	00:00:05
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:05:16	00:03:56	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	00:00:52	00:00:52	00:00:07	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:52	00:06:52	00:00:24	00:00:24
RealMarinaHotel/Resi		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:15:11	00:03:27	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:15:11	00:15:11	00:00:04	00:00:04
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:26	00:04:26	00:00:07	00:00:07
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:01:05	00:00:54	00:00:10	00:00:10
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:06	00:03:38	00:01:50	00:00:09	00:00:09
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:04:11	00:03:30	00:00:20	00:00:20
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:01	00:01:01	00:00:11	00:00:11
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:07:25	00:04:05	00:00:08	00:00:08
14-09-2018		50	50	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:11:30	00:02:38	00:00:14	00:00:14
GrdRealSantaEulalia		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:11:30	00:02:48	00:00:16	00:00:16
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:33	00:01:27	00:00:18	00:00:18
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:05:13	00:03:25	00:00:12	00:00:12
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:05	00:03:12	00:01:29	00:00:10	00:00:10
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:07:15	00:07:15	00:00:23	00:00:23
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:00:43	00:00:38	00:00:08	00:00:08
	15:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:11:30	00:03:06	00:00:17	00:00:17
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:46	00:04:04	00:00:22	00:00:22
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:00	00:00:00	00:00:08	00:00:08
RealBellavistaHotel		13	13	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:04	00:02:12	00:00:11	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:03:48	00:02:22	00:00:11	00:00:11
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:04:08	00:02:00	00:00:10	00:00:10
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:13	00:02:13	00:00:07	00:00:07
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:49	00:02:00	00:00:12	00:00:12
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:04	00:02:42	00:00:13	00:00:13
RealMarinaHotel/Resi		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:45	00:02:46	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	00:02:48	00:02:48	00:00:07	00:00:07
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:05:45	00:05:45	00:00:14	00:00:14
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:12	00:01:43	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	00:05:04	00:03:37	00:00:17	00:00:17
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:35	00:01:39	00:00:14	00:00:14
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:34	00:04:08	00:00:11	00:00:11
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:03:32	00:02:32	00:00:28	00:00:28
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:02:15	00:02:07	00:00:08	00:00:08
15-09-2018		15	6	✖	40.0%	3	✖	20.0%	6	✖	40.0%	00:00:15	00:00:11	00:11:22	00:06:37	00:00:47	00:00:14
GrdRealSantaEulalia		6	5	⚠	83.3%	1	✖	16.7%	0	✔	0.0%	00:00:15	00:00:10	00:11:22	00:06:42	00:00:37	00:00:14
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:10:52	00:06:02	00:00:20	00:00:20
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:07:43	00:07:43	00:00:15	00:00:15
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:23	00:02:23	00:00:10	00:00:10
	14:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:32	00:00:00
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:11:22	00:11:22	00:00:07	00:00:07
RealBellavistaHotel		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:06:10	00:06:10	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:06:10	00:06:10	00:00:10	00:00:10
RealMarinaHotel/Resi		8	0	✖	0.0%	2	✖	25.0%	6	✖	75.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:00	00:00:00



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	14:00:00	1	0	❌	0.0%	1	❌	100.0%	0	✅	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:03:04	00:00:00
	15:00:00	5	0	❌	0.0%	1	❌	20.0%	4	❌	80.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:56	00:00:00
	16:00:00	2	0	❌	0.0%	0	✅	0.0%	2	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
17-09-2018		32	31	✅	96.9%	1	✅	3.1%	0	✅	0.0%	00:00:16	00:00:11	00:20:22	00:04:25	00:00:15	00:00:13
GrdRealSantaEulalia		9	9	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:07:23	00:04:03	00:00:14	00:00:14
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:06:02	00:04:58	00:00:16	00:00:16
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:07:23	00:07:23	00:00:09	00:00:09
	11:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:06:09	00:05:27	00:00:16	00:00:16
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:12	00:01:01	00:01:01	00:00:12	00:00:12
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:00:35	00:00:35	00:00:11	00:00:11
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:13	00:01:13	00:01:13	00:00:13	00:00:13
RealBellavistaHotel		7	7	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:16	00:00:11	00:20:22	00:06:45	00:00:13	00:00:13
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:16	00:00:16	00:00:52	00:00:52	00:00:16	00:00:16
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:12	00:02:27	00:02:27	00:00:12	00:00:12
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:10	00:03:44	00:03:07	00:00:11	00:00:11
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:13:44	00:13:44	00:00:08	00:00:08
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:03:37	00:03:37	00:00:24	00:00:24
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:20:22	00:20:22	00:00:08	00:00:08
RealMarinaHotel/Resi		16	15	✅	93.8%	1	✅	6.3%	0	✅	0.0%	00:00:15	00:00:10	00:14:47	00:03:37	00:00:16	00:00:13
	09:00:00	5	4	⚠️	80.0%	1	❌	20.0%	0	✅	0.0%	00:00:15	00:00:12	00:03:20	00:01:14	00:00:27	00:00:17
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:07:26	00:04:19	00:00:17	00:00:17
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:04:15	00:04:15	00:00:21	00:00:21
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:03:21	00:03:21	00:00:11	00:00:11
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:02:04	00:01:24	00:00:07	00:00:07
	16:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:14:47	00:08:37	00:00:08	00:00:08
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:01:43	00:01:43	00:00:11	00:00:11
	18:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:03:13	00:03:06	00:00:08	00:00:08
18-09-2018		42	40	✅	95.2%	0	✅	0.0%	2	✅	4.8%	00:00:26	00:00:10	00:12:28	00:03:36	00:00:11	00:00:11
GrdRealSantaEulalia		16	15	✅	93.8%	0	✅	0.0%	1	✅	6.3%	00:00:15	00:00:09	00:09:50	00:02:58	00:00:10	00:00:10
	11:00:00	7	6	✅	85.7%	0	✅	0.0%	1	⚠️	14.3%	00:00:15	00:00:10	00:05:08	00:02:46	00:00:11	00:00:11
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:12	00:09:50	00:06:27	00:00:12	00:00:12
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:00:33	00:00:33	00:00:06	00:00:06
	15:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:05:48	00:03:08	00:00:08	00:00:08
	17:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:03:40	00:02:02	00:00:12	00:00:12
RealBellavistaHotel		13	13	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:08:30	00:03:12	00:00:10	00:00:10
	09:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:06:02	00:02:45	00:00:08	00:00:08
	11:00:00	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
	12:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:08:30	00:05:00	00:00:15	00:00:15
	13:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:07	00:04:09	00:02:28	00:00:07	00:00:07
	16:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:04:40	00:03:40	00:00:10	00:00:10
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:02:29	00:02:29	00:00:08	00:00:08
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:14	00:01:25	00:01:25	00:00:14	00:00:14
RealMarinaHotel/Resi		13	12	✅	92.3%	0	✅	0.0%	1	✅	7.7%	00:00:26	00:00:12	00:12:28	00:04:37	00:00:12	00:00:13
	10:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:26	00:00:13	00:08:19	00:03:59	00:00:10	00:00:10
	11:00:00	3	2	⚠️	66.7%	0	✅	0.0%	1	❌	33.3%	00:00:15	00:00:13	00:12:28	00:09:06	00:00:14	00:00:20
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:09:09	00:09:09	00:00:08	00:00:08
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:12	00:03:50	00:03:45	00:00:12	00:00:12
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:10	00:04:08	00:04:08	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:08	00:01:11	00:00:26	00:00:26
19-09-2018		29	27	✔	93.1%	1	✔	3.4%	1	✔	3.4%	00:00:15	00:00:09	00:13:34	00:02:26	00:00:16	00:00:11
GrdRealSantaEulalia		13	11	⚠	84.6%	1	✔	7.7%	1	✔	7.7%	00:00:15	00:00:08	00:13:34	00:02:46	00:00:23	00:00:12
	09:00:00	0	0		#DIV/0!	0		#DIV/0!	0		#DIV/0!	00:00:15	00:00:14	00:00:42	00:00:42	00:00:00	00:00:00
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:13:34	00:04:14	00:00:14	00:00:14
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:07:39	00:07:39	00:00:14	00:00:14
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:07:40	00:03:16	00:00:11	00:00:11
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:51	00:01:51	00:00:07	00:00:07
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:03:47	00:01:52	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:00:28	00:00:23	00:00:19	00:00:19
	18:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:22	00:00:00
RealBellavistaHotel		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:07:23	00:02:07	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:07:23	00:07:23	00:00:11	00:00:11
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:00:53	00:00:50	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:04	00:01:52	00:00:04	00:00:04
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:19	00:01:00	00:00:16	00:00:16
RealMarinaHotel/Resi		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:41	00:02:08	00:00:10	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:06:41	00:06:41	00:00:11	00:00:11
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:03:32	00:03:12	00:00:12	00:00:12
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:02:59	00:01:24	00:00:08	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:01:48	00:01:22	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:01:44	00:01:44	00:00:15	00:00:15
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:12	00:00:49	00:00:10	00:00:10
20-09-2018		41	39	✔	95.1%	0	✔	0.0%	2	✔	4.9%	00:00:15	00:00:10	00:13:23	00:02:59	00:00:12	00:00:12
GrdRealSantaEulalia		14	12	✔	85.7%	0	✔	0.0%	2	⚠	14.3%	00:00:15	00:00:10	00:13:23	00:03:48	00:00:10	00:00:12
	09:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:27	00:01:33	00:00:15	00:00:15
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:05:44	00:05:12	00:00:10	00:00:10
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:00:59	00:00:59	00:00:13	00:00:13
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:36	00:02:36	00:00:06	00:00:06
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:07:04	00:07:04	00:00:10	00:00:10
	18:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:08	00:00:08	00:13:23	00:08:22	00:00:06	00:00:08
RealBellavistaHotel		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:10	00:01:31	00:00:11	00:00:11
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:57	00:01:57	00:00:06	00:00:06
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:01:32	00:01:30	00:00:10	00:00:10
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:10	00:02:10	00:00:05	00:00:05
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:28	00:00:28	00:00:23	00:00:23
RealMarinaHotel/Resi		22	22	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:09:54	00:02:52	00:00:13	00:00:13
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:57	00:02:57	00:00:08	00:00:08
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:03:31	00:01:27	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:00	00:01:00	00:00:12	00:00:12
	12:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:07:39	00:02:39	00:00:11	00:00:11
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:09:54	00:09:54	00:00:10	00:00:10
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:05:11	00:02:48	00:00:22	00:00:22
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:26	00:02:14	00:00:14	00:00:14
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:07:38	00:03:25	00:00:14	00:00:14
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:52	00:03:52	00:00:21	00:00:21
21-09-2018		35	33	✔	94.3%	0	✔	0.0%	2	✔	5.7%	00:00:16	00:00:10	00:12:58	00:03:14	00:00:11	00:00:11
GrdRealSantaEulalia		14	13	✔	92.9%	0	✔	0.0%	1	✔	7.1%	00:00:15	00:00:10	00:12:58	00:03:09	00:00:11	00:00:12



# OneContact Reporting

## Service Performance Report

	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:02:15	00:01:43	00:00:09	00:00:09
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:01:43	00:01:22	00:00:10	00:00:10
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:07:19	00:07:19	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	00:00:25	00:00:25	00:00:05	00:00:05
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:03:12	00:02:43	00:00:11	00:00:11
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:12:58	00:03:24	00:00:11	00:00:11
	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	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:14	00:00:14	00:07:36	00:07:36	00:00:20	00:00:30
RealBellavistaHotel		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:27	00:01:40	00:00:11	00:00:11
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:00:53	00:00:42	00:00:09	00:00:09
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:01:43	00:01:22	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	00:03:27	00:03:27	00:00:24	00:00:24
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:25	00:03:25	00:00:06	00:00:06
RealMarinaHotel/Resi		14	13	✔	92.9%	0	✔	0.0%	1	✔	7.1%	00:00:16	00:00:10	00:10:03	00:04:09	00:00:12	00:00:11
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:10:03	00:06:39	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:03:14	00:03:14	00:00:15	00:00:15
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:05:36	00:03:42	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	00:07:17	00:04:46	00:00:08	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:04:02	00:04:02	00:00:11	00:00:11
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:19	00:01:19	00:00:06	00:00:06
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:13	00:04:04	00:03:42	00:00:13	00:00:13
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:11	00:00:11	00:00:58	00:00:58	00:00:14	00:00:11
22-09-2018		28	20	⚠	71.4%	0	✔	0.0%	8	✖	28.6%	00:00:15	00:00:08	00:10:25	00:03:50	00:00:10	00:00:10
GrdRealSantaEulalia		12	10	⚠	83.3%	0	✔	0.0%	2	✖	16.7%	00:00:15	00:00:07	00:07:13	00:03:24	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	00:05:06	00:05:06	00:00:05	00:00:05
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:07:13	00:07:13	00:00:12	00:00:12
	12:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:03	00:00:03	00:07:08	00:07:08	00:00:06	00:00:04
	13:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:15	00:00:09	00:03:18	00:02:08	00:00:16	00:00:16
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:40	00:03:40	00:00:04	00:00:04
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:00:51	00:00:51	00:00:03	00:00:03
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:32	00:01:32	00:00:05	00:00:05
RealBellavistaHotel		3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:07	00:00:06	00:10:25	00:06:52	00:00:05	00:00:06
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:18	00:03:18	00:00:07	00:00:07
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:10:25	00:10:25	00:00:06	00:00:06
	16:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:02	00:00:00
RealMarinaHotel/Resi		13	8	⚠	61.5%	0	✔	0.0%	5	✖	38.5%	00:00:15	00:00:09	00:09:15	00:03:37	00:00:12	00:00:13
	11:00:00	9	4	✖	44.4%	0	✔	0.0%	5	✖	55.6%	00:00:15	00:00:09	00:09:15	00:04:44	00:00:12	00:00:13
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:01:18	00:01:18	00:00:15	00:00:15
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:03:26	00:02:16	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:10	00:04:10	00:00:21	00:00:21
24-09-2018		56	55	✔	98.2%	0	✔	0.0%	1	✔	1.8%	00:00:16	00:00:09	00:17:25	00:03:22	00:00:10	00:00:10
GrdRealSantaEulalia		22	22	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:10:56	00:03:04	00:00:09	00:00:09
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:03:28	00:02:01	00:00:08	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:30	00:02:30	00:00:07	00:00:07
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:08:37	00:02:43	00:00:09	00:00:09
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:10:56	00:04:27	00:00:07	00:00:07
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:05:03	00:02:58	00:00:08	00:00:08
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:07:14	00:03:33	00:00:08	00:00:08

# OneContact Reporting

## Service Performance Report

	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:56	00:03:56	00:00:14	00:00:14
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:45	00:01:45	00:00:04	00:00:04
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:41	00:01:41	00:00:08	00:00:08
RealBellavistaHotel		18	18	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:09	00:17:25	00:03:37	00:00:10	00:00:10
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:17:25	00:09:33	00:00:09	00:00:09
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:06:01	00:04:06	00:00:10	00:00:10
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:30	00:00:30	00:00:06	00:00:06
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:56	00:01:18	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	00:03:37	00:03:37	00:00:12	00:00:12
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:39	00:01:22	00:00:08	00:00:08
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:10	00:05:20	00:02:08	00:00:14	00:00:14
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:03:25	00:02:02	00:00:09	00:00:09
RealMarinaHotel/Resi		16	15	✔	93.8%	0	✔	0.0%	1	✔	6.3%	00:00:15	00:00:10	00:09:41	00:03:31	00:00:12	00:00:13
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:25	00:03:13	00:00:14	00:00:14
	11:00:00	7	6	✔	85.7%	0	✔	0.0%	1	🟡	14.3%	00:00:15	00:00:09	00:06:27	00:03:03	00:00:09	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:01:07	00:01:00	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:00	00:02:00	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	00:06:26	00:04:51	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:04:42	00:04:42	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:09:41	00:09:41	00:00:37	00:00:37
25-09-2018		56	53	✔	94.6%	1	✔	1.8%	2	✔	3.6%	00:00:16	00:00:09	00:24:56	00:02:44	00:00:10	00:00:10
GrdRealSantaEulalia		22	21	✔	95.5%	0	✔	0.0%	1	✔	4.5%	00:00:15	00:00:09	00:09:37	00:02:03	00:00:11	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:03:16	00:01:46	00:00:11	00:00:11
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:01:34	00:00:55	00:00:09	00:00:09
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:04:49	00:02:05	00:00:09	00:00:09
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:03:39	00:03:38	00:00:10	00:00:10
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:09:37	00:05:03	00:00:12	00:00:12
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:35	00:03:35	00:00:09	00:00:09
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:03	00:01:27	00:00:12	00:00:12
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:02:34	00:01:22	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:55	00:00:55	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	00:00:16	00:00:00
RealBellavistaHotel		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:07:27	00:02:47	00:00:08	00:00:08
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:29	00:02:29	00:00:09	00:00:09
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:35	00:03:35	00:00:09	00:00:09
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:05:31	00:03:17	00:00:06	00:00:06
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:03:00	00:01:52	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:02:47	00:02:47	00:00:12	00:00:12
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:46	00:00:46	00:00:04	00:00:04
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:07:27	00:04:00	00:00:10	00:00:10
RealMarinaHotel/Resi		24	22	✔	91.7%	1	✔	4.2%	1	✔	4.2%	00:00:16	00:00:09	00:24:56	00:03:20	00:00:11	00:00:11
	09:00:00	3	2	🟡	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:10	00:00:08	00:08:42	00:08:26	00:00:10	00:00:08
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:02:55	00:01:24	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	00:24:56	00:10:20	00:00:12	00:00:12
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:17	00:03:17	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:35	00:00:35	00:00:09	00:00:09
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:17	00:01:35	00:00:16	00:00:16
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:00	00:02:16	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:00	00:03:00	00:00:07	00:00:07
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:14	00:01:53	00:01:37	00:00:22	00:00:22
	18:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:07	00:00:06	00:00:49	00:00:49	00:00:06	00:00:07
26-09-2018		34	33	✔	97.1%	0	✔	0.0%	1	✔	2.9%	00:00:16	00:00:10	00:17:36	00:02:46	00:00:12	00:00:12
GrdRealSantaEulalia		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:04	00:01:53	00:00:14	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:54	00:00:54	00:00:24	00:00:24
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:06:04	00:02:08	00:00:08	00:00:08
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:26	00:03:20	00:00:17	00:00:17
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:00:47	00:00:37	00:00:08	00:00:08
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:00:34	00:00:34	00:00:22	00:00:22
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:13	00:03:13	00:00:22	00:00:22
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:02:54	00:02:54	00:00:14	00:00:14
RealBellavistaHotel		8	7	✔	87.5%	0	✔	0.0%	1	⚠	12.5%	00:00:16	00:00:10	00:17:36	00:04:17	00:00:12	00:00:13
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:00	00:00:42	00:00:07	00:00:07
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:01:10	00:01:10	00:00:14	00:00:14
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:16	00:02:55	00:02:55	00:00:16	00:00:16
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:00:48	00:00:48	00:00:12	00:00:12
	18:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:11	00:00:09	00:17:36	00:09:19	00:00:11	00:00:14
RealMarinaHotel/Resi		15	15	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:13	00:02:42	00:00:11	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:28	00:00:28	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:08:13	00:04:14	00:00:11	00:00:11
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:51	00:03:45	00:00:14	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:03:20	00:03:20	00:00:13	00:00:13
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:01:50	00:01:16	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	00:00:49	00:00:46	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	00:06:06	00:06:06	00:00:07	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:06:21	00:06:21	00:00:11	00:00:11
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:01:13	00:01:01	00:00:08	00:00:08
27-09-2018		54	49	✔	90.7%	1	✔	1.9%	4	✔	7.4%	00:00:15	00:00:10	00:19:25	00:04:03	00:00:15	00:00:15
GrdRealSantaEulalia		23	20	✔	87.0%	0	✔	0.0%	3	⚠	13.0%	00:00:15	00:00:09	00:08:54	00:03:29	00:00:14	00:00:14
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:07:26	00:03:19	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:03:28	00:03:28	00:00:12	00:00:12
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:03:38	00:02:05	00:00:08	00:00:08
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:08:54	00:04:25	00:00:06	00:00:06
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:57	00:02:53	00:00:17	00:00:17
	14:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:12	00:00:10	00:05:25	00:02:58	00:00:12	00:00:10
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:20	00:04:26	00:00:10	00:00:10
	18:00:00	5	3	⚠	60.0%	0	✔	0.0%	2	✖	40.0%	00:00:15	00:00:10	00:07:23	00:03:21	00:00:29	00:00:37
RealBellavistaHotel		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:06:35	00:03:19	00:00:08	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:06:35	00:06:35	00:00:05	00:00:05
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:41	00:00:41	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:00:43	00:00:43	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:06:04	00:06:04	00:00:09	00:00:09
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:03:35	00:02:18	00:00:09	00:00:09
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:06:09	00:04:26	00:00:08	00:00:08
RealMarinaHotel/Resi		22	20	✔	90.9%	1	✔	4.5%	1	✔	4.5%	00:00:15	00:00:11	00:19:25	00:04:59	00:00:18	00:00:18
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:05:13	00:05:13	00:00:09	00:00:09
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:16:09	00:11:50	00:00:12	00:00:12

OneContact Reporting

Service Performance Report

	12:00:00	2	1	🟡 50.0%	1	🔴 50.0%	0	🟢 0.0%	00:00:14	00:00:10	00:07:19	00:07:19	00:00:10	00:00:05
	13:00:00	4	4	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:12	00:02:16	00:01:32	00:00:18	00:00:18
	14:00:00	4	4	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:10	00:19:25	00:07:45	00:00:32	00:00:32
	15:00:00	3	3	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:12	00:01:07	00:00:52	00:00:17	00:00:17
	16:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:12	00:04:04	00:03:03	00:00:24	00:00:24
	17:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:08	00:00:07	00:12:34	00:07:18	00:00:07	00:00:07
	18:00:00	2	1	🟡 50.0%	0	🟢 0.0%	1	🔴 50.0%	00:00:10	00:00:10	00:03:02	00:03:02	00:00:12	00:00:10
28-09-2018		53	51	🟢 96.2%	1	🟢 1.9%	1	🟢 1.9%	00:00:15	00:00:09	00:13:54	00:03:20	00:00:12	00:00:10
GrdRealSantaEulalia		29	27	🟢 93.1%	1	🟢 3.4%	1	🟢 3.4%	00:00:15	00:00:09	00:13:42	00:02:43	00:00:14	00:00:10
	09:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:10	00:03:13	00:02:30	00:00:15	00:00:15
	10:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:12	00:00:10	00:07:33	00:04:08	00:00:10	00:00:10
	11:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:10	00:01:18	00:01:18	00:00:22	00:00:22
	12:00:00	6	6	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:10	00:00:08	00:03:03	00:01:07	00:00:08	00:00:08
	13:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:07	00:00:07	00:13:42	00:13:42	00:00:07	00:00:07
	14:00:00	6	6	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:14	00:00:11	00:10:08	00:02:55	00:00:10	00:00:10
	16:00:00	3	3	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:07	00:04:40	00:01:59	00:00:11	00:00:11
	17:00:00	3	3	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:13	00:00:10	00:04:24	00:02:05	00:00:10	00:00:10
	18:00:00	5	3	🟡 60.0%	1	🔴 20.0%	1	🔴 20.0%	00:00:15	00:00:12	00:06:10	00:02:32	00:00:31	00:00:11
RealBellavistaHotel		6	6	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:12	00:00:09	00:13:40	00:04:13	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	00:00:41	00:00:41	00:00:10	00:00:10
	11:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:12	00:00:10	00:13:40	00:07:30	00:00:10	00:00:10
	12:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:08	00:00:08	00:03:27	00:03:27	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	00:01:39	00:01:39	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	00:04:32	00:04:32	00:00:08	00:00:08
RealMarinaHotel/Resi		18	18	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:09	00:13:54	00:04:05	00:00:10	00:00:10
	09:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:13	00:00:09	00:02:59	00:01:50	00:00:10	00:00:10
	10:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:11	00:00:11	00:03:55	00:03:55	00:00:11	00:00:11
	11:00:00	3	3	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:07	00:00:04	00:02:15	00:01:28	00:00:04	00:00:04
	12:00:00	4	4	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:11	00:00:08	00:05:35	00:03:47	00:00:08	00:00:08
	13:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:07	00:05:19	00:04:54	00:00:12	00:00:12
	14:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:09	00:00:09	00:05:28	00:04:40	00:00:09	00:00:09
	15:00:00	3	3	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:11	00:13:54	00:06:00	00:00:15	00:00:15
	17:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:15	00:00:12	00:09:24	00:09:24	00:00:24	00:00:24
29-09-2018		23	14	🟡 60.9%	0	🟢 0.0%	9	🔴 39.1%	00:00:16	00:00:08	00:11:43	00:03:26	00:00:09	00:00:09
GrdRealSantaEulalia		16	7	🔴 43.8%	0	🟢 0.0%	9	🔴 56.3%	00:00:16	00:00:08	00:11:43	00:04:58	00:00:09	00:00:10
	10:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:08	00:00:08	00:02:18	00:02:18	00:00:08	00:00:08
	12:00:00	8	4	🟡 50.0%	0	🟢 0.0%	4	🔴 50.0%	00:00:15	00:00:07	00:11:43	00:05:32	00:00:07	00:00:10
	13:00:00	6	1	🔴 16.7%	0	🟢 0.0%	5	🔴 83.3%	00:00:07	00:00:07	00:05:59	00:05:59	00:00:10	00:00:07
	16:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:16	00:00:16	00:04:23	00:04:23	00:00:16	00:00:16
RealBellavistaHotel		3	3	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:11	00:00:08	00:02:57	00:01:37	00:00:08	00:00:08
	11:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:11	00:00:07	00:02:57	00:02:02	00:00:07	00:00:07
	12:00:00	1	1	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:09	00:00:09	00:00:46	00:00:46	00:00:10	00:00:10
RealMarinaHotel/Resi		4	4	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:12	00:00:08	00:04:17	00:02:06	00:00:08	00:00:08
	10:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:09	00:00:08	00:04:17	00:03:02	00:00:08	00:00:08
	11:00:00	2	2	🟢 100.0%	0	🟢 0.0%	0	🟢 0.0%	00:00:12	00:00:08	00:01:37	00:01:12	00:00:08	00:00:08
TOTAL		986	851	🟢 86.3%	28	🟢 2.8%	106	🟡 10.8%	00:00:40	00:00:10	01:33:26	00:03:27	00:00:14	00:00:12